

#### About us

# Our strategy

The Group's strategy for growth is centred on organic international expansion and discipline diversification, ensuring a balanced footprint covering mature and developing markets.

#### **International expansion**

Driving growth through expansion into new geographic locations.

# **Discipline diversification**

Driving growth through the building of new and existing disciplines.

#### Our mission

To be the world's leading specialist professional recruitment group.

# **Key current priorities**

- Productivity
- People
- Technology & Innovation





#### Group financial and operational summary

# Group performance

- Candidate and client confidence yet to show signs of sustained improvement
  - Net fee income down 4% (5%\*) to £202.3m (2022: £210.5m)
  - Operating profit down 60% (57%\*) to £11.2m (2022: £27.7m)
  - Profit before taxation down 70% (67%\*) to £8.1m (2022: £26.4m)
- Group headcount now stands at 4,280 (2022: 4,051)
  - Down 3% quarter-on-quarter reflecting more challenging market conditions
  - We intend to protect strategic core whilst sensibly managing cost base and driving productivity
- Permanent recruitment now represents 67% (2022: 71%) of the Group's net fee income
  - Contract and interim outperformed permanent as organisations sought more flexible solutions to hiring needs

# Regional analysis

- 84% (2022: 82%) of net fee income generated from international businesses. Record high reflecting the strength of the Group's global brand and geographic footprint
- Europe and Asia Pacific were most resilient. Most significant adverse impact in UK, US and Mainland China
  - Asia Pacific net fee income down 7% (6%\*), operating profit of £8.6m (2022: £16.2m)
  - Europe net fee income up 9% (5%\*), operating profit of £4.3m (2022: £7.3m)
  - UK net fee income down 15%, operating profit of £0.1m (2022: £3.6m)
  - Rest of World net fee income down 8% (12%\*), operating loss of £1.8m (2022: operating profit of £0.6m)



\* Constant currency is calculated by applying prior period exchange rates to local currency results for the current and prior periods.

#### Consolidated Group income statement and financial review

| £                             | 6 months to<br>30 June 2023 | 6 months to<br>30 June 2022 | % Change | % Change<br>(constant currency*) | 12 months to<br>31 Dec 2022 |
|-------------------------------|-----------------------------|-----------------------------|----------|----------------------------------|-----------------------------|
| Revenue <sup>1</sup>          | 548.3m                      | 538.6m                      | 2%       | 1%                               | 1,099.6m                    |
| Net fee income <sup>2</sup>   | 202.3m                      | 210.5m                      | (4%)     | (5%)                             | 428.2m                      |
| Operating profit              | 11.2m                       | 27.7m                       | (60%)    | (57%)                            | 58.2m                       |
| Interest and foreign exchange | (3.1m)                      | (1.3m)                      | -        | -                                | (2.6m)                      |
| Profit before taxation        | 8.1m                        | 26.4m                       | (70%)    | (67%)                            | 55.6m                       |
| Taxation                      | (2.8m)                      | (7.0m)                      | -        | -                                | (16.5m)                     |
| Profit for the period         | 5.3m                        | 19.4m                       | -        | -                                | 39.1m                       |
| Basic EPS                     | 7.8p                        | 27.5p                       | (72%)    | -                                | 56.2p                       |

- Interim dividend to remain flat at 6.5p per share (2022: 6.5p)
- Strong balance sheet with net cash of £69.8m as at 30 June 2023 (30 June 2022: £81.8m)



<sup>&</sup>lt;sup>1</sup>Revenue is the total income from the placement of permanent and contract staff and therefore includes the remuneration costs of contract candidates and the total cost of advertising recharged to clients. It also includes outsourcing fees, consultancy fees and the margin derived from payrolling contracts charged by Resource Solutions to its clients.

<sup>\*</sup> Constant currency is calculated by applying prior period exchange rates to local currency results for the current and prior periods.

<sup>&</sup>lt;sup>2</sup>Net fee income is the total placement fees of permanent candidates, the margin earned on the placement of contract candidates and the margin from advertising. It also includes the outsourcing, consultancy and payrolling margin earned by Resource Solutions.

