Governance

## How we create value

Organic growth linked to carefully selected and value-adding acquisitions is the cornerstone of our success. Our business model is designed to create value for shareholders and stakeholders, with a robust approach to acquiring and growing businesses and making them much more profitable.



#### Customer diversification

As the PTSG group of companies expands, often based on what our customers tell us they want and need, we can continue to promote our business through a comprehensive range of niche specialist services to a diverse range of organisations.

#### Repeat business

Our contract renewal rate in excess of 80 per cent underscores the high level of customer satisfaction through our service delivery.

#### Staff utilisation

We now employ more than 450 people, with each team member a specialist in his or her own field, whilst able to work across disciplines to deliver one complete solution for our customers.

#### National coverage

We have 16 office locations nationwide, which means we're able to respond to customer demand quickly and efficiently both during and outside normal working

#### Use of technology

Through effective R&D we have invested in the latest innovative technology to deliver our services to the highest level. Clarity, our proprietary software system, enables us to maximise efficiency and go beyond our customers' expectations.

### Accreditation and training

PTSG invests heavily in the training and development of its teams to make sure they are always inspired and equipped with the skills they need to provide the outstanding service PTSG is recognised for.

> Read more on page 26

# How we manage your investment

Sound financial management and dedication to a cohesive financial strategy ensures we continue to deliver value on any investment. We focus on:

