



Shaping the security of tomorrow



Hyatt Tysons Corner

March 25-26, 2025
Washington, DC

The talent equation: Raising the bar for people in security



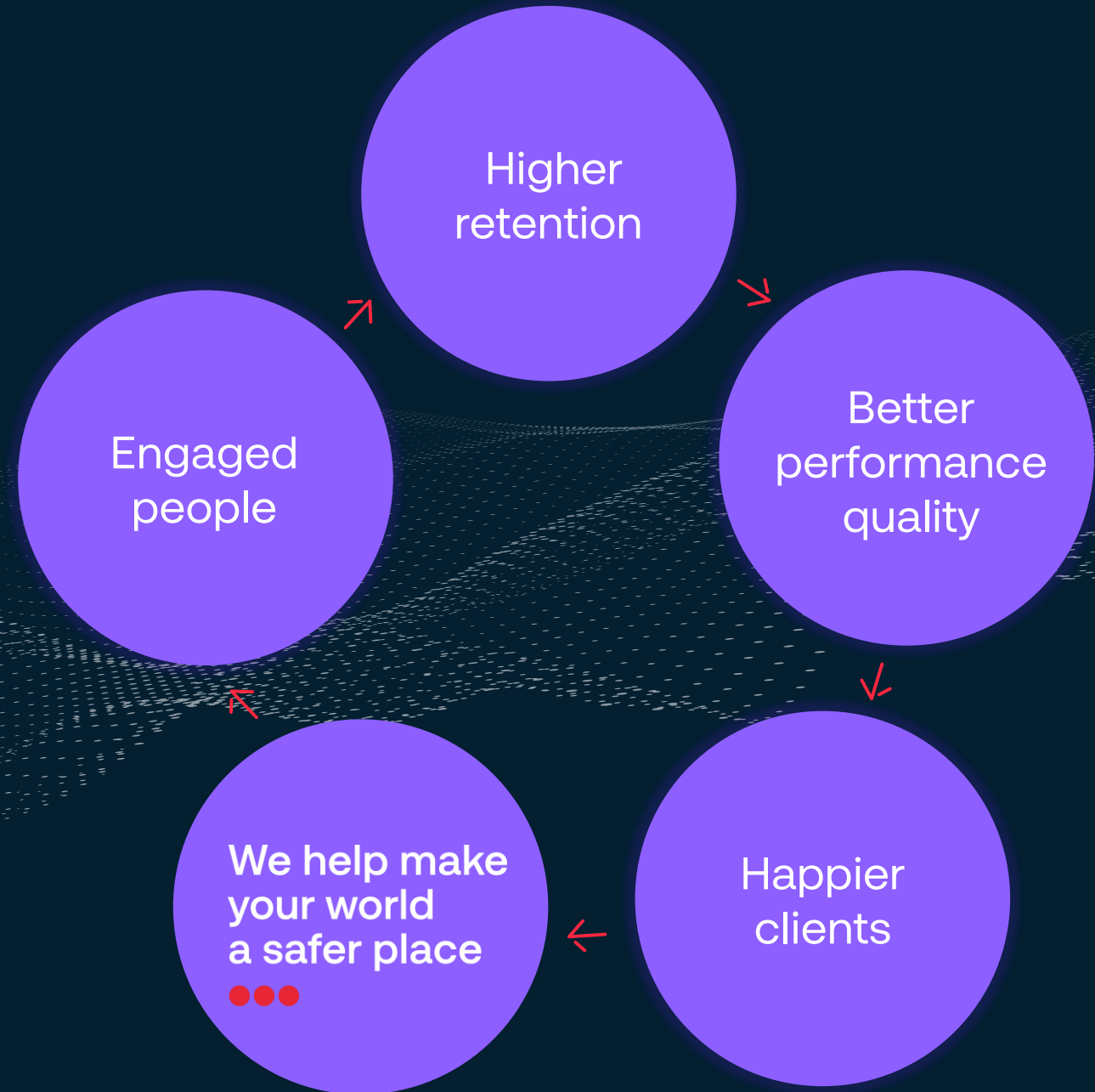
Helena Andreas

One engaged
employee,



big impact.

