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Crowning achievements

What can the industry learn from the winners of the 2019 TALINT International Annual Recruitment Awards?

There are some transformational challenges facing the recruitment industry. These days, talent doesn't just leave to join a competitor – it leaves to become a challenger.

With almost 40,000 recruitment businesses in the UK, and nearly 8,500 recruitment startups launched in 2018 alone, the competitive landscape has changed considerably. Those best able to adapt, to attract and develop the best talent, will prosper for longer.

Building on its own 20 year legacy as the RI Awards, the TIARAs recognise the built to last recruitment firms delivering the greatest client, candidate and employee experience and enabling all of them to thrive. This year's winners tell a story about the evolution of recruitment and those leading the way.

DIVERSE & ROBUST JUDGING

To mark its own evolution from the RI Awards to the TIARAs, TALiNT expanded the judging panel to include senior talent leaders from the UK's biggest employers. Judges like Asif Sadiq MBE, Head of Diversity, Inclusion and Belonging at The Telegraph, were looking for exemplary recruitment companies that can demonstrate the commercial impact of equal opportunities and diverse cultures.

Claire Holness, who has 20 years recruiting experience built through agency, RPO and consulting, now leads Talent Acquisition globally at Ericsson, delivering over 20,000 hires a year across 180 countries. Claire joined the panel for Candidate Experience this year – something



Alex Evans, Programme Director, PointSix

"This year's TIARA winners tell a story about the evolution of recruitment and those leading the way."

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Our partners not only support the TIARA campaign to recognise the industry's best recruitment companies but help them to improve performance, deliver value and win new business.







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FORE:TWO [GROUP]







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she is very passionate about. "Candidate experience has far reaching impacts on an organisation's people engagement which in turn drives customer experience, innovation & digital transformation."

Judges like Carly Perry, Head of Global TA at Metro Bank, and Debbie Bennet-Jackson, SVP of Marketing & Engagement at Citi, brought an inhouse view to the Best Recruitment Company to Work For and the D&I Award.

But what really distinguishes the TIARA judging panel is the senior industry leaders and advisers who have worked in recruitment for decades. Giles Daubeney, Former Deputy CEO of Robert Walters; Miles Hunt, Chairman of Cobalt; David Higgins, Chairman of RPI; and Ian Nash, Chairman of Hudson and our Chair of Judges.

Re-emphasising the challenge faced by the recruitment industry, lan said: "Talent is either leaving to start their own ventures, working client side or working in a recruitment business where communication, trust, responsibility and accountability are prioritised above attendance. Those companies with a capacity to re-invent themselves and move with the times will ultimately succeed."

David Head, who founded Recruitment International and the RI Awards, has seen the industry evolve over the last 30 years and understands what recruiters need to build into their employer brand.

Kicking off the award presentations at the TIARAs, David said: "The 63 companies shortlisted for this year's TIARAs are already winners because they have successfully adapted and innovated to add real value to clients and make the most of their talent."

Over the next few pages we profile those who were ultimately crowned TIARA winners in 15 categories, with comment from judges on what set them apart and what this recognition means for their brand as recruiters and employers.

TIARA International

UAE - DUBAI Thursday 6th February 2020 Grosvenor House https://ae.tiara.talint.co.uk

AUSTRALIA - SYDNEY Friday 22nd May 2020 Shangri La Hotel https://aus.tiara.talint.co.uk Thank you to our TIARA 2019 Judges

