

BUSINESS PERSON OF THE YEAR **TERRY HILLIER**



FOREWORD

I always look for three qualities in leaders - Energy, Edge, be Exceptional. Terry Hillier has these in abundance.

His energy is infectious. He has a clear vision for the business, "To be the UK's most compliant, client-focused payroll solutions provider". He has presence and leads from the front, driving and demanding business performance, but with a personal touch. He cares about and is committed to the success of those he works with inside and outside the company.

As an individual and business leader, Terry has an edge over competitors with a differentiated client service offering, a strong brand and an innovative approach to the business. The RACS Group brand and market position stand out from the crowd and behind the scenes Terry has invested to develop market-leading technology to improve client experience and efficiency.

Terry has taken RACS Group on an exceptional journey. He established the business in 2007 and in 2013 & 2014 RACS Group was recognised as the Fastest Growing Company in the South West. Terry has given jobs to local people and brought in experts where required. He has re-invested profits to build a platform for growth and never compromised his principles of leading market compliance.

I met Terry in 2013. He recognised the business had grown to a point where he needed to enhance business management to take performance to the next level. He has been passionate about not losing the entrepreneurial edge of the company whilst putting in place the infrastructure to support a business with over 100 people, thousands of clients and an ambition to double in size.

Does Terry stand out from the crowd?

Undoubtedly.

Louise Fleming
Executive Director
Aretai

Business Management Consultancy



Awarded Barclays 'Woman of the Year'
for the Business Bank in 2007



Business Person of the Year - Terry Hillier

INTRODUCTION

Terry Hillier is one of Wiltshire's leading businessmen and entrepreneurs who has created one of the most successful companies in the region. He formed RACS Group in 2007 following an extensive career in the financial sector where he excelled in both sales and management.

Visionary and dynamic, Terry identified a gap in the market whereby supply teachers required a compliant payroll solution when working through legislation. Government legislation accelerated the need for an outsourced payroll solution and RACS Group began to grow.

Terry grasped the opportunity and over the past eight years has led the company with panache to its current position as one of the fastest growing businesses in the UK. As a man, Terry adopts a fearless approach to risk and his willingness to 'seize the moment' has been the catalyst for RACS Group's stratospheric growth.

RACS Group now employs 100+ people and continues to grow at an unprecedented rate. As a boss, Terry empowers his employees to make decisions and take responsibility for their careers; he encourages a creative atmosphere throughout the company and embraces change and new ideas; every employee is treated as an equal and given every opportunity to fulfil their ambitions. In turn, these traits inspire great loyalty among his team many of whom are close-knit family friends.

With an innate ability to spot a commercial opportunity, Terry has begun to diversify the RACS Group brand with the formation of both a property division and a marketing agency. Both businesses have already begun to flourish and contribute to the group's ever-increasing profile.

RACS Group's entry into The Sunday Times Virgin Fast Track 100 (Number 38) in December 2014 highlighted the scale of Terry's success and has provided yet more impetus for both the business and the man. Such national recognition has also provided a boost for the county and indeed for the town of Warminster where Terry continues to contribute much to the local community. His charity work is legendary and he is renowned for his generosity and altruistic spirit.

As a man, Terry continues to evolve both personally and professionally; he now has three young children, he has devised and launched an innovative new payroll solution for the temporary recruitment sector, he has launched numerous new businesses and driven RACS Group to a hitherto unimaginable commercial position. In short, he is in the midst of a golden age in life and at the peak of his profession.

All of these achievements stem from a unique mind-set where the proverbial glass is always half full; Terry views obstacles and barriers as challenges and opportunities; he empowers those around him to maximise their potential

and embrace their goals both for the good of the businesses and indeed themselves. This culture of attainment has become synonymous with all facets of the RACS Group brand; not just in terms with the distinctive look and feel, but also in regards to the attitudes and motivations of all those touched by the company be they employees, clients, suppliers or partners.

Within the temporary recruitment sector in which RACS Group operates, Terry's professional standing is at an all-time high. He sits on the executive committee of a new industry trade body (PRISM) and is both the driver and 'go-to' man for all things compliance and legislation-related; two themes which dominate the sector. Extrovert and rich in personality, Terry's razor-sharp analytical brain and boyish sense of humour combine to create an infectious personality which is born to lead. The effect he has on those around him is mesmerising and has to be witnessed at close hand fully to appreciate its impact; even the dulllest meeting can be transformed in an instant courtesy of a flash of insight or a light-hearted comment which can defuse any conflict.

