



Security & Services  
Solutions

# 2025 Employee Engagement & Opinion Survey

# Overview of our 2025 Employee Engagement Survey

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Every year we run a staff survey to give everyone working with us a voice on what it's like to work at GUK.

This feedback is invaluable for our Senior Leadership Team as it helps us understand what we are doing well and what we can improve to make your working experience even better.

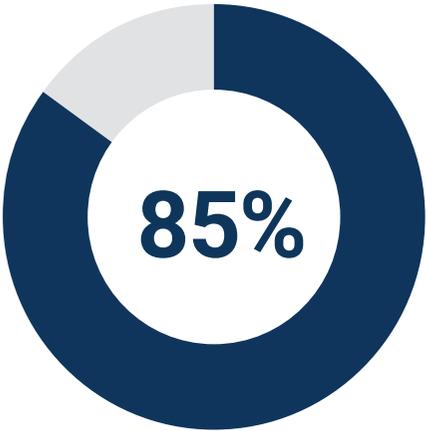
This year, we again ensured the survey was anonymous and confidential, so that all staff could share their honest opinions.

From a headcount of **546 frontline staff, 16.46% of our colleagues completed the survey** in July 2025.

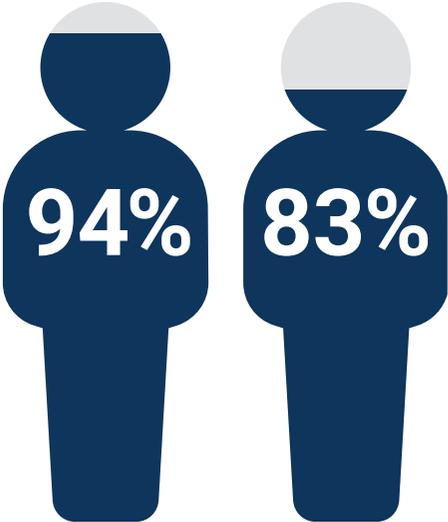
Thank you to everyone who took part.



# What the survey tells us about what we're doing well



**of staff say they enjoy their job,**  
consistent with last year's result.



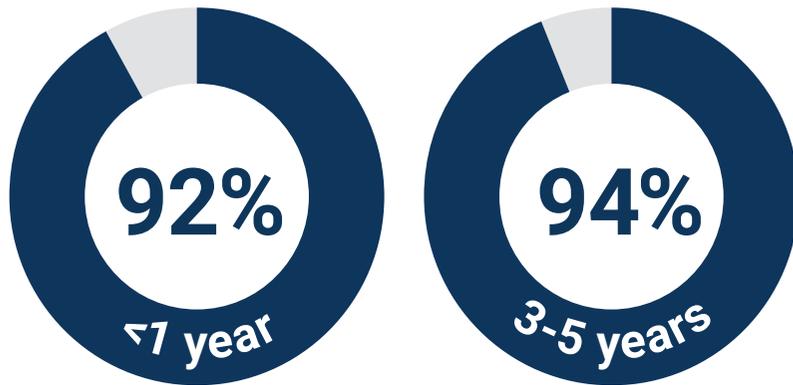
**Managers (94%)**  
are more positive than non-managers (83%).

**Static Security (86%)**

**Mobile Staff (100%)**

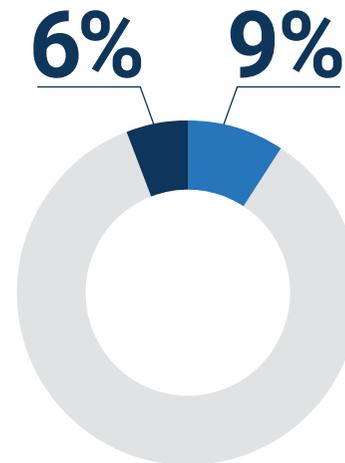
**Reception (82%)**

Across teams,  
**Static Security (86%),  
Mobile Staff (100%)  
and Reception (82%)**  
reported high levels of enjoyment.



