

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

- A4e was founded in 1991
- Since it began, A4e has helped over 1million people in their journey into sustainable employment
- A4e places twice as many people into work as the international industry average
- A4e delivers frontline public services from over 250 local, community-based delivery locations
- A4e works with a network of over 100,000 employers, from large multi-nationals to small & medium sized companies, helping them recruit and train staff
- A4e currently employs over 3,300 people around the world
- A4e has a supply chain of over 700 organisations from the public, private and third sectors
- Last year we assisted 17,681 into work, helped 10,695 people gain a qualification, worked with 13,523 employers to improve the capacity of their workforce and helped capacity build 79 third sector organisations

WHAT WE DO

Globally

- We are recognised as a global thought leader on welfare reform, particularly driving productivity, performance and quality through Prime Contracting models
- We operate in 11 countries across 4 continents delivering frontline public services
- We are one of the largest suppliers of ESF funded employment and skills programmes, helping people furthest removed from the labour market

In the UK

- We are the largest supplier of prime contractor services on behalf of DWP and the LSC
- We are the market leader in the delivery of Direct Payment Social Care/Independent Living Services
- We are the largest provider of telephone-based legal advice on behalf of the Legal Services Commission
- We are the largest independent sector provider of offender learning
- We are the largest supplier of Community Legal Advice Centres
- We are the largest provider of Face to Face Money Guidance (generic financial advice) on behalf of the FSA

UK WELFARE TO WORK

- Almost 1 in every 4 people that have started an A4e programme have subsequently found employment
- In 2009, A4e helped over 21,000 people into meaningful work
- Since 2007, almost 55,000 people have accessed the Pathways to Work programme
- 60% of those finding a job via Pathways to Work have sustained their job for at least 6 months
- Nearly 9,000 people have been helped by the Connect to Work (NDDP) programme since 2008
- We work across 24 Jobcentre Plus districts with approximately 45,000 customers each year. This includes:
 - 14,960 long-term unemployed
 - 1,532 redundant/day one unemployed
 - 2,267 parents & lone parents
 - 29,702 people with health conditions and disabilities
 - 4,501 black and ethnic minority
 - 500 ex-offenders, drug/alcohol, homeless

SKILLS & TRAINING

- In 2009 we helped more than 8,000 people gain a recognised qualification in industries such as Care, Retail, Business Administration and Construction/Engineering
- We engage with 7,000 employers nationally each month helping them to upskill their workforce
- We support the hard to reach communities delivering Skills for Life qualifications helping to increase their opportunities

REDUCING RE-OFFENDING

- We currently provide education and training to over 8,500 prisoners within 28 prisons across the UK
- Since 2005 we have delivered 1.2 million hours of learning and vocational training to offenders and ex-offenders, working with over 100,000 customers with a conviction
- Our national OFSTED inspection rating across all OLASS contracts is currently at 100% satisfactory or above

ISRAEL

- Since August 2005, 14,905 participants have been referred to Amin and 12,659 are working with us to find employment
- 6,619 placements have been arranged
- 4,162 (33%) have been placed in work
- Over 1,000 employers are working with Amin (A4e)

GERMANY

- 5,900 people have been referred to us since 2006
- 980 people have been placed into jobs
- We work with over 1,000 employers

AUSTRALIA

- In 2009 A4e opened 6 offices
- To date over 5,000 people are actively seeking our help to find work

ENTERPRISE & BUSINESS SERVICES

- 39% of all pupils in our Vocational Centres have been excluded from school, 64% are at risk of being excluded and 72% achieve qualifications
- Our enterprise activities reach over 12,000 young people per year
- We facilitate 7,000 work placements per year – joining the world of Education and Business
- We have engaged 600 NEET young people over the past 12 months, providing intensive personal development and learning support
- Over the past 10 years we have helped over 20,000 new companies start-up and grow through business support and entrepreneurship programmes
- We currently have 7 Vox Centres delivering practical activities with a further 6 due to open in 2010
- We have developed a Learning Station model to provide hands-on training and development opportunities for all ages, helping our customers to become job-ready

FINANCIAL INCLUSION & LEGAL SERVICES

- We help over 22,000 clients each year with problems relating to debt, family, employment housing and benefits and tax credits
- Our Community Legal Advice Centres in Hull and Leicester have dealt with over 60,000 legal matters between them, in just under two years
- We have given personal financial guidance to over 6,000 customers since March 2009 working with over 120 intermediary organisational venues within the North West and have received an approval rating of over 98% from external verifiers on the quality of service
- Our advice4stoke debt and benefits advice team, working with Stoke City Council, have seen over 3,500 clients, identifying over £16m and rescheduling almost £12m worth of personal debt
- In September 2009 we launched a new telephone based advice service in Northern Ireland, Advice4DebtNI, which has already rescheduled early £3m worth of debt

THIRD SECTOR

- The FSI was founded by A4e on 2nd of April 2007
- The FSI has donated services, training days, forums, workshops, partnerships and donations of almost £2m to over 750 small charities
- The FSI offers donors the opportunity to support small charities in the UK through vital knowledge and learning; every £1 spent is leveraged to £4.80 in service and learning opportunities

FRANCE

- 10,414 people have accessed our services since 2007
- 54% of people who have accessed our services have been placed into jobs

POLAND

- 579 people have accessed our services since 2008
- 252 people have either gone into employment or accessed further training
- 328 people have gained a vocational qualification