Chairing a recent high-profile 'Q&A' session attended by two hundred industry heavy-weights is a case in point: a meandering discussion, which was bogged down in the minutiae of a single point being laboured by one individual with an axe to grind, was sending the audience to sleep before

Terry hit him with the big picture: don't just moan, do something about it; find a solution; talk to me afterwards.... Those in the front rows couldn't help but chuckle.

Many find it difficult to adapt to change, even proven entrepreneurs, but Terry relishes even the most threatening of scenarios. The very lifeblood of RACS Group was threatened by the introduction of new legislation in April 2016 which had the potential to outlaw the company's core product. As the industry put its collective head in hands and predicted doom and gloom, Terry began exploring another option; a new way, an alternative.

A vision emerged phoenix-like from the ether. A million pounds in investment (mainly on tech) and more presentations to staff and clients than one cares to remember, and the new solution is now the envy of our competitors - so much so that three or four of them are white-labelling the product as their own. The project has not only secured the company, but provided a blueprint for the future: a more agile proposition; new revenue streams; industry innovators; compliance experts; RACS Group's reputation illuminated.

From close quarters one sees the stresses and strains that leading a fast-moving organisation can have on any individual. Terry is the master of disguise and perhaps only the trusted few notice the pressure. He has built a small but

remorselessly protective management team to steer the business on its commercial path towards an immediate and defined target of £200m turnover by April 2017. The team benefits from crystal-clear direction, a liberated management style and wide-open honesty which is more akin to a family environment. Trust and reward reign supreme.

Beyond the confines of RACS Group, Terry's boyish nature has recently inspired an impressive collection of 'celebrity cars' including the General Lee (Dukes of Hazzard), the Del-Boy Van (Only Fools & Horses), and the Mystery Machine (Scooby Doo) among many others. Characteristically, these vehicles are regularly loaned to friends and family for all manner of occasions including proms, weddings and social outings. Similarly, he has collated over 150 Raleigh Chopper and Grifter bikes which are housed in a dedicated museum within RACS Group House; this is arguably the most comprehensive collection of such things in the world. Needless to say, visitors to the office are treated to the grand tour and guests of a certain age have their childhoods rekindled upon entering the museum.

Upon reflection, Terry Hillier is a multi-faceted man with a fearless approach to both business and life. His generosity of spirit is matched by his commercial acumen, both of which form the pillars of a formidable personality. A committed

family man with a wide circle of friends, Terry is the consummate host at the many parties held at his renovated house which now includes a jaw-dropping swimming pool complex much beloved by the children in particular. He loves to travel and stories of recent trips to India and New York abound, alongside more relaxing sojourns to the family villa in Spain where he can recharge and recuperate.

These characteristics and many others ensure that Terry is a rightful candidate for the Business Person of the Year. His achievements, attitude and enthusiasm have created a multi-million pound business which continues to enhance the lives of many; his energy remains infectious and provides the catalyst for inspiring those around him; in short, Terry is a very successful business person, but perhaps more importantly, he is a wonderful human being.

Andrew Pinnell
Marketing Director
RACS Group



Business Person of the Year - Terry Hillier

CV

Name Terence Wesley Hillier - BSc (Hons) FPC Cil
DOB 20th October 1971
Marital Status Married with 3 children
Mobile 07789 938284
Email terry.hillier@racsgroup.com

PERSONAL PROFILE

I consider myself to be a dynamic and energetic business owner, with over 20 years of experience in the Recruitment, Taxation and Financial Services sectors.

I am proud of my career having established RACS Group in 2007 which has now achieved over £150m turnover within nine years. I now look forward to taking the business to the next level with the specific goal of £200m by April 2017. Below is a summary of my career thus far.