Staff with shorter service are the most positive: **92% of those with <1 year's tenure and 94% with 3-5 years.**

**Younger staff (18-24) and older staff (65+) are especially positive at 100%.**



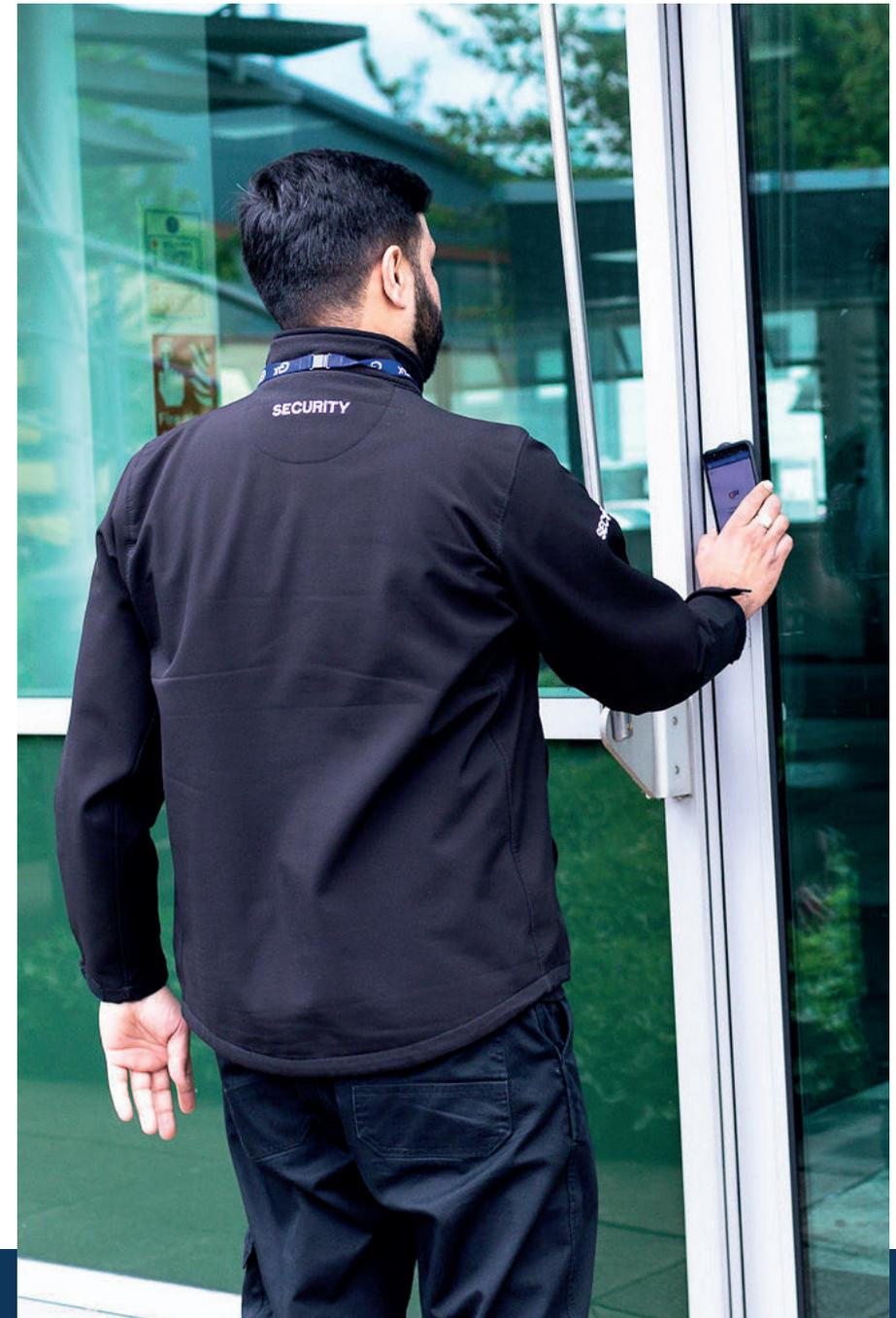
**Only 6% of staff indicated that they did not enjoy their role and 9% were neutral on the point.** This is an improvement on last year's results by 9% - where previously 24% of staff were looking for another role.

These results highlight the resilience and commitment of our people and show that many continue to find satisfaction and meaning in their work with GUK.

# How we have improved since last year

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- We have continued to focus on visibility, communication and recognition, following staff feedback in 2024.
- Site visits and personal recognition from management have increased, particularly at night shifts and during key events such as International Security Day.
- We have maintained stable engagement overall, even through another challenging year for the industry.
- We have introduced a new training platform Skillcast which has engaging content. In terms of career development during appraisals managers identified staff who are interested in career development and additional training is offered via the Skillcast platform to bridge any skills gaps and apprenticeships are offered to staff who have demonstrated enthusiasm to move to the next level in their career.

