

GIBBSHYBRID

EMPOWERING THE INTELLIGENT ENTERPRISE





“To Succeed in business,
 We put customers at the heart
 of everything we do. We
 innovate, execute well, build
 diverse teams and
 lead with integrity.”

Farida Gibbs Founder & CEO

INNOVATION
 CUSTOMER CENTRICITY
 EXPERT EXECUTION

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The Intelligent Enterprise

This is the era of the Intelligent Enterprise. It's an organisation that builds on its heritage but is not bound by it. It's one that has strong core values but respects the voices of others, that leverages technology to respond to market shift and opportunities but recognises the power and intellect of its people.

Growing and maintaining a profitable business today is a journey – for us and for our clients. We serve industries – financial services, biotech, retail, information technology, among others – that are changing at an exhilarating pace. Competition from where you least expect it, huge investments in products that have ever-shorter life spans, regulatory uncertainty caused by changing regulations. As Abraham Lincoln said, the best way to predict the future is to create it. Let us help.

We are Gibbs Hybrid. We empower the Intelligent Enterprise with our services and solutions, and we are different, beginning with our mission statement...

Our purpose is to build a great and sustainable company that delights its clients and creates value for our people, communities and stakeholders.

We are a company with a conscience, aware of our good fortune, committed to successful outcomes and empowered to help others less fortunate than ourselves.

Intrigued?
Let us tell you some more.

About Us

Gibbs Hybrid offers a single source integrated solution with Talent Sourcing, Programme Consultancy and Business Process Outsourcing initiatives for mid-market and Fortune 500 companies.

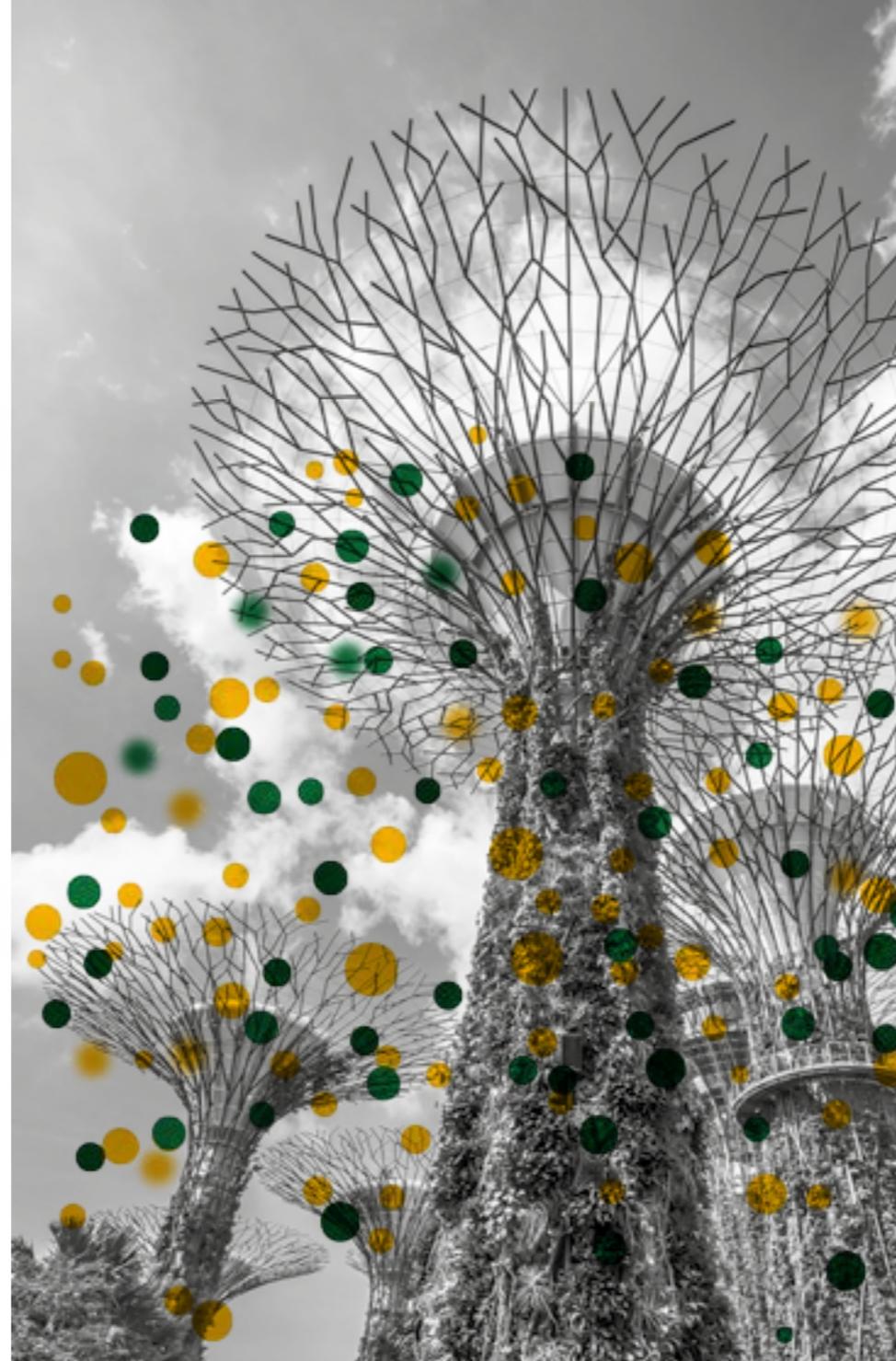
Gibbs Hybrid offers a single source integrated solution with Talent Sourcing, Programme Consultancy and Business Process Outsourcing initiatives for mid-market and Fortune 500 companies.

