

DRAKE INTERNATIONAL  
**NETWORK OF SERVICES**

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# INTRODUCING DRAKE

Drake International is a global HR Services company and a leader in sustainable HR practice and talent management.

Established in 1951, Drake's business philosophy has stayed true since inception: 'organisations achieve the highest level of performance when they are staffed with the right people, working with the right skills, knowledge and behaviours, using the best processes and technology-driven solutions.'

For over 57 years Drake has been partnering with organisations to understand their human resource needs and to help them achieve the best return on their human capital investment through our diverse services and solutions which include:

- Permanent and flexible recruitment
- Retention strategies and consulting
- Psychometric, behavioural and skill assessments
- Top performer profiling
- Team Building
- Training and development courses
- Six Sigma training and consulting
- Employee assistance programs
- OH&S training and consulting
- Performance management solutions
- Succession planning
- Knowledge management systems
- Call Centre & Payroll Outsourcing
- Executive Coaching

Represented in nine countries, with over one hundred global office locations, Drake International is one of the world's largest integrated human capital management organisations.

Drake's business divisions also touch every job role and human resources management service lines.

# DRAKE'S SERVICE AND SOLUTIONS LINES

Drake's wide range of complementary services enables us to take a solution-based approach to serving our customers' distinct and specific human resource needs. In effect, Drake is a 'one stop shop' provider equipped with the resources and expertise to deliver seamless wholesale solutions via an extensive regional branch network.

## Recruitment Service Lines

### Drake Personnel

The generalist permanent recruitment arm of the organization, Drake Personnel works across all job sectors and industries. Our expertise ranges from sourcing office support staff to accounting, sales and marketing staff, to senior-level appointments including servicing the human capital needs of Boards and CEOs.

Drake Personnel's search and retention methods are based upon years of success and experience in the human resources and management industry. Using one of the most extensive databases of professional talent available, Drake Personnel utilizes a 12 step recruitment framework to ensure client requirements are completely met.

### Drake Overload

A specialist recruitment division focusing on the provision of temporary office staff including short and long term placements. All Drake's temporary staff are tested using 'DrakeWize', a software skills assessment system and behaviour profiled using 'Drake P3', to ensure that they are fully conversant with office computer systems and have the requisite personal skills to excel in their assigned role.

### Drake Industrial

A specialist recruitment division focusing on the trade and industry sectors, manufacturing, engineering, warehousing and distribution. Drake Industrial provides reliable, quality staff for skilled and unskilled assignments. Candidates are thoroughly screened, tested and reference-checked to a standard unique to their industry, ensuring they have the requisite experience and skills our clients expect.

### Drake Global Recruitment

Drake leverages its international reach and expertise to source quality candidates from all over the world. Servicing both public and private organisations, Drake Global Recruitment sources quality skilled labour for 'hard to fill' positions and has placed over 7000 high-calibre people from the United Kingdom, Ireland, United States, South Africa, Canada, India, Philippines, Singapore and New Zealand.

# DRAKE'S SERVICE AND SOLUTIONS LINES

## Specialist Assessments and Technologies

The effectiveness of your people is often regarded as the single basis for differentiation and success. With many skills in short supply, finding the right people who will generate value is not a matter of luck. It's about adopting an effective and proven approach. Drake's expertise is demonstrated through established processes, techniques and innovative technologies.

As a market leader in integrated human resource management, Drake recognises the need to continually develop and acquire technologies to maintain its competitive edge. Through Drake's internal resources, technology acquisitions and strategic partnerships, we develop and employ a wide range of technological solutions. These incorporate personnel skill levels and behavioural evaluation, determination of an organisations operational effectiveness, benchmarking and enhancing systems and processes.

Drake's assessments are offered in paper based and web modes, with automated expert reporting, backed up by optional detailed interpretation by Drake psychologists. Drake assessments are available for recruitment, job profiling, individual and team development.

These assessments and other value added services include:

### Skills Assessments

**DrakeWize:** a skills assessment system that measures computer program skills levels in all popular word processing, spreadsheet and data base applications. With over 150 assessments available, they include industry specific, administrative and software specific assessments, such as:

- W4W, Excel, PowerPoint, Access
- Macintosh
- Quick Books
- Payroll
- Account Analysis,
- Medical typing and terminology
- Legal spelling and terminology
- DB2 Developer
- MS Windows
- 'Industrial Edge'

### Webassessor

Kryterion Inc. is a fully owned subsidiary of Drake International. They have developed an Online Secured Testing solution called Webassessor that allows for skills testing wherever clients live, learn or work. This cutting edge technology and methodology makes the testing process more secure and more accessible by ensuring that the right people are taking the test (via an authentication process); they are not cheating during the testing process; and the test questions remain protected, ensuring the integrity and security of the program. This technology will allow Drake Job Search to work with the unemployed wherever they are located, providing them with the opportunity to undertake testing at their convenience.