The Talent Equation – our philosophy for success



It starts with engagement.

23%

of the global workforce
is engaged according to Gallup

50%

of the global Securitas workforce
is reporting an engagement of between 9-10

Engaged people → Higher retention

So, are we retaining our people?

57%

retention in 2023

60%

Retention in 2024

Higher retention → Better performance

Practise drives performance

Examples

Integrity

Compliance

Recruiting & screening practices

- Enhanced background checks
- Personality assessments
- Integrity assessments for key hires
- Reference checks

Ethical standards

- Regular, mandatory ethics training & refreshers
- Whistleblower hotline
- Insider threat prevention through regular trainings

Vigilance

Training

Onboarding

- Role-specific onboarding programs
- Practical scenario-based training

Ways of working

- Continuous education modules
- Certification programs
 - Data Center Operations Certification
 - Cybersecurity Awareness Training
 - Advanced Technician Certifications
- Upskilling for specific clients

Helpfulness

Client awareness

Our attitude

- Client-centricity training
- Recognition programs specifically rewarding client satisfaction and proactivity
- Part of leadership framework

The Talent Equation – our philosophy for success



“

Take care of your
employees and they
will take care of your
customers.

Richard Branson





Client
Employee value proposition.



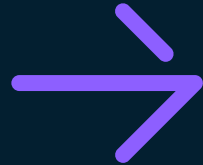
Client value proposition.
Employee



Client
Employee value proposition.

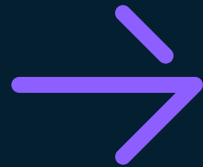
The Securitas People promise

Opportunity



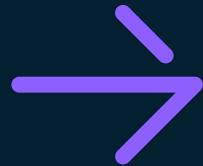
You at Securitas

People first



We at Securitas

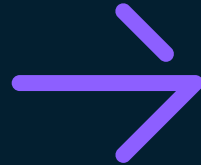
Purpose



Securitas for our clients

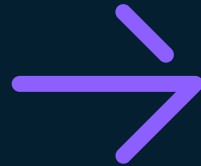
The Securitas People promise

Opportunity



- Personal growth
- Learning
- Career paths
- Feedback culture

People first

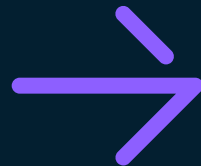


- Inclusivity
- Team spirit
- Leadership
- Innovation



**Client
value**

Purpose



- Societal impact
- Sustainability
- Continuous change
- Our core values



Encouraging improvement– more work to do

Global Clients U.S. people retention

2023

2024

63 %

69 %

Securitas people engagement

2023

2024

23

26

+ 7000 engaged employees

54%

of the Securitas workforce thinks:

- They get enough support from their manager to do their job well
- Their manager cares about them as a person
- Their manager communicates open and honestly with them



The journey continues

Examples

Deepening understanding

- Continue measuring global engagement and driving targeted improvement actions
- Expand use of onboarding and offboarding surveys to enhance insights
- Analyze the correlation between employee engagement, retention, and client satisfaction to further inform strategy

Taking action

- Training
 - Strengthen onboarding programs and regular employee check-ins
- Leadership
 - Expand leadership and supervisor development
 - Expand leadership performance management balancing people skills & operational effectiveness
- Operational excellence
 - Targeted interventions for low-performing branches or business units
 - Address local workforce challenges proactively (e.g., daily pay, flexible scheduling, wellbeing initiatives)



Client
Employee value proposition.

What else could we do to **together** work to raise the bar in the security industry?

Many engaged
employees,



even bigger
impact.

See a different world



Helena Andreas
CHRO and CMO

Connect with me!





Securitas