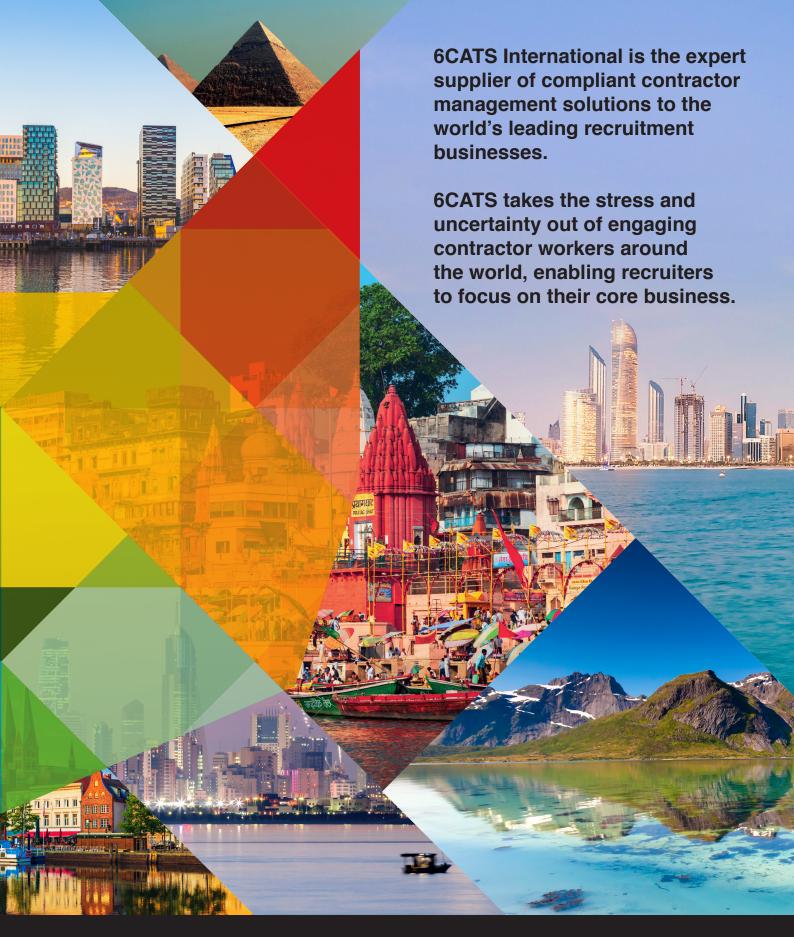
Our judging process is supported by 30 judges who score each entry and debate the highest scorers to determine the overall in each category.

Adam Fletcher, Advisor / NED, AJRL Consult / Asif Sadiq MBE, Head of Diversity, Inclusion and Belonging, Telegraph / Carly Perry, Head of Global Talent Acquisition, Metro Bank / Chris Kendrick, CEO, Mercury xRM / Claire Holness, Global Head of Talent Acquisition, Ericsson / Dave Pye, Melius / David Higgins, Chairman, RPI / Debbie Bennett-Jackson, SVP Marketing & Engagement, Citi / Denise Walker, Absolutely Business / Geraldine King, CEO, National Recruitment Federation / Giles Daubeney, Former Deputy CEO, Robert Walters / Graham Palfery-Smith, Chairman, 6Cats International / Hugo Plowman, Partner, Mishcon de Reya / Ian Nash, Chairman, Hudson (Chair of Judges) / James Morris, Investment Director, LDC / Jason Martin, Head of Strategy, Access Group / Jeff Blakemore, CEO, Fore:Two Group / John Rose, Founder, Vered Consulting / Keely Woodley, Partner, Grant Thornton / Lisa Jones, Founder, BarclayJones / Marcus Archer, Partner, Clearwater International / Miles Hunt, Chairman, Cobalt Recruitment / Paul Mizen, MD, Recruit Ventures / Rob Wilde, CEO, Volcanic / Simon Michaels Bsc(Hons) FCA, CEO, HW Fisher / Sohail Ahmad, Managing Director, Equiteq / Sue Cooper, CEO, Morgan Hunt / Suhail Mirza, NED, Camino Partners / Tim Moynihan, Chairman, McGinley Support Services / Verity Ramsden-Hare, Head of Marketing, Access Group

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> "Those companies with a capacity to re-invent themselves and move with the times will ultimately succeed."

