

Our services

G4S works to safeguard the welfare and prosperity of millions of people worldwide – helping to create safer and better environments in which people live and work. The breadth of our services and geographic coverage provides both resilience and growth opportunities.



Secure solutions

 **84%**
group revenue

Security and facilities management (FM) services

Market and strategy

G4S is a global provider of security and FM services with a top-three market position in the majority of the 91 manned security markets in which we operate. Security and facilities management services accounted for 59% of group revenues in 2014.

As one of the few global security companies, our main international competitors in developed markets tend to be regional and international companies operating in a single market segment such as manned security, security systems or facilities management. There are also many local security companies operating in developed and emerging markets.

We aim to differentiate our business to customers through our expertise, excellent service delivery, integrated security solutions and geographic coverage.

The secure solutions business covers a wide range of services, including:

Risk services and consultancy	Risk management and consultancy services including risk analysis, personal protection, compliance and investigations, training, mine detection and clearance services
Monitoring and response	Key holding, mobile security, patrol and response services, and alarm receiving and monitoring facilities
Secure facilities services	Integrated facilities services for entire sites or estates for commercial customers and governments
Manned security services	Trained and vetted security officers

Revenue

£4,004m

(2013: £3,898m)

Security systems and technology

Market and strategy

Security systems and technology represented around 8% of group revenue in 2014.

The global security systems market is a large growing market (source: Freedonia, November 2014) but regional market dynamics vary widely in terms of competition, products sold and customer segments. Our technology strategy therefore has to adapt to meet each region's unique requirements.

We aim to drive outsourcing and enhance the value of traditional security services through greater use of technology (see p23).

Security systems and technology includes:

Security installation and maintenance	Access control, CCTV, intruder alarms, fire detection and video analytics to identify and notify operators of issues
System software/integration	Security and building systems technology integration

Revenue

£566m

(2013: £550m)



Care and justice services

Market and strategy

Care and justice services represented around 9% of group revenue in 2014. The market structure is typically consolidated on the supply side with a small number of providers. Larger companies are usually better equipped to deliver such highly specialised services.

While the care and justice services market is concentrated primarily in the UK, USA, Australia and New Zealand, we see a number of countries exploring the possibility of outsourcing these services to the private sector in the future

Care and justice services offers highly specialised services to central and local governments and government agencies and authorities:

Juvenile and adult custody and rehabilitation	Management of all aspects of a facility and those held within the facility – similar centres are also used for the detention of asylum applicants
Prisoner escorting	Transportation of prisoners and asylum applicants between courts, police stations and custody and asylum centres
Asylum services	Management of housing provision and other services for asylum applicants
Electronic monitoring	Electronic tagging and monitoring of offenders at home or in the community

Revenue

£605m

(2013: £586m)

Specialist outsourced services

Market and strategy

Based mainly in the UK, G4S offers a range of outsourcing services, which together accounted for around 8% of group revenues in 2014.

We aim to offer innovative and cost-effective solutions to customers.

Police services	Support for frontline policing including the provision of custody suite services and forensic medical services, and back-office support functions for police forces
Welfare-to-work programme	Assisting long-term unemployed people into work
Utility services	Data and meter services, and contact centre management for private energy and utility companies

Revenue

£504m

(2013: £399m)



Cash solutions

 16%
group revenue

Cash solutions & secure logistics

Market and strategy

The cash solutions business accounted for around 16% of group revenue in 2014. We are the market leader or number two in 54 of our 62 cash solutions markets. The main providers of similar services are a small number of international competitors in mainly developed markets. Our cash solutions business is integrated into our wider organisation and processes through shared customers, management structures and systems in many countries. The market is highly regulated, often by central banks, and the business requires complex infrastructure and significant expertise.

We aim to:

- play a key role in the management of the cash cycle on behalf of central banks, commercial banks and retailers, allowing them to focus on their core business
- use our developed market cash cycle expertise and track record to encourage central bank and financial institution outsourcing in emerging markets
- continue the expansion of innovative technology such as CASH360™ for retail customers (see page 26).

Revenue

£1,071m

(2013: £1,063m)

The cash solutions business covers a wide range of services including:

Cash management outsourcing	Managing cash on behalf of financial institutions, including cash transportation, high-security cash centres, counting and reconciling cash, fitness sorting of notes for use in automated teller machines (ATMs), counterfeit detection and removal, distribution of cash to bank branches, ATMs and retail customers
Cash consulting	Provision of consultancy services to central banks and commercial banks on overall cash management strategy, bank note production and security and all aspects of cash cycle efficiency
ATM management	Managing ATMs on behalf of banks, retailers and independent ATM providers – including cash forecasting, cash transportation and reconciliation services, first-line maintenance and ATM engineering services
Retail cash management	Provision of systems and hardware which provide an automated cash office for retail sites to improve security and faster banking of cash, electronic audit trails of takings and a real-time view of retail cash balances
International transportation	Bespoke international transportation and insurance of currency and other valuables
Cash transportation	Secure transportation of cash using specialist vehicles, screened and trained personnel and purpose-built technology to transport, protect, count and reconcile cash to customer records