

NRG in brief



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Welcome

This edition of NRG in brief continues on the theme of delivering recruitment solutions on a nationwide basis; from 33 Board appointments for the department of Trade and Industry (dti) to Team managers appointments for Barclays, Manchester.

Underpinning all of these exercises is the growing strength and expertise of NRG's project management capability - from conception of an assignment to overcoming all challenges; managing timescales, maintaining cost frameworks, sourcing and attracting high calibre candidates in skill short markets and delivering a positive outcome to the project!

As you can see, our next internal challenge is the launch of a new operation in TeesValley. We're very excited at the prospect of working more closely with clients in our regional heartland and we'll update you with our progress in the next newsletter.

Therese Liddle, Managing Director



CHIEF EXECUTIVE'S REVIEW



OVERVIEW

- Profit before tax has more than doubled to £3.1 m from £1.4m in 2003
- Turnover up 8% to £22.4m
- Continued shift from temporary to permanent recruitment:
Permanent turnover up 63%
Temporary turnover down 4.5%

"WE HAVE CREATED A BUSINESS THAT IS WELL EQUIPPED TO DELIVER CONTINUED GROWTH BY VIRTUE OF ITS BALANCED SPREAD ACROSS THE PUBLIC AND PRIVATE SECTORS AND ITS UNIQUE COMBINATION OF SPECIALIST REGIONAL KNOWLEDGE AND EXPERTISE WITH NATIONWIDE CAPABILITIES. WE HAVE IDENTIFIED FURTHER OPPORTUNITIES FOR EXPANSION WITHIN OUR HEARTLAND OF THE NORTH EAST, YET CAN CONTINUE TO GROW WITH EVEN THE LARGEST AND MOST DEMANDING CLIENTS THROUGHOUT THE UK. IN THE ABSENCE OF UNEXPECTED DEVELOPMENTS ADVERSELY AFFECTING THE NATIONAL ECONOMY AS A WHOLE, I SEE NO BARRIERS TO THE CONTINUED SUCCESSFUL DEVELOPMENT OF OUR EXISTING OPERATIONS. IN ADDITION, OUR STRONG FINANCES GIVE US THE POTENTIAL TO STRENGTHEN THE GROUP THROUGH ACQUISITION IF THE RIGHT OPPORTUNITIES BECOME AVAILABLE AT ATTRACTIVE PRICES."

HIGHLIGHTS

Demand has been buoyant in both the public and private sectors and we have won repeat business in all of our markets because of the quality and cost effectiveness of the service we deliver. The proportion of our business generated by public sector and non for profit clients has continued to grow and now accounts for around half the Group total, so creating the even balance between public and private sector that we have targeted.

We have achieved excellent growth in both senior and volume recruitment for the public sector with the response

handling facilities of NRG Connect, our response handling centre, enabling us to undertake the largest national projects. In the private sector we have made very good progress in our Professional Services business, handling permanent recruitment of senior personnel while our NRG City business, providing high quality support staff, has also performed well.

THE BOARD

Hamish Leslie Melville and Neil Davidson, who will step down from the Board at the conclusion of the AGM, played a crucial role in steering NRG through the subsequent years as a

public company. I am pleased that we have found such a worthy successor in Leo Finn, who brings to us many years of experience in finance and Northern business. I very much look forward to working with him.

(Leo is Chairman of Northern Rock Foundation and was formerly Chief Executive of Northern Rock plc).

Lorna Moran Chief Executive

If you would like further information on our results please log on to www.nrgplc.com and click on the investors section of the website.

NRG'S EXPANSION IN TEES VALLEY



FOR OVER 15 YEARS NRG GROUP HAVE SUPPORTED THE RECRUITMENT NEEDS OF THE TEES VALLEY REGION WITH OFFICES IN MIDDLESBROUGH AND DARLINGTON.

The decision to make further investment in the region coincides with increased client demand and several new opportunities arising as the employment market place has grown from strength to strength.