We unlock value, innovation and creativity within our clients' organisations. We overcome client challenges with an open, experienced and focused mindset that adds value and intelligence from the first day of engagement. Our approach is consultative, identifying the issues and agreeing on how to resolve them. We use a systematic approach and best practice to empower the client with a thoughtful, rigorous and expert execution.

Our three lines of business – talent sourcing, programme technology solutions and business process outsourcing - offer access to and visibility of the best talent in the marketplace. Our business lines can stand alone as best-of-breed offerings, but they create real synergy when integrated with each other to create hybrid, 360-degree programmes. Clients define how they wish to engage based on their requirements - T&M, Managed Service, SOW, Deliverables, Fixed Price or Outsourcing.

When clients see our performance quality in one area we earn permission to expand our footprint within their business through expert execution, innovation and a relentless client focus.

We are in a world where the best talent is not just scarce, but passive, and clients often demand people with niche, deep skills. These situations require firms like ours to develop new techniques, new ways to identify, reach out to, and nurture talent.



Through innovations such as GigBUDI we are doing exactly that, creating active and engaged communities of candidates – many of whom may be currently passive - and staying with them through each engagement to become an integral part of their work lifecycle.

While these communities may consist of IT or non-IT professionals, they share a desire for engagement with their peers, an interest in learning more about their craft and, ultimately, a focus on advancing in their career. We nurture these talent pools so that when our clients are ready to hire them, they are ready to be hired.

Our innovative talent sourcing strategies blend our decades of experience together with industry-leading technologies to overcome today's recruitment challenges efficiently, cost-effectively and seamlessly.

“THE PEOPLE ARE LOVELY, ENGAGING AND FRIENDLY BUT ALSO KNOW WHAT THEY ARE DOING AND ARE ABLE TO EXECUTE AS NEEDED. THEIR APPROACH TO THE RELATIONSHIP SHOWS THAT THEY UNDERSTAND THE BALANCE OF SUPPLIER AND CUSTOMER WITH A FRIENDLY AND PRAGMATIC APPROACH TO BUSINESS.”

- Mark Bromley, Director, Sourcing & Supplier Management at Mastercard.

WE FIRMLY BELIEVE THE DIVERSITY THAT'S BUILT INTO OUR BUSINESS ALLOWS US TO PROVIDE THE BEST AND MOST INFORMED OUTCOMES FOR OUR CLIENTS.

