



Square One Resources Ltd

IT & T CAPABILITY



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FOREWORD

This document has been prepared to showcase Square One Resources Ltd's (hereinafter referred to as "Square One") capabilities.

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1. IT & TELECOMS PRACTICE

Square One's IT & Telecoms practice has been providing both contract and permanent recruitment solutions to a host of clients for over 15 years across Europe, delivering IT-related resource requirements in an efficient and timely manner. Over this period of time, we have partnered with our clients on a number of occasions to go above and beyond the expected role of an average recruitment business, enabling them to achieve their strategic business objectives.

Square One's IT& Telecoms practice firmly believes in its status as Europe's leading supplier of IT resource; we have demonstrated this, not only by our brand in the market and exclusive agreements with organisations such as Capgemini, but also by our unrivalled 'breadth' of knowledge and understanding of our clients needs both in the short and long term. We provide resources to cover full development lifecycles of **Major Platforms** from **Business Analysis** through to **Design, Development, Testing and Support**.

We currently have **26 dedicated IT & Telecoms Recruitment Consultants** within this practice working across vertical technical niches; we have placed **730 IT Consultants/Contractors** placed onsite with our clients across Europe. Our specialist EI recruitment consultants cover recruitment for the following skills:

- **Microsoft Technologies** - .Net (C#, VB.Net, ASP .Net etc), MS Dynamics / Sharepoint / Biztalk, MS SQL, Commerce Server, SCCM, Silverlight, Microsoft CMS 2002, GIS, SSIS, Microsoft BI, Openlink, Windows 7, SSRS, SSAS, Linq;
- **Media Tools** - Flash / Actionscript / Photoshop / Javascript / CSS / Accessibility;
- **Business Intelligence** - Cognos, Business Objects, SAS, Crystal, Oracle;
- **Project Management / Interim** - Project Managers, Business Analysts, Solution / Technical Architects;
- **Testing** - Test Managers / Test Analysts / Automated or Manual Testers;
- **EAI** - Tibco, Tivoli, Webmethods;
- **Content Management** - Documentum, Vignette, Interwoven, Stellant, IBM Lotus Workplace;
- **Java / J2EE Development Environment** - OpenSource, IBM Websphere, BEA Weblogic;
- **Infrastructure Support** - Support, MS-Office, MS-Outlook, Lotus Notes and Domino, Windows, Active Directory, Exchange Server, SQL Server, Unix, Novell;
- **Networking and IT Security** - TCP/IP, DNS, DHCP, VPN management, LAN, WAN, Cisco routers and switches, Cisco Pix, Checkpoint , Firewalls, Anti-virus technologies; and
- **Mobile & Wireless Communications** - C/C++, J2ME, Unix / Linux / Windows, UMTS/GSM 3G/WCDMA.

1.1 Microsoft Technologies

Square One has invested heavily in its Microsoft Technologies Division and is strongly positioned to service the rapidly growing need for MS resources. As the longest established ERP specialist recruitment business in Europe, we have access to an extensive database of experienced ERP candidates. Many of these professionals have cross-trained into Microsoft Technology and we are actively contributing to their skills transfer.

Due to the relationships we have formed with our clients as a trusted and reliable supplier of MS resource, Square One has been made an official **Microsoft Gold Certified Partner**. This unique position has propelled us to a coveted status amongst our competitors as the leading recruitment company that can provide top quality pan-European IT resource.



We also work with selected Microsoft Training Partners to facilitate more cross training and further build on our existing strong candidate database within the market place. The training enables our Recruitment Consultants to





remain educated and ahead of the competition, and also to be able to source better candidates for our clients. This is a unique achievement for a recruitment agency and as a result, we are ideally placed to maintain our leading position in the marketplace whilst providing you with exceptional service in this area.