At NRG we recognise the potential of Tees Valley as one of the most dynamic regions in the North East and, with our existing track record, we can provide dedicated recruitment solutions to the area.

In mid October we will move into our new offices on Teesdale Business Park. Our current clients have embraced this venture due to the full range of professional services we can bring to the region. Our offering incorporates:

NRG City - dedicated to the city centre business community. Specialising in professional permanent or temporary support staff from office juniors to senior PAs.

NRG Call Centre Solutions - understand the breadth of services delivered through public and private sector call centres and can deliver:

- start up projects for new sites or expansion projects
- consultancy and process design

- ongoing permanent recruitment to handle attrition
- ongoing temporary staff provision to handle peaks and troughs in workload
- all levels of staff from agent to call centre manager
- involvement and advice on particular problems such as retention or attraction strategies

NRG Professional - Our consultants are aware of the issues clients may face, having genuine practical experience in their relevant industries. In our professional sector we specialise in five key disciplines:

- Executive Resourcing
- IT
- Finance
- Human Resources
- Engineering and Technical

Our team will use the most appropriate methods to meet every particular challenge, including executive search, advertising selection, internet search and psychometric assessments. We work with clients to attract top

level candidates who match pre-agreed criteria, offering expertise across a wide range of disciplines.

We will continue to have a presence in Middlesbrough with our established industrial office. In the more remote communities we will maintain our on-site contact, where we pro-actively look after the needs of both the client and candidates.

The Tees Valley expansion is being led by Simon Pickering, a recent addition to the NRG Group, and Michelle Gaff, formerly branch manager of the Darlington office.

The team are strengthened by their combined recruitment experience and sound knowledge of the area. Simon Pickering said, *"This is an exciting time for NRG Group and we are looking forward to the opportunities this expansion will create both for ourselves and our clients"*.

STOP PRESS...STOP PRESS

We are pleased to announce that Scottish Water have chosen NRG Group as one of their two preferred suppliers of recruitment services across the whole of Scotland. The contract is initially for 2 years and covers both temporary and permanent recruitment. Using a rigorous tendering process, Scottish Water have reduced the number of suppliers from over 70 to two strategic partners.

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NRG Public Sector at the heart of Scotland's health

NRG PUBLIC SECTOR HAS CONTINUED ITS SUCCESS IN MAKING HIGH PROFILE APPOINTMENTS FOR THE PUBLIC AND NOT-FOR-PROFIT SECTORS IN SCOTLAND. ONE OF SUCH ORGANISATIONS IS NHS EDUCATION FOR SCOTLAND (NES). FORMED FROM THREE PREDECESSOR ORGANISATIONS IN 2002, NES PLAYS A PIVOTAL ROLE IN THE DEVELOPMENT OF ALL NHS STAFF IN SCOTLAND. NES'S AIM IS TO FOCUS ON CONTINUING EDUCATION AND BEST PRACTICE WITHIN ALL NHS ORGANISATIONS.

Against stiff competition, NRG Public Sector was selected by the newly appointed Chief Executive to recruit a senior finance team. NRG were tasked with appointing a Director of Finance,

Assistant Director of Finance (Projects), Head of Financial Services and a specialist Management Accountant. NRG was chosen because it was able to demonstrate both an excellent senior track

record, and a detailed appreciation of the NHS context and market place for senior candidates.

Alan Walter, NRG Public Sector Business Manger explains, "Managing a comprehensive recruitment campaign from start to finish is precisely the type of assignment that NRG Public Sector excels at. Working in partnership with a client of this significance allows us the opportunity to bring all our expertise to bear, from executive search through to detailed assessment services in a logical and co-ordinated manner.

Working very closely with the senior management team at NES we were able to devise and deliver a strategy that was tailored to the precise requirements of the client in particular focussing on the needs for discretion, quality and value for money."