– Farida Gibbs.



Diversity = Strength

The case for having an active, engaged, successful diverse employee base is compelling, and it's borne out by our own business experience. Diversity is our strength, and we strive for it not just in colour but in races, ages, genders, ethnic backgrounds, religions, cultures, education, impairment and other dimensions.

As a minority woman-owned business, we value the benefits of having a diverse workforce. Clients regularly turn to us for advice and counsel about improving the diversity of not just their workforce but also their supply chain.

Many reports show that improving diversity both inside and outside organisations is not just a social imperative but a business necessity. The often-quoted McKinsey report on diversity says that **“companies in the top quartile for gender or racial and ethnic diversity are 33% more likely to have financial returns above their national industry medians.”** Why? Because we don't know where the next great ideas are going to come from, and they're less likely to result from everyone hiring people exactly like themselves.

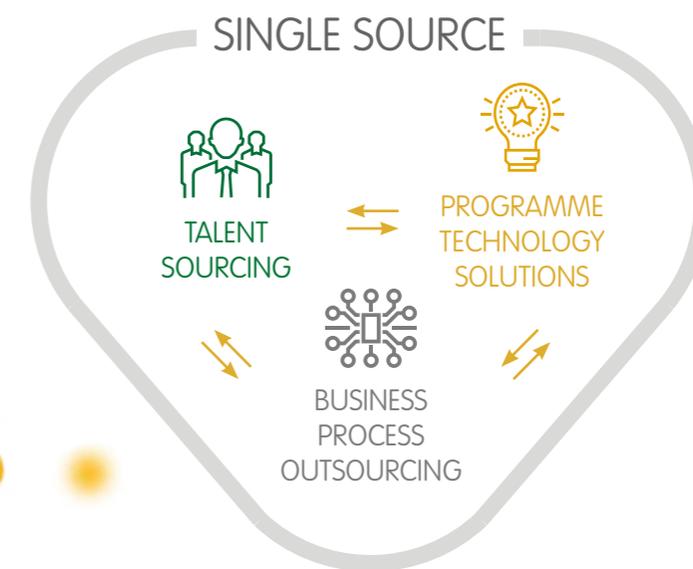
What our clients say

MAKE A DIFFERENCE
INNOVATIVE AGILE NIMBLE
 CORE VALUES **ADAPTABLE**
CUSTOMER CENTRICITY
EXPERT EXECUTION RELIABLE **DIVERSE**
RESPONSIVE COMMUNITY
 CSR:ISR INTEGRITY **COMMITTED**
SOLUTIONISE PARTNERSHIP
QUALITY AT SPEED
 COLLABORATIVE FLEXIBLE

Single source, three entry points

Our three lines of business – talent sourcing, programme technology solutions and outsourcing – can stand alone as best-of-breed offerings. However they create real synergy when they integrate with each other, as hybrid solutions.

We take the ‘hybrid’ in our name seriously, and even within our lines of business we bring a multi-discipline mindset to bear on each project. For example, a consulting project could blend IT, project management and operational expertise. An engagement in our talent sourcing business line may have elements of HR, talent acquisition, governance, technology and change management.



Talent Sourcing

Talent is scarce. Many organisations tell us that current workforce models fail to unlock innovation, creativity and deliver real client value. In response, we are creating new service and commercial models to enable agility, reduce cycle times, increase quality and achieve sustained cost savings. We provide access and visibility to the best available talent, internal or external.

By becoming your contingent workforce partner or as part of your specialist PSL framework, we use non-traditional methods to access untapped markets to find the specific talent you need. Rapid growth and organisational change demand agility that can only be achieved through the provision of contingent workers. This is a core part of our business and something we do extremely well.

We offer a suite of talent acquisition solutions and delivery models. Our new GigBUDI solution delivers end-to-end direct sourcing for curating talent pipelines and requirements. GigBUDI nurtures the passive, hidden candidate pool and improves candidate 'fit' to ensure a higher quality of hire at a lower cost and in a shorter time frame.