> > Ian Nash, Chairman, Hudson & TIARA Chair of Judges



6CATS International is proud to sponsor the INTERNATIONAL RECRUITMENT COMPANY OF THE YEAR at the 2019 TIARAS



Winner: NES Global Talent

NES Global Talent was one of the biggest winners of the 2019 TIARAS, triumphing in three highly contested award categories

It's fair to say that it's been a good year for NES Global Talent – and they proved it at this year's TIARAs with three significant award wins. Up against an impressive list of finalists, NES demonstrated the best sustainable UK and international growth in sales, profit, headcount, and customer base; and the best executed and impactful examples of innovation.

"We were honoured to take home three awards at this year's TIARAS," said Vicki Codd, marketing director at NES Global Talent. "Our brand is about focusing on the customer, working as a team, acting with integrity and driving the business forward with new ideas – so it was fantastic recognition to win the innovation and the growth accolade on top of being named the best international staffing firm.

"These awards help us to stand out in the marketplace and win new business and they are testament to our staff around the world who work hard every day to ensure we continue to deliver award winning services."

The 6Cats International Recruitment Company of The Year Finalists:

Antal International
Darwin Recruitment
ERSG
Fircroft
NES Global Talent (Winner)
Oliver James Associates
Robert Walters
Tangent International
VHR
Whitehall Resources

What our judges said: "NES demonstrated a blueprint for international success through full service to candidates, global reach/local presence and developing its people. All of this is underpinned by strong compliance, governance and financial success."

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The Clearwater Growth Recruitment Company of the Year Finalists:

CPS Group
Darwin Recruitment
ERSG (Highly Commended)
Morgan McKinley
NES Global Talent (Winner)
Robert Walters
Talent International

What our judges said: "The significant growth achieved by NES in the past 12/24 months is impressive for a global leader at its stage of scale. NES has successfully adapted its sector focus, whilst maintaining a great candidate experience, client satisfaction and consultant development – which can be seen in its financial performance."

"These awards help us to stand out in the marketplace and win new business and they are testament to our staff around the world who work hard every day to ensure we continue to deliver award winning services."

Vicki Codd, Marketing Director, NES Global Talent

The Mercury xRM Innovation Award Finalists:

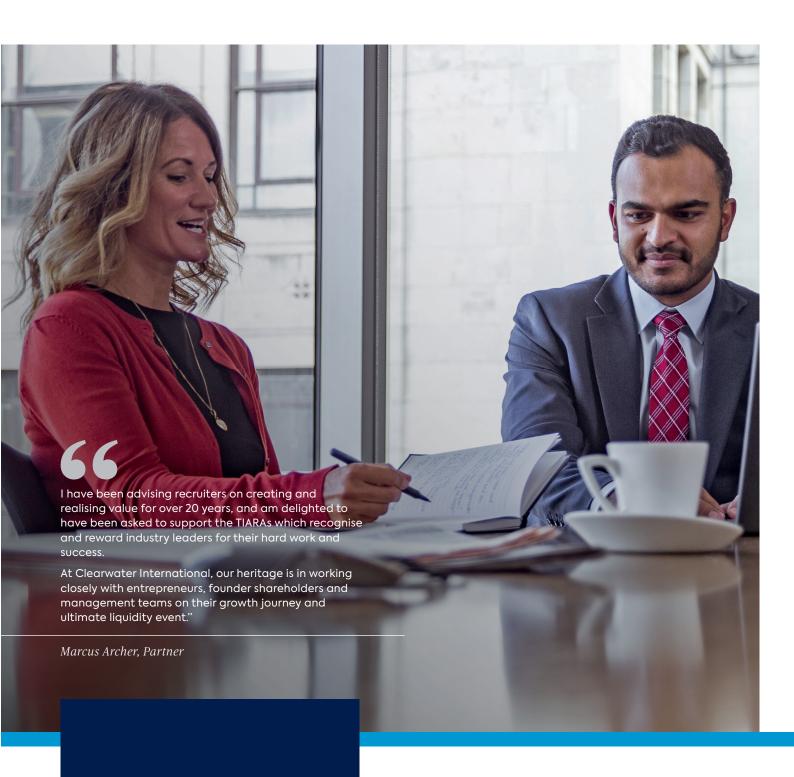
CPS Group Green Park Jarell Group NES Global Talent (Winner) Oliver Bernard Trinnovo Group VHR (Highly Commended)

What our judges said: "NES show how quicker, more effective and integrated processes with the joined-up use of technology eased the burden placed on their contract workforce and drove strong performance."



