



24/7

*Our Relentless Pursuit of Market
Leadership Through Client Service
Excellence, Workplace Innovation,
and Employee Development*

2012

A History of Ryan's 2012 Awards, Recognition, and Personal Achievements





MARKET LEADERSHIP THROUGH CLIENT SERVICE EXCELLENCE, WORKPLACE INNOVATION, AND EMPLOYEE DEVELOPMENT

This past year represented a quantum leap in Ryan's revenue growth and market share position in the tax services industry. In 2012, we nearly doubled the number of Ryan associates, while improving annual revenue performance by an astounding 51% over 2011. And through it all, thanks to our incredibly talented and dedicated associates, our awards and recognition for client service excellence and workplace innovation outpaced our 2011 record-breaking performance!

Our philosophy for achieving market leadership is built on delivering superior client service by maintaining an innovative work environment that attracts and retains the best talent in our industry. Ryan associates are woven into the fabric of our enterprise because of the critical role they play in the growth of the Firm and the success of our client engagements. We trust in their ability to manage incredible workplace freedom and flexibility while delivering the highest level of client results in our industry today. And they have once again responded beyond even my lofty expectations!

Our Firm is honored to have received numerous accolades, international awards, and certifications that are proudly displayed on walls and in trophy cases throughout the Firm. But every leader in the organization understands that the true prize we seek is building market leadership through client service excellence, workplace innovation, and employee development. This book summarizes another award-winning year of growth, innovation, client service, employee satisfaction, and professional achievements. I want to personally thank every Ryan associate for making our work environment one of the very best in the world.

G. Brint Ryan,
Chairman and CEO

2012 JANUARY

2012

RYAN HAS BEEN HONORED WITH
NUMEROUS PRESTIGIOUS AWARDS FOR
OUR INNOVATIVE WORK ENVIRONMENT,
COMMITMENT TO EMPLOYEE DEVELOPMENT,
AND SUPERIOR CLIENT SERVICE. THIS
BOOK IS A COLLECTION OF ACCOLADES
AND RECOGNITION THAT DEMONSTRATES
OUR RELENTLESS PURSUIT OF CORPORATE
EXCELLENCE, WORKPLACE INNOVATION,
AND UNCOMPROMISING CLIENT SERVICE.



BEST EMPLOYERS IN THE GREATER TORONTO AREA

Aon Hewitt and Queen's University School of Business TORONTO

Ryan was named to the 2012 Greater Toronto Area (GTA) Best Employers list, achieving a ranking of 29 in the Small/Medium category. Based on research conducted by Aon Hewitt, a consulting arm of Aon Corporation, and the Queen's University School of Business, this list recognizes organizations with high employee satisfaction and commitment, and a very strong focus on employee engagement.





BETTER WORKPLACE AWARDS

Association of Washington Business SEATTLE

Ryan won the 2012 Better Workplace Award for Innovative Benefits from the Association of Washington Business (AWB). The AWB Better Workplace Awards showcase companies across the state of Washington that create family-friendly, safe, and positive workplaces that result in higher employee morale and well-being, increased productivity, and reduced turnover.



BEST COMPANIES TO WORK FOR IN TEXAS

Texas Monthly, Texas Association of Business,
Texas State Council of the Society for Human
Resource Management, and Best Companies Group

TEXAS

For the second year in a row, Ryan was named to the Best Companies to Work for in Texas list. As a 2012 winner of this prestigious award, Ryan is among a select group of employers being recognized for creating better workplaces for their employees in the state of Texas. Ryan was evaluated on workplace policies, practices, and demographics, combined with a comprehensive employee survey measuring work environment, culture, and employee pride and satisfaction. Ryan ranked number 11 in the Large Company category.



HEALTHIEST EMPLOYERS OF CENTRAL TEXAS

Austin Business Journal AUSTIN

Ryan ranked number ten on the *Austin Business Journal's* Healthiest Employers of Central Texas list. This recognition rewards large and small companies who are dedicated to workplace wellness. Ryan won this award based on our efforts to improve the health of our employees.



COMPANIES THAT CARE HONOR ROLL

Center for Companies That Care U.S.

Ryan is one of 19 U.S. companies included on the 2012 Companies That Care Honor Roll. This is Ryan's second year to make the Honor Roll, which is a national list recognizing employers for outstanding workplace practices and active community involvement. Selected employers are the best in the nation when it comes to engaging with their employees and communities to understand, meet, and exceed their needs.



