

IDPP CONSULTING SERVICES

Achieving Hire Intelligence

“Imagine, if you dare, a life of having only to deal with a single recruitment company”

SUPPLY CHAIN MANAGEMENT

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SUPPLY CHAIN MANAGEMENT

1

Our Goal in offering you this Service

“Firstly, to help you streamline your recruitment processes through a single point of contact. A single point of contact to handle all requirement distribution, CV submission and feedback, interview arrangement and placement negotiation. Secondly, to ensure a consistency of service and support regardless of the supplier source”.

Introduction

How much time do you waste on recruitment? How many times do you give out requirements? How many times do external suppliers chase you for feedback? How many duplicate CVs do you receive? How many unsolicited CVs do you receive? How many times are you repeating yourself, saying the same thing to different suppliers?

If you're like most of our customers, then the answer is “far too much” or “far too often”.

Our **Supply Chain Management** service is designed to remove all of that inefficiency, all of that repetition, and all of that wasted time and effort. Essentially, as your Supply Chain Manager, we will take the burden away from you of dealing with the multitude of approved or non-approved suppliers, and act as a single point of contact for you.

Imagine a day of dealing with only a single company:-

- Just one person to give requirements to;
- Just one person to give CV feedback to;
- Just one person to arrange interviews with;
- Just one person to negotiate rates with;
- Just one set of contractual terms;
- Just one set of contractor renewal dates.

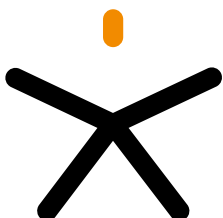
That day can be every day with our **Supply Chain Management** service when using us as your Supply Chain Manager.

Essentially, we will act as your sole point of contact for all recruitment activity. In doing so, we can provide various services, from simply managing and coordinating other third-party suppliers, to also providing recruitment services ourselves. Our capability in this area is detailed later.

You'll probably need this service if:-

- You use a multitude of external suppliers;
- You have different suppliers on different contractual terms;
- You have different suppliers charging different amounts;
- You feel your suppliers need to be more accountable;
- You're fed up with suppliers chasing and hassling you;
- You're fed up repeating yourself and doing the same things over and over;
- You wonder why you need so many suppliers;
- You seem to do nothing but deal with external suppliers – you need help!

Welcome to our Supply Chain Management guide.



Supplier Chain Management

As your Supply Chain Manager, we can arrange a detailed service level agreement (SLA) that will determine exactly how we should work together and what is expected of both parties. The requirements of this SLA will then be mirrored through all of your secondary external suppliers to ensure consistency throughout. We will then be responsible for coordinating and controlling all of the activities of any secondary suppliers that we/you have chosen to support the recruitment effort.

As your Supply Chain Manager, we tend to bring together any number of our Consulting Services together to help to support the relationship:-

- **Supply Chain Review and Audit service** – we help you to select as required and assess any potential secondary suppliers that may be required to fulfil the recruitment needs.
- **Recruitment Process Management service** – helping you decide where recruitment is required and thereafter making your recruitment process as efficient as possible, covering requirement distribution, CV tracking, interview arranging, placement confirmation, etc.
- **Workforce Review and Audit service** – helping to make sure that your workforce is contractually, legally and financially compliant with local employment, tax and legal legislation.

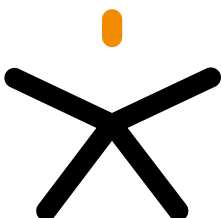
Further information is available on our website of any of these additional services at www.idpp.com. It should be noted that none of the above is compulsory when appointing us as your Supply Chain Manager.

Choosing and Assessing Your External Suppliers

Where the selection or review of secondary external suppliers is necessary or required, then we can undertake this. This is fully described in our **Supply Chain Review & Audit** service, but can be summarised as follows:-

In selecting a portfolio of suitable secondary suppliers, it is necessary to ensure that all aspects of your likely future requirements are met. In gauging suitability of the portfolio of suppliers, the following areas would be considered:-

- **Geography** - Does the portfolio of suppliers collectively offer the appropriate geographical coverage required, albeit local, national or international?
- **Application** - Does the portfolio of suppliers collectively offer coverage over all of the required applications and job types, ranging from managerial, technical, administrative etc.?
- **Work Status** - Does the portfolio of suppliers collectively offer the appropriate mix of personnel types in terms of permanent staff, contract staff, interim, part-time staff, etc.?