Recognising excellence

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An instinct for growth



Winner: La Fosse Associates

La Fosse was another big winner at this year's TIARAs, recognised for excellence in candidate experience, as a specialist in its sector, and as an employer of choice

La Fosse Associates won some great accolades at this year's TIARAs, demonstrating excellence in the way they source, manage and support candidates; market leadership, growth and depth of knowledge in their specialist sector; and innovation and impact in the attraction, retention and development of their own talent.

"We are delighted and humbled to receive the Candidate Service Award, Specialist Recruitment Company of the Year and Best Recruitment Company to Work For at this year's TIARAS, especially given the strength of our competition — and we know we have a lot of work still to do!" said James Parker, CEO of La Fosse Associates.

"Care is at the heart of everything we do, so the judges' recognition of this in each of the awards really supports our belief that treating people well is not just the right thing to do, it's a better way to grow a business. These wins will highlight to our clients and candidates that we are a strong business to partner with and enable us to win new business with like-minded candidate-focused clients."

The Grant Thornton Specialist Recruitment Company of the Year Finalists:

Admiral Group
BRUIN Financial
Cobalt Recruitment
Elite Associates
Keystream
La Fosse Associates (Winner)
Silven
Skilled Careers
Talent International
The Barton Partnership

What our judges said: "La Fosse is an outstanding leader in tech recruitment. Its focus on exceptional staff development, candidate support and deep sector specialism combined with its giving back initiative has driven excellent client engagement and strong financial performance."

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The Access Group Best Recruitment Company to Work For (£50m+) Finalists:

Investigo
La Fosse Associates (Winner)
McGinley Group
Meridian Business Support
NRL
Oliver James Associates
REED
Search
Square One
Tangent International

What our judges said: "La Fosse presented a very strong entry, supported by consistent growth and external recognition. We were particularly impressed by their commitment to learning and development, underpinned by clearly measurable outputs."

"These wins will highlight to our clients and candidates that we are a strong business to partner with and enable us to win new business with like-minded candidate-focused clients."

James Parker, CEO, La Fosse Associates

The Fore: Two Group Candidate Service Award Finalists:

DATS
Dutton Recruitment
La Fosse Associates (Winner)
Morgan McKinley
Salt (Highly Commended)
Tangent International
Volt

What our judges said: "La Fosse have taken the quality of the candidate journey to new levels. We were impressed by the standards set, the training, the feedback and referral and the additional in-house resources focussed on delivering excellence in the candidate experience."

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Winner: Oliver James Associates

Oliver James Associates took the trophies for best client service and the back-office team of the year

A joined-up and empowered back office team supports better client service. Oliver James Associates proved that this year by proving they have an exemplary back-office team and demonstrating excellence and collaboration in the delivery of talent acquisition project in Asia.

"As a business that operates on a global scale, it was great to see our operations department being recognised for its unwavering commitment to onboarding and compliance across all of our international locations," said Nick Godson, group director UK, Oliver James Associates.

"If you pair this with our innovative approach to the IFRS17 challenge in Asia, the awards we have received are a testament to the level of service we provide to our current clients and candidates, and will also help us to engage with new clients across our core disciplines.

"We were also delighted to be highly commended for this year's Diversity and Inclusion Award for our constant effort to interweave D&I into everything we do."

The Hinterview Client Service Award Finalists:

Darwin Recruitment
Dutton Recruitment
ERSG
Extrastaff
Oliver James Associates (Winner)
Sigmar (Highly Commended)
The Barton Partnership
Venquis

What our judges said: "We were impressed by the way Oliver James pro-actively addressed a challenge in the Asian Market. They acted quickly to commit resources to this challenge, establishing excellent processes, which delivered a successful solution to their clients."