We can add significant value to your ongoing and future MS recruitment plans, through a diverse range of services. Our specialist approach places us at the forefront of business expertise in the resourcing of Dynamics AX, Dynamics CRM, Great Plains and Navision roles. Our Microsoft team has extensive experience of placing **.Net Developers, Designers and Architects** into enterprise level .Net projects.

.Net:

Within our IT & Telecoms practice, we have a team of three consultants dedicated exclusively to .Net resourcing and its related technologies, who can offer you a 'virtual bench' of skilled consultants available at short notice and at competitive market rates for your projects covering:

- .Net 1.1 / 2.0 (C#, VB.Net, ASP .Net, etc)
- Sharepoint 2001 / 03 / 07
- Commerce Server
- SCCM
- Silverlight
- BizTalk
- Microsoft CMS 2002
- GIS
- SSIS
- Microsoft BI
- Microsoft Dynamics
- Openlink
- Windows 7
- SSRS
- SSAS
- Access, Excel, VBA
- SQL Server 2000 / 05 / 08
- Linq

Software Testers and System Testing:

Square One has a strong dedicated team of consultants uniquely focussed on software and system testing. We provide experienced testers in the following areas:

- Full lifecycle of Testing Specialists including *Test Managers, Test Analysts* and *Testers (Manual and Automated)* on a contract or permanent basis;
- Testing Professionals specialised in specific test tools such as *Test Director, Load Runner, QA, QTP* and *WinRunner*; and
- Testers at all levels of expertise and experience, including *Performance Testing, Load Testing, Application Testing, System and Software Testing.*

Digital Media:

Our IT recruitment consultants are experienced resourcers for digital media clients, specialising in the following areas:

- Internet
- Search Engines
- Online Audio and Online Video
- Web Design and Development





These consultants specialise in providing our clients with professionals skilled in the following types of technologies:

- PHP
- Ruby on Rails
- Flash
- Flex
- ActionScript
- JavaScript
- HTML

Our specialist approach and depth of experience in the market ensures that we are well positioned to supply the most appropriate candidates who truly fit your requirements. Our knowledge and expertise means that we are able to locate not only active, but also passive candidates, ensuring that we can provide you with a ready supply of experienced candidates for future projects and/or ad-hoc resource needs. Our approach ensures that we will effectively and efficiently introduce you to the right people for your business.

All our placements with our clients have been only Known & Trusted Resource. Our clients continue to renew our Agreements repeatedly because of the level of trust we have gained by supplying only high quality resource every time. This is a working attitude we adapt to all our customers; we will only ever supply the highest quality IT resource on our books to you.



