

## **The BiS Henderson Approach**

### *1.1 Industry standards and procedures*

In conjunction with its own established policies, BiS Henderson works to industry good practice guidelines as laid out by the UK's Recruitment and Employment Confederation (REC).

### *1.2 Business approach and method*

BiS Henderson has adopted a team based approach to all of its assignments. This means that whilst individual consultants are assigned to lead particular projects, they are backed by a project team and company wide systems and processes that work together to find the most appropriate solution to client and candidate needs. Each staff member, therefore, has an active interest in each assignment. Furthermore, BiS Henderson has fostered a corporate culture of delivering on its promises, working together and has a determination to continually improve.

### *1.3 Value add*

BiS Henderson's consultants work hard to remain up to date with industry issues and developments so that they can find the best people for interim and permanent positions. Consultants maintain an active and visible profile in core sectors by means of relevant conferences, networking, selected advertising and via public speaking, written articles and publications. This understanding of industry demands enables BiS Henderson to move with market developments and changes, adapt its approach and communication with prospective employers and candidates, and work closely with client teams to identify the right staff, specialists or executives that meet their strategic objectives. BiS Henderson can deliver because its consultants have extensive experience working in the client sectors. They know what the clients need, which candidates can do it and ensure as far as possible that there is the right cultural fit between both.

We undertake regular analysis of the market by surveying industry issues from demand patterns, trends and national statistics through to benchmarking salaries and employee benefits.

### *1.4 Innovation and flexibility*

BiS Henderson emphasises the value that innovation and flexibility brings to its business, particularly in the attraction and development of new clients. For example, BiS Henderson has developed pricing and guarantee structures that aim to assist clients recruit the right candidates, whilst allowing them to afford BiS Henderson services. Additionally, BiS Henderson can now provide a complete recruitment service, particularly to smaller, start up clients from helping them to devise their organisation structure, writing job and personal specifications through to placement. A particular BiS Henderson strength is identifying candidates that can join client organisations at a senior level and within little time, for example, structure the company for flotation, or lead a management buy out.

### *1.5 Information Technology*

BiS Henderson employs the latest techniques and tools to attract and manage a resource pool that is believed to be second to none. Through its rolling programme of investment in systems and technology, BiS Henderson uses the latest web-based and candidate portfolio management that enables automatic uploading and categorisation of curricula vitae into BiS Henderson's candidate portfolio. Consultants are able to rapidly search for specific candidate characteristics, manage the candidate selection process and close out assignments in an efficient manner. All systems are ASP based and supported by Citrix server access technology.