



GARY HEADS UP KPI'S GROWTH IN THE SOUTH

READ PAGE 8





It's an interesting time, with change on the way.

A new government, with new proposals that will affect the way we recruit, the way we employ and the way we manage people.

Some policies seem fairly radical if introduced; with increased employee rights and 4 day working weeks set to challenge employers and agencies to re-invent their offering. With the aim to stay attractive to the latest talent, to retain their best people and to also ensure the high levels of service resume and costs are controlled.

As radical as they may seem, I feel it's really travelling in the same direction as society has been pushing industry since Covid and maybe even before.

I speak now as a business owner, purely about recruiting internally for us as a recruitment business. If someone had mentioned hybrid working or WFH to me 10 years ago, I'm not sure I would have believed it could have really become such a prevalent part of office life and for many recruiters high up on their demands.

In fact, 'demands' is another point entirely. 10 years ago when recruiting, it felt like as the employer we were in control of the offer and the interview process itself. Now, the candidate says when they are free to attend an interview, quite often out of working hours and we flex to suit, conscious of not wanting to miss out on talented individuals. Regardless of what is in our advert, during the interview then comes the list of demands; need to be able to work from home 2 days a week, I need to finish early on Thursday, I'm looking for X more than my existing salary, I don't want a car allowance, I want a company car etc.

We have then tactically changed our interviews to consist of a 50/50 split approach. The first half of the interview is an interview, probing questions, digging in to detail, establishing facts, traits, skills and experiences. Whilst the second half is the 'sell'.

If we have got to the conclusion that we like the candidate, they fit the person specification and we are interested we sell the opportunity and our business. With the intense competition for talent and the lack of available skills to suit our industry we have to take the opportunity to pitch at the same time as interview.

Without a recession, much deeper than the mini technical one earlier in the year, I feel we are not going to change direction. The fight for talented people is on, the skill sets are short in supply and therefore those talented people are emboldened to get their worth and to have very individual demands.

I feel the answer for us may be in the younger part of our society. With 5 apprentices in our business last year and 15 this year, a new investment programme with genuine career development opportunities. We have high hopes for developing our own talented recruiters and can perhaps begin to retreat in some small way out of the battle for talent with such high demands.

As I look at the final quarter approaching I can see we are set for another successful year coming to it's conclusion. We have entered new sectors, grown by £9 million in revenue, invested heavily in technology to support our plans for next year and have some of the best talented people in our business.

Time for us to knuckle down though, the final quarter is crucial for our business and our clients depend on us. Service, service, service, let's go!

Contact Us For Your Recruitment Solutions:



01782 712230



Sales@kpir.co.uk



www.kpir.co.uk



Head Of KPI Retail Fran Webb:

The retail sector is navigating a dynamic landscape with ample opportunities for growth and innovation. By addressing challenges such as skills shortages, pay competition, and the shift towards remote work, retailers can attract and retain top talent. Emphasizing flexible working hours, leveraging technology for transparency, and personalizing the employee experience are crucial steps towards building a resilient and dynamic workforce. The future of retail lies in harmonizing business needs with employee desires, ensuring a productive and happy working environment.

As we approach the Autumn and feel the difference in shifts in the political landscape, it is an opportune moment to reflect on the vast opportunities ahead in the retail sector. Our clients are experiencing increased consumer footfall and spending, leading to the expansion of bricks-and-mortar and concession locations across the UK. Retail continues to invest significantly in headcount, both from the client side and within our agency, as we add new team members to meet the growing demand.

For All Of Your Recruitment Needs Get In Touch With Fran Webb:



07539 035 282



FranW@kpir.co.uk





Will Stanley, KPI Recruiting's Head of Driving, has fourteen years of driving industry experience which includes knowledge of dealing with small family operators through to large third-party logistics companies.

Will has spearheaded KPI's growth in the driver recruitment sector over the last eighteen months, helping to win new business and manage the delivery of growing contracts with expanding demand.

"We're continuously expanding the driver pool we have available to meet the increasing demand we've seen this year," said Will. "We currently have plenty of Class One, Class Two and Van Driver applicants looking for work, but that will almost certainly change going into the autumn as businesses prepare for the Christmas peak. It's the right time for companies to start looking at their forward order books and begin planning what driver cover they will need in September and beyond, particularly with CPC Training renewals dates coming up for many drivers."