1.2 Case Studies

CASE STUDY 1 - MAN Investments

CLIENT:	MAN Investments
DURATION:	June 2008 to date.
SCOPE OF SUPPLY:	Master Vendor
SOLUTION:	<p>After delivering to Man Investments for over 2 years, Square One had the in-depth knowledge and understanding of them as a business, their industry, as well as the IT market. In order to meet the resource demands of Man Investments in the short, medium and long term, Square One proposed to implement a Master Vendor solution to meet the challenges of their growing business with high volume recruitment plans.</p> <p>Since the implementation of the Master Vendor solution, Square One has provided an effective and timely service, offering best value through the highest possible level of service and the most efficient solution.</p> <p>The key features of this solution include:</p> <ul style="list-style-type: none"> • Senior onsite account Manager; • Dedicated Specialist Resource Team; • End to End Management of the Recruitment Process; • “Free Consultancy” from an experienced Master Vendor Practitioner; • A quick, immediate solution to Man Investments interim / current recruitment needs. <p>This has led to benefits including:</p> <ul style="list-style-type: none"> • Maximising choice whilst efficiently managing any number of potential suppliers; • Reduction in overall recruitment costs and additional savings in management and back office time; • Greater control of the Recruitment Process; • Mitigation of recruitment risks - Best practice recruitment; • Flexibility - Adaptable to your growth agenda.
SKILLS/DISCIPLINES PROVIDED:	<p>Square One is the primary supplier of contractors covering all roles within the following skill sets:</p> <ul style="list-style-type: none"> • Project Managers; • Business Analysts; • Infrastructure Architects; • 1st/2nd/3rd Line Support; • Technical Authors; • .Net/Java/Web Developers; • DBAs (Oracle/Microsoft SQL); • Cisco Engineers; • SAN Consultants; • Testers/Test Analysts/Test Managers.
OUTCOME:	<p>For Direct contractor engagement, Square One manages the engagement and management of all 'directly' hired contractors i.e. candidates that MAN identify themselves and subsequently wish to engage as contractors. The key elements of this service are:</p> <ul style="list-style-type: none"> • Compliance layer in terms of IR35 and for outside of the UK; local country tax/social security; • Limited Company setup & contractor education seminars; • Ongoing management and payroll at commercially reflective rate. <p>Square One manages the PSL to ensure that <u>ALL</u> MAN requirements can be covered by the single point of contact at Square One. We have an Account Manager who spends 3 days a week on the client’s site (when required) to work with MAN Line Managers towards fulfilling their requirements. The Account Manager is also responsible for running contractor ‘surgeries’ to ensure any issues are resolved.</p> <p>The success of the Master Vendor depended heavily on the people involved in its creation, implementation and management. Critical and at the centre of the process is the Account Manager, who takes responsibility and accountability for the day to day operational, relationship and contractor management, Management Information and coordinated management of bookings. Coupled with this is the fact that Man Investments have a dedicated Resource Team at Square One.</p> <p>The primary aim of the Master Vendor is the delivery of the best available resource to Man Investments. Our proven approach to delivery is based on speed and quality, leveraging over fourteen years delivery experience to access the</p>

widest possible choice and to guarantee them the highest quality resources that add true value to their projects. Square One continues to successfully fill over 90% of all the roles released to us and always within the required SLA and supplies approximately 6 contractors on assignments per week.

CASE STUDY 3 - Aero Inventory plc

CLIENT:	Aero Inventory plc
BACKGROUND:	Aero Inventory's quick and successful growth had led to it outgrowing its current IT landscape and Infrastructure. A more robust and scalable landscape and infrastructure was required to allow it to continue to grow and win new business. This included an initial contract worth over \$1bn to Aero Inventory.
SCOPE OF SUPPLY:	<p>Managed Service Project:</p> <p>The initial work was to provide a security audit covering the following areas within their IT landscape:</p> <ul style="list-style-type: none"> • Infrastructure and Operations • The Development cycle • IT Processes • Client and internal IT projects • Management Information and Reporting
SOLUTION:	<p>We put in place a Project Resource Partnering model, guaranteeing delivery at a fixed cost, along with onsite Account Management Support. This solution included support across a number of locations in the UK, Hong Kong, Jakarta and Melbourne. From March 2006, onwards we managed the deployment of specialist IT and Business resources along with their subsequent care.</p> <p>The solution was scalable and flexible, with Square One able to ramp up the level of specialist IT personnel whilst retaining quality at short notice. We partnered closely with AI stakeholders, enabling us to understand their future resource and project needs. This involved the pre-screening of potential candidates, thereby, making the requirement to placement phase quicker whilst ensuring the highest possible CV to placement match.</p> <p>We put a full time Client Relationship Manager onsite to co-ordinate the entire resource management process including consolidated invoicing of the project spend, the resource allocation process and the day to day care of the team. This took away the management of environmental issues from the AI Project Team.</p> <p>Fixed charges for IT contractors enabled Aero Inventory to mitigate and manage pay rate increases in the market, providing a consistent cost for resources for the length of the contract. Best value was achieved from leveraging our specialist market knowledge and advice to deliver competitive commercials in line with the market.</p>
SKILLS/DISCIPLINES PROVIDED:	<p>We were responsible for resourcing a number of technology and business profiles including the following:</p> <ul style="list-style-type: none"> • Programme Manager • Project Managers • SQL Server DBA / Developer • Test Team Leader • .Net Developers • Data Architects • Data / Functional Analysts • Infrastructure Architect • Configuration Manager • Functional Analysts • Service / Operations Manager • SQL Server DBAs • PMO • Operational Service Analyst
OUTCOME:	<p>The team successfully completed the comprehensive assessment of their IT systems and processes and subsequent project work required. This supported the winning of a major business contract for Aero Inventory and development of a global IT infrastructure in UK, Hong Kong, Jakarta and Melbourne.</p> <p>The flexibility to provide high quality resource on time remains critical in supporting their business development and the cost effective delivery and implementation of their service. A global infrastructure is now in place to support new business wins with Air Canada, HAECO and STAECO.</p> <p>In addition, due to the growth of Aero Inventory Plc, our team has also been engaged on client integration projects. At</p>



