

serco



Welcome to Serco

Make a difference everyday

Serco and Proud

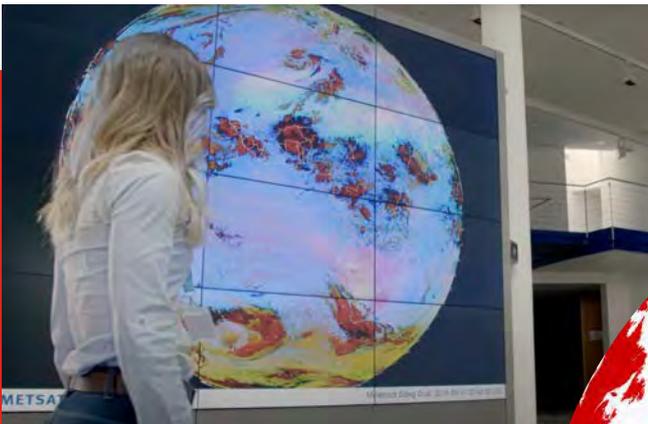
Make a difference every day

At Serco, not only is the nature of the work we do important, everyone has an important role to play, from caring for vulnerable people to managing complex public services.

We are a team of 50,000 people responsible for delivering essential public services around the world in areas including defence, transport, justice, immigration, healthcare and citizen services. We are innovators, committed to redesigning and improving public services for the benefit of everyone.

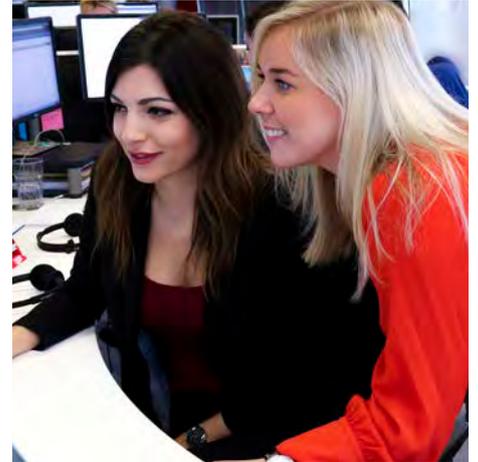
Our customers are governments and other public sector organisations who rely on our support to deliver more and better public services, for less.

We deliver services through people, supported by effective processes, technology and management. Our customers define what they need to deliver, and we develop new and more effective ways to deliver them. In this way we help to make a positive difference to the lives of millions of people and keep nations safe.



Make a difference everyday

Why Serco?



Meaningful and vital work

The nature of our business means you will do interesting work that matters.

- Deliver essential services that make a real difference to society.
- Make your mark: take the lead and have your say in how we can do things better.
- Be part of our journey to shape the future of public service.

A world of opportunity

Our diverse and global operations offer unrivalled opportunities to learn and develop.

- Build a fulfilling career doing work aligned to your strengths and interests.
- Broaden your experience, learn from expert colleagues and share your knowledge.
- Apply your skills in different ways and even different parts of the world.

Great people

We are a motivated team who will encourage you and help you to succeed.

- Get the support and the resources to do your job to your best ability.
- Work in a team environment with colleagues who care and support each other.
- Be part of a company committed to upholding its values.

“Delivering great service starts with our people. To keep ahead we have to constantly evolve and enhance the way we deliver our services. Everyone in Serco has a role to play here. No matter how small a difference it makes, we recognise and reward the individual contribution people make towards service excellence.”