BEST EMPLOYERS IN OHIO ▶

**Ohio Society for Human Resource
Management State Council and Best Companies Group** OHIO

Ryan ranked number 14 in the Large Company category of the 2012 Best Employers in Ohio. This is Ryan's second consecutive win, which is the direct result of favorable feedback given by Ryan's Ohio employees. The responses were analyzed and categorized according to eight Core Focus Areas: Leadership and Planning, Corporate Culture and Communications, Role Satisfaction, Work Environment, Relationship with Supervisor, Training and Development, Pay and Benefits, and Overall Engagement.





RYAN'S CHAIRMAN'S AWARD

Ryan FIRM

Garry Round, President of Canadian Operations, received Ryan's 2012 Chairman's Award in recognition of his outstanding accomplishment and exemplary service. The Chairman's Award is the highest level of recognition in the Firm and is awarded annually to the associate that best reflects the Ryan Core Values, while delivering outstanding results.



RYAN'S INNOVATUS AWARD

Ryan FIRM

Adrian Steller, Director and Team Manager of Tax Technology in our London office, received Ryan's 2012 Innovatus Award. This annual recognition is bestowed on an employee who has made an exceptional and meaningful impact to Ryan and/or its clients through innovative and creative contributions.





◀ BEST PLACES TO WORK IN ILLINOIS

Daily Herald Business Ledger, Human Resources Management Association of Chicago, The Workforce Boards of Metropolitan Chicago, and Best Companies Group ILLINOIS

Ryan ranked number three in the Large Company category of the 2012 Best Places to Work in Illinois. This is the second year Ryan has made the list that recognizes and honors the top 50 companies in the state of Illinois. Ryan was selected after a rigorous two-part evaluation process that included a review of our workplace policies, practices, and demographics, and a comprehensive employee survey measuring Ryan's work environment, culture, and employee pride and satisfaction.



ALLIANCE FOR WORK-LIFE PROGRESS SEAL OF DISTINCTION

Alliance for Work-Life Progress and WorldatWork GLOBAL

Ryan was an inaugural recipient of the Alliance for Work-Life Progress (AWLP) Seal of Distinction award. This award, sponsored by WorldatWork, is given to companies that provide a wide variety of workplace policies, programs, and practices that support employees in all major aspects of work-life navigation.



TOP 100 TAX AND ACCOUNTING FIRMS

Accounting Today U.S.

Ryan is the seventh largest corporate tax services provider and the largest firm generating 100% of its revenue from tax.





AWE WORKPLACE EXCELLENCE AWARDS

Alliance for Workplace Excellence WASHINGTON, D.C.

Ryan's Washington, D.C. office received the Workplace Excellence Award from the Alliance for Workplace Excellence (AWE) for the second year in a row. This prestigious award recognizes select companies in the Washington, D.C. area that demonstrate outstanding commitment to balanced leadership and the overall success of their workforce as it relates to innovative corporate culture and management practices; family and employee-friendly policies and programs; flexible work environment; employee growth and learning opportunities; commitment to corporate, social, and civic responsibility; safety and security; and strong health and wellness initiatives.

Ryan also received first-time recognition as a Health and Wellness Trailblazer winner.



BEST PLACES TO WORK IN GREATER WASHINGTON

Washington Business Journal WASHINGTON, D.C.

Ryan's Washington, D.C. office ranked number 13 in the Large Company with Nonlocal Headquarters category of the Top 50 Best Places to Work in Greater Washington. This is Ryan's second consecutive win. Companies were judged based on the results of an employee survey, which evaluated team effectiveness, retention, employee alignment with company goals, trust with co-workers, individual contribution, manager effectiveness, trust in senior leaders, feeling valued, work engagement, and people practices.



BEST AND BRIGHTEST COMPANIES TO WORK FOR™

National Association for Business Resources ATLANTA

Ryan was selected as one of Atlanta's Best and Brightest Companies to Work For™ in the Medium Business category. This award program identifies and honors companies that display a commitment to excellence in their human resources practices and employee enrichment. Organizations are assessed based on categories such as communication, work-life success, employee education, diversity, recognition, retention, and more.



BEST PLACES TO WORK IN CENTRAL TEXAS

Austin Business Journal

AUSTIN

Ryan's Austin office was named to the Best Places to Work in Central Texas list by the *Austin Business Journal* for the third year in a row. Ryan ranked number 21 in the Medium Company category.