	its peak, the contingent team numbered 52 resources, managed and supported by a dedicated onsite Account Manager Square One delivered on average of 8 contractors per week on assignment.
TESTIMONIAL:	<p><i>“Our relationship with Square One began in 2006. I had recently accepted the position of IT Executive Director at a time where our business was the fastest growing company listed on the Aim Exchange, and at a time when Aero Inventory was engaged in a bid for a \$1.6b contract for Qantas. My remit was very clear; to ensure we could excel in any IT audit, and to create a truly global IT capability and infrastructure. I immediately recognised the need for a total IT Transformation programme to deliver these key items. With very little time and with an under resourced permanent team, I chose to engage a Managed Service Provider to assist us in delivering the necessary Change Programme. After a tendering process against our criteria and stringent due diligence, Square One were successful in winning the bid.</i></p> <p><i>Square One was able to provide industry, and technical expertise, and a full team had been assembled and co-located within days of the contract being won!</i></p> <p><i>This team, together with Square Ones close on site management, have allowed us to deliver several successful developments and we have successfully won and implemented the Qantas contract. I now have a balanced ratio of permanent and outsourced capability. We have retained total IPR and control.</i></p> <p><i>Today, based on their technical skills and total professionalism, Square One now enjoy preferred supplier status and have continued to support us with our development needs.</i></p> <p><i>Square Ones work has consistently been to a very high quality and fully compliant to industry standards, addressing the needs of both my IT perspective, and that of our business.”</i></p> <p>- IT Director - Aero Inventory plc</p>

CASE STUDY 3 - Centrica plc

CLIENT:	Centrica plc
SCOPE OF SUPPLY:	Project Resource Partner / Preferred Supplier / Resource Management
SOLUTION:	Due to our expertise in specialist IT resourcing, Square One was invited by Centrica to perform a specific piece of project work for House.co.uk (a security audit of the website). We subsequently become responsible for the day to day delivery and management of a team which at its peak consisted of 49 professionals. This included the resourcing of all levels of staff from Project Management to Technical Experts specifically responsible for Programming, Architecture, Applications Testing , etc.
SKILLS/DISCIPLINES PROVIDED:	<p>Within this project we supplied a mixture of specialist skills including the following:</p> <ul style="list-style-type: none"> • Development Technologies: Java, J2EE, Microsoft .Net, UML; • Application servers: BEA Weblogic, SeeBeyond, JBoss; • Databases: Oracle, SQL Server; • Platforms: Sun Solaris, Microsoft Windows; • Content Management: Interwoven; • Integration: SAP R3, Seibel CRM, SAS Data Warehouse, BEA Tuxedo; • Implemented Open Source Technologies and development environment; • Development compliance with Disability Discrimination Act (levels A and AA) and Data Protection Act; • Development compliance with security processes and standards.
OUTCOME:	<p>Extending the breadth of the initial service we were contracted for required no hassle, with the Work Contract amended. The service differed greatly from a traditional ‘Recruitment Agency’ approach in that we committed to provide the highest available expertise at an agreed price.</p> <p>The key benefits of Square One’s specialist service to Centrica were:</p> <ul style="list-style-type: none"> • The guaranteed delivery of contingent resources including specialist niche skills; • The management of the highest quality resources; and • A minimal impact on Centrica’s budgets in terms of cost, time and resources.