Directing Operations in Durham

IN RECENT YEARS DURHAM BUSINESS SCHOOL HAS EMERGED AS A STRENGTHENED CENTRE OF EXCELLENCE, OFFERING A MULTI-DISCIPLINARY APPROACH TO EDUCATION, RESEARCH AND CONSULTANCY IN ECONOMICS, FINANCE AND BUSINESS DISCIPLINES.



Recent academic appointments have continued to enhance the international and research strengths of the School, which has recently received a number of accolades confirming its growing standing among top UK and world class competitors. Within the next five years, their stated ambition is to become one of the UK's top five business schools.

As a direct result of this continued growth, Durham was the one of the first to create a role bringing all the support and commercial functions under one key strategic level appointment.

Mike Dixon, Director NRG Public Sector recalled, "The challenge lay in creating genuine choice for the client in pulling together the best talent

from both the academic and commercial sectors. Following a campaign which combined national advertising and targeted search, Richard Shone from Lancaster Management School emerged successful from a selection process that included a competency based assessment centre."

LOADING UP AT KOMATSU

NRG GROUP HAS WORKED WITH KOMATSU UK LTD OVER A NUMBER OF YEARS AND ACROSS A VARIETY OF DISCIPLINES AND ROLES, ON BOTH PERMANENT AND INTERIM ASSIGNMENTS. EACH TIME KOMATSU HAVE A NEED TO RECRUIT, WHATEVER THEIR REQUIREMENT, THEY LOOK OBJECTIVELY AT THE BEST METHOD AND AT A NUMBER OF RECRUITMENT SERVICE PROVIDERS.

With the creation of new post of Manufacturing Director, Komatsu approached three Search & Selection consultancy firms to prepare and present a Resourcing Strategy.

NRG were delighted to be chosen by the Panel, made up of MD Peter Howe, and HR Manager Tracey Wilson. The panel said, "NRG was chosen because

they scored highly in terms of innovation, yet they retained a very necessary practical approach. The strategy comprised;

- a combination of Komatsu branded advertising in the national press to ensure strong attraction for candidates
- search into a focused list of organisations
- targeting via the extensive NRG network of contacts

Rigorous assessment by NRG produced a shortlist and great efforts on the part of the Komatsu panel, a very positive result was achieved. Graham Henderson, MBA was appointed as Manufacturing Director. Graham has extensive experience in construction, equipment manufacturing and automotive, which exceeded Komatsu's requirements.

"We have a long-standing relationship with NRG and they have helped us to recruit a wide variety of positions. Most recently, we selected NRG to recruit a Manufacturing Director. The process was handled extremely efficiently and professionally at all stages. I could recommend NRG as a leading Recruitment Agency to fill a range of job roles". Tracey Wilson, HR Manager, Komatsu UK Ltd.

UNIQEMA turns to NRG GROUP

WHEN UNIQEMA ANNOUNCED ITS VISION FOR THE NEW EUROPEAN SUPPLY CHAIN ORGANISATION, THE INTER-REGIONAL AND INSIDE SALES TEAMS COMBINED TO BECOME THREE CUSTOMER SUPPORT CENTRES. THE NORTHERN TEAM WILL BE LOCATED AT WILTON, CENTRAL TEAM IN GERMANY AND SOUTHERN TEAM IN SPAIN.

To assist in their external recruitment drive for the Northern team, they turned to the North East's leading recruitment firm, NRG Group, to support the programme, in conjunction with running their own internal process.

Unsure as to their own ability to source sufficient high quality candidates to support this new venture, Uniqema made the decision to invite NRG Group to work alongside them. With NRG's focus primarily on finding the right people for the job, it released Uniqema's current team to continue with the running of the business.

Following a successful advertising campaign and database search, selected applicants underwent Uniqema's rigorous assessment process, leading to four external candidates being successfully selected to join the chosen internal team.

Tony Mitchell, UK Human Resource Manager, Uniqema said, "We have been delighted with NRG's quality recruitment methods. From our initial meeting to offer stage the whole process has been streamline."