If you need drivers now or in the future, email or call Will Stanley on to plan your driver requirements for Q4.



07513 727636



Driving@kpir.co.uk



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KPI Education partners with the University of Sheffield.

We are delighted to announce that we have begun working in partnership with the University of Sheffield on an exciting placement/internship scheme that we are finalising this year. Working alongside trusted client schools, prospective new schools nationally, and the University of Sheffield Careers & Employability service, we are excited to offer 2nd year university students the chance to complete a year-long placement at a Sheffield school in the capacity of a Teaching Assistant or Academic Mentor.

This scheme offers the university students valuable paid work experience within the education sector, as well as networking opportunities, the opportunity to gain certifications in various areas, and a competitive earning potential. Our partnered schools benefit from this scheme also, gaining talented soon-to-be graduates who have a legitimate interest in education, at a greatly reduced cost. This allows our partnered schools to deploy these candidates in various ways, to meet the individual needs of the school

Our hope is that many of these candidates will decide pursue a career in education after completing their degree, following a positive experience through the placement scheme.

Currently, we are working with a Sheffield SEN School as a case study; deploying 2nd year Psychology students as Teaching Assistants and Academic Mentors. There are opportunities on offer to these Psychology students such as, networking opportunities with professional Psychologists/Therapists/Senior Leaders, the opportunity to gain hands on experience with a plethora of Special

Needs, on the job training specific to SEN and mainstream education, greatly increases their employability on graduation.

We are aiming to expand this scheme to include other disciplines within the University of Sheffield including; Mathematics, Science, English, Modern Foreign Languages, Humanities and more.

If you are a school leader who is interested in supporting one or more of your departments with talented interns scan the QR code below to register your interest for the academic year beginning September 2025. For more info get in touch with our education department:

T: 0114 321 0073 E: Education@kpir.co.uk





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SAY HELLO TO THE NEW RECRUITS!



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Apprentice Recruitment Consultant



Esme Sleightholm
Apprentice Reception & Admin



Camryn Cain
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Bryan Watt
Trainee Recruitment Consultant



Gary RobertsonOperations Director South



Sofija Milentijevic Senior Recruitment Consultant



Robert Wieczorek
Senior Recruitment Consultant



Tianna Scally
Recruitment Consultant



Jessica Arnold Industrial Recruitment Manager



Martin Willemsen Head Of Engineering Recruitment



Recruitment Resourcer



Charlie Kay
Apprentice Recruitment Consultant

Mark Butler
Head Of Rail Access + Isolation



At KPI Recruiting we're always learning, growing & expanding. That's why we're a 5 Star Agency.





THE RECRUITERS PERFECT STORM IS COMING

As the UK economy continues to recover from its recent travails, which including Brexit, COVID, the invasion of Ukraine and the cost-of-living crisis, a new problem is appearing fast on the horizon: a shortage of labour.

Whilst still challenging, labour supply over the last couple of years has still been manageable to a certain extent, with demand checked by the struggles mentioned above. COVID lockdowns massively mitigated the early effects of Brexit on the economy and the cost-of-living crisis drove us into slow growth and eventually a recession that dampened demand for workers.

Optimisitc outlook leading to labour shortages

However, with the UK officially now out of recession, a new government and the likelihood of increased investment due to lower inflation, the economy could well be on a course to bounce-back.

And with these optimistic developments, comes the usual 'peak' for labour demand which starts in September and continues to early December as Logistics, Retail and FMCG wake up after Summer and gear up for Christmas.

But this strengthening demand is being mirrored by a weakening volume of workers, due to several different factors:

1. Reduction of immigration from Europe since Britain left the EU

Net migration of EU citizens has been negative since the pandemic and under the post-Brexit immigration system, with immigration falling by almost 70% compared to its 2016 peak. Source: Migration Observatory, University of Oxford.



Official migration data, released just before the General Election, showed that net migration remained at unusually high levels (685,000) in 2023. However, a sharp drop in visa grants early this year and an increase in student emigration hint at the start of a long-expected fall in net migration. Source: Migration Observatory, University of Oxford.