# Summary of Group balance sheet

| £m                                    | As at<br>30 June 2023 | As at<br>30 June 2022 | As at<br>31 Dec 2022 |
|---------------------------------------|-----------------------|-----------------------|----------------------|
| Goodwill                              | 8.0                   | 8.1                   | 8.1                  |
| Tangible assets and computer software | 38.6                  | 29.2                  | 35.5                 |
| Right-of-use assets                   | 71.9                  | 61.2                  | 71.6                 |
|                                       | 118.5                 | 98.5                  | 115.2                |
| Receivables                           | 202.2                 | 236.8                 | 221.4                |
| Payables and provisions               | (158.8)               | (183.4)               | (182.5)              |
| Lease liabilities                     | (76.5)                | (65.3)                | (76.4)               |
|                                       | (33.1)                | (11.9)                | (37.5)               |
| Current and deferred tax              | 10.4                  | 7.8                   | 9.1                  |
| Net cash                              | 69.8                  | 81.8                  | 97.1                 |
| Net assets                            | 165.6                 | 176.2                 | 183.9                |



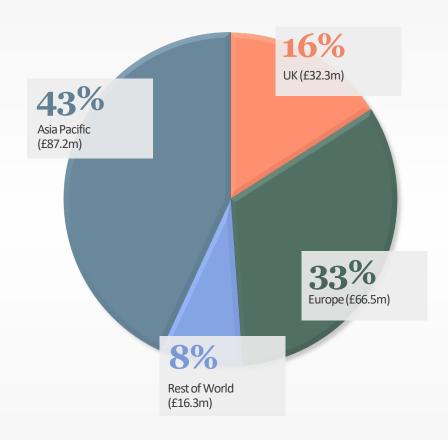
# Summary of cash flow

| £m  | 6 months to<br>30 June 2023 | 6 months to<br>30 June 2022 | 12 months to<br>31 Dec 2022 |
|---|-----------------------------|-----------------------------|-----------------------------|
| Operating profit  | 11.2                        | 27.7                        | 58.2                        |
| Depreciation, amortisation and impairment                   | 11.9                        | 10.7                        | 22.1                        |
| Share-based payments and other non-cash items               | 2.2                         | 1.6                         | 2.5                         |
| Unrealised foreign exchange (gain) loss                     | (3.1)                       | 1.5                         | 3.8                         |
| Working capital movements                                   | (7.3)                       | (39.5)                      | (27.0)                      |
| Cash generated by operating activities                      | 14.9                        | 2.0                         | 59.6                        |
| Principal paid on lease liabilities                         | (7.6)                       | (7.0)                       | (16.8)                      |
| Taxation paid   | (4.3)                       | (11.0)                      | (21.5)                      |
| Capital expenditure   | (8.5)                       | (6.9)                       | (15.9)                      |
| Interest and foreign exchange movements                     | (8.6)                       | 1.3                         | 2.7                         |
| Dividends paid  | (11.5)                      | (10.6)                      | (15.2)                      |
| Proceeds from issue of equity and exercise of share options | 0.2                         | 0.1                         | 0.3                         |
| Purchase of own shares                                      | (1.9)                       | (12.7)                      | (22.7)                      |
| Movement in net cash  | (27.3)                      | (44.8)                      | (29.5)                      |
| Net cash at end of the period                               | 69.8                        | 81.8                        | 97.1                        |

