

CORPORATE ACTIVITY

A4e is a fast growing international organisation that manages and delivers public services in partnership with the Government, public sector organisations, private sector organisations and the voluntary and community sector.

The company's overall goal is to improve people's lives through social change, specialising in providing services that make a difference to its customers' lives.

Our work focuses on the following key challenges:

- Finding work – moving people into jobs and promoting sustainable employment
- Reducing re-offending – by embedding a work ethos and tackling multiple barriers
- Financial inclusion – providing access to legal services, financial support and advice
- Skills and training – ensuring that people can access the employment and learning opportunities that are right for them
- Healthcare – improving access to health and social care services and empowering disabled people through employment and advisory services

EXECUTIVE DIRECTORS

Emma Harrison	Chairman
Mark Lovell	Executive Chairman
Robert Martin	Chief Executive Officer
Mark Stanley	Group Finance Director
Roy Newey	International Director

NON-EXECUTIVE DIRECTORS

Sir Hugh Sykes
Sir Robin Young
Steve Boyfield, Chairman –
 Audit Committee & Remuneration Committee

FINANCIAL RECORD

	2009	2008
Revenue	£146m	£128m
EBITDA	£9.5m	£8.4m
Net Debt/EBITDA	11%	-71%

KEY STATISTICS – 31ST MARCH 2009

Visibility of 93% planned revenue for FY10, 79% for FY11 & 63% FY12

Forward order book of £322m

£4.7bn of future opportunities identified

Win rates of 90% on rebids & 25% on new bids

EXAMPLES OF EXTERNAL RECOGNITION

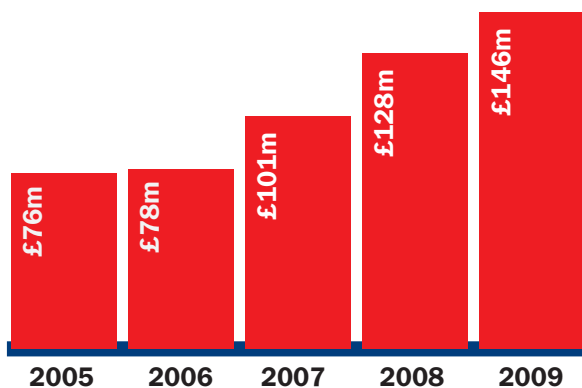
Investors in People – A4e have held accreditation for the past 10 years.

Matrix – A4e are only the second organization in the UK to achieve whole organizational accreditation.

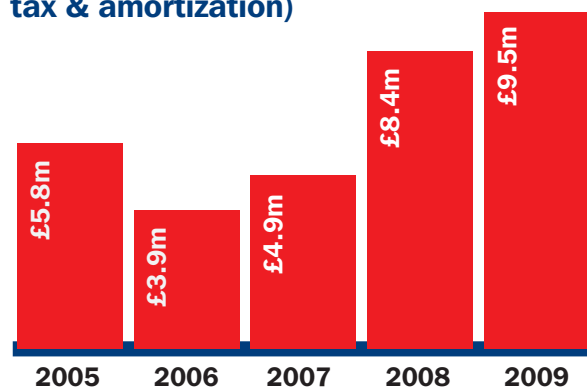
Charter Mark – A4e hold this accreditation across the South West.

Specialist Quality Mark – A4e and Howells Solicitors jointly hold this accreditation by the Legal Services Commission

TRACK RECORD OF GROWTH – Revenue (£M)

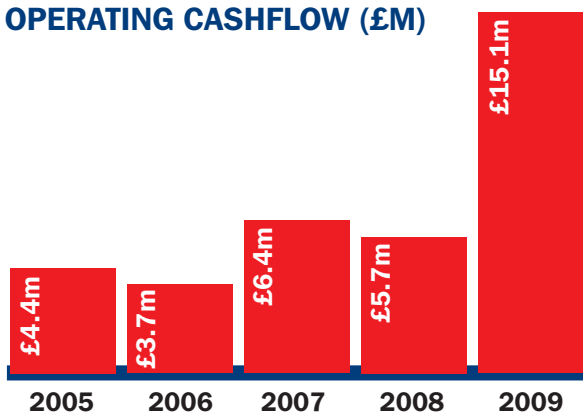


TRACK RECORD OF GROWTH – EBITDA (Earnings before interest, tax & amortization)

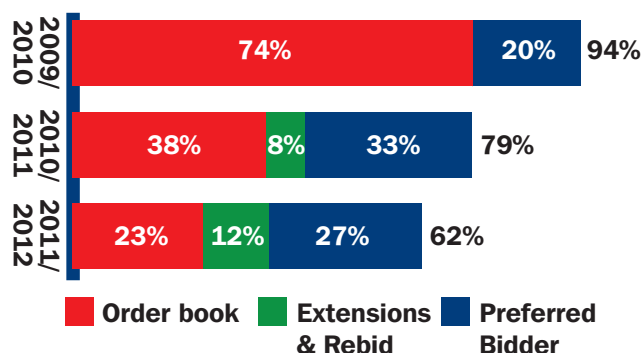


A4e Limited Fact Sheet

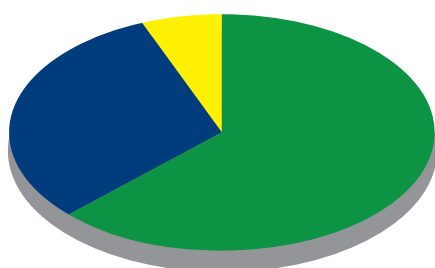
OPERATING CASHFLOW (£M)



HIGH VISIBILITY OF PLANNED REVENUE - 31 March 2009



DIVISIONS: 2009 Revenue = £146m



Employment & Welfare	63%
Advice & Learning	31%
International	6%

DIVISIONS

Employment and welfare

A4e operates large scale welfare and employment programmes that help people find and keep work. Working with the long term unemployed for over 20 years, we are the UK's leading supplier of DWP contracted services such as Flexible New Deal and Pathways to Work. We manage a large supply chain of public, private and third sector organisations. We deliver specialist programmes for people furthest from the labour market such as offenders, lone parents or people with disabilities. We operate in almost all of the UK's most deprived cities and neighbourhoods, with delivery locations in every English region, Scotland, Wales and Northern Ireland. Together with our partners we deliver a very wide range of services, from condition management programmes to motivational training and specialist coaching.

Advice and learning

A4e manages large training and skills programmes such as Apprenticeships and Train to Gain. We deliver alternative education to young people at risk of exclusion. We work in prisons across the UK to help offenders re-train. We also work intensively with employers to help improve their workforce's basic skills. A4e is a leading supplier of advice and guidance. We are the largest provider of Legal Aid funded telephone based legal advice. We deliver face to face legal advice and money guidance. We are also the UK's leading provider of Direct Payment Social Care services on behalf of local government. Our customers include the Learning and Skills Council; Legal Services Commission; Department for Children, Schools and Families, and the Financial Services Authority.

International

A4e is seen as a global thought leader in welfare and social policy reform. We deliver large scale employment and welfare programmes in key overseas markets including Australia, France and Germany. We operate employment and skills programmes in countries with long term growth potential such as Poland and Israel. And we are developing new market opportunities in South Africa and India.