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The Parasol Back Office Team of the Year Finalists:

Evolution Recruitment Solutions
Extrastaff
McGinley Group
Nicoll Curtin
NRL
Oliver James Associates
Tangent International
Venn Group
VHR
Volt

What our judges said: "Oliver James demonstrated their ability to scale whilst providing outstanding onboarding, backed up with evidence and a strong commitment to compliance."

"We were also delighted to be highly commended for this year's D&I Award for our constant effort to interweave this into everything we do."

Nick Godson, Group Director UK, Oliver

James Associates







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Winner: Harrington Starr

Harrington Starr presented the best end-to-end marketing initiative to judges to win a highly coveted award, demonstrating excellence and innovation in conception, execution and results.

Despite a strong challenge from fellow finalist Roc Search, which was Highly Commended, Harrington Starr triumphed overall with a panel of five judges deciding that it delivered the campaign of the year and deserved the TIARA.

"Being recognised as The Marketing Campaign of the Year at the TIARAs is a huge coup for the business and vindication of months of hard work that have gone into this campaign in particular," said Scott Richardson, Global Head of Marketing at Harrington Starr.

"With the events, publications, follow-up and repurposing of content, it is a monster of a project that requires a lot of care and attention. To be recognised by the TIARAs makes it even more special, and it would not be possible without the help of our client base and our consultants so we would like to give thanks to everyone who's contributed.

"This award will help us to continue to attract and engage the right clients and candidates to the business as we continue to evolve our marketing strategy and campaigns in the future, by recognising the success we have had in the past."

The Volcanic Marketing Campaign of the Year Finalists:

BPS World
Dutton Recruitment
Fircroft
Goodman Masson
Harrington Starr (Winner)
Pertemps
Roc Search (Highly Commended)
Rullion
SF Recruitment
VHR

What our judges said: "Harrington Starr demonstrated an innovative, well-thought out campaign; tremendous focus on their industry specialism; tangible results; and consistent levels of client engagement over a sustained campaign."

"This award will help us to continue to attract and engage the right clients and candidates as we continue to evolve our marketing strategy."

Scott Richardson, Global Head of Marketing, Harrington Starr

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Winner: gap personnel

How do you beat industry heavyweights to be crowned Temporary Recruitment of the Year? Judges said it's all about training, values and a growth mentality

Competition for Temporary Recruitment Company of the Year was tough this year, with an impressive list of finalists having to demonstrate financial and market growth as well as excellence and innovation in sourcing, supporting and placing the best candidates.

A panel of seven judges crowned gap personnel winner after a debate about the top scoring finalists went in their favour.

"To win Temporary Recruitment Company of the Year at the 2019 TIARAs has been a hugely proud moment for each and every one of us," said Mark Roberts, managing director, gap personnel. "We all contributed towards this achievement, and there has been an uplifted atmosphere across our teams as we celebrate together.

"To hold this title authenticates the vision and values we stand by, and will verify these behaviours and standards to our clients, candidates, and potential employees, who we trust will have further confidence in our business as a future partner due to the recognition extended by TALINT International. We're excited about the 12 months ahead; this prestigious award is already providing positive momentum to drive gap personnel onto the next stage of its journey."

The Recruit Venture Group Temporary Recruitment Company of the Year Finalists:

gap personnel (Winner) Gi Group Pertemps Roc Search Venn Group VHR

What our judges said: "gap personnel demonstrated that a growth mentality is a core value which is embedded in its vision. Its investment in people and training in 2017 has supported profitable growth (in 2018)."

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"We're excited about the 12 months ahead; this prestigious award is already providing positive momentum to drive gap personnel onto the next stage of its journey."

Mark Roberts, managing director, gap Personnel



Winner: BRUIN Financial

The Diverisity & Inclusion Award was an accolade that everyone wanted to win this year, with an impressive list of finalists. So what set BRUIN Financial apart?