### Psychometric and Behavioural Assessments

**Drake P3:** Drake's Predictive Personality Profile (P3) is an advanced behavioural and personality profiling system that measures behavioural traits and identifies top performers, allowing you to hire more effectively. Generating easy to use, in-depth behavioural profiles, P3 is more accurate and time-efficient than traditional pre-interview and selection methods focussing on:

- Communication Profile
- Motivational Needs
- Emotional Intelligence

**Drake Picasso:** a powerful psychometric assessment tool used to determine leadership and operating styles, reasoning skills, conflict handling styles, personality traits, the role one plays within a team, occupational preferences, and behavioural competencies.

- Team-Building
- Developmental Needs Analysis
- Succession Planning
- Leadership Development

# DRAKE'S SERVICE AND SOLUTIONS LINES

## Knowledge Management, Induction and Onboarding

Drake Insight is also a multi-functioned web based system for managing and monitoring all corporate governance requirements, including policies and procedures, compliance, complaints management and risk management.

As Drake Insight can also include a knowledge management module it is ideally suited to support new and existing employees, as well as retaining knowledge when there is unplanned staff turnover.

Drake Insight is a platform that allows companies to capture, share, manage and retain their peoples' most valuable asset: their knowledge. Additionally, Insight features Human Resource Management, Training and Development, Occupational Health and Safety, and Corporate Governance modules to help companies reduce risk and ensure compliance with prevailing laws and regulations.

## Learning and Development

### Englishlink

Drake's Englishlink is an online English-as-a-Second-Language Skill Development service. Englishlink is a global on-line English school designed, developed and packaged by Drake Training Systems Limited. This online training tool uses pre-recorded, video-streamed lessons to deliver personable and interactive English lessons to people from Non English Speaking Background (NESB) with some amount of knowledge of and exposure to the language. The delivery of Englishlink is unique in that it is the only online product available which teaches via pre-recorded video-streamed lessons. This enables students to develop a relationship with their online teacher.

## Performance Management

Drake Evolve provides our clients with an easily executable online performance management and appraisal system, enabling them to achieve their corporate goals and create a high-performance organisational culture by developing their talent. Evolve enables you to capture, track, manage, and analyse data on employee performance, as well as offering:

- 360° feedback tool
- Advanced authoring capabilities
- Online job/role descriptions
- Tailored appraisals at 1,3 & 6 month marks for new hires
- Performance optimisation plans
- Available 24/7 & fully secure

### Benefits of using "Drake Evolve" include:

- Automation of the time consuming Employee Appraisals / Review administration process
- Significantly reduces the subjective nature of Performance Appraisals, resulting in constructive and productive appraisal interviews
- Ensures clarity of work expectations and standards
- Promotes manager-employee engagement and collaboration
- Provides recording and audit trail archiving of Actual versus Required performance expectations and standards
- Dramatically improves HR and Line Manager productivity
- Supports organisational development and change management interventions

Drake Evolve can be delivered securely in a web based environment or installed directly within the clients secure web based environment.

# DRAKE'S SERVICE AND SOLUTIONS LINES

## Employee Engagement and Climate Surveys

Drake is able to implement programs to address and improve employee engagement. Research indicates that improvement in employee engagement can deliver significant benefits to an organisation in reduced turnover and absenteeism and increased productivity. The Drake approach is to identify areas of critically low engagement and then to implement improvements through management development and coaching, job redesign and other change management initiatives.

Drake web based climate and exit survey tools are used to measure and monitor engagement levels:

### Exit Interviewing

Discovering why people are leaving an organisation can provide management with valuable information that can help to reduce staff turnover.

Drake's Exit Interview solution not only captures this information but can also open communication channels and create the opportunity to discuss company culture, as well as corporate and career development strategies.

By combining a web-based survey followed by a face-to-face meeting and/or telephone meeting we can enable the exiting employee to openly respond to specific questions regarding their detachment.

The questions asked are designed to encourage employees to offer suggestions on how to improve their former role and the company overall.

## Business Process Outsourcing

Drake Outsourcing is able to provide businesses with the benefits of BPO. Drake's unique delivery model brings a number of organisations together to provide economies of scale that collective purchasing provides. In addition, our managed services model also ensures business requirements are met by achieving improved service outcomes through clearly contracted service standards and supporting key performance indicators.

Drake Outsourcing ensures clients maintain control of their business support functions without the daily time consuming involvement required.

Key areas of expertise include payroll outsourcing, call centres and recruitment process outsourcing.

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## **GLOBAL OFFICES**

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NEW ZEALAND	UNITED KINGDOM
PHILIPPINES	UNITED STATES