GigBUDI gives our clients the flexibility to direct-source qualified and prepared candidates, eliminating inefficiencies and delays to minimise the journey time from interest to onboard. We can, therefore, deliver this full end-to-end capability or simply provide support for certain parts of the process such as sourcing and screening, building talent communities or developing the Employer Value Proposition.



DELIVERY MODELS FOR CONTINGENT WORKFORCE MANAGEMENT

Master Vendor

Neutral Vendor

Statement of Work Vendor Management

Hybrid delivery model

MANAGED SERVICE PROVIDER: MSP 20/20

The traditional MSP was passive, rules-bound and focused on supplier management and compliance services. We believe that the MSP, the contingent, gig economy solution is focused on identifying and engaging an increasingly diverse talent pool through innovation and a high-touch boutique mindset We call it MSP 20/20.

As a Managed Service Provider we can provide direct access to all resources, giving visibility and control of all suppliers, payroll processing and legal compliance. For our clients, MSP 20/20 with state of the art decision support, governance and data analytics is important, but our unique value-add is to automatically skill-match people into talent pipelines, ready to tap into. Our candidates are enthusiastic, already know what roles they fit into best and are prepared to deliver value from day 1 of their assignment.

There are three models within our MSP solution:

Master Vendor:

Gibbs Hybrid takes responsibility for acquiring all contingent workers. It's the fastest and most efficient way to build a contingent workforce. We have carried out many of these assignments, and our implementation model is well field-tested.

Vendor Neutral:

Gibbs Hybrid manages vendors on behalf of the client, reducing the client's management footprint. As a neutral vendor, our focus is on improving the quality of the clients' contingent workforce, while reducing cost and mitigating risk to the client.

Hybrid:

Gibbs Hybrid offers a blend of the two approaches, delivering complete flexibility depending on the client's workforce strategy.

Talent Sourcing

RECRUITMENT PROCESS OUTSOURCING

Our RPO offering for permanent recruitment is transparent and efficient, with a comprehensive data analysis and collection suite to deliver meaningful and actionable data. We manage the complete lifecycle from workforce planning through recruitment marketing, negotiation and onboarding. By choosing an RPO service from Gibbs Hybrid, your organisation gains complete transparency of your permanent recruitment through streamlined processes and a dedicated RPO team. Our RPO offering can be delivered at customer sites by a team of specialist Delivery Recruiters who will become an extension of the client's Talent Acquisition team.

"...Few suppliers can balance strong customer service with a volume contractor recruitment, yet Gibbs Hybrid is consistent in its approach and successful against some daunting SLA (service level agreements).

The operational teams enjoy working with Gibbs. Their back-office screening is prompt and effective and the general positivity that exudes from the Gibbs management team makes my job a whole lot easier. If there is a secret formula to being successful in recruitment but still putting the client first, Gibbs is the closest of all to the answer."

- Head of Vendor Management, Barclays.

DELIVERY MODELS FOR PERMANENT EMPLOYEE TALENT SOURCING

Recruitment Process Outsourcing

Sourcing & Screening Talent Acquisition Support

Permanent Talent Acquisition

BLENDED RPO

Gibbs Hybrid can also deliver a blended RPO, which combines MSP and RPO to integrate the process for recruiting permanent, temporary and contractor candidates. Our Blended RPO provides a one-stop solution for creating the most talented teams, critically aligning workforce planning with business strategy. This blended solution can lower costs, improve flexibility and optimise the utilisation of your workforce.

PERMANENT TALENT ACQUISITION

We provide comprehensive and dedicated support to clients looking to expand their permanent workforce. The right cultural and skills fit is essential to the ethos of our clients' business and brand. Our hiring process begins with identifying exact requirements and then building a relevant and strong campaign to find, evaluate and place talent into the business. Our vertical teams, SME's and Talent Pipeline and Pooling teams focus on end-to-end sourcing, recruiting, interviewing and hiring techniques. Through our tested blend of automation, artificial intelligence and sourcing consultant analysis, we develop quality, diverse and timely candidate pipelines for individual and profile positions across IT and non-IT needs. .