Increase in UK workers being economically inactive

The number of economically inactive people in January to March 2024 was 755,000 above pre-pandemic levels in January to March 2020. The continued high level of inactivity meant that the UK's employment rate remained below its pre-pandemic level in Quarter 1 2024. The UK is the only G7 country where this is the case. Source: House of Commons UK Labour Market Statistics.

Converging factors to lead to shortage of workers in key industry sectors

"There is little doubt that peak this year will be the most challenging labour market for many years," said KPI Recruiting MD Ryan Jardine. "The number of converging factors affecting recruitment is unprecedented and it's creating a perfect storm for recruiters. Even in the Summer, some sectors felt the effects of a shortage of applicants in Driving and many Industrial and Engineering positions. Businesses need to formulate a robust recruitment strategy over the few weeks to avoid becoming a slave to the current labour trends."

"KPI's strengths come to the fore when recruitment becomes really tough and clients can no longer rely on traditional attraction methods or mediocre agencies. We partner with some medium-sized players and well-known brands to assist them with year-round recruitment, annual peaks and hard-to-recruit locations."

KPI hands over Staffs Chambers Business Award for Hospitality, Leisure and Tourism

The finalists fighting it out for the Hospitality, Leisure, and Tourism crown at Staffordshire Chambers Business Awards were Doubletree by Hilton, Heaton House Farm and Aston Marina. Sponsored by KPI Hospitality, the award celebrated companies that embody excellence in diverse aspects of the sector including:

- Customer experience & satisfaction
- Service innovation & creativity
- Setting industry standards
- Minimising environmental impact
- Positive contribution to the local economy

KPI's HR Executive Sarah Mainwaring, who was part of the judging panel said, "Heaton House Farm, Aston Marina and Doubletree by Hilton have all proved they were excellent contestants by demonstrating the key qualities to match the award's criteria. But there was one business in particular that we felt went the extra mile to drive outstanding customer experiences. The award went to Aston Marina, who's passion for an exceptional, and truly unique service, impressed us greatly. Sarah handed over the award to Aston Marina at Staffordshire Chambers Gala Awards evening, at the Doubletree by Hilton, Festival Park on Thursday, 4 July.







Gary Robertson (Operations Director - South)

KPI Recruiting has appointed Gary Robertson as Operations Director to oversee its growth in the South. Gary will be working from KPI's offices in Sutton and has the remit to open further offices across Greater London to increase the agency's footprint and support recent major contract wins.

Gary joins KPI with nearly twenty years' experience in recruitment and has specific knowledge of the Industrial, Aviation, Driving and Commercial sectors based both in the UK and overseas.

KPI Managing director Ryan Jardine said, "We're delighted to welcome Gary as part of the KPI family. His knowledge, contacts and people skills will be invaluable as we look to expand our operations in the South where we have been consistent with new contract wins."

Having worked for both international recruitment organisations and privately owned regional recruitment businesses in the past, Gary is looking forward to help drive KPI's impressive growth over the last few years which has seen them listed in Recruiter Magazine's FAST 50 and move into new sectors including Education, Technology and Aviation.

"This is a thrilling move for me," said Gary. "KPI is the perfect fit for me where I can really make a difference. The hunger for growth, delivery of real USP's and passion for high levels of customer service match my own ideals. I can plan strategically and also be hands-on. I love the client and candidate interaction about recruitment, building lifelong relationships and friendships along the way."

Gary has worked for agencies in the UK and in the U.S, a country he also enjoys travelling to. He's also a big fan of events, listing music and live shows as his favourite pastimes.

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FRESH DESIGNS ARE IN!

As KPI continues to grow we also continue to develop and improve our office spaces. The boardroom at Stoke features a stunning wallpaper featuring a client who we are a sole supplier of when it comes to packaging and e-commerce staff.

Over at the Crewe branch, we've also made noticeable changes to the boardroom with an eye-catching feature wall displaying the sectors we are experts in.

CONGRATS

10 YEARS OF GREAT SERVICE

CONGRATS

10 YEARS OF GREAT SERVICE



Scott Allan

I hit a proud milestone in my working career recently: I reached 3650 days of employment at KPI Recruiting Ltd.

My 10 years have been BRILLIANT.

It's come with plenty of ups, and downs, laughs, tears, arguments, negotiating, begging, building relationships, making close friendships, Christmas parties, football matches, charity events, trips away and so much more! It's amazing to reflect on how the business has changed over this time and I'm proud to have been part of this growth.