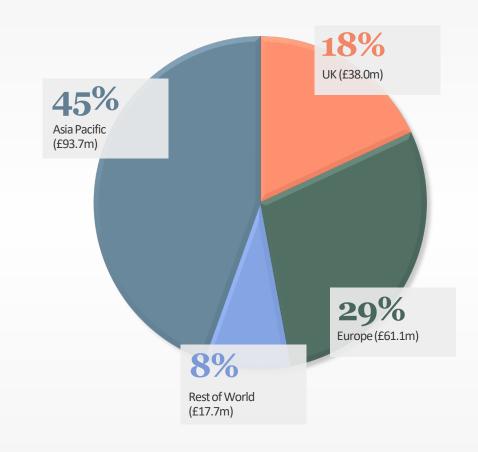


## Regional analysis (net fee income)

# 6 months to 30 June 2023

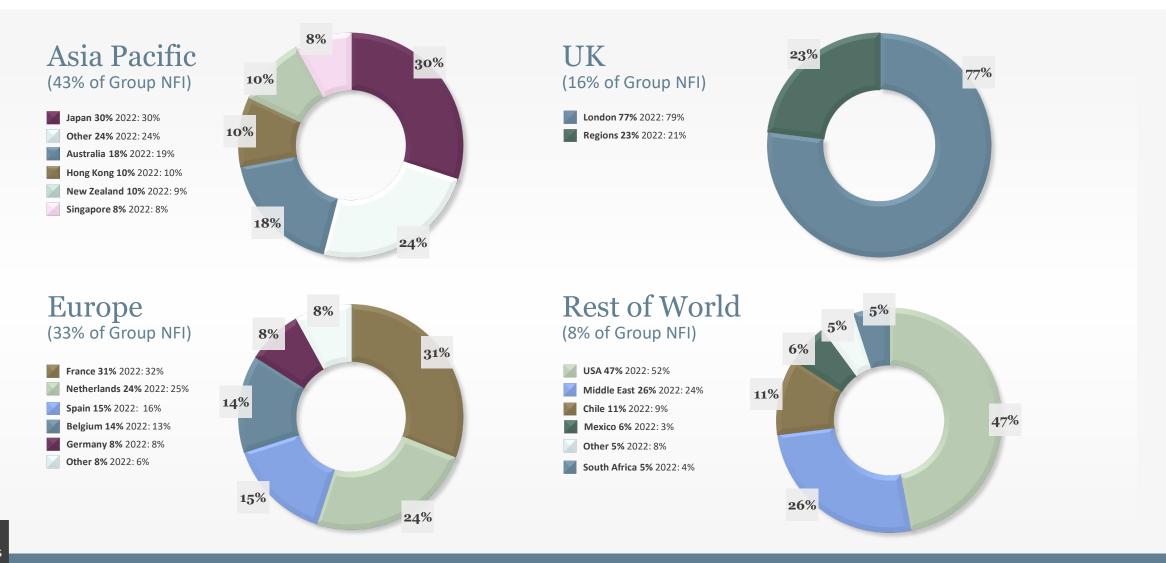


# 6 months to 30 June 2022



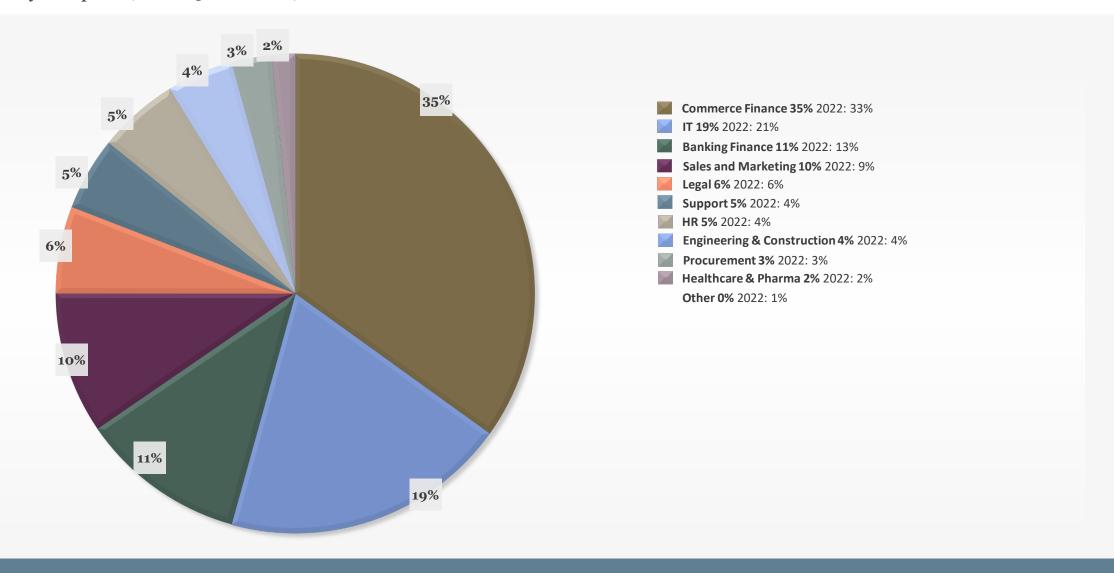


#### Net fee income by geography (H1 2023 v H1 2022)



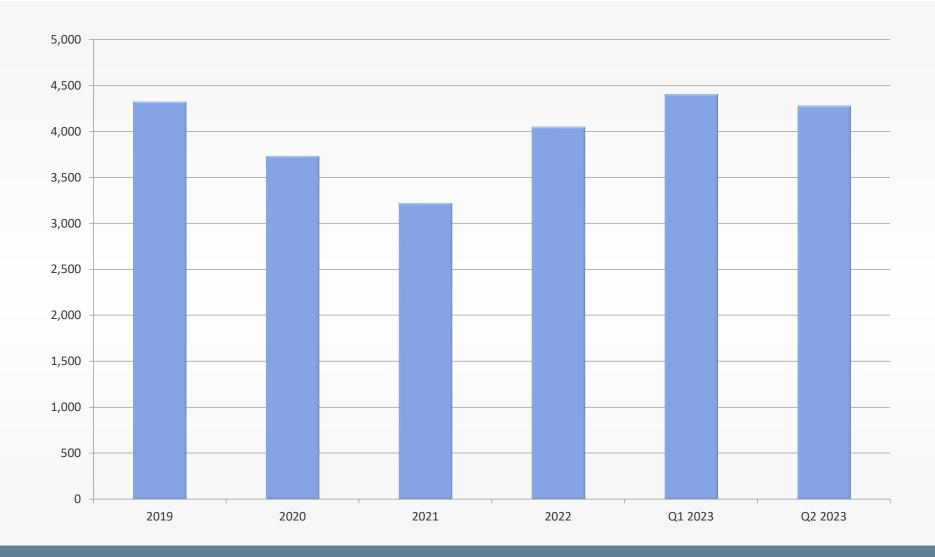
ROBERT WALTERS GROUP

## Net fee income by discipline (H1 2023 v H1 2022)



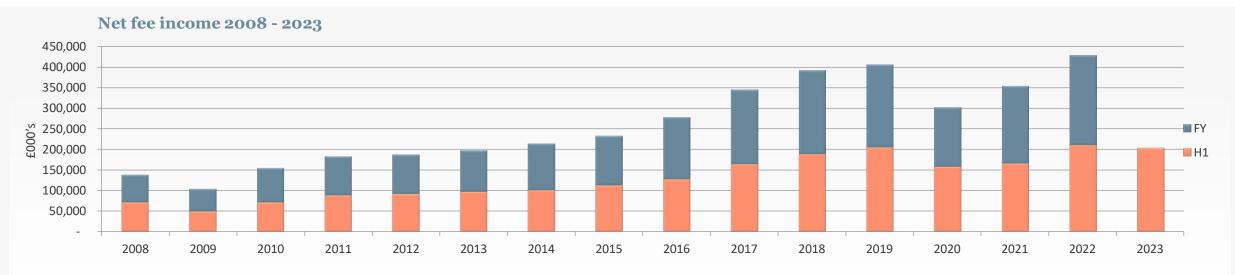


# Headcount

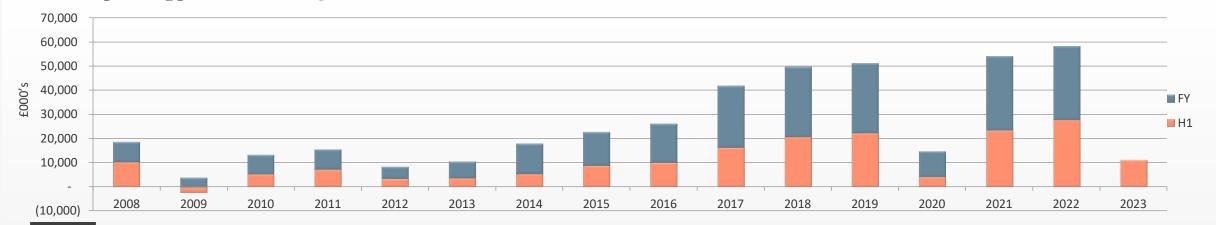




## Track record of growth



#### Operating profit 2008 - 2023







#### Operational management team CEO Toby Fowlston CEO **CEO** RW & WP RS Gerrit Bouckaert Norma Gillespie CEO **CEO** MD Benelux, FR, DE, CHE Rob Vermaak Iberia, LATAM US Marco Laveda Kristin Thomas MD 15\* **CEO** CEO **NEA EMEA** SEA Kristen Buckheit Jeremy Sampson Kimberlyn Lu MDMD**CEO APAC MEA** ANZ Hazel Lancashire Jason Grundy Shay Peters 20\* 20\* MDMD NA **UKI**

Chris Poole



Peter Milne

#### Asia Pacific (43% of net fee income)

# Asia Pacific

Net fee income: £87.2m (2022: £93.7m)

Operating profit: £8.6m (2022: £16.2m)



#### Locations:

Australia Hong Kong India Indonesia Japan Mainland China Malaysia New Zealand Philippines Singapore South Korea Taiwan Thailand Vietnam

# Average tenure

12 years

Directors

8 years

**Associate Directors** 

5 years

Managers





#### Asia Pacific

# Japan and South Korea

#### Japan

- The Group's most profitable business market leader in bilingual professional recruitment
- Remains a structural shortage of bilingual professionals across all disciplines. 1.3 jobs per professional in Tokyo
- Net fee income declined 2%\* year-on-year
  - Candidates less confident to move jobs, time-to-hire increased
  - Marked increase in counter-offers
- Contract business continues to grow
- Weaker Yen has impacted the flow of international professionals
  - Local companies increasingly reviewing remuneration structures to stay competitive against international businesses
- Strongest areas of demand digital transformation, industrial/automotive, AI and revenue generation roles across both sales & marketing

#### **South Korea**

- Record net fee income up 4%\* year-on-year. Competition still relatively limited
- Bilingual specialist professionals, much like Japan, remain in very short supply
- Strong demand across healthcare, technology and retail



\* Constant currency is calculated by applying prior period exchange rates to local currency results for the current and prior periods.

