



Fiona Walters

Chief Executive Officer, UK & Europe

Fiona stepped into the role of CEO, UK & Europe in March 2026, having spent six months prior as the Group Strategic Programmes Director for Serco Group plc. The Serco UK & Europe division operates across Defence, Citizen Services, Health & Facilities Management, Justice & Immigration and Transport & Community Services. Across 10 countries in Europe, Serco operates in the Space, Immigration and International Organisation sectors, including Defence activities. Excluding Joint Venture revenues, the business generates an annual turnover of around £2.5bn and employs almost 30,000 colleagues. Fiona is also a member of the Serco Group Plc Executive Committee.

Prior to joining Serco, Fiona was the CEO for UK & Ireland for G4S, An Allied Universal Company, responsible for c. 35,000 employees across multiple service-lines. She led a team that outpaced market performance while improving its market relationships with Government and other key stakeholders.

She has extensive experience in services outsourcing in both B2G and B2B sectors. She has led businesses in the United Kingdom and United States, and led global programmes spanning countries in six continents. With a bias for customers, growth and operational efficiency, she has consistently delivered accelerated growth and improved performance.