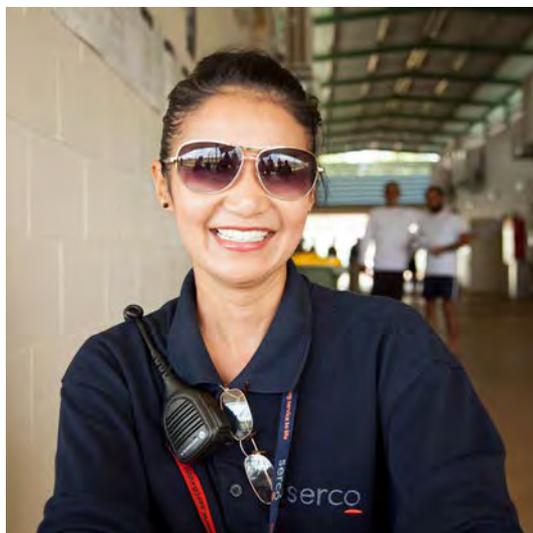
Rupert Soames, Group Chief Executive



How you can help us make a positive difference

Everyone at Serco is a valuable and important member of our team. We all do meaningful and vital work that matters. We are looking for people who share our values and sense of purpose and are:

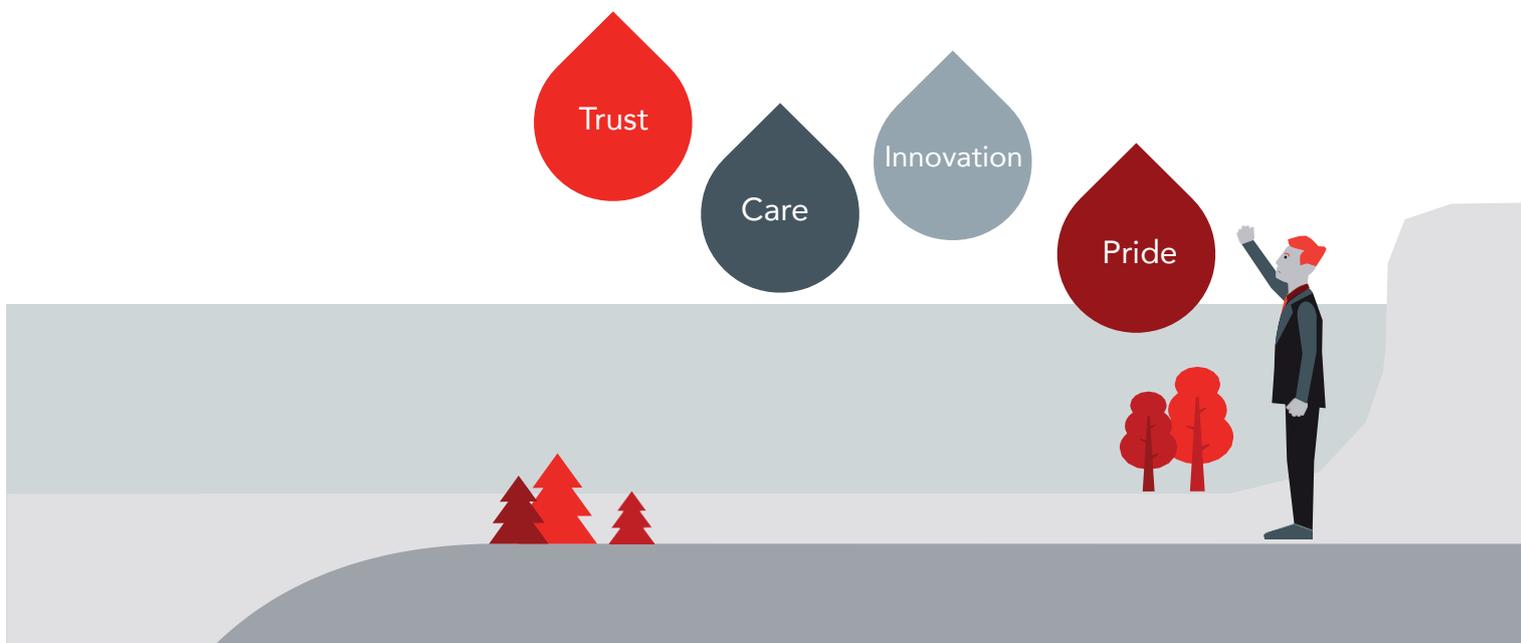
- committed to putting our customers and the public first;
- energised by new ideas and finding solutions to problems;
- driven to make a difference, take responsibility and deliver results;
- good at working with others, respecting individual differences and prioritising the team;
- confident and comfortable with change and challenges;
- ready and willing to take responsibility for their own personal impact and development; and proud of who they are and what they do.



