

Media Release

Serco Processes 2 Millionth Patent Application for U.S. Patent and Trademark Office

18 March 2013

Serco Inc., a leading provider of professional, technology, and management services to the federal government, announced today that their Pre-Grant Publication (PGPubs) Classification Services team recently processed their 2 millionth patent application for the U.S. Patent & Trademark Office (USPTO). Each application was also processed within the contractually required 28-day window.

USPTO is the government agency that grants U.S. patents and registers trademarks. In 2006 Serco was awarded the contract with USPTO to manage their Pre-Grant Publication (PGPubs) Classification Services. Serco's PGPubs team has since been responsible for analyzing the claims made in patent applications and assigning the appropriate U.S. and international classifications to key aspects of proposed inventions.

In a single day, Serco's PGPubs Patent Classifiers process approximately 1,450 patent applications by analyzing more than 21,800 patent claims and assigning more than 7,900 U.S. and international classifications while exceeding quality goals with a better than 97% accuracy rate. The Serco team has received multiple awards from the government for greatly exceeding quality standards.

The Serco PGPubs team has also been extremely innovative in responding to USPTO's challenges by implementing new methods and systems for better business processes. Since 2006 the team has built a virtually paperless classification operation. The operation includes a secure facility with IT infrastructure, procedures for recruiting and training highly skilled staff, and implementation of a set of automated tools that streamlined the classification process while minimizing errors. The facility is located in Harrisonburg, VA and the project now employs 135 people.

In honour of the 2 millionth patent being processed, U.S. Congressman Bob Goodlatte personally visited the facility and congratulated Serco's PGPubs team for their support. "America is the world

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leader in innovation and creativity,” said Congressman Goodlatte. “The strength of our economy and American jobs rely on our ability to protect new inventions through the patent system and build on innovation in the 21st century. Congratulations to Serco’s PGPubs team on achieving this milestone and helping to make America more competitive.”

“The work that our team does at USPTO directly helps build the U.S. economy’s strength and vitality by protecting new ideas and investments in innovation and creativity,” said Mike Plymack, Senior Vice President of Serco’s Federal Civilian Services Group. “Serco’s PGPubs team has done an outstanding job supporting USPTO. This is a great example of how Serco has been able to help our clients improve outcomes and reduce costs through smart application of technology and process improvements.”

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For further information please contact:

Alan Hill, Serco Inc.

alan.hill@serco-na.com or T: 001 703 234 6854

Notes to editors

About Serco Inc

Serco Inc. is a leading provider of professional, technology, and management services focused on the federal government. We advise, design, integrate, and deliver solutions that transform how clients achieve their missions. Our customer-first approach, robust portfolio of services, and global experience enable us to respond with solutions that achieve outcomes with value.

Headquartered in Reston, Virginia, Serco Inc. has approximately 8,000 employees, annual revenue of \$1.2 billion, and is ranked in the Top 35 of the largest Federal Prime Contractors by Washington Technology. Serco Inc. is a wholly-owned subsidiary of Serco Group plc, a \$7 billion

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international business that helps transform government and public services around the world.

More information about Serco Inc. can be found at www.serco-na.com.

About Serco

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos.

We improve essential services by managing people, processes, technology and assets more effectively. We advise policy makers, design innovative solutions, integrate systems and - most of all - deliver to the public.

Serco supports governments, agencies and companies around the world who seek a trusted partner with a solid track record of providing assured service excellence. Our people offer operational, management and consulting expertise in the aviation, BPO, defence, education, environmental services, facilities management, health, home affairs, information and communications technology, knowledge services, local government, science, transport, welfare to work and the commercial sectors.

More information can be found at www.serco.com

[The original press release follows on the next page.]

Serco

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March 19, 2013

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