



Adecco Staffing

Sergio Picarelli

President & COO Adecco Staffing Division



Investor Day, Paris – Friday, September 16, 2005

1. Productivity challenge for clients

Upgrade our services, e.g. Managed Services

- Richard MacMillan, Zone Manager UK, Ireland, India and South Africa
- David Brooks, IBM, Integrated Delivery Center Executive

2. More favorable regulations

Expanding profitably in structural growth

- Mark du Ree, Zone Manager Asia Pacific

3. Shortage of candidates and skills

Exploiting new service opportunities in France

- Quillez Quinnez, Zone Manager France, Belgium, Switzerland and North America

Achieving our goals through improved controls

- Ray Roe, Zone Manager North America

Creating Customer Value through Managed Services

Richard MacMillan

Zone Manager UK, Ireland, India & South Africa

Agenda

- 1. What do our large customers want?**
- 2. How is Adecco responding**
 - Managed service products, tools and services
 - Adecco organisation
- 3. IBM case study**
 - David Brooks

UK at a glance

Key figures in 2005 H1

- EUR 374 mn of sales
- +8% revenue growth
- -12% EBITA growth

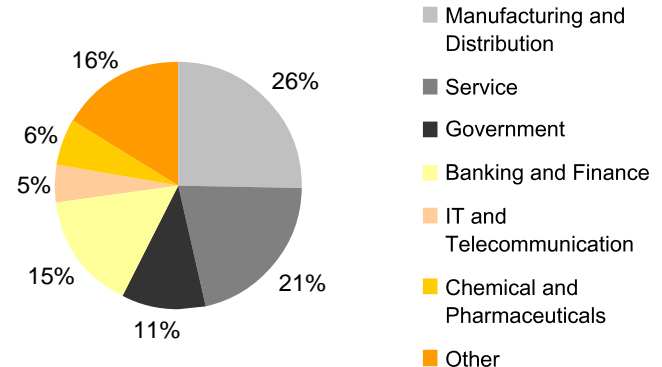
Business numbers for H1

- 28,000 of temps
- 9,095 of perms
- 11,411 of clients served

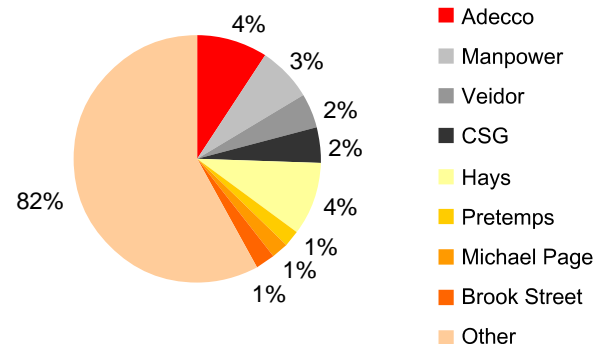
Network & Clients

- 405 of branches (9% specialized)
- 1,676 employees
- Clients: IBM , Citibank, Barclays, Lloyds