1.3 Client Testimonials

“Endemol have used Square One for finding the best freelance talent for a long time. We have been impressed by the pace of delivery in a very timeline driven environment and specialist digital knowledge within the interactive niche. We can rely on the wealth of knowledge and their attitude in finding the best people that other recruiters struggle with. They are always a pleasure to work with.”

- **Operations Manager, Endemol**

“Bupa have used Square One for resourcing specialist IT contract roles for a number of years. We have been impressed with their ability to source niche and very specialist resources, delivering within short timescales and in a professional manner. We can rely on them to find the people that others can’t.”

- **Resources Manager, Information Systems - BUPA**

“Conchango have used Square One for several years to help fulfil contracting roles in a number of different areas. We have always been impressed with their level of service and speed of response.”

- **Operations Team, Conchango**

“Square One’s Project Resource Partnering team’s consultative approach is what makes the difference to our project delivery; it is a commitment from them to provide a total solution for our business. We work with their resourcing consultants and use their expertise to access the best people in the market with the right skills, expertise and acumen. Their willingness to deliver the total solution and continued commitment to provide the highest standards of service, drive resource cost efficiencies in our projects, is the reason why we have, and will continue to use Square One as the Primary Supplier of our project resource needs.”

- **Nick Matchett, National Grid Wireless**

“Square One has been our core supplier of generalist contract resource for the last 15 months. We have found their delivery and account management skills to be consistent and professional and we would not hesitate to recommend them to other clients.”

- **HR Manager, Man Investments**

“We have used Square One several times over the past year, and have found them to be efficient, quick to deliver suitable candidates and mindful of budget constraints. Within tight time lines they have always provided at least 2-3 very good CV’s to read through/interview and have taken into consideration our location. Square One understands our market sector very well, which makes it very easy for us to work alongside them.”

- **Studio Manager, Avvio**



2. ADDITIONAL PRACTICE AREAS

In recent months, Square One has spent considerable time developing a strong resource capability across mainland Europe. In conjunction with these developments, our relationship with our clients has enabled us to provide them with expert resources proficient in delivering business software projects across the globe.

- **Our consultants** have a deep knowledge of both the technology and specific market sectors within which we focus our services.
- **Our specialist approach** and depth of experience in the market allows us to be well-positioned to supply the most appropriate candidates who truly fit your requirements.
- **Our knowledge and expertise** mean we are able to locate not only active, but also passive candidates, providing a ready supply of experienced candidates for future projects or ad-hoc resource needs.
- **Our tailored approach** enables our clients to be the most competitive in the candidate market.
- **Our consultative approach** ensures that we effectively and efficiently introduce you to the right people for your business.

In each practice area, we have created ‘centres of excellence’ that vertically align with a variety of niche technology areas required by our clients.

The following diagram provides further information on Square One’s vertically aligned practices. Please note that this list is not exhaustive; we have demonstrable expertise and delivery in a greater range of technologies.