Programme Technology Solutions

The uncertainties pile up, and often the answers can't cope. Consultants who can lack real business experience won't help. Packaged, pre-baked strategies merely add a layer of activity and require excessive management to supervise. At Gibbs Hybrid, that's not how we do things.

Programme Technology Solutions meets the needs of our clients' technology and business-enabled programmes through hybrid and statement of work-based engagements. Our methodology guarantees successful and repeatable programme and project delivery through broad technical coverage and expertise. This allows us to focus on specialised, differentiated, integrated solutions and services with a flexible and Agile approach to problem solving. We thrive on trusted partnerships with our clients and a passion for achieving results.

Multi-Disciplined Solutions

For projects with tight deadlines, multi-discipline and restrictive budgets, we combine agile and project delivery methodology with talented consultants for an end to end fully managed solution, including Service Management, MI, PMO & Finance Support.

BUSINESS IS COMPLEX
AND DEFIES COOKIE-
CUTTER SOLUTIONS



OUR DELIVERY MODELS

- Statement of Work
- Fixed price
- Flexibilisation
- Hybrid
- Milestone deliverable
- Specific project deliverables

Project Management as a Service

Project Management as a Service (PMaaS) is a three-tier customer-centric service designed to help clients efficiently improve their delivery capability and reduce risk. It's a blend of scalable services designed to provide ready-made, professional, qualified project teams who can assess, control and deliver change cost effectively.

Know Your Customer & Anti-Money Laundering (KYC/AML)

Comprehensive suite of KYC Solutions, including migrations, Remediation/Refresh, BAU and Advisory Practice, delivered by a multilingual team of compliance managers and analysts. We also offer High-Risk Entity Management and Risk Classification Tool Automation. This service is based in Luxembourg, Dublin and London.

SCRUM as a Service

Based on clients' SCRUM requirements, we will provide a skilled SCRUM team that works with the client to move to a more agile way of working.

Architecture and Technical Design Authority

With our architecture and design experts, we help design and deliver IT and Business solutions. Our Architecture Squad teams work across all architectural domains.

Testing and Quality Assurance

We provide a broad range of end-to-end test management and delivery services. Our expert and unified teams have the necessary skills and capabilities to be cost-effectively employed.

Transition Services

Assists with the switch from an incumbent supplier for cost reduction, more effective delivery and/or process standardisation. Our consultants manage all parts of the transition seamlessly, while mitigating risk and loss of business.

Business Process Outsourcing & Build Operate Transfer

Our approach spans a continuum of solutions from outsourcing processes such as HR, customer support help desks, or 1st line IT support (BPO) through to our latest solution, Build Operate Transfer (BOT).

We take a creative, flexible and client-focussed view of outsourcing, recognising the different objectives that our clients may have. Our outsourcing hub is in the city of Gdansk, Poland. The vibrant, educated, diverse and outward looking young population there makes for an excellent workforce. In addition to a strong multinational presence, many Polish companies are expanding to Gdansk instead of traditional centres such as Warsaw and Krakow. Gibbs' facility there has been designed to allow fast start-up operations for our clients, scaling to tackle the immediate task while the project team fits out a longer-term base.



CLOUD COMPUTING BPA BIG DATA & ANALYTICS

TECHNOLOGY ENABLEMENT

We use technology as a vehicle of transformation, a source of innovation and creator of value, rather than just providing the infrastructure of delivery.

This is why we place technology enablement at the heart of each engagement, leveraging the power of cloud computing (IaaS, PaaS & SaaS), big data & data analytics with BPA delivering speed, flexibility and reduced costs.

Depending on client operations' maturity level, the processes clients want us to manage, willingness to adopt BPA, APIs and software or desired outcomes of the engagement we can leverage a bespoke technology portfolio to empower their business.