A personal favourite was working in an office building site during its renovation. That was fun! Who would have thought that I would be here 10 years later after crashing the works van and shutting the local D-Road on day 2 of my employment back in 2014!

Thanks for not sacking me back then Ryan Jardine.



Kim Arthur

I can't quite believe how quick these last 10 years have gone. I can still remember my first day like it was yesterday. I had never worked in recruitment before so it was a bit of a shock to the system, but I am still here to tell the tail 10 years on! Working at KPI for 10 years - It's a huge achievement for me personally, at my previous jobs I have always had reason to want to leave, but I can't say I have ever had that feeling at KPI, and this is down to working with the best team.

I have made the best friendships and we are a very close team and I couldn't imagine working with anyone else. We all support each other no matter what and that I don't take for granted. I feel very lucky!

Big shout out to Ryan & Stuey, they have supported and helped me grow in the business since day 1 and for this I am very grateful. Thank you for all your support!

My biggest achievement with KPI was when I was awarded the "UN-Sung HERO Award". It was more special as it was a collection of votes from everyone in the business, it really meant a lot to me. Over the last 10 years I have seen people come and go, new branches, offices and multiple KPI Nights out, which I need to say are the craziest nights and I'm absolutely here for it!

Thank you to everyone who has supported me along the years and most importantly to Ryan & Liz for letting me have this opportunity in the first place KPI is one big Family and I love being a part of that.



Sarah Hollander

Where do I start? October this year will officially be 14 years at KPI for me! I think I could write a book but I'll try to keep a long story short..

It all started in 2009, KPI had just one branch - Crewe, I started at KPI as a very scared 17 year old apprentice. I was soon made to feel at ease with Ryan's unique humour & free work breakfasts for everyone, all 4 of us! Under the amazing guidance of Liz & Ryan, I quickly progressed from reception to industrial consultant which was an experience to say the least. A few more years, branches & divisions later I met Stu who took me under his wing, taught me everything I know about payroll & progressed me to manager level with KPI putting me through numerous courses along the way.

In 2020 I took a little hiatus to work for a family business but like a boomerang I came flying back to KPI who greeted me with open arms & after a day it was like I'd never been away! During the last 14 years I've had SO many laughs, amazing nights out & company events where it's safe to say everyone lets their hair down for sure. Don't get me wrong there have certainly been some really challenging moments during this time too, however KPI have always pulled together.

KPI have been there during so many important milestones of mine & supported me through some of my toughest personal times which I'll be forever grateful for. I have made so many amazing friendships over the years & I can't forgot to mention that returning to KPI helped me meet someone very special.

My biggest achievement with KPI – I think being here from the beginning witnessing firsthand the HUGE growth of the business & growing with it is pretty huge! I think it speaks volumes about the type of company KPI is to still be here nearly 14 years on. I will always be eternally grateful to Liz, Ryan & Stu for the opportunities, support & confidence they have given me.

Barcelona are you ready for us! KPI's first 10 year club trip!

People make the difference.

At KPI, we recognise our people make the difference. One of our core values is Partnerships. Partnerships means creating long term, fruitful relationships with our candidates, our clients and most importantly with our people. KPI is proud that Kim, Sarah and Scott are just three of our '10-year club' members and we have many more employees who have been with the business for five years or more.

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KPI & CLIENTS JOINEDUP MORE THAN EVER.

WE'RE TAKING THINGS FORWARD.

KPI embrace more new technology to create seamless staff hiring.

The logistics and distribution sector has relied heavily on temporary workers to manage varying demands, seasonal peaks, and unexpected disruptions. Administering temporary workforces has often been a complicated and time-consuming activity with pressure on maintaining quality and preserving margins whilst also increasing efficiencies.

KPI is now rolling out new technology to provide clients who employ large numbers of temporary staff with the option of a cloud-based platform to hire staff. The system's advanced scheduling software enables clients to order staff online to fit their unique shift patterns and automates notifications to workers chosen for the shifts by KPI. It allows staff to accept or decline proposed shifts at the touch of a button and for clients to do the same.