SUPPLY CHAIN MANAGEMENT

2

Supplier Chain Management *(continued)*

- **Reputation** - Does each supplier possess a good reputation within its industry sector? This is vital in securing the best candidates.
- **Quality Service** - Does each supplier adhere to strict quality procedures, and are those procedures geared to offering good quality service?
- **Security and Infrastructure** - Does each supplier have the managerial and financial resources to sustain the required relationship over the required time frame?
- **Adaptability and Capability** - Does each supplier have the necessary capability to adapt its systems and services to genuinely meet your specific service needs?
- **Future Proofing** - Does the portfolio of suppliers collectively see their futures inextricably linked with your own? Do they see the same developments that you do, will they invest in areas that are of emerging importance to you?
- **Commitment** - Will each supplier agree to provide a service that specifically meets your requirements, and furthermore, will each supplier commit to providing a certain minimum standard of service as specified by you?

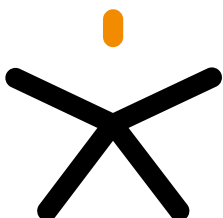
We would work with you to assess each of these characteristics for any potential suppliers on an impartial basis.

Managing Your External Suppliers

In addition to helping you with the selection of a secondary supplier portfolio, we would also recommend establishing the parameters of how you want to work (the modus operandi).

To achieve this, we would address a number of areas:

- **Legal and Contractual** - the selection of a finite supplier portfolio provides the ideal opportunity to re-define and standardise on the legal and contractual relationship. Although there may be geographical or other variations in the standard terms of business, a large number of areas can be standardised, particularly for suppliers providing contract labour where the relationship tends to be of a more on-going nature.
 - Notice periods for contract labour;
 - Charges, margins, mark-ups, payment terms etc;
 - Contract lengths and review periods;
 - Annual increase definition;



Supplier Chain Management *(continued)*

- Discounts;
- Contract to Permanent transition charges;
- Confidentiality, non-competition and copyright;
- Non-poaching agreements.

By standardising the legal and contractual relationship with all suppliers, we will substantially reduce administration and potential litigation.

- **Service Level Agreement** - it may also be appropriate or desirable to specify levels of service and procedure to which you require the suppliers to adhere.

These are likely to be bespoke to the particular area of your business that the suppliers are supporting, but could include, where appropriate:

- Response times for CV submission, etc;
- Performance criteria, success rate ratios, etc;
- CV format and content of submitted candidates;
- Number of CVs to be submitted;
- Candidate screening parameters;
- Points and methods of contact within your organisation;
- Contractual obligations with candidates;
- Reporting stipulations;
- Charges, discounts, penalties, etc.

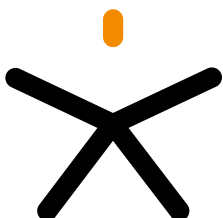
Being able to standardise in these areas will enable a far simpler internal recruitment process.

- **Procedural** - In order to benefit most from your selected suppliers, it is important that you develop a series of internal procedures to deal with all aspects of the routine dealings that you will invariably have.

The procedures will cover, at least, the following functions:

- Requirement notification;
- CV receipt and submission;
- CV submission feedback;
- Interview arrangement, confirmation and feedback;
- Placement confirmation and references follow-up;
- Contractual negotiation and agreement.

If each of these areas is consistent, it will substantially simplify the management and assessment of the suppliers.



Recruitment Service

If, as your Supply Chain Manager, we are to perform a significant recruitment function in addition to our secondary supplier management activities, then you should be aware of our statement of competence. In this regard, there are a number of cornerstones that underpin the quality of our core recruitment activities:-

Candidate Sourcing and Screening

With an internal database of over 300,000 candidates, advertising through our own website, access to many of the world's most effective resourcing websites, relationships with other secondary suppliers; and an extensive network; we will almost always find the ideal candidate.

With every vacancy that we receive from you, and before we submit a single CV, we will undertake a rigorous screening process with each and every potential candidate. We will discuss each vacancy with a candidate and ascertain:-

- His/her technical ability and suitability;
- His/her personal suitability in terms of non-technical aspects;
- His/her financial suitability;
- His/her availability to perform the role;
- His/her interest in the role;
- His/her employment status with regard to visa or work permit requirements, etc.

