

How we are positioned

GLOBAL FOOTPRINT

90

COUNTRIES

G4S is a market leader and we provide a broad range of products and services across around 90 countries. This breadth provides us with a strong understanding and clear visibility of how security trends are evolving across the world.



DEEP UNDERSTANDING

100

YEARS' HERITAGE

We support our knowledge of global security trends with a deep understanding of our customers' unique needs. We have an enviable heritage with more than 100 years in the security industry.



SECURITY PROFESSIONALS AND EXPERTISE

526,000

COLLEAGUES

We recruit, screen and deploy over 200,000 new colleagues each year. We have around 526,000 colleagues in the Secure Solutions business.



TECHNOLOGY AND INNOVATION

£900m

REVENUE

We continue to invest in risk consulting and security technology solutions to meet the growing demand for integrated solutions and to drive the development of innovative new solutions for customers (see page 5).



CUSTOMER SERVICE

50,700

CUSTOMER SURVEYS

Service excellence is one of our core values and an area in which we continue to invest significantly. During 2019, our businesses received feedback from nearly 50,700 (2018: 49,000) customer surveys using Net Promoter Score with positive results.



Focusing on Secure Solutions

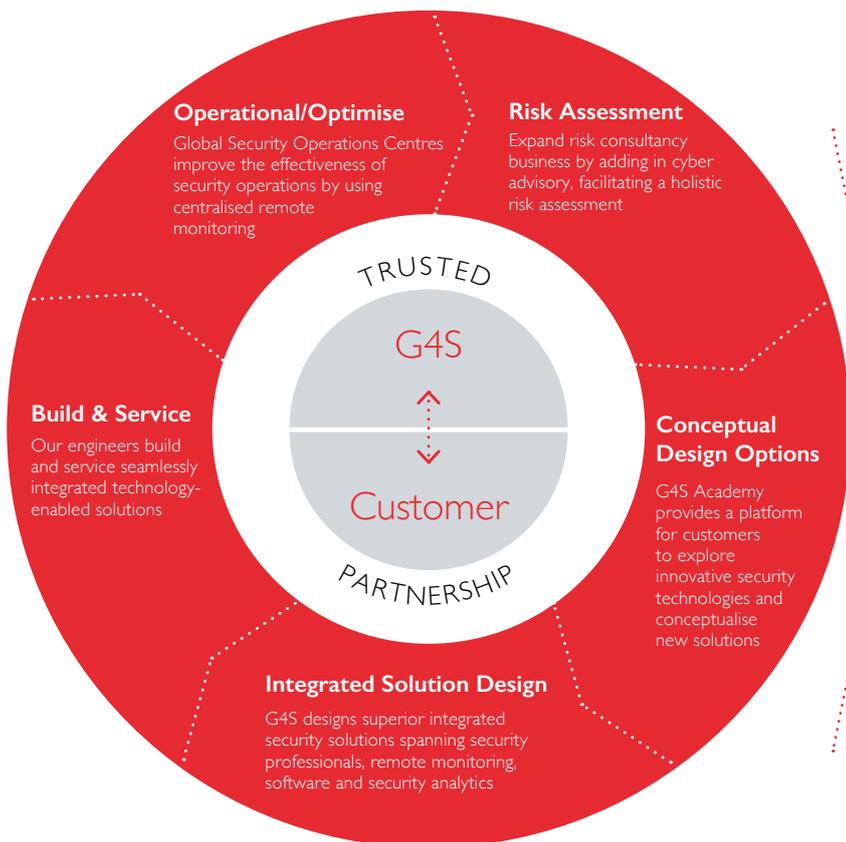
Our business model



Anticipating our customers' needs

We are investing in the resources, skills and capabilities needed to market, design, build, operate and maintain **technology-enabled integrated security solutions**.

This approach provides our customers with **industry-leading services and solutions** and in turn it enables G4S to earn a higher margin on these valuable services.



G4S People

Risk Consultants
+
Security Officers
+
Security and Data Analysts

G4S Technology

Technologists/Engineers
+
Security Technology and Software
+
Global Security Operations Centres

The value we create for our stakeholders

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 23).

CUSTOMERS

Serving customers in around **90 countries** across six continents.

SHAREHOLDERS

At 86% of Group underlying revenues and 76% of Adjusted PBITA (pre the cash solutions transaction), Secure Solutions has made a large contribution to the Group's **68% growth** in underlying EPS since 2014.

EMPLOYEES

526,000 colleagues employed by G4S Secure Solutions businesses around the world.

SUPPLIERS

G4S Secure Solutions businesses source services and products from around **26,500 suppliers** around the world.

 [READ MORE ABOUT OUR STAKEHOLDERS ON PAGE 20](#)