We live our Values

When we deliver a service on behalf of our customers we are entrusted with their reputation.

That is why we ask all of our people to live our values every day and uphold the highest standard of ethical behaviour.





The support you can expect from us

Joining Serco means becoming an integral member of a highly motivated and supportive team who look out for one another and believe passionately in the value of their work.

We respect and support individual needs and differences of all employees – offering flexible working arrangements and benefits, encouraging people to speak

up and share their ideas and opinions, and supporting development and career progression.

The breadth and depth roles and responsibilities at Serco, and the diverse range of our operations, provide ample opportunities to build your career: broadening your experience, applying your skills in new ways and learning from expert colleagues.

The vital and engaging nature of our work, combined with our strong team culture, means that not only is our work stimulating and rewarding, it is enjoyable too – and we make sure exceptional contributions receive recognition

We work hard to earn trust and respect

We care deeply about the services we provide, and the communities we serve, and we look after each

We want to be proud of what we

We aspire to be better than anyone else at



Our markets

Defence

We offer high-end Facilities Management (FM) capabilities which range from the delivery of large-scale building projects and complex maintenance, through to traditional hard and soft facilities management. We partner with specialist, niche providers where there are clear benefits to our customers to widen the service value propositions that we provide.



- In Europe, we currently provide integrated range of FM services to the Belgium Ministry of Defence. We provide a range of 11 FM services on the Heverlee and Meerdaal military bases which includes the maintenance of buildings and infrastructure facilities, accommodation, pest control, winter services, landscaping, cleaning and restoration.
- We provide and operate nearly 120 support vessels (from 100 to 25,000 tons) for both the UK Royal Navy and Royal Australian Navy, plus International Nuclear Services. We provide 99.8% on-time delivery of support vessel services to the Royal Navy.
- We provide globally respected academic, operational, and resilience training provision. We enhance and upskill leaders and managers to achieve improved results in mission-critical and other operational areas.

International Organisations

In Europe, Serco is a partner of choice to the European Institutions and other International Organisations. We provide flexible and reliable ICT services in support, infrastructure, operations and development as well as managing different Contact Centres for the key European and International Institutions, agencies and organisations, in Brussels and across Europe.



- Serco provides a wide range of IT services to the European Institutions, including Information System support, managed IT support services, ICT configurations, support of Classified Information Services, IT Infrastructure and Maintenance, User Helpdesk and Data Centre Operations. We can provide custom-made services to address our clients' specific challenges.
- Serco places Operational Excellence at its core and is a European leader in Service Integration and Management (SIAM). SIAM provides a single point of responsibility for the management and delivery of all services delivered by both internal and external service providers.

Space

In Europe, Serco provides Front End and User Services, Satellite & Ground Systems Engineering and Operations, support to astronomy and planetary missions along with their scientific archives, Data Processing and Quality Control, Earth Observation Data Access and Exploitation, Ground Segment Infrastructure operations.



- We provide an expert Earth Observation Helpdesk and Engineering Support to Operations of the ESA Ecosystem of Earth Observation applications.
- We provide 24/7 operations to manage incoming requests for the International Charter for Disasters, providing Earth Observation data.
- For the Data Services Initiative (DSI), we provide a fully managed service with respect to activities related to the Processing and Management of Earth Observation Data Sets.
- Serco is Prime Contractor to ESA for the management of the Copernicus Open Access Hub providing complete, free and open access to Sentinel-1, Sentinel-2, Sentinel-3 and Sentinel-5P user products.



Being a responsible business

Our commitment to corporate responsibility recognises evolving political and economic landscapes, public expectations, our broader impact as a company and how all of these align to the outcomes our customers seek to achieve.