Part of the automation also ensures that personnel are properly vetted and classified in line with regulations as part of the onboarding process. Real-time compliance matching through facial recognition reduces the administrative burden and ensures that shifts are filled quickly and efficiently.

End-to-end visibility of staff supply chain

The new system lets businesses control recruiting agencies with a single platform which offers end-to-end visibility of the whole staff supply chain. "The functionality allows shift managers, departments and company cost analysts to easily find their optimum performers and eliminate excess spending," said KPI's Sales Director Joe Jardine. "It's great for clients because it gives them less admin, potentially fewer suppliers plus stronger buying power and improved relationships with better performing agencies."

Programmed expenditure & compliance management

KPI's new technology also provides spend visibility and helps identify potential compliance risks. Costs and rules for managing multi-layered rate structures can be uploaded to the system. Automated timesheets increase accuracy, generate direct cost savings, and reduce labour-intensive paperwork.

Automation also helps with security and compliance to help ensure drivers stay within legal numbers of hours worked. By tracking and documenting daily, weekly, and fortnightly drive time, mandatory breaks and rest times, the system ensures that drivers will not be booked for shifts that would cause them to violate regulations.

Enhanced retention and staff management

"With real-time visibility into workforce performance, supervisors can observe attendance and productivity metrics. It enables quicker decision-making where management intervention is required and fosters better relationships with shift workers and recruitment agencies," said Joe. "The clients who have adopted the new software so far are experiencing more reliability, faster problem-solving and reduced admin, so it's great news for everyone."

Are You Struggling For Tech Experts?

KPI is your go-to partner for technology recruitment, specialising in sourcing elusive talent essential for your digital transformation, cloud migration and cybersecurity journeys. Our dedicated consultants possess extensive sector knowledge and utilise powerful search tools to access the most soughtafter professionals in software engineering, data analytics, and DevOps. By partnering with us, you gain access to a unique pool of skilled individuals whose expertise can drive innovation and success in your projects.

Available candidates include:
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Manager, Cyber Security Engineer.

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Is CrowdStrike Outage a Wake-Up Call for Tech Leaders?

The CrowdStrike software update that has floored airlines, healthcare, supermarkets and banks as well as Microsoft, Sky TV and much more has rightly caused alarm amongst Tech Leaders and Chief Information Officers.

CIOs are re-evaluating several aspects after the crash on 19 July, including: cloud migration and whether it's the right strategy and vendor lock-in, which lays organisations wide open to single-point failure catastrophes. Also under review are the practicalities of using hybrid cloud architectures to mitigate risk and protect business continuity. Major enterprises will also be demanding mechanisms from cybersecurity suppliers to test updates prior to full release.

KPI's Head of Technology Hector Van Duesbury said, "The breathtaking events of early morning Friday 19 July have demonstrated more clearly than ever before that businesses large and small need to invest adequately in robust cybersecurity strategies which can protect them future outages. This incident will increase the competition for the technology personnel who can devise and implement those strategies."

If you need to recruit **Cybersecurity professionals** or other tech personnel such as **Developers, Software Architects, Data Engineers or Project Managers,** call **KPI Technology** today on:



0161 694 7697



HectorV@kpir.co.uk



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Martin Willemsen Heads Up KPI Engineering & Manufacturing Division.

Martin Willemsen has been appointed by KPI to head up their Engineering and Manufacturing division. Based out of KPI's Warrington Offices, Martin brings extensive experience in recruitment, with over 20 years in the industry. Having successfully built startups within the engineering and manufacturing sector Martin has collaborated with FTSE 250 companies like Unilever, DS Smith and Kellogg's to successfully recruit for positions like Maintenance and Production Engineers, Design & NPD, GM and Factory Management.

Driven by a Desire to Make a Difference

"My passion for recruitment is powered by the satisfaction of making a significant impact on people's careers," said Martin. "I love to help businesses thrive and stay ahead of the competition by seizing every opportunity. I'm driven by a desire to make a difference and make a meaningful impact, guiding individuals through crucial career transitions and assisting companies in finding the talent they need. Now, I take great pleasure in mentoring the next generation of recruiters, sharing my experience, and working together to enhance our collective expertise."

KPI Managing Director said, "Martin's appointment rubber stamps our commitment to the Engineering sector where we continue to progress. His experience and contacts will help us grow the division, recruit the right people and help drive excellence across the group."