SQUARE ONE TECHNOLOGY PRACTICES & ROLES TYPES						
ERP	CRM	MICROSOFT TECHNOLOGIES	MEDIA TOOLS	BUSINESS INTELLIGENCE	PROJECT MANAGEMENT / INTERIM	TESTING
Oracle E-Business Suite Oracle Fusion PeopleSoft SOA/BPM JD Edwards SSA Baan SAP	Siebel Clarify Oracle SAP PeopleSoft	.Net C++ C# MS Dynamics Sharepoint Biztalk MS SQL	Flash Actionscript Photoshop Javascript HTML CSS Accessibility	Cognos Business Objects SAS Crystal Oracle	Project Managers Business Analysts Solution Architects Technical Architects	Test Managers Test Analysts Automated Testers Manual Testers
EAI	CONTENT MANAGEMENT	JAVA / J2EE DEVELOPMENT	INFRASTRUCTURE SUPPORT	NETWORKING & IT SECURITY	TELECOMS	MOBILE & WIRELESS
Tibco Tivoli Webmethods	Documentum Vignette Interwoven Stellant IBM Lotus Workplace	OpenSource IBM Websphere BEA Weblogic	Support MS-Office MS-Outlook Lotus Notes and Domino Windows Active Directory Exchange Server SQL Server Unix Novell	TCP/IP DNS DHCP VPN Management LAN WAN Cisco Routers & Switches Cisco Pix Checkpoint Firewalls Anti-virus Technologies	OSS: Cramer Micromuse Netcool BSS: Clarify CRM Amdocs BILLING: Geneva Kenan ADC singl.eView Intec and Edocs BSCS VOIP	C C++ J2ME Unix Linux Windows UMTS/GSM 3 G/WCDMA

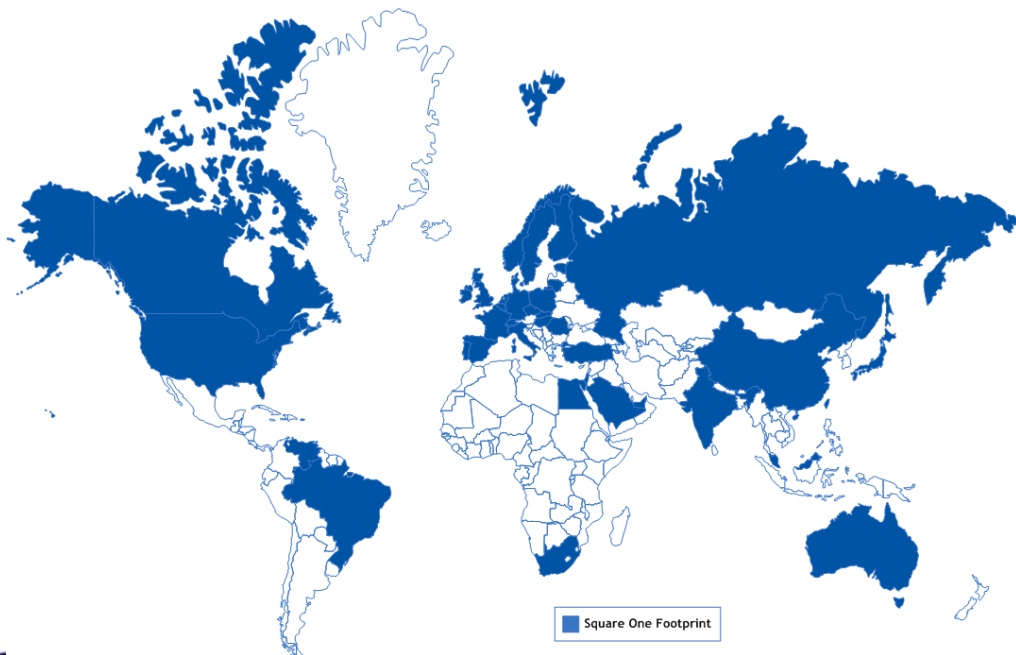
3. GEOGRAPHIC COVERAGE

Square One has succeeded through a continued commitment to provide progressive staffing solutions to multinational companies in 40 countries. We have strategically placed virtual offices throughout Europe so that we can offer continuity of service and local / pan-European support from local teams to global organisations. Our consultants are multilingual affording them the flexibility to engage and deliver to our clients both locally and on an international scale.