The new team will be working with Louise Crascall, European Customer Support Manager and Beverley Hutchinson, Wilton Inter-Regional Team Leader, who were both involved in the selection process. Louise said, "NRG have provided us with a high quality Customer Service team and we are extremely pleased with the appointments." Michelle Gaff, NRG, Branch Manager said, "It has been a pleasure working with Uniqema and building a professional business partnership. Uniqema have selected some outstanding candidates and I wish the team well in their new venture."

The Northern Customer Support team started an intense training programme in August in preparation for the launch in November.



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NRGCONNECT

CONNECT-ing New Business

FOLLOWING OUR BUSINESS DEVELOPMENT TEAM'S SUCCESSFUL STRATHCLYDE POLICE TENDER, NRG CONNECT WERE ASKED TO PROJECT MANAGE RECRUITMENT FOR THEIR NEW CONTACT CENTRE. THIS INVOLVED PROCESSING SEVERAL HUNDRED APPLICATIONS, THROUGH TO TELEPHONE INTERVIEW STAGE FROM OUR NEWCASTLE CENTRE, LEADING TO FULL ASSESSMENT IN GLASGOW AND MOTHERWELL. A TEAM FORMED FROM NEWCASTLE AND GLASGOW STAFF CARRIED OUT FULL ASSESSMENTS USING MATERIAL DESIGNED SPECIFICALLY FOR STRATHCLYDE POLICE.

Evelyn Murdoch, Strathclyde Police, Project Co-ordinator said, "We have been pleased with the service level and calibre of candidates through to our final interview stage and anticipate a successful outcome. The likelihood is we will continue working with NRG through the second phase of the recruitment plans."

This project significantly adds to NRG Connects case studies hopefully supporting us in further tender opportunities.

Scottish Executive Children's Panel 2004 recruitment commenced at the end of August. Following NRG Connect's successful response handling for this project in 2003 and our recommendations for efficiency improvements, we will once again be receiving 4000 plus application enquiries utilising both telephone and web applications.

Inland Revenue 2003 to 2004 exceeded all expectations of new business levels with the

additional opening of two new Contact Centres in Bathgate, Scotland and on our home ground in Newcastle. Together with high volume recruitment of part time staff to fixed term contracts to support IR tax renewal workload, overall delivery numbers since commencement of the contract in 2002 now exceeds 9000 placements UK wide. We will continue to support IR with part process across their recruitment needs and new more diverse exercises.

Job Centre Plus - Employer Awards

JOBCENTREPLUS HAVE SUPPORTED NRG CONNECT RECRUITMENT CAMPAIGNS SINCE THE EARLY DAYS OF GENERATING HIGH VOLUME CANDIDATES FOR THE INLAND REVENUE CONTACT CENTRES THROUGHOUT THE UK.

During November and December 2003 our assessment team spent several weeks in Wrexham recruiting for IR Administration and Administrative Assistant positions. In March 2004 Jobcentreplus paid recognition to the strength and benefits of this partnership by awarding NRG Connect with the 'Working in Partnership' award.

Graeme Johnson, the Lead Assessor for the Assessment team and Sarah Ward, Assessment Manager, were invited to the presentation evening at Ruthin Castle. The Director for Wales Jobcentreplus, Sheelagh Keyse, presented the award. Both Graeme and Sarah were proud to receive the award and thoroughly enjoyed the medieval banquet.

