



# Robert Half International Inc.

*Worldwide Leader in Specialized Consulting & Staffing Services Since 1948*

## THE MARKET

According to the American Staffing Association, staffing companies employ more than 2 million people each day, and the industry has created 1 million new jobs over the last eight years. The temporary staffing industry continues to experience strong growth, with faster expansion anticipated in the professional sector, Robert Half International's specialty area.

For 2004, Robert Half International reported revenues and net income of \$2.7 billion and \$140.6 million, respectively.

## ACHIEVEMENTS

From accolades based on financial performance to those highlighting the company's leadership, Robert Half International has long been acknowledged as one of the world's premier providers of specialized staffing services.

In 2000, RHI became the first staffing firm to be added to Standard & Poor's widely tracked S&P 500 index. For the 10 years ended December 31, 2004, RHI ranked in the top 11.7 percent of all NYSE-listed firms trading during this period



based on total return. The company was also in the top 16.4 percent of the S&P 500 based on total return over this same period, underscoring the firm's long-term performance. Most recently, RHI Chairman and CEO Max Messmer was named 2003 CEO of the Year by Morningstar, an independent global investment research firm, based on RHI's track record in increasing long-term shareholder value.



RHI has been listed repeatedly on the *Forbes* Platinum 400 list of the best big companies in America, ranking as one of the top U.S. business services firms for investor returns and growth. The company has also consistently appeared on *Fortune* magazine's list of America's Most Admired Companies.

## HISTORY

In March 1948, Robert Half and his wife Maxine opened the Robert Half Personnel Agency in New York City. The new business received an enthusiastic welcome from accounting firms and corporate clients who appreciated the value of specialized, full-time financial recruiting.

In addition to launching the first specialized staffing firm for accounting and finance professionals, Mr. Half became a leader in fighting for a number of changes in the employment industry itself. One of the first issues he addressed was the practice of charging fees to job applicants. Mr. Half testified before Congress against this policy and other unethical business practices that were, at the time, common in the industry.

In 1963, when Mr. Half was president of the Association of Personnel Agencies of New York, he lobbied against racial discrimination in the staffing industry. He also led the successful effort

to eliminate separate male and female job listings in major newspapers.

The company's reputation for fairness and ethical business practices, coupled with its outstanding customer service record, fueled the success of its next venture. Capitalizing on the rapid growth of the temporary help industry, Robert Half Incorporated applied the same specialized approach to temporary staffing, and the Accountemps brand was born.

The idea of a temporary accounting or bookkeeping employee was an almost revolutionary concept to the rest of the industry, which then provided only light industrial and secretarial staffing. But, increasingly, clients saw the value of bringing in skilled accountants for peak workloads and seasonal projects — and Accountemps soon established its leadership position as the largest

specialized temporary service and most recognizable brand name for accounting, finance, and bookkeeping professionals, a distinction that continues today.

This strong reputation for industry leadership and ethics attracted the attention of Max Messmer and his colleagues at a California investment firm, which had been researching a number of potential investments, particularly in the staffing industry. Robert Half Incorporated, which consisted of many individual franchises, stood out as a respected name in the specialized sector of the industry, and Mr. Messmer felt it had enormous



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RH Finance & Accounting

Robert Half®  
RH Management Resources

potential. Many others had tried to purchase the business from Mr. Half, but none shared the same business philosophies of ethics, professionalism, and excellence in customer service.

Under Mr. Messmer's leadership, RHI embarked on a new era of internal growth and financial success. In 1986, he began the acquisitions process of nearly 100 offices, which occurred in 48 separate transactions; in 1987, Robert Half International Inc. was formed. Just three years later, RHI became one of only a few staffing firms to meet the exacting requirements for acceptance into the New York Stock Exchange.

### THE PRODUCT

Since the acquisition, Robert Half International has grown from \$7 million in operating revenues in 1986 to \$2.7 billion in 2004, with a record of internal revenue growth that is unmatched in the industry. All franchised offices are now company owned and operated, and many new branches have been opened throughout the United States, Canada, Europe, Australia, and New Zealand. The company operates more than 330 offices worldwide.