THE VALLEY'S HEALTHIEST EMPLOYERS

Phoenix Business Journal PHOENIX

Ryan ranked number ten on The Valley's Healthiest Employers list by the *Phoenix Business Journal*. This recognition rewards large and small companies who are dedicated to workplace wellness. Ryan achieved this award based on our efforts to improve the health of our employees.



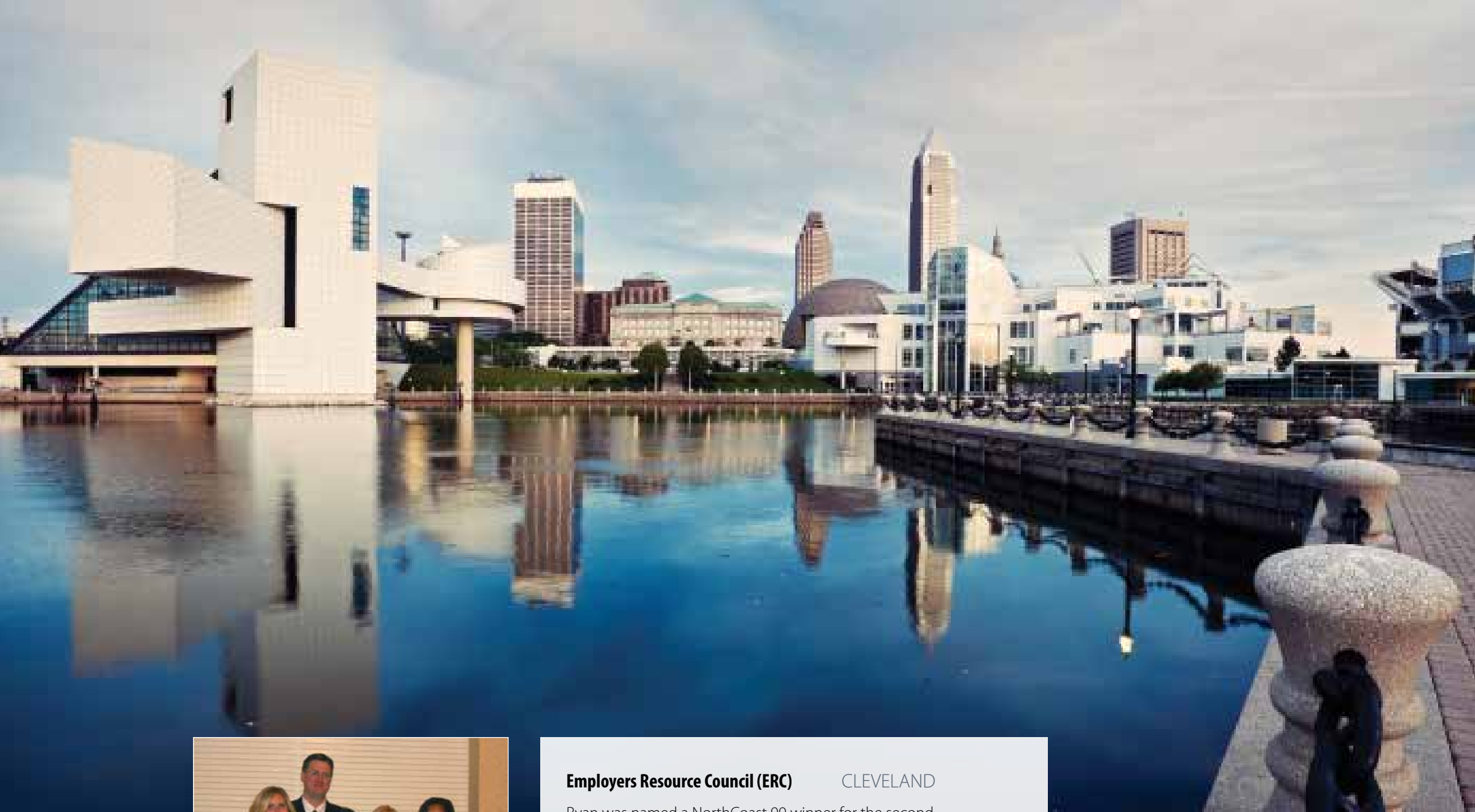
HEALTHIEST EMPLOYERS OF SOUTH FLORIDA

South Florida Business Journal FT. LAUDERDALE

Ryan's Ft. Lauderdale office ranked number three on the Healthiest Employers of South Florida list by the *South Florida Business Journal*.