#### Asia Pacific

# Australia and New Zealand

#### Australia

- Region's second largest business
- Ripple effect of Mainland China economic drag and inflationary pressure has impacted market confidence
- Contract rates outpacing permanent salary growth
- Activity levels strongest across legal and technology disciplines
- International Candidate Management and Market Intelligence offerings continue to provide a point of differentiation in a crowded market

#### **New Zealand**

- Clear market leader in specialist professional recruitment space. Reduced competition due to competitor exits
- End-to-end recruitment offering permanent, contract, payroll, MSA, SoW. Plus private and public sector client mix
- All Blacks and Black Ferns sponsorship boost to brand engagement and recognition
- International Candidate Management and Market Intelligence offerings popular across our client base



#### Asia Pacific

# Greater China and South-East Asia

Unrivalled footprint – including some of the world's fastest growing emerging recruitment markets. Strong platform for long-term growth

#### **Greater China**

- Mainland China yet to bounce-back from turn-of-the-year Covid disruption
  - Significant decline in both net fee income and operating profit
  - Continued signs of supply chain migration out of the Mainland China market
- Hong Kong
  - Hiring activity more muted particularly across financial services, HR and business support roles. Net fee income down 13%\* year-on-year
  - Candidate shortages heightened by acceleration of ex-pat professionals leaving the market
  - Strong brand, diverse client base and healthy permanent/contract mix has provided an underpin in face of headwinds
- Taiwan market leader with proven 11-year track record. Softening of demand in consumer electronics and semiconductor industry
  have impacted confidence. Technical recession. Net fee income declined 8%\* year-on-year

#### **South-East Asia**

- Strongest performances across Malaysia and Indonesia
  - Region has benefitted from organisations moving supply-side operations outside of Mainland China. Significant hubbing of operations and shared service centres
  - Contract market growth in Singapore, particularly across financial services and technology
  - Demand strongest for local talent and permanent residents



\* Constant currency is calculated by applying prior period exchange rates to local currency results for the current and prior periods.

#### Europe (33% of net fee income)

# Europe

• Net fee income: £66.5m (2022: £61.1m)

• Operating profit: £4.3m (2022: £7.3m)



#### **Locations:**

Belgium
France
Germany
Ireland
Italy
Netherlands
Poland
Portugal
Spain
Switzerland

# Average tenure

10 years

**Directors** 

**7 years**Associate Directors

4 years
Managers





#### Europe

- Resilient performance across region. Eight out of nine markets delivered increases in net fee income
- Blend of permanent, contract and interim recruitment solutions continues to be a key competitive advantage allowing us to service diverse client requirements irrespective of market conditions
  - Interim and contract outperformed permanent as organisations pivoted to more flexible hiring strategies
- Solid performance in France, the region's largest business despite recent economic and political volatility
  - Interim and contract recruitment growing. Permanent still resilient but less active than prior years
  - Multiple offers (incl. buybacks) for specialists in highest demand (healthcare, pharma, energy, sales, AI, big data, cloud)
- Record performance in Belgium net fee income up 14%\* and operating profit up 7%\*
  - Engineering, supply chain and core commerce finance recruitment remained resilient despite wider economic pressures. Specialisation and headhunting key to success
- Spain tough first half impacted both net fee income and operating profit performance
  - Candidate and client confidence levels have declined
  - Large scale technology layoffs have reduced candidate shortages across technology and digital making direct hiring easier
  - Buybacks and counter-offers increasingly common
- Germany record net fee income up 10%\* year-on-year despite economy in technical recession. Operating profit impacted
  due to legacy investment in headcount, particularly growth of new interim team and establishing our Berlin operation
- Our newest business in Italy is progressing well



<sup>\*</sup> Constant currency is calculated by applying prior period exchange rates to local currency results for the current and prior periods.

#### UK (16% of net fee income)

## UK

• Net fee income: £32.3m (2022: £38.0m)

• Operating profit: £0.1m (2022: £3.6m)