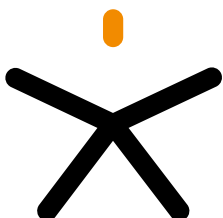
In accordance with your instructions, we will also reference-check all candidates prior to commencement of employment with you.

Legal, Contractual and Employment Compliance

When placing candidates from all over the world with clients from more than 20 different countries, the task of ensuring that all local tax, statutory and employment legislation has been met is an onerous one. It is also one that we take extremely seriously, and we consider it part of our service to ensure that we are offering the most effective solutions. A major part of these solutions is to ensure that the candidate is compliant within the location that s/he is working, including being in possession of the required visa and work permits as appropriate, and meeting local taxation regulations. To this end, we employ a significant number of third-party financial and accountancy companies with expertise around the world who ensure that the tax solutions employed are not only compliant, but are also beneficial to the candidate and safe for the client.

Recruitment Customised to your Needs

Our standard process can be summarised as follows, although we will be pleased to discuss any bespoke variations that you require:-

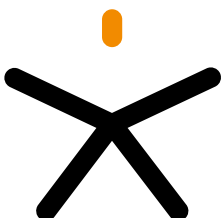


Recruitment Service *(continued)*

- **Position Definition** – a discussion between us to determine all of the required characteristics of the new employee, covering technical, personality, logistical, financial, etc. From these discussions, we will prepare a detailed definition of the role that will form the basis for discussion with potential candidates.
- **Assignment Plan** – from our discussions, we also agree a series of timed milestones for the evolution of the assignment through the various stages as detailed below.
- **Finding The Best Candidates** – dependent on the vacancy, we develop an appropriate search strategy that is most likely to result in the identification of the most qualified candidates. Candidates can come from a number of sources:
 - Our own networks and relationships within the appropriate industry;
 - Our own internal database of candidates, clients and contacts; or
 - Third party recommendations and referrals; or
 - Proprietary job-boards; or
 - Secondary suppliers selected and managed through our **Supply Chain Review & Audit** service; or
 - Third party advertising.

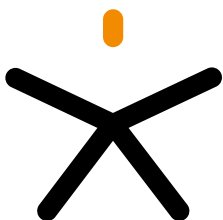
In reality, many of the best candidates will not generally be looking for a new job so they will not respond to any job-boards or advertising campaign. This is where we earn our money by utilising our knowledge of the marketplace and exploiting our network of contacts. Our contacts are extensive, with our 250,000 candidates and 100,000 client contacts at our disposal – somebody we know will be (or will know) your ideal candidate - remember, this is what we do best!

- **Our Candidate Review** - as we identify a potentially suitable candidate, we will assess (usually face to face unless logistics prohibit) their suitability (technical, logistical, financial, personal), qualifications and motivation. At this stage, it may be desirable (as required) for your identity as the client to remain confidential, but potential candidates almost invariably are willing to enter into preliminary discussions with us.
- **Initial Candidate References** – as part of our qualification of the candidate, we will seek relevant and recent references on the candidate to cover both professional and personal attributes.
- **Your Candidate Interview(s)** – assuming the candidate “passes” our review, then we will submit details to you. You are then free to evaluate the candidate in any way that you feel appropriate – multiple interviews, assessments, testing, etc.



Recruitment Service *(continued)*

- **Interview Feedback** – following the interview, we liaise with all parties and solicit the initial feedback. We will assist both parties in clarifying their views and remedying any concerns or misunderstandings (where appropriate). This is often an iterative process requiring a series of back-to-back conversations, and possibly further discussion between you as the client and the candidate.
- **Negotiation of Offer** – when you are satisfied that we have presented your candidate of choice, then with our knowledge of the market and our status as an intermediary, we are able to liaise between all parties throughout the sensitive phase of negotiating the remuneration and benefits package. Taking the views of both parties into account, we are able to mediate to ensure an acceptable outcome for all parties.
- **Final Compliance Checking** – upon the conclusion of a placement, we suggest that a final candidate reference (if not previously provided) is sought from the candidate's most recent employer, together with further security and background checks as appropriate.
- **Contracts of Employment** – whilst we are happy to liaise between the parties in terms of remuneration and benefits package, and start dates, we recommend that the parties correspond directly with regard general terms of employment and contractual matters.
- **Client Feedback** – our aim is continuous improvement, and in pursuit of this we will ask you for feedback on our performance and confirmation of your level of satisfaction.
- **Continuous Support** – after the assignment is complete, we like to remain in contact with all parties to anticipate and resolve any on-going issues, and clearly to be available for any further assignments!