TYPICAL OUTSOURCING SOLUTIONS

- Finance Processing
- HR Administration and Onboarding
- 1st Line Help Desk
- Service Desk Administration

BUILD OPERATE TRANSFER

Build, Operate, Transfer is a solution that brings together all our strengths in talent management, technology consulting and project management. It provides a unique opportunity for our clients to outsource a key component of their business, have Gibbs Hybrid manage and grow it, and ultimately hand it back to the client so that its processes, people, IP and other components are absorbed back to the original business. We believe this is a unique solution, reflecting the needs of businesses to be agile and dynamic across all parts of their corporation.

Build Operate Transfer is designed for companies facing the need to:

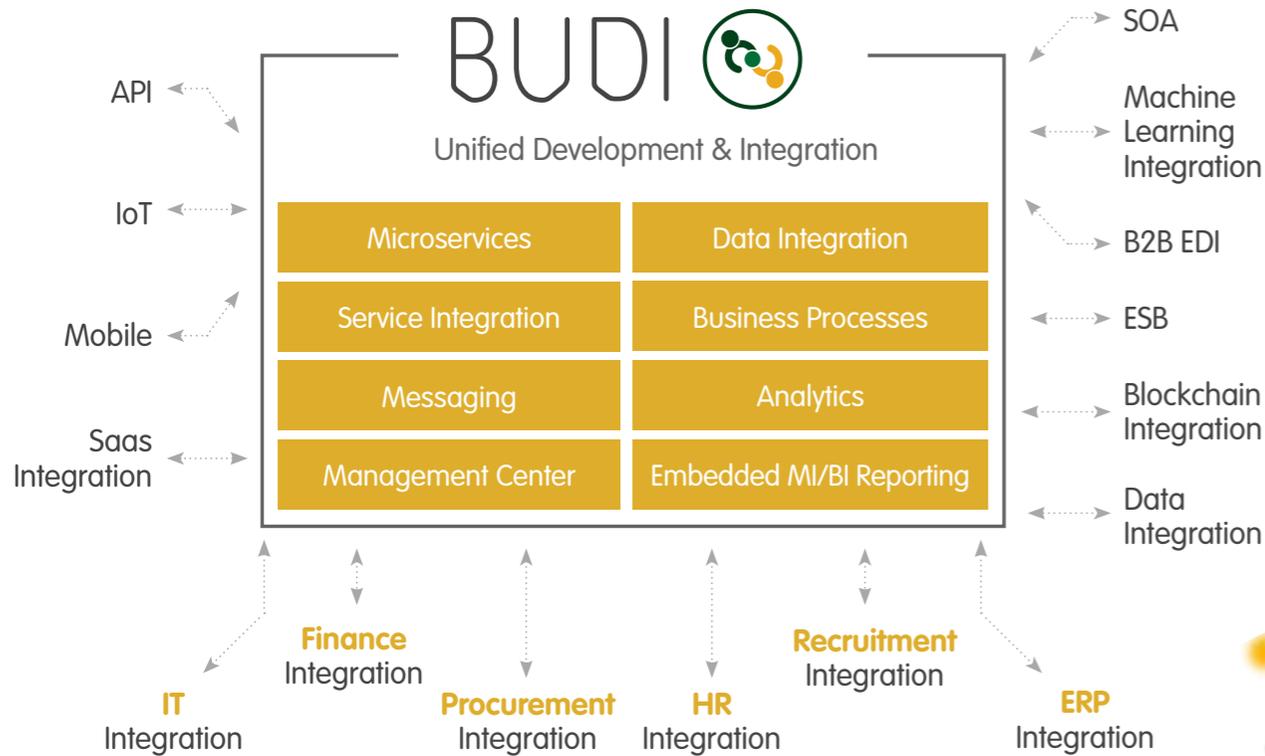
- reduce operational costs, while controlling CapEx outlays
- relocate functions of the business to a more cost-effective location that's close to key stakeholders
- identify an exceptional location with high quality multilingual talent

We can Build an operations centre in Gdansk, Operate the function and then Transfer it to our client's organisation, fully absorbing it into the existing operational model. Further, we can also alter the outcome such that we continue to fully operate it, as a traditional BPO model, without returning it to the client.