RHI currently has seven specialized staffing divisions: Accountemps, Robert Half Finance & Accounting, and Robert Half Management Resources, for temporary, full-time, and project professionals, respectively, in the fields of accounting and finance; OfficeTeam, for highly



skilled temporary administrative support; Robert Half Technology, for information technology professionals; Robert Half Legal, for temporary, project, and full-time staffing of attorneys, paralegals, and legal support personnel; and The Creative Group, for creative, advertising, marketing, and Web design professionals.

### RECENT DEVELOPMENTS

In May 2002, Robert Half International launched Protiviti, a leading provider of independent internal audit and risk consulting services. Protiviti helps clients identify, assess, and manage operational and technology-related risks encountered in their industries, and assists in the implementation of the processes and controls to enable their continued monitoring. The firm also offers a full spectrum of internal audit services, focused on bringing the deep



skills and technological expertise needed to enable business risk management and the continual transformation of internal audit functions. Protiviti has become one of the most respected sources for internal audit and business and technology risk management. The firm achieved profitability in the first quarter of 2003, just a year and a half after launching, and surpassed the \$100 million revenue milestone six months later.

### PROMOTION

Robert Half International's brands are well known among small and mid-size businesses, a result of aggressive marketing and public relations strategies. Many people are familiar with the "Bob from Accountemps" radio ads, which showcase how valuable an Accountemps temporary accounting professional can be. An extensive print advertisement program also supports each brand.

In addition, each staffing division has established business relationships and exclusive alliances with premier industry publications and organizations. These relationships underscore Robert Half International's reputation as an expert resource on hiring and employment. RHI also has collaborated with major software publishers to develop exclusive skills tests to ensure companies are provided with the most qualified temporary and consulting professionals.

Each staffing business unit produces a suite of career-management and hiring booklets on topics of importance to its clients and job seekers. Each division also publishes an annual salary guide, which outlines hiring and compensation trends for the upcoming year and provides national salary data on a variety of positions. The U.S. Department of Labor's Bureau of Labor Statistics uses the information in the salary guides when preparing its *Occupational Outlook Handbook*. Max Messmer has authored a number of books, including *Fast-Forward MBA in Hiring*; *Human Resources Kit for Dummies*; *Job Hunting for Dummies*, 2nd edition; *Motivating Employees for*

*Dummies*; and *Managing Your Career for Dummies* (all published by John Wiley & Sons).

Protiviti is recognized internationally for its subject-matter expertise on issues ranging from corporate governance and regulatory compliance to anti-money laundering, internal audit, and supply chain management. The company's position as a global expert in effective internal audit and risk management practices is supported by its well-received publications, including the *Guide to the Sarbanes-Oxley Act* series; KnowledgeLeader, an online repository providing in-depth articles, tools, templates, best practices, and other resources to help organizations keep apprised of corporate governance, risk management, and internal audit matters; and several newsletters.

### BRAND VALUES

From Robert Half's lobbying efforts in the 1960s to the company's commitment to helping others through business and philanthropic practices, RHI operates under the motto, "Ethics First." This philosophy guides Robert Half International's everyday activities as well as its companywide operations. Since 1948, RHI's dedication to ethical business practices has set the standard for the industry.

### THINGS YOU DIDN'T KNOW ABOUT ROBERT HALF INTERNATIONAL INC.

- Robert Half International is the world's first and largest specialized staffing firm.
- Robert Half was active in reforming unfair practices of the staffing industry, testifying in front of the U.S. Subcommittee on Reports, Accounting and Management in 1976.
- In its 57-year history, RHI has been led by only two CEOs: founder Bob Half and current CEO Max Messmer.
- RHI regularly hosts suit drives to benefit low-income job seekers. The last two collected more than 52,000 items of interview-appropriate clothing and accessories.