EXPERIENCE

2007 - Present	Company Founder & Owner	RACS Group
2005 - 2007	Company Founder & Owner	Education Payroll Services Limited
2002 - 2004	Sales Director	Key Portfolio
1999 - 2002	Regional Sales Manager	Resources Partners
1998 - 1999	Regional Sales Manager	Freelance Professional Services
1996 - 1997	Corporate Financial Advisor	National Westminster Bank
1994 - 1996	Independent Financial Advisor	Allied Dunbar
1993 - 1994	Quality Assurance Manager	Lyons Seafoods

EDUCATION & QUALIFICATIONS

1990 - 1993	BSc Maths & Computing	University of Cardiff
1988 - 1990	A Levels: Maths Further Maths Physics Chemistry	Kingdown School, Warminster
1982 - 1988	O Level Maths and 8 GCSE's English, French, Art & Design, Chemistry, Physics, Biology, History, Geography	Kingdown School, Warminster

CHILDHOOD

Terence Wesley Hillier was born in Trowbridge in October 1971 to Clifford & Joan who lived in North Bradley with his older sister, Carole. Soon after his first birthday, Terry's father joined the Wiltshire Police having spent a number of years in the Civil Service as a draftsman for the R.E.M.E.

This change in direction dictated that Terry's early years were spent living in a succession of police houses in Swindon and Warminster before they relocated to their family home where his mother still resides.

Cliff was a traditional 'bobby' known throughout the town, not least for his prowess as an exceptional cricketer; his ability as a fast bowler is still fondly remembered especially by those who had the misfortune to be batting at the other end!

Joan was a trained bookkeeper and worked for a bookmaker in the town before joining a local import business, Junction 18.

Terry attended New Close Primary School before moving to Kingdown, the local comprehensive, in 1982 where he excelled, particularly in maths and physics.

He enjoyed a typical upbringing hanging around the town park with his mates and captaining the town's youth cricket team. He also enjoyed football and swimming and was part of the team that won the West of England basketball

championships; he also earned a 'Black Belt' in Karate in 1985.

Notably, Terry remains close friends with many of the kids he knocked about with as a boy and faces from his past are regular visitors to RACS Group House today.

Terry left Kingdown with an 'O' Level in Maths (taken six months early), 8 GCSE's (being the first year to sit these new exams) and 'A' Levels in Maths, Further Maths, Physics & Chemistry which earned him a place on a Maths & Computing degree at Cardiff University. Hardworking even at this early age, Terry spent his holidays working for Junction 18, or later, Lyons Seafoods which gave him a taste for financial independence and security.

With the benefit of hindsight, his innate ability to understand numbers and logic have stood him in great stead for his career with a variety of financially-based organisations prior to forming RACS Group. In fact, many aspects of Terry's childhood cast the die for the man he is today as his unwavering loyalty, generosity and wicked sense of humour characterise his unique personality.



CAREER

Following an eighteen month stint at Lyons Seafoods working in the Quality Assurance division in 1994, Terry was soon craving a bigger challenge. He duly joined the Bath branch of Allied Dunbar as a trainee Independent Financial Advisor (IFA) working on a purely self-employed and commission-only basis selling life assurance, pensions and investments.

In this pre-internet age, Terry had to generate his own leads largely from friends and family via the dreaded cold-calling route and, despite a hatred of the exercise, he excelled at the actual selling process. Of course, the UK economy was awash with cash at the time and people were eager to take advantage of a financial culture drenched in optimism.

Terry's infectious personality ensured he was soon closing a deal a day and it was not long before he bought himself a second hand Series 5 BMW which was the envy of his peers at the time. After a chance meeting with a potential client, Terry was offered a similar position with NatWest based in Bristol, but with the benefits of a healthy salary and a weekly list of warm leads to boot. His selling skills dictated that he was swiftly promoted to the bank's corporate division, before a takeover by Royal Bank of Scotland prompted a change of direction.

Following a brief foray at Liaison, a Worcester-based VAT consultancy operating primarily in the

medical sector, Terry had his first taste of the recruitment industry when he joined Freelance Professional Services (FPS) in 1998. Selling payroll services to recruitment agencies across the South West again highlighted his ability to sell and build client relationships, but a dispute with the Sales Director terminated this position.

He then joined Resources Partners in Chiswick which had recently been purchased by James Caan's Hamilton Bradshaw investment company. Responsible for factoring prescription invoices on behalf of independent pharmacies, the selling role was comparatively straight forward, but lacked the scale to fulfil Terry's ever-growing sense of ambition.

Terry was still attracted to the recruitment sector and was invited to join a newly formed payroll company, Key Portfolio, established by one of his fellow regional salesmen at FPS. Promises of shares and a generous remuneration package ensured that Terry worked tirelessly to expand the business, especially in the education sector.