Services Martin's Team offer include:

- Permanent Placement: Finding the right fit for full-time engineering positions across various industries.
- Contract Staffing: Providing skilled engineers for temporary assignments.
- Executive Retained Search: Sourcing top-tier engineering executives for leadership roles.
- Project-Based Hiring: Assembling engineering teams for specific projects or time-bound requirements.
- Consulting Services: Offering expert advice on hiring strategies, market trends, and talent management.

Committed to Lifelong Learning

Martin likes to stay ahead of industry trends through podcasts and training, to enable him to continuously refine recruitment strategies to provide the best possible service. Outside of work, he's passionate about sports, focusing on the gym, golf and football, with the occasional vets rugby game. Martin loves a challenge and having completed the London Marathon and the Three Peaks, he's now on the lookout for the next one.

"Experiences like these not only keep me active but also help me connect with people, which certainly aids in recruitment and sales."



If your business needs experienced Engineering or Manufacturing personnel, speak to Martin & his team:



07904 222 340



MartinW@kpir.co.uk



www.kpir.co.uk

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KPI Rail & Infrastructure celebrates major contract win.

After months of tendering and submissions KPI Rail & Infrastructure has been given a five-year contract with Balfour Beatty CRSA. The contract will open up work from London to Carlisle for KPI to supply experienced staff to the Central Rail Systems Alliance (CRSA) as well as opening the door to further Balfour Beatty works throughout the UK.

KPI Rail Director Graham Piggott said, "This is a welcome development after months of hard work after a slower start to the year due to many of our clients awaiting the release of government funds to start works planned for this year.

We're confident this new contract heralds the start of a bigger tranche of work as the new government commits capital spend to Network Rail as we enter a new 5-year control period."

KPI's isolation business continues to grow and from late August the workload will double with isolation planning services work. This work includes KPI's **safe system of work** planning which is part of the isolation services contract.

"With the award of the CRSA contract and our isolation services business we are confident of achieving our growth targets for 2025," said Graham. "In summary we are well positioned to continue to grow our KPIRI brand within the industry and we're looking forward to a very busy end to 2024 and an exciting 2025."

SCAN QR CODE TO LEARN MORE:



An ever growing team at KPI Rail & Infrastructure.

Say hello to Mark Butler (Head of Rail Access + Isolations)



Another record month for KPI's website with over 11,600 visits.

KPI's website saw another record month for visits with 11,639 click throughs during August from 8,387 unique users. Since 1 January this year, www.kpir.co.uk has now clocked up over 81,512 visits in 2024, more than 33,000 sessions up against 2023, on a year-on-year comparison.

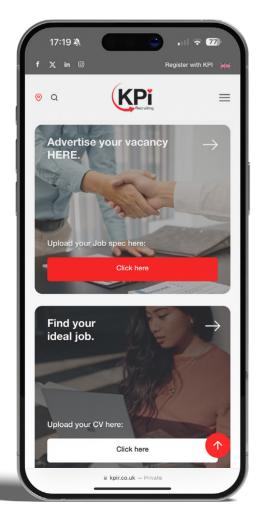
"Whilst organic search visits were slightly down in August, which is to be expected, direct traffic rose fourteen percent and social organic traffic went up nearly 28% to over 1,600 visits," said KPI Marketing Director, Chris Furness.

Visits have continued to rise for the last two years with 2024 visits year to date up 50,000 compared to 2022.

KPI's web traffic is fuelled partly by their burgeoning social media following, which now totals over 110,000 across 60 accounts and groups, with organic social click throughs now accounting for over sixteen percent of traffic.

"These numbers are great news for our clients who have jobs advertised on our website. Our jobs are now being seen by more than twice as many people than in 2022, and our application rates continue to rise with over 4,000 enquiries generated through the website this year," said Chris.

KPI Recruiting continues to expand its reach with the opening of a new office in Hounslow in West London, a new Technology sector, the expansion of its Rail and Infrastructure Division and plans to open more new offices soon.



"Jobs on the KPI website are now being seen by more than twice as many people than in 2022."



104%

Referral Traffic

112%

Organic Social

Traffic

Website Traffic 2023 v 2024

Overall increase in visits year to date (to the end of August) = 33,369 (+68%)