NRG Supporting Sport Relief

NRG CONNECT HAVE MORE THAN DEMONSTRATED THEIR CAPABILITIES OF RESPONDING TO A WIDE RANGE OF CLIENT CHANGES AND URGENT REQUESTS WHICH OFTEN REQUIRE STAFF TO CONTINUALLY GO THAT EXTRA MILE. AN IMPULSIVE OFFER TO THE COMIC RELIEF CHARITY TO PROVIDE OUR CONTACT CENTRE FACILITIES AND 50 INCOMING LINES TO SUPPORT THE TELEVISED GARY LINEKER BBC SPORT RELIEF 04 APPEAL WAS TAKEN IN THEIR STRIDE. A TOTAL OF 64 VOLUNTEERS FROM PERMANENT STAFF, THIRD FLOOR TEMPORARY STAFF, FAMILY AND FRIENDS GAVE THEIR VALUABLE TIME TO THIS EVEN MORE VALUABLE CAUSE TO MAN THE LINES, INCLUDING A TEAM OF 7 HANDLING THE VERIFICATION AND TALLING OF THE DONATIONS. IN TOTAL 3134 CALLS WERE TAKEN AND £80,448 IN DONATIONS.

A big thank you goes out to everyone who supported the cause, including Robson Brown PR for their services and Sir John Fitzgerald, who provided the catering.

Sport Relief funds are used in the UK and overseas to unite communities and help young people break the cycle of despair, loneliness and isolation. If you would like to make a donation please click on www.sportrelief.com



Sport Relief is an initiative of Comic Relief, registered charity 326568

npower-ing the North East

NPOWER HAS GROWN SIGNIFICANTLY IN THE LAST FEW YEARS TO THE POINT WHERE THEY ENJOY AN ENVIABLE POSITION WITHIN THE TOP THREE UK ENERGY SUPPLIERS NOW WITH OVER 6 MILLION CUSTOMERS.

Were you born to communicate?

Mummy, take the call or lose the deal. Your choice.

NRG GROUP

Exciting new job opportunities - no experience required

Full and part-time vacancies at our offices in Thornaby and Peterlee

We'd love to talk to you about working for npower. As part of our expansion programme, opportunities exist for both customer service and sales advisors. With lots of support, encouragement and great training we will equip you to carry out these roles and you can join our dynamic contract centre team.

To find out more please visit nrgplc.com/npower or call 0845 345 3464



In April 2004, NRG Group began working with npower's North East customer contact centres and have recruited in excess of 350 staff, including Customer Service, Sales Advisors and Team Managers.

NRG and npower work together to develop tailored attraction campaigns, including a dedicated microsite which facilitates access to role, and organisation information and application forms. The microsite has proved to be a successful attraction method, one vacancy received 3056 visits and 313 online applications were completed for 3 jobs, over a period of 2 months. As a result, we placed over 50 quality candidates in the roles for npower.

From 3 to 33

BUILDING ON LAST YEAR'S SUCCESS OF RECRUITING THREE REGIONAL DEVELOPMENT AGENCY CHAIRS, NRG HAVE BEEN ENGAGED THIS YEAR TO APPOINT A FURTHER THIRTY THREE BOARD MEMBERS THROUGHOUT ENGLAND, INCLUDING THE CHAIR OF EAST MIDLANDS DEVELOPMENT AGENCY.

EMDA's Chair appointment has been approved and announced as Bryan Jackson, Managing Director of Toyota Motor Manufacturing (UK) Ltd. The Secretary of State and Industry, Patricia Hewitt, upon making the appointment said: "I am delighted to appoint Bryan Jackson as the new Chair of EMDA. His considerable experience in the automotive industry will ensure that he will make a strong contribution to the work of EMDA in boosting the productivity and wealth of the East Midlands."

"RDAs are tackling head-on the crucial issues which cause disparities within and between regions - jobs, skills and infrastructure. The new Chair will have a hugely important and exciting task ahead."

The Board appointments, although at interview stage at time of publication, have attracted considerable interest, with over 4000 requests for application.

The introduction of an online microsite and downloadable application/brief, as well as the

development of a secure region specific database, each Regional Development Agency access to specific applicant data around the clock.

Lorna Moran, NRG's CEO, commented: "This was a very important project, handling the largest number of board changes since the beginning of the RDA's. NRG are delighted to have successfully delivered such a complex national assignment for the DTI."



