

Carlisle Staffing Services principal clients include:

- Arthur Andersen
- B & Q
- CSFB
- Guinness Ireland
- HSBC Bank
- Sainsburys
- Tibbett & Britten

from classroom to stadium

Our multi-branded approach to staffing services gives us a roster of well-regarded names – and loyal client base and workforce – in a wide range of geographies and markets.

Carlisle Staffing Services

Last year, Carlisle Staffing Services almost doubled its sales from the previous year thanks to a combination of organic growth and key acquisitions. As a result, we now have more than 11,000 contracted workers and 5,000 clients in the IT, financial services, office, retail, educational, social care, banking, insurance, and legal marketplaces. We also provide event management for a wide variety of events, including soccer, rugby, events at Wembley Stadium and last year's Cricket World Cup.

Well Positioned for Growth

The outlook for outsourcing remains strong and we will continue to take advantage of that opportunity by expanding our business with a focussed strategy that encourages organic growth while also looking to broaden and deepen our market presence by acquiring more established brand names. Above all, we will continue to have a balanced portfolio that is not overly dependent on any one sector or client, making us less susceptible to market swings.

Organic Growth

Our organic growth was particularly significant in our Education Services business, which was up by more than

50% last year as we doubled the number of schools in our client base. As always, we were diligent in finding the best available, fully qualified teachers. We were able to broaden our reach by using the Internet as a recruitment tool and attracting top candidates from Australia, New Zealand and South Africa.

Acquisitions

We made two important acquisitions in fiscal 2000 that added to our roll call of well-known brands. In February 2000, we acquired Tate Appointments, London's leading temporary office support staff specialists. Each week, Tate supplies and manages over 1,000 people for over 200 companies. Successfully integrated, Tate is well poised for growth in traditional temporary staffing as well as outsourcing. In November 1999, we acquired Agency Cover, which specializes in supplying social workers and caregivers to social services departments. We also enjoyed continued growth in the financial services sector through last year's Abacus acquisition. We have since redefined and strengthened this business including the rebranding of Indigo Selection so that it is more clearly positioned as an employee resource in the financial services market.



Carlisle Staffing Services services include:

- Accountancy
- Banking resources
- Call centers
- Care market
- Driving and delivery
- Education services
- Events management
- Information technology
- Insurance clerking
- Industrial operatives for production/manufacturing
- Legal recruitment
- Store support services



Tate Appointments services provided to Arthur Andersen include:

- On-site individual career management/counselling
- Specific candidate recruitment projects and client specific campaigns and events
- Total management of temporary workforce with on-premise management of employment agencies
- Weekly, monthly, quarterly management information and review



Operational Freedom

With over 13 brand names now under our umbrella, we have prospered by taking a decentralized management approach. In fact, each business is given operational freedom – tempered by uniform financial control – so that they can develop and implement a business plan tailored to their distinct clients and specific markets.

A 'Candidate Community'

In our business, one of the best ways to differentiate ourselves from the competition is through our ability to attract top candidates and then cultivate their confidence and loyalty. Having a solid reputation at the client level and good word-of-mouth among contracted workers are two important ways to find and keep workers. The Internet is also playing an increasingly important role. Last year, we overhauled and upgraded our websites to attract contracted workers and develop a 'candidate community' where workers and prospective workers can develop relationships. We also used the Internet as a way for workers to track their time on the job and win points toward earning cash bonuses or extra holidays. As legislation increases the level of professionalism in our industry, we believe that our ability to find and retain top candidates sets us apart from our competitors.

People and Processes

Our people and processes are making a difference for our clients. For Arthur Andersen (a Tate client), the professional services giant, managing the army of temps that comes in every day was an unwieldy job in itself. Working with the firm's HR department, we are able to hire and monitor the performance of the temporary workforce. The HR department can now go online to access detailed information in a format that suits the firm's needs, whether it is by department, cost, or date. The qualitative and quantitative information we deliver helps Arthur Andersen make resourcing and budgetary policy decisions that improve the bottom line while extending our business relationship.

Val Stevenson, Human Resources Director, Arthur Andersen, says 'Tate is the UK leader in this field, and the benefits we anticipated have already materialized on several levels. We're seeing a definite impact on the quality of temps we employ, as well as more effective use of our internal resources and better information on how we use temps and the costs involved.'

Education Services provided by
Carlisle Staffing Services include:

- 24-hour, 7 day per week service to more than 3,000 schools
- International resourcing and teacher placement
- NQT Career start
- Teachers contracted from one day to one year
- Teacher resource centers
- Teacher training and professional development
- Utilize over 1,500 teachers every week

opportunities unlimited

The responsibility for managing budgets – and hiring temporary teachers – in the state school sector has been at the local level, giving those schools greater freedom to source and negotiate for temporary teachers. Recruit Education Services was established in 1993 to meet that growing demand. As a result of our focused strategic plan and targeted acquisitions, we have become one of the leading players in this market, with ten regional offices. We specialize in supplying teachers, pre-school professionals, and support staff to nurseries, primary, secondary, and special schools throughout the UK.

To attract top candidates, we have developed special courses designed to address the needs of first-year teachers, and conducted training programs aimed at teachers at every level that enhance such high-demand skills as classroom management, pastoral care, literacy, numeracy, and information and communications technology. We are developing our use of the Internet as a tool to both keep our schools informed and to network with teachers in the UK and overseas.



I'd like to thank you for your support in arranging for me to go back into teaching. It was most useful to be introduced gradually so I could see how education has changed since I last taught.'

Diana Barsby
Teacher

'We have always been impressed by the quality of your service. It's like having a sympathetic friend on the other end of the telephone line.'

Tom Hindley
North Manchester
High School for Boys,
Manchester