

# SERVCORP ASX ANNOUNCEMENT

7 December 2017

The Manager  
Company Announcements Office  
Australian Securities Exchange

## ACCC UPDATE - NEW AGREEMENTS ISSUED

Servcorp Limited ABN 97 089 222 506 (SRV) today announced that its subsidiaries have issued new serviced office agreements to all current small business clients in Australia. Over the next few weeks, Servcorp will roll-out its new serviced office agreements to all Servcorp's clients in Australia and will use these new agreements for all new clients.

The release of these new agreements marks the completion of a detailed internal review of the contractual terms used by its subsidiaries when offering serviced offices. This review had been commenced by Servcorp before the new unfair contract terms regime became operational in respect of small businesses and before the Australian Competition and Consumer Commission (ACCC) launched its investigation into Servcorp's service office agreements.

Servcorp believes the new terms are fair, comply with the new unfair contract terms regime and will continue to provide effective support to Servcorp's clients.

Servcorp regrets that the ACCC was unwilling to negotiate a suitable outcome of the kind now achieved by the Group, preferring instead to commence legal proceedings against Servcorp Limited and two of its subsidiaries in respect of three individual contracts, all of which were negotiated before the unfair contract terms regime commenced in respect of small business contracts.

Servcorp, the only Australian owned major player in the managed workspace segment, continues to defend the ACCC's case, which will proceed in the Federal Court, in circumstances where the relief sought is largely confined to a few historical contracts.

Servcorp's mission is to assist its clients (with a particular focus on small business) to be successful in the markets in which they use our services. Thousands of small businesses have grown and continue to grow from their Servcorp base.

Servcorp is an Australian company that started in the MLC Centre in Sydney in 1978. It is now a global business and an industry leading provider of offices, virtual offices and coworking spaces with superior IT and business infrastructure solutions operating in over 155 locations worldwide.

Its head office is in Australia. From here we employ over 900 people around the world and currently have over 35,000 clients, all on service agreements. We are one of Australia's largest exporters of services. We hire and train young executives from Australia. This dedicated team of Australian ladies runs our global business.

For more information contact

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