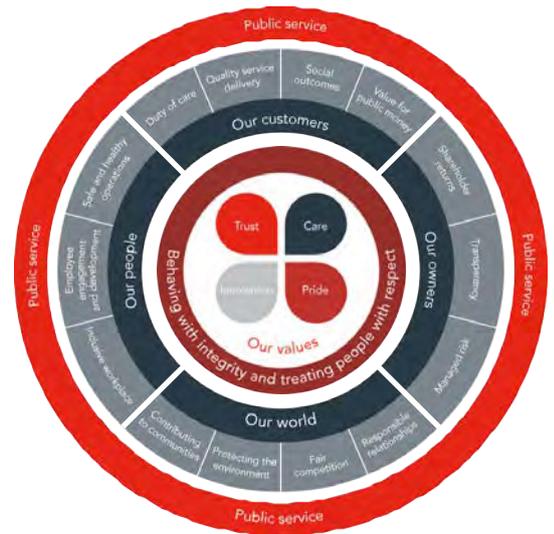
Our corporate responsibility framework defines our principal areas of responsibility and will help to guide future practice and behaviour.

Diverse workforce and inclusive workplace

Our business thrives because of our talented and diverse workforce. We continually challenge ourselves to ensure diversity and inclusion are embedded in our culture and ways of working.

We promote equality of opportunity and strive to create an environment in which everyone is treated fairly and with respect, dignity and zero tolerance for any form of discrimination.

Our approach includes proactively balancing diversity at all levels; establishing employee-led networks for our global and regional communities, working closely with them to better understand and support their needs; and putting in place training, systems and processes to help us achieve our goals.



“We take pride in our efforts to be an inclusive and diverse workplace. We care deeply about our customers, service users, those in our care and all our 50,000 plus colleagues in more than 20 countries. We innovate through not only our expertise but by sharing our varied range of skills and knowledge and collaborating with each other. Change is part of what we do in bringing people together who are motivated to make a positive difference”



Anthony Kirby, Group HR Director





Serco's success is a reflection of our people

Our people have a passion for what they do and are committed to bringing service to life for millions of people around the world, every day. From supporting patients in hospital to get well, ensuring passengers travel safely in the skies, on the roads and in trains, working with offenders to build productive lives and supporting our armed forces around the world, the work they do around the globe truly makes a difference to the societies we are all part of.

How we engage our people is key so we use a variety of means by which to listen, communicate and recognise them.

- Through the Pulse Awards we celebrate when our people, our customers and our partners go that extra mile and exceed expectations.
- Viewpoint enables us to listen to our employees and take action to make Serco a better place to work.
- Serco Recognition helps us recognise when our people go that extra mile and exceed expectations

"We always seek to improve our employee experience to be the best employer on the markets we operate in, and remain a preferred partner to our customers. We truly believe all our employees make a difference every day and that they are key in delivering complex services to our customers across Europe."

Gaetan Desclee, EU MD, Serco Europe





My name is Nadja, I am a Serco employee working as a FM Service Desk Supervisor at the European Central Bank (ECB) in Frankfurt, Germany. We are the first point of contact for any citizen trying to reach the ECB via phone. We also submit tickets for any issues arising in one of the three ECB buildings in Frankfurt. One of our main duties is to book meetings and conferences for employees and external visitors from all over the world and ensure they receive first class services. I think Serco is a great place to work, it is a truly international company and you always feel supported. When I moved back to Germany two years ago, I looked for international jobs because I love to work with people from different backgrounds, culture and life stories. With Serco, I have had the opportunity to grow very quickly. I was recently invited to join the Serco Grow Programme which is an amazing opportunity to grow within the company and see my professional perspectives broadening. Even if my mission or the contract I am assigned to had to change, I am convinced I would like to stay with Serco.

Nadja Breit, FM supervisor at the European Central Bank



My name is Gianfranco, I am one of Serco Italy Sales Managers for Copernicus, the European Space Agency Spaceprogram. I'm responsible for the Italian cloud solution team based in Frascati.

One of my main mission is to always improve our ONDA DIAS services, Serco's datacloud platform, and to ensure our services are user-friendly and attractive for our customers. After working for IBM for 22 years, I decided to take the challenge of joining Serco last year as I have always been fascinated by earth observation and satellite data. I am extremely glad I joined this company. I truly appreciate the huge range of interests and services offered by Serco globally, the care for its employees and the focus on inclusion at all level of the organisation.

Gianfranco Russo - Business sales/Copernicus Sales Manager for DIAS Commercial Services



I am Marco, an IT security and network specialist based in Italy. As part of my role at Serco I am currently supporting exciting projects commissioned by the European Union in the field of aerospace. Since I started working a few years ago, I had the opportunity to work for different companies and to experience a wide range of corporate environments.

I have joined Serco a year ago and I look forward to many more years working for this company: Here, I feel we are being supported in developing our skills and competences, with a strong focus on employee engagement, wellbeing and on the communication between colleagues. I have the opportunity to expand my knowledge every day, as I am supported by a team of excellent IT experts with whom I collaborate on the latest cloud-based solutions, creation and management of IaaS infrastructures, application of best practices in the field of IT security. The missions I am currently assigned to consist in using new technologies to offer scientific service to people which have a strong impact on society. It is very satisfactory to evolve in such an environment when you are working as a technician like me and want to add an ethical and social perspective to your job and career.

Marco Bragioni, 7Shield H2020 - DIAS Base Operation



My name is Alessandra, I am 31 years old and I am a Serco employee working at ESRIN, ESA Centre for Earth Observation in Italy. I have been working as System Engineer for the design of space missions Ground Segments since I graduated from university. After eight years working in the space industry, my main objective had always been to work for the European Space Agency. I got the amazing opportunity to finally work for the European Space Agency thanks to Serco. Joining Serco is a bit like accessing a European space shuttle in terms of career, and I am glad I haven't missed this chance. Working for our customer the European Space Agency means evolving in the most lively, interesting and multicultural work environment, and I am really proud to be part of this journey.

Alessandra Rech, PDGS System Engineer, Serco for ESA PDGS Project Section Directorate of Earth Observation Programmes at ESRIN



5 years ago, I emigrated from Russia, and started working for Serco. I joined the team of Serco IT systems engineers at the ECB, Frankfurt, Germany. My positive experience with this job is not only related to my fast promotion within the team, but from the very beginning, the people, the corporate culture, the working conditions and the team spirit has been so positive from what I have seen before.

Our work is very important. We support the ECB and help maintain stability in the euro zone, through our support to their core IT applications which the ECB uses to implement and publish its monetary policy and banknote services. For example when updates are published to the official Euro rates on the ECB website, it is our application that provides data for it, or if somebody reports a suspicious banknote, it is our service that the policy will use to check its validity. We stay on the technical side of this process, away from the mainstream economic discussions and decisions, and feel ourselves as a part of one big family contributing to a public well-being, involved at the very core of its work. As such, the latest troubles caused by COVID-19, has meant that we continue to support the ECB meet their objectives, from the very start of the pandemic.

Ivan Mikhaylov, Team leader for managed services at the European Central Bank



My name is Margherita, I work as a spacecraft Controller for Serco at EUMETSAT. Our mission as controllers is fundamental and we are here on a 24/7 basis. We are making sure that satellites keep on track. We're not really moving we are just making sure that they're doing their job.

I studied space engineering because as a kid I was always obsessed with space. I started working for Serco two years ago, two months after having been graduated from University. I honestly didn't expect this happening so soon because I thought with little experience it would be very hard for me to get a job like this. In this job, I gain a lot of experience, I really could see and put my hands on every single aspects of a space mission. I am really proud of working here for Serco.

Margherita Maria Maglie, EPS Controller, Serco Employee, EUMETSAT



I am Steven. I am working in the metrology laboratory here at the test centre in ESTEC. The spacecraft arrives here almost finished or completely finished but then we put in them the tests facilities and a lot of things happen. We are always involved to give the project support but also to give the facilities the support they need. Testing is the very last phase of the construction of satellites and there are very important before the launch.