There were a lot of entries for the D&I Award this year, which meant ten great finalists for this coveted award, including: BRUIN Fiancial, Green Park, Investigo, Major Players, Oliver James Associates, Pertemps, Search, Talent International, Templeton & Partners, and Trinnovo.

Just missing it;s hat trick of awards, Oliver James Associates was Highly Commended, but it was BRUIN Financial that triumphed overall.

"We are delighted to have been recognised for our contribution to diversity and inclusion in financial services," said Emily Ayre, MD of BRUIN Financial. "BRUIN Financial are vocal champions for diversity both internally and externally, and are extremely proud of the reputation we have built in this area in promoting further dialogue around diversifying the talent pipeline.

"This award recognises the need to prioritise D&I as a business imperative and the critical role that recruitment plays when working with clients to implement best practice and policy change. Similarly, ensuring that it is embedded into our culture and our consultants are empowered is part of what makes us unique in the recruitment industry."

The Deloitte Diversity & Inclusion Award Finalists:

BRUIN Financial (Winner)
Green Park
Investigo
Major Players
Oliver James Associates (Highly Commended)
Pertemps
Search
Talent International
Templeton & Partners
Trinnovo Group

What our judges said: "We were extremely impressed by the inventive ways BRUIN Financial had incorporated D&I initiatives into their recruitment process, the broad range of D&I initiatives they are involved with and the high level of visibility in their market."

"This award recognises the need to prioritise D&I as a business imperative and the critical role that recruitment plays when helping clients implement best practice & policy change."

Emily Ayre, MD of BRUIN Financial







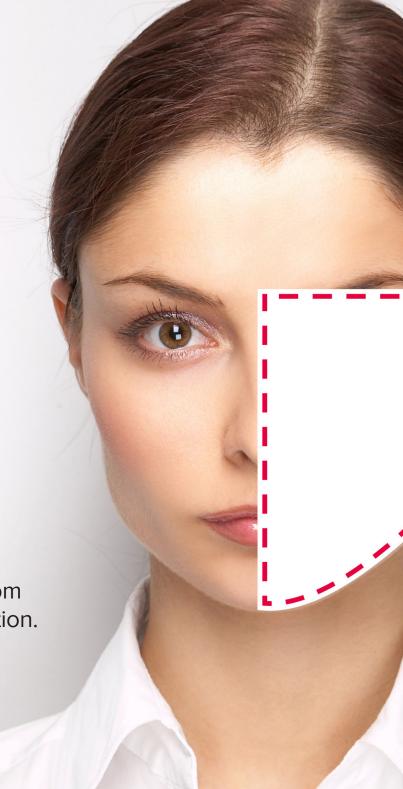
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Winner: Oscar

Oscar impressed judges with their comprehensive and innovative approach to enabling their employees to reach their full potential, which has driven growth.

As more recruiters look to enhance their own employer brand to attract and retain talent, our three Best Recruitment Company to Work For awards received most entries this year.

"Judges looked for those who could demonstrate financial stability, career progression, and a great mix of perks and services for employees," said judge and award sponsor Jason Martin, Head of Strategy at Access Group.

The first, recognising recruitment firms with revenues between £5m and £20m, was hotly contested and gave judges a lot to think about.

"It's an honour to receive the TIARA award for Best Recruitment Company to Work For (£5m to £20m)," said Andy Morrell, CEO of Oscar. "We are particularly thrilled to have received commendation for our commitment to diversity and inclusion and our innovative package of employee benefits such as career sabbaticals and global mobility.

"Our people are at the heart of everything we do and we continually seek to improve and enhance our offerings to them to attract and retain the finest talent in our industry. Recognition such as this award from TALINT will strengthen our proposition to future potential hires, candidates and clients."