Our Technology

We drive innovation throughout our business, internally and externally, to give our clients the competitive advantage, transparency and agility they need to thrive.

The Gibbs Hybrid Business platform for Unified Development & Integration, BUDI, has been developed to integrate hybrid application solution architectures and to provide easy access, visibility and control of data sets within clients' application portfolio.



GigBUDI™

GigBUDI™ is the first solution built on the BUDI™ Platform. GigBUDI™ is an end-to-end direct sourcing solution for the managed curation of talent pipelines and delivery of on-demand talent. With only around 10% of the potential candidate pool actively looking for their next career opportunity, GigBUDI™ nurtures passive candidates and improves the candidate matching and role fit to ensure a higher quality of hire at lower cost in the shortest timeframe.

GigBUDI™ represents the next generation of intelligent sourcing. Complementing existing sourcing channel strategies, GigBUDI™ enables passive candidate attraction that job boards alone simply can't deliver.

PayBUDI™

Whilst a direct self-sourcing capability brings significant benefits, organisations need to manage co-employment risk avoiding having to payroll contingent workers directly. PayBUDI™ is a complete full-service modern payroll solution. It minimises payroll headaches, reduces tedious paperwork, reduces payroll risk and makes "no penalties" a reality.

AT GIBBS HYBRID,
WE SEE THINGS
DIFFERENTLY.

Corporate Social Responsibility

We view our Social Responsibility as more than a buzz phrase. We build it into everything from our innovative apprentice program through employee involvement to our adopted charities.

Apprentice Programme

Our programme has been developed with the help of the Catch 22 organisation. The average age of starting the apprenticeship is 17. All of the women who have taken the apprenticeship journey have stayed with Gibbs Hybrid and some have been promoted to the next level within their careers – all have ‘graduated’ from apprenticeship to full-time roles. We support on the job training, provide good role models for the apprentices to identify with, and foster good working relationships.

Supported Charities

An introduction to the company’s charities is a keystone of every new employee’s induction and each employee is allowed 2 days community service paid leave. This has ranged from raising money at public locations through to sleeping rough overnight in Manchester to highlight the huge problem of homelessness in our cities.

As a company, Gibbs Hybrid sponsors four charities, Macmillan Cancer, Coffee4Craig, The Clink and ZimKids. Self-directed groups of employees own the relationships with these charities and manage fundraising efforts.

We are proud of what we achieve together, for each other and for the communities we live in.



Why Partner with Gibbs Hybrid?

- Partnering allows us to fulfill our purpose of building a great and sustainable company that delights its clients and creates value for our people, communities and stakeholders.
- Innovation is in our DNA. We continually innovate to create new sources of value for our customers. Our innovation isn't confined to technology but extends to pricing and risk-sharing models.
- We value relationships over transactions. We approach each engagement with an open mindset, eager to learn about the issues and opportunities inherent within the project.
- Because of our customer-centric approach, we deliver transparency throughout the project, with the flexibility that comes from working always with senior management.
- Diversity is our strength. It's at the core of our business and drives a greater understanding of our clients' challenges.
- We are genuinely nice people to do business with!

Gibbs Hybrid was a finalist in the 2018 MSDUK Awards for a Scale-Up Business. At the same event our CEO was awarded the inaugural Businesswoman of the Year award. The Charities Aid Foundation gave us their gold award for payroll giving. We won the Staffing Industry Analysts 2017 Europe Staffing Award. We say this not to brag (maybe a little), but to demonstrate that we care deeply about what we do, how we execute and how we engage with the world.

As our mission statement says, we are a company with a conscience, aware of our good fortune, committed to successful outcomes. We engage deeply with our clients, creating partnerships and not transactions. We empower our own people with the tools, training and real-world experience they need to create these business relationships.

If you are looking for a firm with a heart, a partner with a passion for excellence in execution that cares about outcomes, that values diversity of thought, opinion and background, you have found us.

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