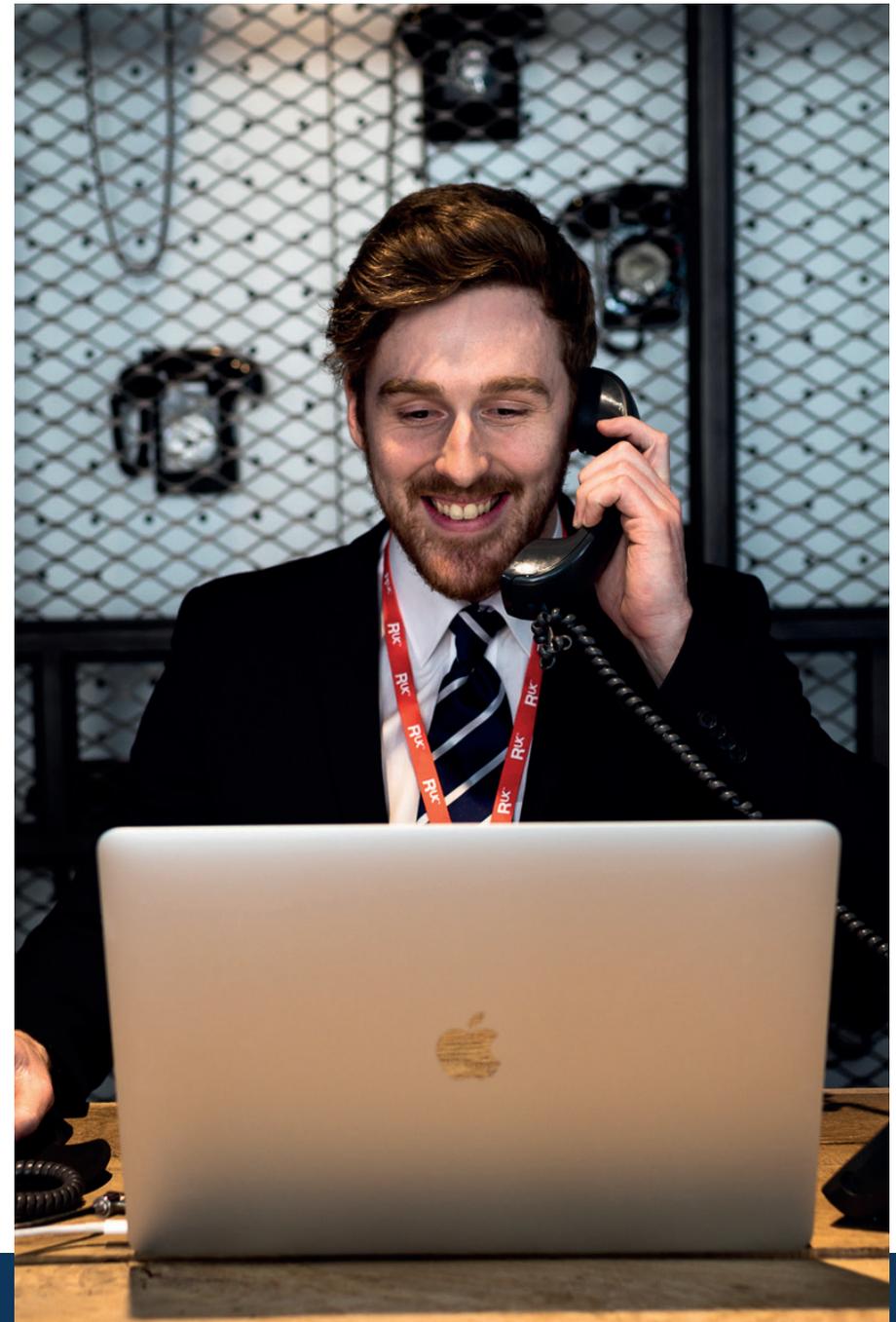


# What this year's survey tells us we need to improve

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While overall enjoyment remains high, the survey also highlights areas for improvement:

- **Long-tenure staff (10+ years) report much lower enjoyment (68%),** suggesting a need for stronger recognition and career development opportunities.
- **Reception/Admin staff (82%)** remain less positive than other teams, echoing last year's findings.
- **Scheduling and hours** are the top blockers to enjoyment (9%), followed by **tools/workspace** and **manager support/feedback (4% each)**.
- Managers highlight **burnout (10%)** and **lack of recognition (7%)** as key challenges for their teams.



# Next Steps

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Based on your feedback, our focus areas for 2025–26 will be:

- **Scheduling & Hours Control** – improve shift predictability and flexibility.
- **Manager Enablement** – support managers to provide regular feedback and recognition and reduce workload strain.
- **Tools & Workspace** – address issues quickly and ensure frontline staff have the resources they need.
- **Career & Recognition** – introduce clearer progression steps and more frequent recognition, especially for long-tenure and Reception/Admin colleagues.

Thank you to everyone who shared their views. Your feedback helps us focus on what matters most to you and ensures we continue to make GUK a great place to work.