I've been working here since I graduated from University. I started as an Internship. Support is very strong from the local support office. Serco is giving me the opportunity to work here.

Steven Sablerolle, Metrology Engineer, Serco Employee European Space Agency, ESTEC premises



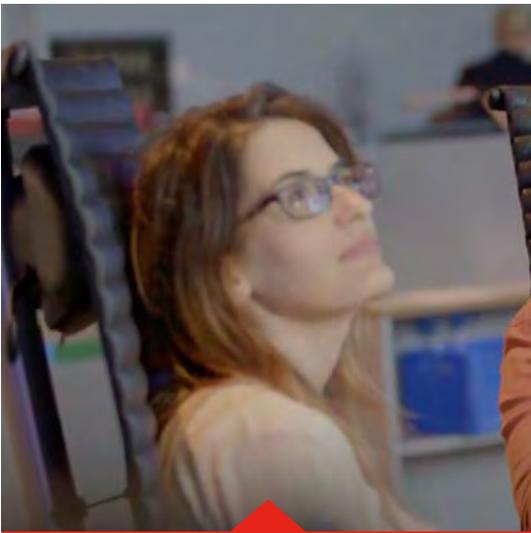


My name is Daniel, I am the EPS data process Analyst. I used to be in the Royal Air Force in the UK, but I decided my time had come to leave. Those who are leaving the military in the UK are given special jobs pages tailored to their needs. I sent my application, people told me I was crazy, that I would never have never the chance to become a space controller, but Serco values military experience in telecommunication and air defence, which was predominately what I worked in. I feel very lucky to be working for Serco. I was first of all given that opportunity to enter the sector and since then my hard work have been recognised and I've been lucky enough to be promoted in a short space of time.

In the EPC control centre, the missions are to provide weather forecast information based on the data sense from all of the spacecraft. We quite often can see large images of big hurricanes in the US and of course the early you can spot these the sooner essentially you can save lives. Serco provides engineers for all of these facilities, large group of the controllers and engineers teams and analyst teams. We all come together to support the one goal of EUMETSAT.

Daniel St John, EPS Spacecraft and Ground Segment Controller, Serco Employee EUMETSAT





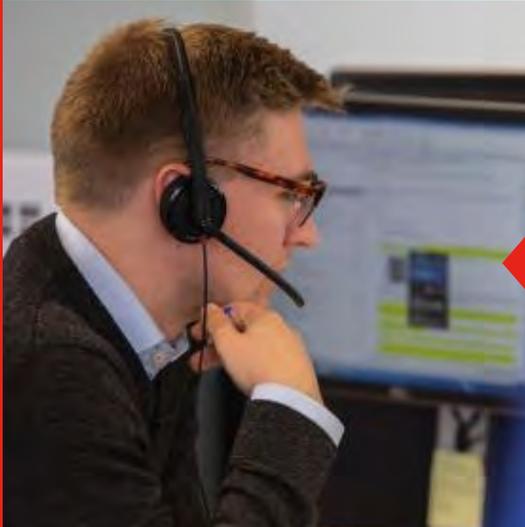
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Daniel St John, EPS Spacecraft and Ground Segment Controller, Serco Employee EUMETSAT



My name is Eleonora and I am the new Spacecraft Controller for astronomy. I am currently in training. When I got the call from Serco telling me that I got the Job, I started jumping around, and I was so happy. It was a dream come true for me.

Elena d'Uva, Spacecraft Operator, Serco Employee European Space Agency, ESOC premises



I started off as a controller at Serco, fifteen years ago. The section which I am part of observes things like black holes and supernovae. I stayed with Serco because they treat you with respect. They help us solve our problems, by providing training to improve or learn new skills to do our job more effectively.

Ian Benson, operations analyst, Serco Employee European Space Agency, ESOC premises



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Steven Sablerolle, Metrology Engineer, Serco Employee European Space Agency, ESTEC premises

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