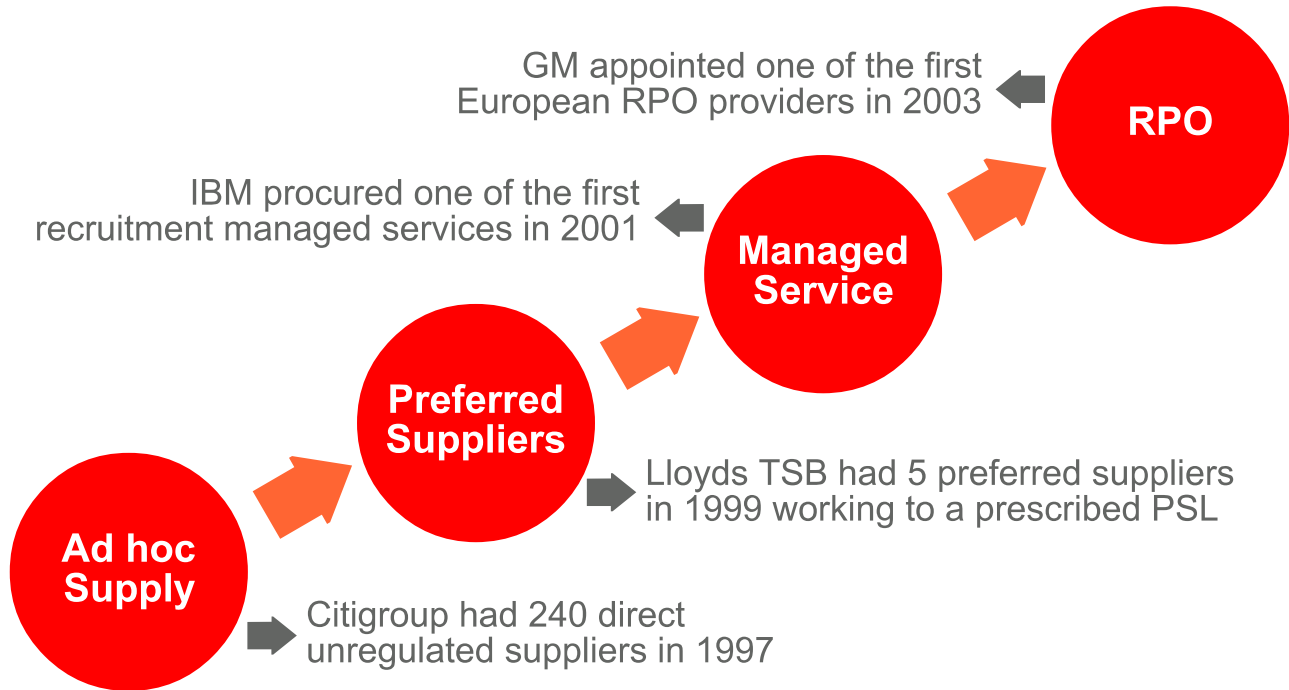
Revenues by segment



Market Size in EUR 35 billion



The developing recruitment market



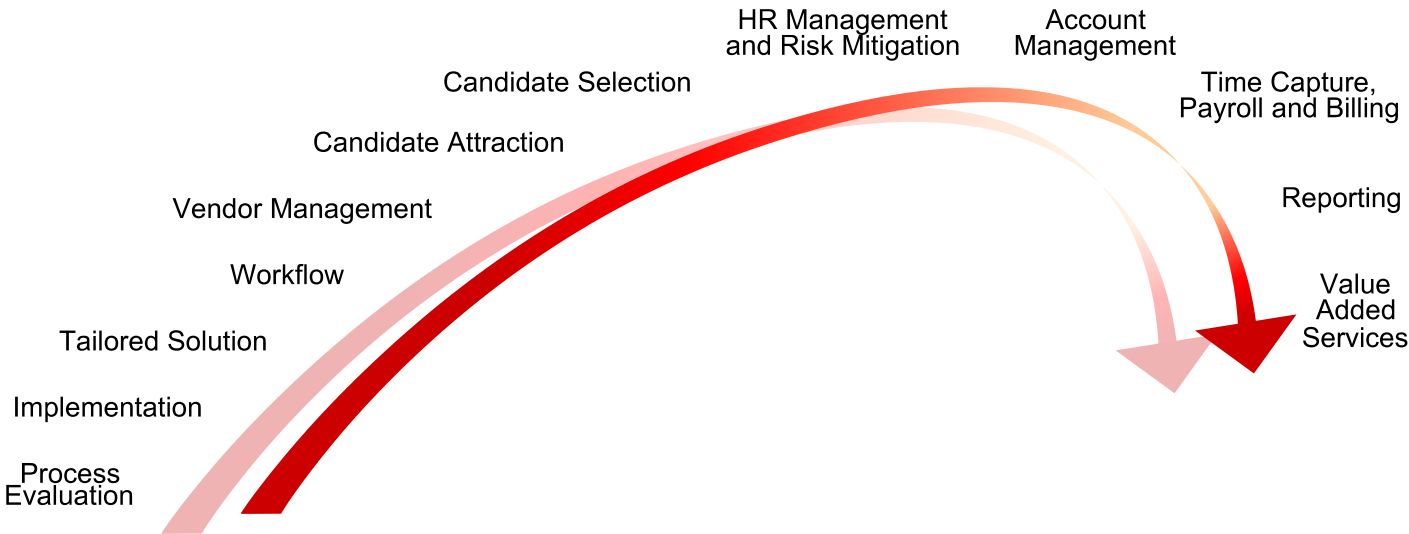
The opportunity for Adecco

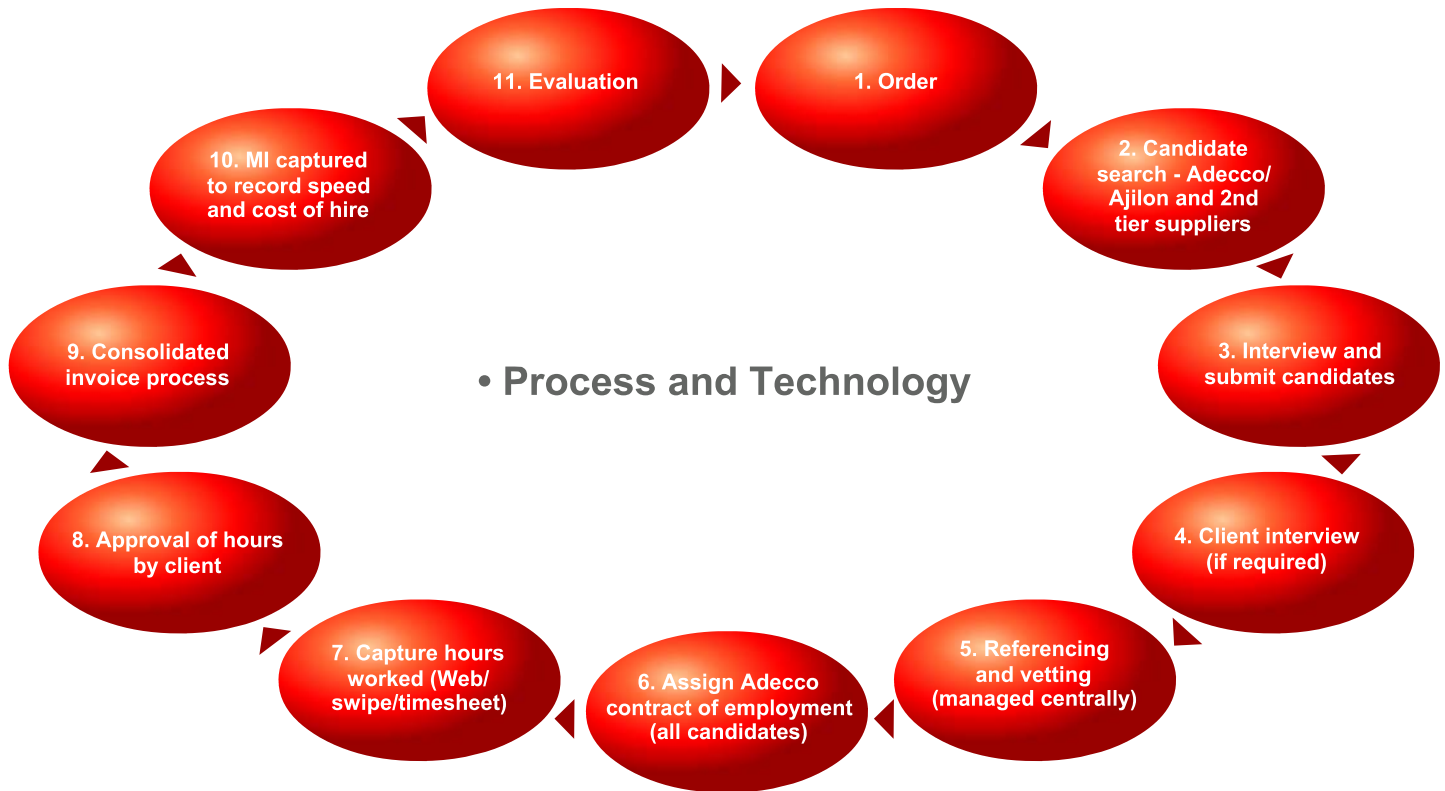
- **High volume operations can be ‘ringfenced’ and served to reduce costs to by going on site**
- **We can extend our portfolio of services to include new products e.g.:**
 - Perm
 - Process outsourcing
 - Specialist staffing (at higher margins)
- **Market consolidation**
- **Adecco’s infrastructure**

Objectives of Adecco's Recruitment Managed Service

- To increase speed of hire
- To reduce cost per hire
- To increase quality and compliance of hire
- To add value to your HR services

Processes we manage – ‘RPO’





Organisation

- Dedicated structure separated from the branches & organised by vertical
- Account teams have P & L responsibility