Government legislation ensured that agencies had to adapt to a new payroll model and Key were one of the forerunners in what became known as the Umbrella industry. With turnover in excess of £100m, Terry broached the subject of his promised shares only to be met with the blankest of expressions from his director and legal advisor.



Disillusioned, Terry formed his own company and Education Payroll Services (EPS) began trading in 2005. Based in the back bedroom of his business partner's house in Bath, the pair began targeting agencies and were soon generating a healthy weekly income. However, spurned and incensed, the founder of Key instigated a High Court case against the new company preventing them from trading. Despite subsequently winning the case

and compensation, this period was perhaps the most stressful of Terry's business career and taught him one vital lesson, "Get it in writing!"

Undeterred, EPS was soon up and running again and, after nine months, the company was ready for expansion and the beginning of the RACS Group era!!!



Business Person of the Year - Terry Hillier

RACS GROUP'S HISTORY

RACS Group's growth is a genuine 'rags to riches' story which should give inspiration to all entrepreneurs who dream of creating a successful business. In little more than nine years the company has evolved from a back-bedroom start-up barely 'washing its financial face', to a corporate entity turning over in excess of £150m. Perhaps even more startling is the fact that the business still has vast potential for continued expansion and the current eye-watering figures represent a proverbial 'drop in the ocean' as to what lies ahead.

Of course, behind RACS Group's evolution is a very human tale of vision, endeavour and sacrifice for the founder and owner, Terry Hillier. Like many entrepreneurs, commercial success has been hard-earned and only achieved after a meandering journey fraught with risk, heartache and personal compromise. When one observes the current position of the company with over one hundred staff, lavish headquarters and distinctive brand identity, it is far too easy to forget that the initial vision emanated from one man in his mid-thirties with no meaningful backing or resources.

What Terry did possess however was an instinctive idea that he could create a business that does things differently from the competition; allied to this a slave-like work ethic and unbridled self-belief, and one has the initial ingredients for a commercial rollercoaster ride characterised by many highs and lows.

To put RACS Group's story into context, one needs to flashback to 2005. Terry had worked for a variety of companies operating in the then newly regulated financial sector including Allied Dunbar, NatWest, Liaison & Resource Partners. These experiences gave Terry an insight into the world of money, but it was not until he entered the recruitment industry with FPS and then Key Portfolio that the first notions of forming his own business took hold.

The explosion in the freelance and contractor mode of working served as a catalyst for the expansion of other related services such as temporary recruitment agencies and payroll companies. The sector grew exponentially as traditional labour patterns dissolved in the wake of the dot com revolution and a clamour for specialist workers employed on a contract basis. Streamlining, cost-cutting and out-sourcing were the buzz words of the day.

Following the stressful, but ultimately successful courtroom battle with his former employer, Key Portfolio, Terry put his heart and soul into creating Education Payroll Solutions (EPS) providing an outsourced payroll solution for recruitment agencies placing temporary workers in the education sector. Based in a small spare bedroom in his business partner's three-bedroom house on the outskirts of Bath, Terry embarked on the time-honoured path of drumming up business from his list of industry contacts, wafer-thin leads and intuitive hunches.



Competition was fierce and it is difficult to believe just how different the industry was in pre-recessionary times. Immune from legislation, benchmarking or any meaningful codes of conduct, payroll providers used a variety of methods to ensure they provided agencies and contractors with hitherto unimaginable incentives to sign up. Basing themselves offshore negated the need to pay tax and national insurance liabilities in full and 'backhanders' were commonplace in a commission-led culture of rampant opportunism.

It was these very practices which ultimately gave birth to a very different approach in keeping with Terry's personality; compliant, transparent and ethical themes underpinned his philosophy and quickly evolved into a set of unique selling points which found favour with a small number of agencies. These first clients started to generate an initial cashflow and provided Terry with the confidence to rent the company's first proper premises in the form of a shabby barn located in a remote village just outside Warminster.

Friends and family mucked in to decorate the barn which coincided with a parting of the ways from his original business partner. Many entrepreneurs will recognise the motivation for joining forces with another individual only quickly to realise the subsequent folly of such a decision. Eagerness to grow and a desire to share the increasing workload are logical reasons for

giving away a percentage of a company, but the chances of such a partnership succeeding are notoriously slim. And so Terry learned another valuable lesson: that not everyone shares either his passion or commitment to a business no matter what the incentives on offer.