# Locations: Birmingham Bracknell Liverpool London Manchester Milton Keynes St Albans

# Average tenure

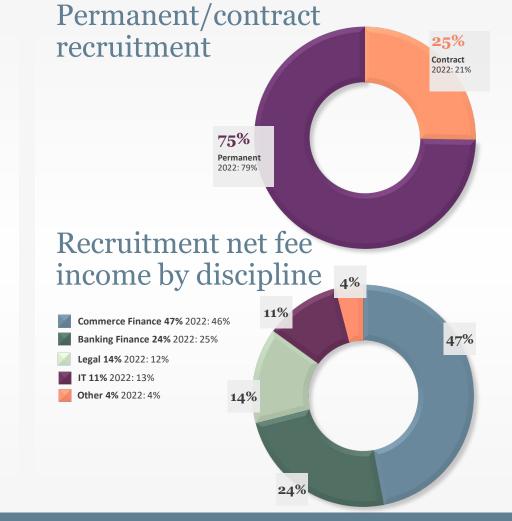
10 years

**Directors** 

9 years

**Associate Directors** 

**5 years**Managers





#### UK

- High inflation and high interest economic environment significantly impacted both candidate and client confidence during the first half
- Permanent recruitment most adversely impacted
- Job flow in contract has returned as clients seek more flexible solutions to their hiring needs
- Technology recruitment (including start-ups) continues to be impacted by large-scale layoffs and a drying up of funding
- Financial services recruitment was more cautious during the period following the collapse of SVB and European banking volatility/mergers. M&A and IPO activity particularly muted
- Legal recruitment remained relatively robust particularly across real estate and dispute resolution
- Candidate shortages do still exist particularly at the junior end of the market due to the impact of Covid and the delay of graduate schemes
- Opportunity to grow public sector offering long-term
- ED&I and ESG advisory solutions proving popular with C-suite
- Market Intelligence solutions continuing to help positioning versus smaller competitors



#### Rest of World (8% of net fee income)

# Rest of World

- Net fee income: £16.3m (2022: £17.7m)
- Operating loss: £1.8m (2022: operating profit of £0.6m)



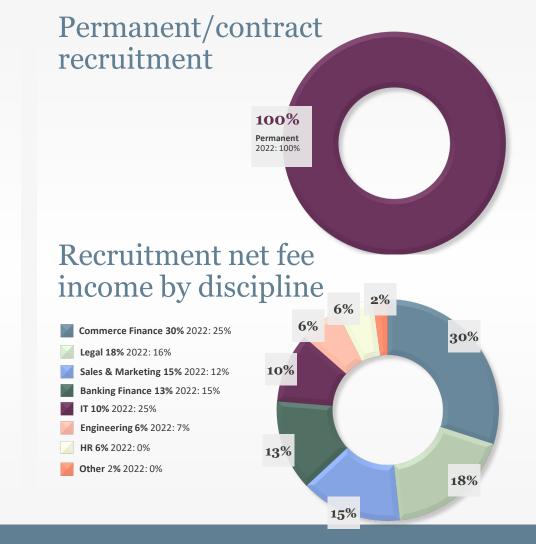
Locations:
Brazil
Canada
Chile
Mexico
Middle East
South Africa
USA

# Average tenure

**5 years**Directors

**6 years**Associate Directors

**3 years**Managers





#### Rest of World

# Americas

- Record net fee income across our newer businesses in Mexico and Chile
  - Digital transformation, sustainability, BD/sales roles in particularly high demand
- US business significantly impacted by technology sector layoffs and financial services volatility
- Net fee income declined by 42%\* year-on-year
- Management and office restructure to reflect prevailing market conditions

# Africa

- Pipeline of qualified candidates moving from SA to the UK continues to grow but also noticeable trend of more finance and legal professionals increasingly willing to return home
- Technology, telecoms, healthcare and renewable energy sectors particularly active
- Increasingly strong coverage across West, North and East Africa

# Middle East

- Record net fee income
- Mid-senior hire focus strong reputation developed after 10 years in market
- Economies fairing relatively well versus general global picture
- Coverage across Dubai and Abu Dhabi. Increased investment in Saudi Arabia offering



#### **Resource Solutions**

# Core service propositions



# RPO (Recruitment Process Outsourcing)

Delivering the functionality of an in-house recruitment team. Our services are designed with client and candidate needs at the core; agile, experience-led and empowered by technology. From project-based assistance to full RPO delivery.



# Non-permanent workforce solutions

Helping our clients build a balanced, flexible workforce. Driven by cuttingedge insight, control and compliance, efficiency and our focus on hiringmanager and candidate experience.



#### Advisory

Our consulting services are delivered with deep speciality and grounded in a single vision – to improve recruitment outcomes.



#### **Resource Solutions**

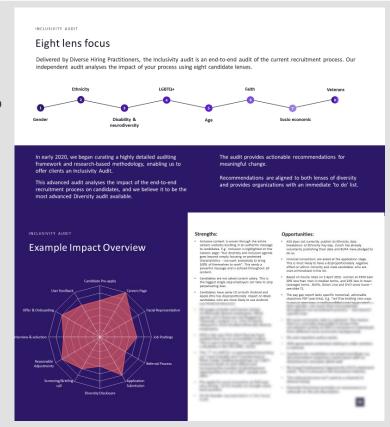
- Net fee income declined year-on-year as client hiring volumes were impacted by more challenging market conditions and lower confidence
  - Financial services clients particularly negatively impacted
- A number of new client wins and extensions secured during the period across the UK, Americas and Asia Pacific
  - Encouraging pipeline to further underpin long-term growth opportunity
- Newer Workforce Consultancy offering delivered strong growth
  - Supporting clients with major transformation and change programmes
- Consultancy services gaining strong traction across both RS and RW client base. Source of competitive advantage and differentiation
  - ED&I advisory and inclusivity audit
  - Market intelligence
  - ESG consultancy