SUPPLY CHAIN MANAGEMENT

4

Our Goal in offering you this Service

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Conclusion

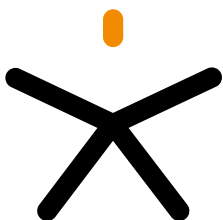
With any supplier, you need to ensure that you always have your vacancies filled efficiently, effectively, on-time and within budget. But how many suppliers do you need to achieve this ... 5, 10, 20 or even more?

In truth, you need only one: IDPP. One supplier who will ensure that your complete spectrum of requirements can be fulfilled either directly by ourselves or indirectly through our carefully chosen and vetted secondary suppliers.

Whilst you may crave a single point of contact, we do understand that you may want the comfort of a choice in the suppliers that you use. Such a choice should not, however, be at the cost of consistency, efficiency and control. This is where our service really counts. It enables you to maintain a relationship with any number of external suppliers to the degree that you require, but ensures that their combined efforts are managed, coordinated and focused.

In this way, you will get the best of both worlds – a single focused delivery mechanism combined with the greatest choice and variety of candidates.

By continual assessment, our service also ensures that each secondary supplier maintains their standard of response, their competitiveness and their cost-effectiveness.



SUPPLY CHAIN MANAGEMENT

5

Contact Information

Office	Languages Spoken	Departments	Contact Names	E-mail Addresses
<p>Richmond, UK</p> <p>34 The Quadrant Richmond Surrey TW9 1DN</p> <p>T: +44 (0)20 8334 7500 F: +44 (0)20 8334 7540</p>	<p>English French Slovak Russian Spanish Portuguese Arabic Czech German Italian Sinhalese Indian (Hindi, Tamil & Malayalam)</p>	<p>Sales: Contract IT/Telecoms Permanent IT/Telecoms</p> <p>Technical Sales Executive (£100k+) Interim</p> <p>Consulting Services</p> <p>Contractual Enquiries</p> <p>Payroll Enquiries</p> <p>Finance</p> <p>HR & Marketing</p> <p>ICT</p> <p>General Admin</p>	<p>Mo Lakhanpal</p> <p>Laurence Penn</p> <p>Laurence Penn</p> <p>Katie Holland Pascale Taylor Jana Meresova Tina Maynard Rob Elisha</p>	<p>molakhanpal@idpp.com</p> <p>laurencepenn@idpp.com</p> <p>katieholland@idpp.com pascaletaylor@idpp.com janameresova@idpp.com tinamaynard@idpp.com robelisha@idpp.com info@idpp.com</p>
<p>Amsterdam, Netherlands</p> <p>Herengracht 124 - 128 1015 BT Amsterdam</p> <p>T: +31 (0)20 794 4620 F: +44 (0)20 8332 0513</p>	<p>Dutch English French German Mandarin Spanish Papiamento</p>	<p>Sales: Contract IT/Telecoms Permanent IT/Telecoms Technical Sales Executive (£100k+) Interim</p> <p>Consulting Services</p>	<p>Rebecca Sykes</p>	<p>rebeccasykes@idpp.com</p>
<p>Brussels, Belgium</p> <p>Avenue Louise 283, Louizalaan 1050 Bruxelles / Brussel</p> <p>T: +32 (0)2 743 2710 F: +32 (0)2 743 2719</p>	<p>French Dutch English</p>	<p>Sales: Contract IT/Telecoms Permanent IT/Telecoms Technical Sales Executive (£100k+) Interim</p> <p>Consulting Services</p>	<p>Mo Lakhanpal</p>	<p>molakhanpal@idpp.com</p>
<p>Munich, Germany</p> <p>Maximilianstraße 11-15 80539 Munich</p> <p>T: +49 (0)89 / 288 90 - 166 F: +49 (0)89 / 288 90 - 45</p>	<p>German English</p>	<p>Sales: Contract IT/Telecoms Permanent IT/Telecoms Technical Sales Executive (£100k+) Interim</p> <p>Consulting Services</p>	<p>Mo Lakhanpal</p>	<p>molakhanpal@idpp.com</p>