The Access Group Best Recruitment Company to Work For (£5m to £20m) Finalists:

Claremont Consulting
CPS Group
DATS
DP Connect
Evolution Recruitment Solutions
Keystream
Oscar (Winner)
Source Group International
Trinnovo Group
Xpertise Recruitment

What our judges said: "We were impressed by Oscar's values led approach to growth, its authentic commitment to diversity and inclusion, and its innovative package of employee benefits – from career sabbaticals to international mobility."

"We are thrilled to have received commendation for our commitment to diversity and inclusion and our innovative package of employee benefits."

Andy Morrell, CEO of Oscar

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Winner: Sigmar Recruitment

Ten top finalists demonstrated innovation and impact in their attraction, induction, and development of talent - and two were highly commended - but Sigmar's culture took the trophy

Culture is often referenced as a key differentiator for employers in the ongoing war for talent. This is perhaps even more important in the recruitment industry, where the best firms are trying to change the culture that has often created a negative perception of the industry.

This was top of mind for our judges, who combined inhouse employer perspectives with seasoned recruitment to determine the Best Recruitment Company to Work For with revenues between £20m to £50m.

"As we have grown to over 150 employees, we have maintained a focus on building a culture of trust and empowerment for our people and we are delighted to see this reflected in winning this award," said Malwina King, director, Sigmar Recruitment.

"This award is a testament to our people, the relationships they foster and the environment we create. It is Sigmar's culture that I believe is truly unique, and sets us apart in the industry and on the wider business scene. This recognition will further enhance our positive reputation with clients and cements our position as an industry leader."

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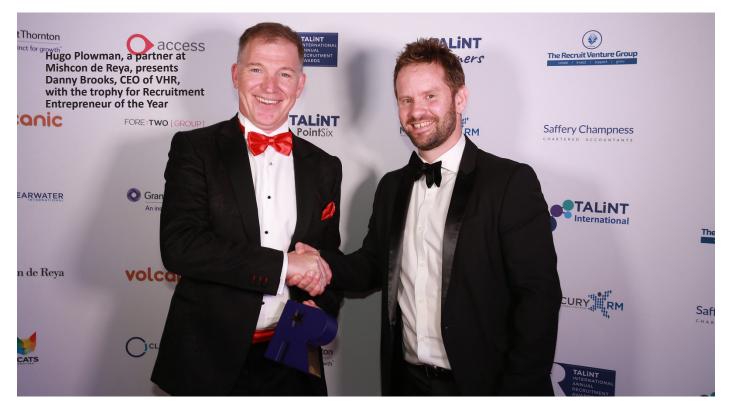
The Access Group Best Recruitment Company to Work For (£20m to £50m) Finalists:

BPS World
Extrastaff
Goodman Masson (Highly Commended)
Oakleaf Partnership
Oliver Bernard
Phaidon International
Roc Search
Salt
Sigmar (Winner)
VHR (Highly Commended)

What our judges said: "Sigmar came out on top of a very competitive shortlist because it demonstrated excellence across the board, showing creativity and innovation in their engagement of employees and the wider community."

"It is Sigmar's culture that I believe is truly unique, and sets us apart in the industry. This recognition will further enhance our positive reputation with clients and cements our position as an industry leader."

Malwina King, director, Sigmar Recruitment



Winner: Danny Brooks, VHR

With so many entrepreneurial leaders in recruitment, the Entrepreneur of the Year award was an opportunity for judges to send a message to the industry about the new attributes of leadership

This year's TIARA judging panel were tasked with recognising a visionary founder who has achieved exceptional growth, pioneered transformational improvement and inspired the highest levels of engagement and performance from their people. They also had to choose the best one from a very strong shortlist of ten.

Judges narrowed it down to three top scorers and chose Danny Brooks, CEO of VHR, who they felt had demonstrated great leadership in his business and his sector. VHR was also Highly Commended for the Innovation Award and Best Recruitment Company to Work For (£20m to £50m).

"I am beyond delighted to have been named Recruitment Entrepreneur of the Year 2019," said Danny Brooks, CEO, VHR. "To succeed against tough competition, particularly large and long-established firms, shows the power and tenacity of smaller agencies like ours and the positive contribution of recruitment SMEs in the marketplace.

