Aviation Safety

Safety is an integral part of how we do business and we are committed to designing, implementing, maintaining and continually improving strategies and processes to ensure that all our aviation activities are appropriately resourced, achieve the highest level of aviation safety performance and meet regulatory requirements

Our work is never so urgent or important that we cannot take time to do it safely and with respect for the environment.

This policy is a key part of Serco's overall aviation strategy and provides the framework for our managers and employees to put in place infrastructure and arrangements required to carry it out.
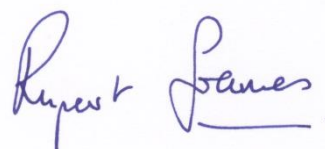
We will:

- ensure that the management of aviation safety is a primary responsibility of all those managing and delivering our aviation activities;

- clearly define, for all those delivering aviation activities, their accountabilities and responsibilities for the delivery and performance of the organisation's aviation safety management system;

- support the management of aviation safety by providing appropriate resources that will result in safety conscious values that foster a just culture, safe aviation practices, encourages effective safety reporting and communication, actively manages safety and one where we learn from our mistakes;

- establish and operate risk management and hazard identification processes, including a reporting system, to eliminate or mitigate the safety risks of the consequences of hazards resulting from our aviation operations or activities, in order to achieve continuous improvement in our aviation safety performance;

- provide confidential resources for everyone to report safety concerns or violations. We will promote a culture of open reporting for all safety hazards whereby disciplinary action will not be initiated against personnel who, in good faith, disclose a hazard or safety occurrence due to unintentional conduct appropriate to their experience and training. Any action of gross negligence, wilful

violations and destructive acts will not be tolerated.

- comply with and, wherever possible exceed, legislative and regulatory requirements and standards;

- ensure that sufficient skilled and trained human resources are available to implement aviation safety strategies and processes;

- ensure that all staff are provided with adequate and appropriate aviation safety information and training, are competent in safety matters, and are allocated only tasks commensurate with their skills;

- establish and measure our aviation safety performance against realistic safety performance indicators and safety performance targets;

- continuously improve our aviation safety performance through constant monitoring and measurement, regular review and adjustment of safety objectives and targets, and diligent achievement of these; and

- ensure that externally supplied systems and services to support our aviation operations meet our safety performance standards.

We will put this policy into practice by applying effective standards, operating procedures and processes along with clearly defined accountabilities and responsibilities of those managing and delivering aviation activities, to achieve the highest level of aviation safety performance, Where Serco does not have majority control of an organisation undertaking aviation activities, we will actively encourage the adoption of the principles of this policy.

Rupert Soames
Group Chief Executive,
Serco Group plc