Manufacturing - *14 on-site teams

Investment Banking - *2

Finance and Banking - *16

Distribution - *15

IBM - *9

Technology and utilities - *16

Public sector - *2

National and Global sales functions

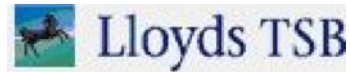
- new opportunities
- pre-sales

Account Directors

- Manage P&L of existing relationship
- Grow Adecco market share and introduce new products

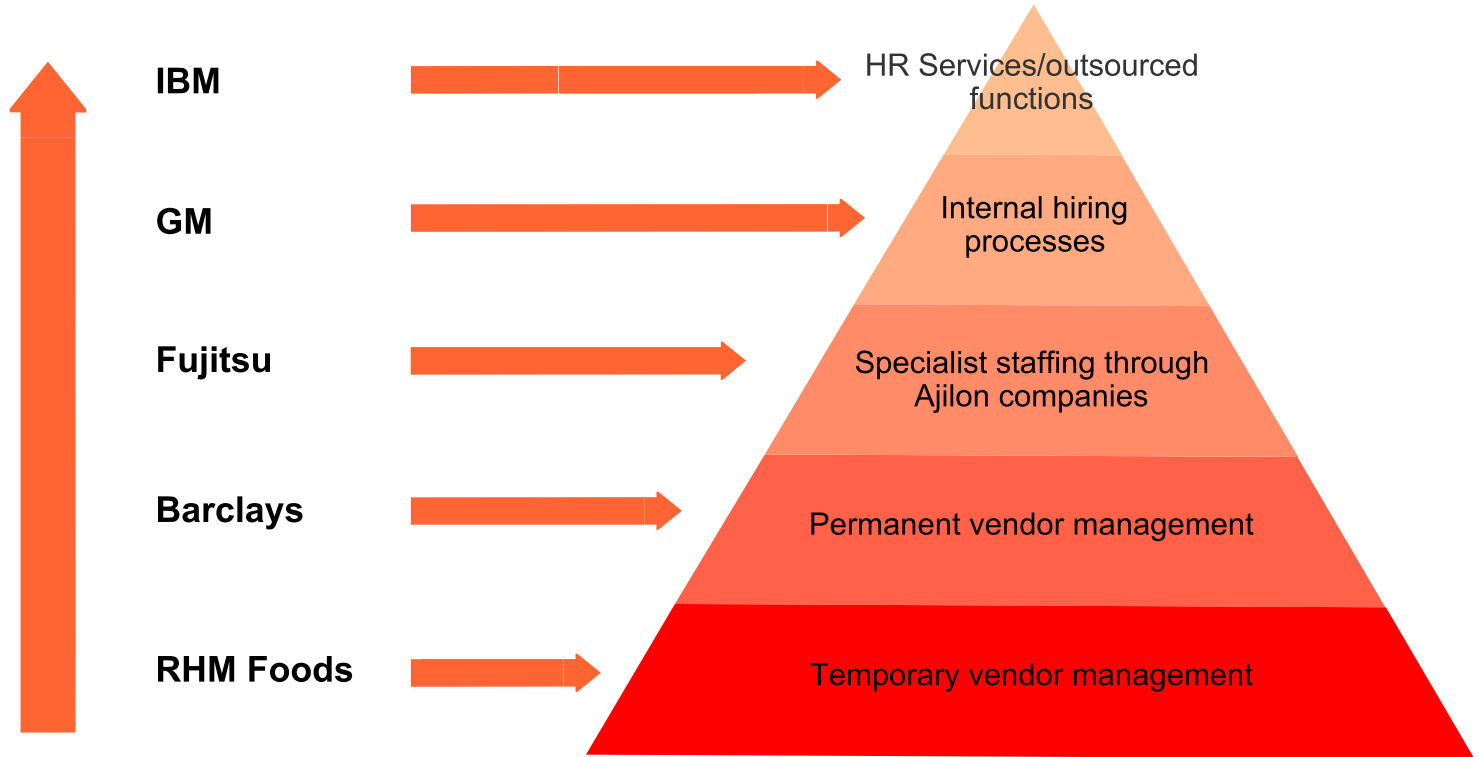
* Represents number of on-site teams in place by vertical – total 72

Some managed service clients



Adding value

Contracts moving up the value chain in the last 12 months



David Brooks

IBM, Integrated Delivery Center Executive