

Business model

WHY G4S

GLOBAL FOOTPRINT

90 countries

We provide a broad range of products and services across more than 90 countries. This breadth provides us with a strong understanding and clear visibility of how security trends are evolving across the world. This insight is invaluable for positioning our solutions to address customer needs.

DEEP UNDERSTANDING

100 years' heritage

We support our knowledge of global security trends with a deep understanding of our customers' unique needs. We have a strong heritage of more than 100 years in the security industry, helping to distinguish positively the G4S brand in our key markets around the world. Our dedicated segment experts, involvement in industry bodies and academic institutions, strategic customer relationships and customer-service feedback mean that we can tailor our solutions to offer maximum value to our diverse customer base.

SECURITY PROFESSIONALS AND EXPERTISE

570,000 colleagues

We recruit, screen and deploy over 150,000 new colleagues each year. We have around 570,000 colleagues, whose unique skills and shared values are focused on delivering high-quality service to our many thousands of customers.

TECHNOLOGY AND INNOVATION

£2.45bn technology-related security revenue

We continue to invest in technology to meet the growing demand for integrated solutions – which combine consultation, technology (hardware and software), installation, staffing and maintenance – and to drive the development of innovative new solutions for customers.

CUSTOMER SERVICE

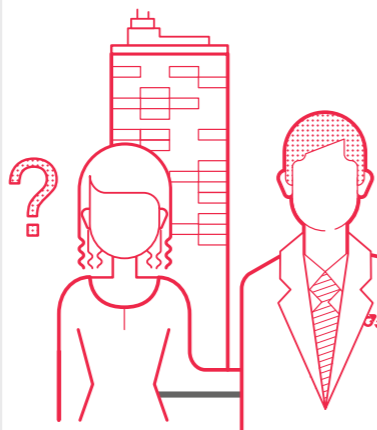
c150,000 customers

Service excellence is one of our core values and an area in which we continue to invest significantly. In the past three years, we have focused in particular on our capability, processes and performance measures to drive growth, customer retention and customer satisfaction.

OUR APPROACH

In order to grow our provision of security and related services, we use our unique industry and customer insight to deliver services that are innovative, efficient, effective and integrated.

1. ASSESS



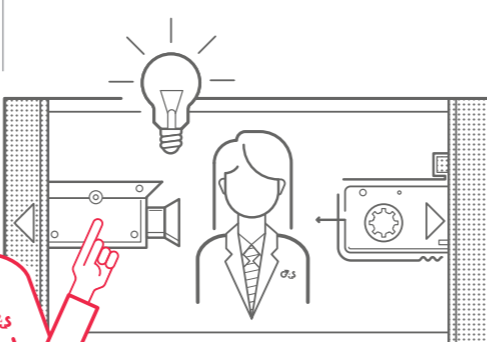
Security and risk consulting

We combine our understanding of our customers' businesses and objectives with our security expertise to assess their security risks and requirements.

Increasingly using data analytics, we are able to identify and mitigate security threats (contextual, criminal or business) and challenges on a local, regional and global basis.

Risk consulting allows us to be seen as a trusted senior adviser to customers, providing insight and added value.

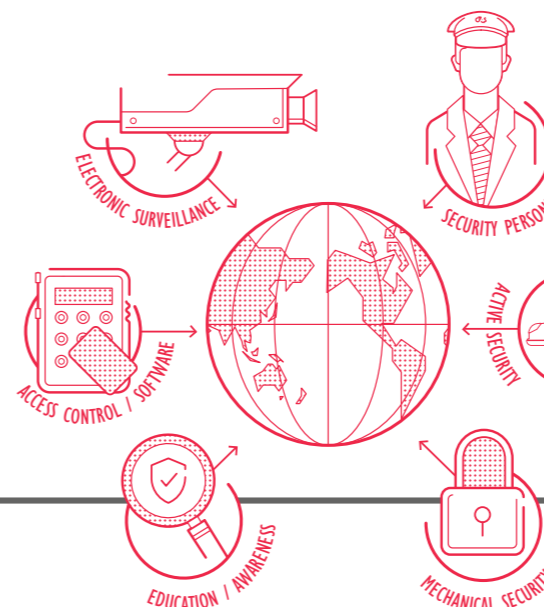
2. DESIGN



Solutions design

We employ our growing resource and capability to design solutions to meet our customers' requirements, protecting and adding value to their organisation. This may involve a single service, bundled services (two or more services including facilities services in selective markets), or an integrated security solution from the G4S portfolio.

3. BUILD AND INTEGRATE



G4S Solutions portfolio

In some markets, we are seeing a move towards integrated solutions where security or cash-management technology are delivered under one integrated solution.

We use both third-party technology as well as our own world-class proprietary technology in areas such as visitor management, identity and credentials management, access control, integrated video systems and risk-management software.

4. MANAGE



Global security operations centres (GSOC)

G4S designs, builds and manages global security operations centres (GSOC) for customers, both on a standalone basis and as part of an integrated offering. The GSOC receives, analyses and responds to all the security intelligence and data for a customer. Customers may award these activities to a G4S GSOC in order to obtain network benefits and access our security expertise.

Watch our animated business model on-line at: www.g4s.com/investors.



STAKEHOLDER VALUE CREATED

SOCIETY

G4S delivers a broad range of social and economic benefits to the communities in which we work, many of which are helping to realise the United Nations Sustainable Development Goals (see page 18).

CUSTOMERS

£2.5bn

Total contract value of new business won in 2017

SHAREHOLDERS

5.9%

Growth in Adjusted EPS from core businesses in 2017 to 17.9p

EMPLOYEES

570,000

People employed by G4S around the world

SUPPLIERS

55,000

Suppliers provide services and products to G4S around the world

Please see pages 12 to 34 for more details.