Undeterred and with his livelihood on the line, Terry adopted a very different tack and embarked on a concerted sales campaign. Suited and booted, he racked up thousands of miles visiting agencies across the country utilising his personality and compliance message to win new clients. The strategy proved successful and prompted the formation of another company in 2007, Recruitment & Contractor Services (RACS Group) to cope with changes in government legislation.

Terry recruited his first batch of employees including Martin Polden (Finance Director) & Brian Thompson (Client Services) who both remain integral parts of the company today. He also began to invest in bespoke software systems which proved to be a defining development as it automated the payroll process and saved time for both the company and its clients. The increasingly slick operation was now growing rapidly. This prompted a move to larger premises in Warminster Market Place which provided the space to create a telesales team to promote the company on a daily basis. Terry regards this decision as one of the key milestones in the company's history as it duly attracted a much

larger client base including agencies from new sectors such as medical and construction.

RACS Group was now rapidly establishing itself as a serious player in a growing marketplace, enhanced by a newly devised corporate identity based on playful characters to represent the respective sectors in which the company operates. Investing in a concerted advertising campaign propelled the characters into the consciousness of the industry and established RACS Group as a serious player. Winning the Fastest Growing Company in the South West Award (2013 and 2014) as published by Insider magazine provided a fillip for all those connected to the business and validated Terry's faith in the compliance-based message for which RACS Group was now renowned.

Staff levels increased accordingly and soon even the new premises were creaking at the seams. An opportunity arose to refurbish a dilapidated snooker hall in the centre of Warminster and Terry seized the moment, spending almost £1m to create RACS Group's current state-of-the-art

headquarters. In addition to providing a cutting-edge working environment, the new premises serve as a statement of intent for the business as a whole and corporate confidence spread like wildfire.

By now RACS Group's turnover was in excess of £50m and many of the leading recruitment agencies in the land were now clients. The age of austerity placed a new emphasis on compliance as HM Revenue & Customs went on the warpath to reclaim any unpaid taxes (perceived or otherwise) from an industry still adjusting to a new order. Almost without noticing, RACS Group had become the safest and most reliable provider in the UK.

And so the story reaches 2014 and RACS Group continues to flourish and diversify in equal measure. Terry's belief in marketing has led to the formation of an in-house creative agency (RACS Marketing) and his love of building inevitably inspired a property development company, both of which are rapidly establishing themselves.

RACS Group was placed at number 38 in The Sunday Times Virgin Fast Track 100 awards, in



December 2014. This phenomenal achievement provides yet another highlight in an already stunning year for the company. The accolade acknowledges the spectacular growth of the business and a slavish commitment to its compliance without compromise philosophy; indeed, protecting the commercial interests of temporary workers and recruitment agencies remains central to the RACS Group ethos.

His innate ability to spot a commercial opening and empower those around him to benefit from these opportunities are typical characteristics of the man and his approach to life.

These qualities were tested to the limit when new Government legislation was introduced in April 2016, which threatened the very existence of payroll companies such as RACS Group. Tax relief on home to work, travel and subsistence expenses for contractors was largely outlawed by the Government and RACS Group's core product rendered almost obsolete. Whilst the vast majority of our competitors put their metaphorical heads in their hands, Terry devised a new product which helped both the rapidly expanding contracting market and their chosen recruitment agencies. Named RACS DSC (Direction, Supervision & Control), the new product fully complies with all facets of the

legislation and enables temporary workers to continue benefitting from their freelance status.

As previously mentioned, vast investment in infrastructure, lawyers' fees and a high-profile marketing campaign has established the product as an industry standard. Over six thousand contractors have registered with the new model which has also been adopted by a vast array of the UK's leading recruitment agencies. The success of RACS DSC has only further enhanced Terry's professional reputation and the commercial standing of RACS Group.

The company is now the leading payroll provider in the education market and has significant



interests in other sectors including medical, construction, IT, logistics and finance. RACS Group now pays in excess of ten thousand contractors per week and has a group turnover of more than £150m. Terry contributes to numerous industry trade initiatives including those managed by PRISM where he is a member of the executive committee, and the FSCA, where his views and opinions are always noted with interest.

The business continues to flourish and was recently noted as the fourth Fastest Growing Company in the South West for the fiscal year ending 2015 as published by Insider magazine. Terry continues to invest in ever more sophisticated IT systems and sanction attention grabbing marketing campaigns to further cement RACS Group's unassailable brand position. His management team has been bolstered by the addition of Louise Fleming and Sohail Mirza at board level, plus the recruitment of a full-time company lawyer and executive PA.