"We have no doubt that Awards like the TIARAS evidence the strong position of each winner in their marketplace, and contribute to future business growth and success."

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The Mishcon de Reya Recruitment Entrepreneur of the Year Finalists:

Colm McGinley - McGinley Group

Conor Roughneen - Roc Search
Danny Brooks - VHR
Ged Mason - Morson Group
James Johnson - Nicoll Curtin
Kwesi Ackah - DATS
Nick Barton - The Barton Partnership
Richard Sobol - Jarell Group
Steven Rawlingson - Samuel Knight International
Toby Babb - Harrington Starr

What our judges said: "Danny impressed with his inspirational story, overcoming a significant number of obstacles to lead a strong business and energising his team to drive growth."

"TALINT and the TIARAs send a message that high standards of business ethics, candidate care, client communication and staff engagement are sought-after, recognised and rewarded across the recruitment industry."

Danny Brooks, CEO, VHR

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Winner: Anne Heraty, Cpl

The TIARA Hall of Fame Award honours an individual with a distinguished career in recruitment who has had a major impact on the industry and achieved exceptional success.

This year's Hall of Fame recipient started her business, Cpl, almost 30 years ago. Today, Cpl has 41 offices, 22 brands, operations in 11 countries and 1.3m candidates in their database. They deal with 35,000 applications a week and have over 10,000 people on client sites.

This year, Cpl reported an 8% increase in revenues to over £500 million, a 16% increase in gross profit (net fee income) and a 33% increase in profit before tax.

"Our 2019 Hall of Fame winner has previously won many accolades including the Business & Finance 'Business Person of the Year' and is an overall EY Entrepreneur Of The Year™ winner," said David Head, Director of TALINT Partners, announcing the winner at the 2019 TIARAS.

"She is a former President of IBEC and long-term supporter of the recruitment industry. Always a pioneer, Anne Heraty became the first female CEO of an Irish company floated on the stock-exchange. She has more than earned her place in our TIARA Hall of Fame."

"This year marks 30 years of Cpl and so it was

particularly meaningful to receive the Hall of Fame award," said Anne Heraty, CEO, Cpl. "Over the past 30 years the Cpl Group has grown considerably, from a single office in Ireland to over 40 offices internationally - each providing a broad range of talent solutions.

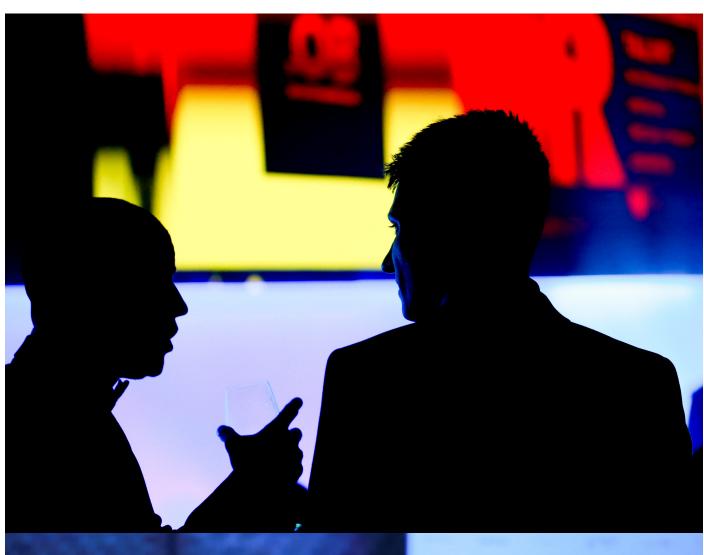
"For me, this award recognises our longstanding client relationships and the hard work of our people who are central to Cpl's success. The award also signifies to our existing, and potential, clients the value Cpl can add to their business and the longevity of the Cpl Group."

Register for TIARA 2020 updates at https://tiara.talint.co.uk/enter-2020/

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Anne Heraty, CEO, Cpl









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