SQUARE ONE'S GEOGRAPHIC COVERAGE			
Australia	Belgium	Bermuda	Brazil
Canada	China	Czech Republic	Denmark
Dubai (UAE)	Egypt	Estonia	Finland
France	Germany	Hungary	India
Israel	Italy	Japan	Lithuania
Luxembourg	Netherlands	Norway	Poland
Portugal	Republic of Ireland	Romania	Russia
Saudi Arabia	Singapore	Slovakia	South Africa
Spain	Sweden	Switzerland	Taiwan
Turkey	United Kingdom	USA	Venezuela

We are not a subsidiary of any corporation and stand alone as an International recruitment supplier. Our corporate structure some unique benefits to Square One partners by facilitating centralised decision making, ensuring consistent implementation of our clients' business objectives in any required location.

The map below shows our Global footprint to date:





4. PARTNERSHIPS AND AFFILIATIONS

We are committed to ensuring the highest standards in our industry and in pushing for greater quality and ethics; as such, we are a member of a variety of industry bodies which help us identify and adopt best practice in all our service offerings. Our partnerships and affiliations include the following:

Recruitment and Employment Confederation (REC):

Square One is a member of the Recruitment and Employment Confederation (REC), the body representing the private recruitment industry in the UK.



We are bound by its professional code of conduct. All members must ensure that their operations both for the home and the overseas markets are conducted in accordance with the appropriate laws and regulations including the Employment Agencies Act 1973, The Conduct of Employment Agencies and Employment Businesses Regulations 2003, and those relating to taxation and statutory deductions.

The REC also provides a forum for clients and candidates seeking redress in cases of agency misconduct. Should a member not adhere to local laws and regulations, the REC has the power to revoke membership status of the company concerned.

The REC promotes:

- High Standards - members adhere to a strict Code of Practice;
- Adherence to all relevant legislation; and
- Professional development through specialist recruitment, training, qualifications and events.

APSCo:

Square One is a full member of APSCo. Association of Professional Staffing Companies (APSCo) is the professional body that represents the interests of organisations engaged in the acquisition of business professionals. APSCo provides a powerful unified voice for the Professional Staffing Industry and is proud to represent, support and promote such a vibrant and innovative sector of the recruitment industry.



APSCo focuses on:

- Supporting our members with high quality information, services and events;
- Positively influencing policy and industry regulation as well as lobbying Government;
- Raising recruitment standards and recognising achievement and excellence;
- Promoting best practice.

Oracle Partner via the Oracle PartnerNetwork (OPN):

Square One Resources is delighted to have been approved as an Oracle Partner via the Oracle PartnerNetwork. As part of the Oracle PartnerNetwork, we are uniquely placed to maintain our leading position within the Oracle E-Business Suite and PeopleSoft resource market supporting clients with the highest quality resource on a contract or permanent basis, along the roadmap to 'Fusion'. Please view our page in the OPN Solutions Catalogue <http://solutions.oracle.com/partners/squareoneresources>.



UK Oracle User Group (UKOUG):

Square One is a committed partner of the UK Oracle User Group and is working very closely with this organisation to achieve a number of goals such as; increased market awareness, and marketing through association all with the aim of providing a more specialised service to both our clients and candidates alike.





Microsoft Gold Certified Partner:

Square One is extremely pleased to have attained Gold Certified status in the Microsoft Partner Programme. This allows us to clearly promote our expertise and relationship with Microsoft to our customers. The benefits provided through our Gold Certified status will allow us to continue to enhance the offerings that we provide for customers.



SAP UK & Ireland User Group:

Square One attend numerous events throughout the year, that cover a wide range of topics relevant to the operation and implementation of SAP software, and including presentations by users on their own experiences and by SAP on the latest development in their products (sometimes including pre-launch information).



Professional Contractors Group (PCG):

We are an affiliate member of the PCG. PCG's aim is to be the voice of freelancers, working with Government and industry to protect and promote freelancing and freelancers, on a local, national and European level. PCG seeks to be the heart of the freelance community, supporting and nurturing its members through all parts of the freelance life cycle, as well as offering commercial support, fostering peer support and encouraging new ways of working.