Company headcount now exceeds one hundred and RACS Group's UK network of regional offices now includes London, Manchester and Birmingham, plus Wales and the South West. The Head Office operation runs like a well-oiled machine and the company culture is truly one of dynamism, creativity and opportunity. And despite all this, RACS Group is, in many ways, only just embarking on the most exciting phase of a glorious journey inspired by one man, Terry Hillier.

AWARDS

Fastest Growing Company in the South West

Fastest growing company in the South West 2013
Insider GROWTH100



Fastest growing company in the South West 2014
Insider GROWTH100



Second fastest growing company in the South West 2015
Insider GROWTH100



Fourth fastest growing company in the South West 2016
Insider GROWTH100



RACS Group's core company, RACS Collective Limited, has featured in the top four of the Fastest Growing Company in the South West table as published by Insider Magazine for the past four years. These accolades highlight the continued expansion of the company and indeed the group as a whole.

Sunday Times Virgin Fast Track 100



RACS Group was positioned at number 38 in the prestigious Sunday Times Virgin Fast Track 100 table published in December 2014. Terry Hillier was subsequently presented with a commemorative plaque to celebrate the award at Richard Branson's mansion in Oxfordshire

1000 Companies To Inspire Britain



RACS Group has been placed in the London Stock Exchange Group's 1000 Companies to Inspire Britain, a landmark report identifying the UK's most exciting and dynamic businesses.

EY Entrepreneur Of The Year



Terry Hillier, Managing Director of RACS Group, was selected as a finalist, of the London & South region of the EY Entrepreneur of the Year organised by EY (Ernst & Young) in June 2014.

Wiltshire Business Of The Year Awards



RACS Group was delighted to win two categories at the Wiltshire Business Awards 2014, winning the 'Services to the Community' award and 'Business Person of the Year'.

FAMILY

As with many entrepreneurs, having a stable home and family life is an essential facet of a successful career. Terry is a self-confessed “family man” and married Sarah, his childhood sweetheart, in September 2000.

The couple met in 1996 at Lyons Seafoods in Warminster where Sarah was working as a Laboratory Technician after graduating from Seale Hayne Agricultural College, Newton Abbot. Terry was also working at the company in the Quality Assurance division after graduating from Cardiff University and paying off his student loans!

The couple bought their first property on the outskirts of Bath in 1997 where they lived until 2011 before extensively renovating a large house in nearby Writhlington. The property was formerly the base for a local mining company and has been sympathetically restored in keeping with its character and its 1870s historical context.

In 2009, the couple gave birth to their first child, Ruby, who was born with Down’s Syndrome. Typically, both Terry & Sarah adapted to this scenario with admirable positivity and Ruby is growing into the most delightful person, full of energy and personality. Ruby attends the inspirational mainstream Academy of Trinity school nearby where she is a popular and engaging pupil.

A challenging period in the couple’s life was exacerbated by the loss of Terry’s father in late 2010, which no doubt added a sense of perspective to their commercial aspirations.

Characteristically resilient and forever optimistic, Sarah gave birth to their second child, Benjamin, in 2013 who is the image of his father (in more ways than one!) and brings great joy to the family. The family unit was complete in July 2015 with the birth of Annabelle; the renovation of their home has continued apace and now includes an extensive swimming pool complex, tennis courts and gymnasium.

Overcoming adversity and finding solutions to problems challenges all families, but Terry and Sarah’s relationship has provided a solid platform for all that life has thrown at them. With a large circle of friends and a vibrant social life, the couple’s contribution to their peers and local community is widely recognised.

Terry and Sarah have built RACS Group upon the same values and attitudes that characterise their personal lives and having children running around the office is commonplace. Hardworking, honest and generous, the Hillier family remains the bedrock of Terry’s continued success.



Business Person of the Year - Terry Hillier

CHARITY & CSR

Many entrepreneurs adopt an altruistic attitude once their companies have achieved a certain level of commercial success and Terry is no different. His charitable endeavours and generosity are respected throughout the local area and indeed the recruitment industry, as a whole, as RACS Group's CSR (Corporate Social Responsibility) programme gains momentum.