#### Resource Solutions & Robert Walters

# Cross selling our consultancy and advisory offering

- Recruitment Inclusivity Audit launched in H1 to Robert Walters clients in the UK&I, US and Japan. Collaborative approach to crossselling consultancy to existing and new clients
- Launched cross-selling referral and reward scheme to employees to encourage cross and up-selling
- Audit fee income per client increased by 45% YoY
- Signed significant new consultancy deals with clients globally
- Launched inclusive recruitment training to clients, enabling the Group to increase monetisation of consultancy clients
- ESG for Hiring Audit good early traction. Successful pilot with an ethical bank
- Continued award recognition reflects Robert Walters Group as a global leader in diverse hiring solutions







#### Market Intelligence

# Creating one global Market Intelligence function



Salary & benefits benchmarking



**Competitor insights** 



**Talent & market mapping** 

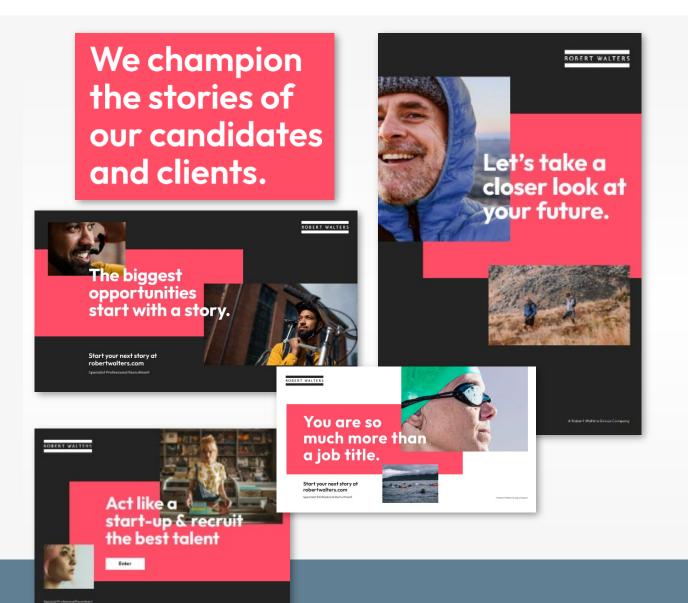


Company expansion/ relocation

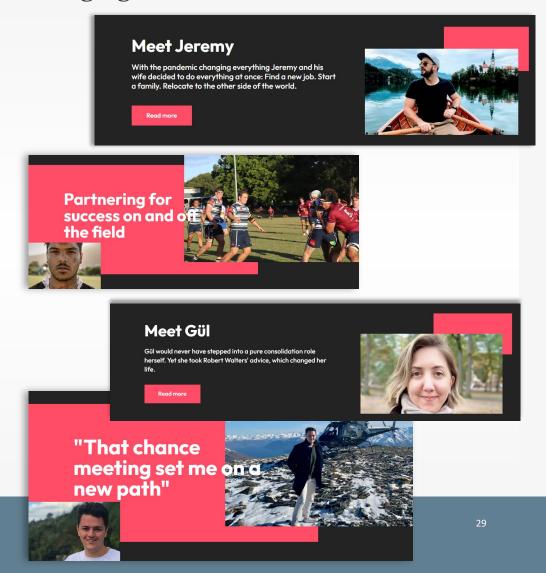
- Amalgamated the RW and RS Market Intelligence teams into a single team
- Significant increase in sharing of best practice, economies of scale and capacity
- Solution coverage markedly increased
- Strong sales delivery YTD and future pipeline very positive



#### New Robert Walters brand now live in 10 countries



# Bringing our stories narrative to life



#### Technology, Transformation & Innovation

As a business with innovation embedded at its core, being at the cutting edge of technological change has paid dividends in terms of our readiness to face the continued and unique challenges presented to us whilst realising strong commercial benefits



#### Systems of Engagement

We focus on Customer Experience through leading marketing and recruitment technologies to engage with our Candidates and Customers





Group:

We provide Innovation advisory and thought leadership services to help our clients

We specifically target innovation as

an accelerator to all we do across the

**Innovation Accelerators** 

We explore advanced technologies to drive digital engagement and create efficiencies

We've identified the potential of Al capabilities such as ChatGPT and have co-created a rapid prototyping team with Microsoft to ensure we reap the benefits available

#### **Digital Recruiter**

Our bespoke CRM, underpinned by data insight, provides a simple and intuitive platform for our Consultants that is fully tailored to our business needs







#### **Enabling Systems**

We leverage our partnership with Microsoft to focus on efficiency and process consistency to provide enterprise grade applications







## Microsoft Dynamics 365 Linked in .

#### **Enabling Technology**

Our Cloud strategy provides security, agility and commercial benefits, whilst our highly connected working environment avoids technical frustrations for all our employees Workplace



#### ESG strategy: progress update

In March 2023 we published our ESG targets all of which align to the UN's Sustainable Development Goals (SDGs).