The "2 Ticks" Disability Scheme Award:

Square One has also been accredited with the Two Tick Disability Symbol status, which recognises our commitment to good practice in employing disabled people. The Award aims to make sure that people with disabilities feel confident that their employer will be positive about their abilities.



The Five Commitments under the Two Tick scheme that Square One commits to are:

- To interview all applicants with a disability who meet the minimum criteria for a job vacancy and to consider them on abilities;
- To make sure there is a system in place to discuss, at any time, but at least once a year, with disabled employees what can be done to make sure they can develop and use their abilities;
- To make every effort when employees become disabled to make sure they stay in employment;
- To take action to make sure that all employees develop the right level of disability awareness needed to make these commitments work; and
- Each year, to review the five commitments and what has been achieved, to plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans.

Square One undertakes a wide range of efforts to support clients with their diversity commitment; we have a stated diversity policy which promotes equal opportunities for both employees and external candidates.

We review, on an on-going basis, all aspects of our recruitment process to avoid unlawful or undesirable discrimination. Our policy states we shall not discriminate unlawfully when deciding which candidate / contract worker is submitted for a vacancy or assignment, or in any terms of engagement for contract workers. We also ensure that each candidate is assessed only in accordance with the candidate's merits, qualifications and abilities to perform the relevant duties required by the particular vacancy. Square One does not accept instructions from clients that indicate an intention to discriminate unlawfully.





AFTERWORD

As a purchaser of recruitment for your business - either contract, permanent or both - you have a wide selection of agencies to choose from. So, why Square One?

SPECIALIST RECRUITMENT SERVICE:

Whenever our teams receive an assignment their specialist focus ensures they quickly know the best candidates available in the market. We consistently commit to sending the best available CVs within 2 hours for contract roles and 4 hours for permanent roles.

SPECIALIST ACROSS NUMEROUS TECHNOLOGIES:

We offer this specialist approach across the IT spectrum. We have the structure and experience to manage the performance of each of our specialist teams to harmonise the delivery and offer a complete IT recruitment solution. Our model offers clients the advantages of a specialist provider across a number of technologies often accessed through a single point of contact - saving you time and resource.

BUSINESS PARTNERSHIPS:

Our success has been built on proven service delivery and recognising the impact of our service on clients. Our partnerships with both candidates and clients are based on open communication, an understanding of their environment, urgency and commitment, mutual trust and respect and accountability. As the relationship grows the effectiveness of delivery increases as we tailor and adapt the process. Clients trust our advice as it is backed up with experience, knowledge and evidence. Through sharing market intelligence we enable them to effectively manage projects and departments in terms of budgeting and number of suitable resources.

Our specialist approach to recruitment delivers:

Speed of Response - The delivery of the best candidates available within 2 hours for contract and 4 hours for permanent. The speed at which we can deliver this resource is vital to our clients' commercial success and we know from experience it is essential to offer this response time.

Cost Effectiveness - Our consistent monitoring and management of the cost of resources against market conditions ensures a transparent, cost effective service.

Consultative Approach - Our knowledge and experience in each market means we have the ability to understand our clients' issues and deliver tailored solutions which address their problems.

Square One believes that successful partnerships are built upon a foundation of trust, respect, strong individual brands, stakeholder engagement, mutual understanding of capabilities and financial processes, and perhaps most importantly, an ability to deliver a level of support to the client which could not be achieved independently. Through this contract, we would like the opportunity build such a relationship with you and become the Trusted Partner for all your resourcing needs.

We hope that the information contained within this document will be sufficient to provide us with an opportunity to discuss and present our capabilities to you in greater detail. Should you require further information or seek clarification on any of the information provided in this document, please contact us via the details provided on Page 2 (*Foreword*).