Barclays Banking on NRG

SINCE THE SECOND QUARTER OF 2004, NRG GROUP HAS BEEN RESPONSIBLE FOR AN ONGOING RECRUITMENT EXERCISE FOR OUTBOUND SALES PROFESSIONALS AT THE BARCLAYS CONTACT CENTRE IN SUNDERLAND.

More recently the relationship has been strengthened by NRG being approved on Barclays Preferred Supplier List and successfully recruiting a number of Team Leaders for Barclays Contact Centres in Manchester and Liverpool, proving that remote recruitment can be achieved.

Jane Ennis, Business Manager - Sales, NRG Call Centre Solutions "The NRG Account Team is focused on continuing to work closely with the Barclays operational management team, to ensure we offer recruitment solutions that match Barclays requirements".

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Drawing Inspiration from Entrepreneurs



IN HER CAPACITY AS VICE-CHAIRMAN OF THE ENTREPRENEURS FORUM, LORNA MORAN ATTENDED THE INAUGURAL CONFERENCE AT THE DE VERE SLALEY HALL HOTEL IN NORTHUMBERLAND, IN MAY OF THIS YEAR.

Sir Clive Woodward who is best known for leading England to Rugby World Cup Glory, was one of the four key speakers at the event. Drawing on his

business background and experience gained running a successful international team he delivered an inspirational speech, with the focus on team building.

Sir Clive spoke of his appointment as England's first ever full time coach and how his squad took on the world to bring home the Webb Ellis Trophy.

Fiona Bruce, presenter of the BBC Ten O'Clock News and Crimewatch, chaired the conference.

Fiona also introduced Chris Gorman, the embodiment of entrepreneurship and a leading light in retail and technology businesses. His first major success was with DX communications, which was later sold to BT Cellnet for £42m. Since then, Chris has gone on to acquire and expand the Gadget Shop chain and in August last year, he led a team of investors to acquire the 550 Birthdays Ltd stores.

Manish Chande passed on his experience in real estate and investments. In 2002, the former Chief Executive of Land Securities Trillium formed Mountgrange Capital plc, whose investments include Property Fund Management plc and National Car Parks.

The fourth speaker of the evening was Dr Dorian Dugmore, the founder of Wellness International. Dr Dugmore gave a motivating speech explaining how the Health and Wellness at Work market is set to be the next boom industry and discussed the work she pioneered with adidas UK on preventive medicine and wellness.

If you would like to learn more about the Entrepreneurs Forum please visit www.entrepreneurs.net

HR POLICY Question Time

 **EVERSHEDS THE EMPLOYMENT LAW EXPERTS EVERSHEDS, IN PARTNERSHIP WITH NRG GROUP, ARE HOLDING A SEMINAR ON TUESDAY 12TH OCTOBER 2004 AT EVERSHEDS OFFICE IN CENTRAL SQUARE SOUTH, NEWCASTLE UPON TYNE, FROM 8.00AM - 10.00AM.**

In the morning there will be a 'Question Time' style event. Here, you'll have the opportunity to pose your questions on a number of areas to a panel of employment law specialists, on HR policy development. The areas for debate will be:

- The new statutory dispute resolution procedures
- Disability Discrimination changes
- TUPE reforms - Draft Regulations expected imminently
- Agency and Temporary Workers
- Working Time
- Information and Consultation
- Pensions Bill

If you are interested, please contact Suzanne Hardy at Eversheds on 0113 200 4682, or email suzannehardy@eversheds.com

STOP PRESS...STOP PRESS...

The Purchasing and Supply Agency of the NHS (PASA) have recently completed a national exercise to select approved suppliers of temporary ancillary staff for a new Framework contract. NRG Group has been approved as a framework supplier which enables us to market this service to health trusts across the North. This is a significant opportunity to increase our health sector market share and has been won in competition with over 500 tendering companies nationally.

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