RACS Group actively sponsors numerous local sports clubs including both the senior and junior Warminster Town rugby and football teams, Bradford-on-Avon Under 11s' football and rugby clubs, Highbury Youth F.C., plus the endeavours of an inspirational sports coach, Doug Small, who does much to promote child participation in sport locally.

We also have strong links with Kingdown Comprehensive School (where Terry was a pupil) and have sponsored various Life-changing trips including an expedition to Mount Everest in 2014 and a community initiative to Romania the following year. RACS Group's support extended to providing clothing, training kit and branding materials to help promote both excursions in the locality.

The Academy of Trinity in Radstock also benefit from RACS Group's CSR strategy. Pupils visit the offices on a regular basis and take part in various workshops designed to help give junior children an insight into the world of work. The

design studio also produces the school's weekly newsletter.

RACS Group also supports many local charities including Forever Friends Appeal (Bath RUH), Children's Hospice South West, Dorothy House and Louie's S.M.I.L.E.S.

We have also helped the Helping Rhino's charity and Warminster Foodbank over the past year with staff helping organise events and raise money for two very worthy organisations.

All, of these charities, plus numerous individuals, also benefit from the proceeds raised by the annual RACS Group Christmas raffle.

The raffle is a eagerly anticipated event which has captured the hearts and minds of the local community over the last three years during which time we have raised in excess of £30k.

Terry has been the catalyst and driving force behind all of these charitable initiatives which give a warm glow to all those who willingly share his enthusiasm to help those less fortunate than themselves.

www.louies-smiles.com

www.chsw.org.uk

www.dorothyhouse.co.uk

www.winstonswish.org.uk

www.helpingrhinos.org

www.foreverfriendsappeal.co.uk

www.warminsteranddistrictfoodbank.co.uk



Business Person of the Year - Terry Hillier

our vision
is to be the
uk's most
compliant,
client-focused
payroll
solutions
provider.



VALUES

Compliance Without Compromise

RACS Group's corporate mission statement and company values were formulated in 2013 to coincide with the opening of RACS Group's House.

The words chosen represent the fundamental emotions, themes and aspirations of the company which are, in turn, inspired by the attitudes of Terry Hillier.

trust

To create a working environment based on trust between all departments, clients, contractors and suppliers.

communication

To engage with our clients, contractors and colleagues in an honest, transparent and respectful manner at all times.

committed

Openly displaying our commitment and passion in the course of our work to ensure we achieve our commercial goals.

vibrant

The world of work should be vibrant and fun which is reflected in an enjoyable company social calendar and activities programme.

innovative

Developing new ideas and technological advancements to help deliver inspiring client experiences and to enhance the potential of our people.

compliant

Embracing all aspects of employment compliance and government legislation to protect the commercial interests of recruitment agencies, their clients and contractors.



VISION

My journey as both a man and an entrepreneur has given me the insights, resources and desire to utilise my fortuitous position to strive for yet more commercial goals and to help those around me.

I truly believe that RACS Group now has the requisite team and infrastructure needed to grow the company further and we have set ourselves a target of achieving £200m turnover by April 2017. I know that this is a demanding challenge, but one that I believe is realistic given the talents of my team.

Advances in technology and the establishment of our strategic business plan continues to offer almost limitless potential for the company and my aim is to ensure RACS Group is both sustainable and profitable going forward. I am dedicated to leaving a meaningful and beneficial legacy within the recruitment industry as a consequence of our commitment to compliance and best practice.

From a personal perspective, I am keen to diversify the brand into new markets and now have the confidence to take calculated risks without fear of total failure. Having established a group culture that mirrors my own personal codes of conduct and behaviour, I see no reason why we cannot flourish in other areas such as marketing and property, whilst still harnessing an ethical approach to business.

I am also determined to make an impact on the lives of those around me via our rapidly expanding charitable endeavours which genuinely excite me. My team has fully embraced this facet of RACS Group which in itself is highly rewarding.

Finally and most importantly, I wish to continue supporting my family and ensuring that both Ruby, Ben and Annabelle have the best chance of succeeding in their own respective lives. For Sarah & I, this is perhaps the biggest motivator of all.

In short, I love my current position in life and wake up every morning with the single-minded goal of helping the company fulfil its potential and provide opportunities for all those around me.

Thank you once again for giving me the opportunity of sharing my professional and personal careers with you.

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GROUP Compliance
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racsTM
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