#### **Engaging our workforce**

- Achieved an 86% completion rate of our annual employee engagement survey, 4% up on last year
- 79% of employees reported feeling aligned to our company purpose, a 1% improvement on last year

#### **Enhancing our ED&I initiatives**

- Won 'Product Innovation of the Year' at the 2023 edie Awards for our Recruitment Inclusivity Audit which helps clients remove bias from their hiring processes
- Over 40% of the Group's Non-executive Directors identify as female meaning we have achieved our target two years ahead of schedule
- Celebrated over 25 cultural awareness moments across a broad range of topics including Pride, Ramadan, International Women's Day and Mental Health Awareness Week and over 1,100 employees joined internal cultural conversations.
- Established a partnership with the Business
   Disability Forum to support us with our disability inclusion agenda
- Launched our new fertility policy in the UK





# Responding to a sustainable world of work

- First external ESG for Hiring Audit delivered for a leading ethical bank. The audit helps organisations understand which elements of ESG are important to employees, how their company performs in these areas and how effectively they are communicating their ESG credentials to attract and retain the best skilled talent
- The audit was shortlisted for Innovation of the Year at the Firm Awards 2023 and for Innovation of the Year and ESG Initiative of the Year at the TIARA Talent Solutions Awards 2023
- 2,295 engagements with the Group's ESG thought leadership content from clients, candidates, and employees





#### ESG strategy: progress update

# Reducing our environmental impact

- 45% reduction in business travel emissions per head against our 2019 base year
- 37% of company cars are now hybrid or electric vehicles in the UK and EU

#### Supporting our communities

- Partnered with The Change Foundation on the launch of On Drive – a women's leadership programme using the power of sport to develop young leaders and drive sustainable social development in rural India
- Continued to fully fund one of our consultants, Dana
   Okomaniuk, to run goodjob, a platform she co-founded to help
   Ukrainians displaced by the conflict find new jobs, access
   mentoring and connect to a community and network of global
   professionals
- Provided vital employment to a small team of developers in Ukraine who are working for one of our partners on our Technology and Transformation projects
- Named a finalist at the RCSA Industry Awards in New Zealand in the category of 'Excellence in Social Purpose' in recognition of the work we are doing to support local communities
- Shortlisted in two categories at the Corporate Engagement Awards for our long-term partnership with the Global Angels Foundation















#### Being a responsible business

 Joined the UN Global Compact in January 2023 aligning our ESG strategy with the UN's Sustainable Development Goals. Invited over 200 of our suppliers to the UN Global Compact's online training for SMEs on how to drive sustainability and business growth







#### **ESG:** Awards and Accreditations



We were accepted as a participant of the **United Nations Global Compact**, the largest corporate sustainability initiative in the world, in January 2023



In 2023, the Group was once again listed as a constituent member of the **FTSE4Good** index for the fifteenth consecutive year



In 2023, the Robert Walters Group received a rating of AA in the **MSCI ESG Ratings assessment**, which identifies ESG risks and measures a company's resilience to those risks long-term



Our Recruitment Inclusivity Audit won the Product Innovation of the Year: Software, systems and services category at the prestigious **edie Awards** in 2023



#### ESG strategy activation

# Supporting our communities





















































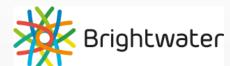










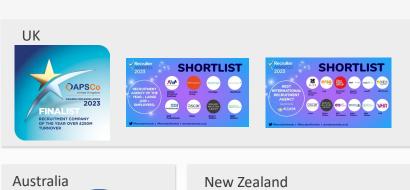




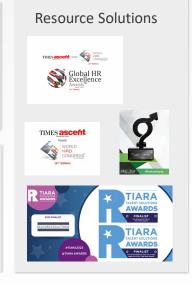




#### Awards: H1 2023























#### Outlook

"In the face of current trading pressures, we intend to protect the Group's strategic core, focus on consultant productivity and sensibly manage our cost base whilst continuing to prudently invest in attracting and developing our people and our global infrastructure for the long-term.

"We have a strong global brand and balance sheet, a diverse international footprint, a healthy blend of revenue streams across all forms of recruitment and talent advisory solutions, all of which ensure we are very well placed to swiftly capitalise on a return to market confidence over the longer-term. Current trading remains in line with Board expectations."