This recognition rewards large and small companies who are dedicated to workplace wellness. Ryan achieved this award based on our efforts to improve the health of our employees.





Employers Resource Council (ERC) CLEVELAND

Ryan was named a NorthCoast 99 winner for the second consecutive year. NorthCoast 99 is an annual recognition program sponsored by ERC that honors 99 great workplaces for top talent in Northeast Ohio. Since 1999, the program has been recognizing companies for their ability to maintain great workplaces that support the attraction, retention, and motivation of top performers. Ryan made the list based on employee survey results and careful scrutiny of its policies and procedures.



NORTHCOAST 99



ASTD BEST

American Society for Training and Development GLOBAL

Ryan ranked number 22 out of 30 organizations selected as a 2012 ASTD BEST award winner. BEST organizations leverage the learning function as a strategic business tool to achieve enterprise-wide success; they create, support, and champion learning opportunities for results and a learning culture. According to Tony Bingham, ASTD President and CEO: *"These 30 companies get it. They excel in creating innovative, vibrant learning cultures that clearly align with strategic business goals. The leadership of these organizations values learning and knows that having a knowledgeable and skilled workforce drives success."*



101 BEST AND BRIGHTEST COMPANIES TO WORK FOR™

National Association for Business Resources CHICAGO

Ryan was selected as one of Chicago's 101 Best and Brightest Companies to Work For™ in the Medium Business category. This award program identifies and honors companies that display a commitment to excellence in their human resources practices and employee enrichment. Organizations are assessed based on categories such as communication, work-life success, employee education, diversity, recognition, retention, and more.

FORTY UNDER FORTY

FORTY
UNDER
FORTY

Collin County Business Press DALLAS

Damon Chronis, Ryan Principal and Practice Leader, was named to the inaugural *Collin County Business Press* Forty Under Forty list. This recognition salutes "brilliance on the rise" for individuals who are making their mark with both professional success and community involvement. The list is comprised of "motivated, engaged, and dynamic individuals who are executives, entrepreneurs, and our Leaders of Tomorrow."



Dallas Business Journal DALLAS

Damon Chronis, Ryan Principal and Practice Leader, was named to the *Dallas Business Journal's* 2012 class of 40 Under Forty. The 40 Under Forty program celebrates highly accomplished executives and entrepreneurs who are at the top of their game professionally and have personally demonstrated a commitment to the North Texas community.





**Los Angeles Business Journal,
Professionals in Human Resources
Association, and Best Companies Group** LOS ANGELES

Ryan earned the distinction of being named one of the Best Places to Work in Los Angeles by the *Los Angeles Business Journal* for the third year in a row. Ryan ranked number three in the Large Company category.



BEST PLACES TO WORK



HEALTHIEST EMPLOYERS OF WESTERN PENNSYLVANIA

Pittsburgh Business Times PITTSBURGH

Ryan ranked number four on the Healthiest Employers of Western Pennsylvania list by the *Pittsburgh Business Times*. This recognition rewards large and small companies who are dedicated to workplace wellness. Ryan achieved this award based on our efforts to improve the health of our employees.



FLEX-FRIENDLY CERTIFICATION

The Flex Pages GLOBAL

The Flex Pages recertified Ryan as a Flex-Friendly Employer in 2012. Flex-Friendly is a national Workplace Flexibility Directory and Certification administered on an ongoing basis by The Flex Pages to highlight and recognize progressive companies that offer flexible work schedules. Companies who qualify for this certification are surveyed and evaluated on flexible policies, procedures, and benefits, as well as organizational culture as it relates to flexible work options.



ARIZONA'S MOST ADMIRER COMPANIES

Best Companies AZ and AZ Business Magazine ARIZONA

Ryan was one of 40 Most Admired Companies in the state of Arizona. This is a comprehensive and prestigious award program that recognizes the contributions and impact companies like Ryan bring to the state. Ryan was chosen by a select committee from a wide range of industries and judged on a number of categories, including: Workplace Culture, Leadership Excellence, Corporate and Social Responsibility, and Customer Opinion.



INC. 5000 – FASTEST-GROWING PRIVATE COMPANIES IN AMERICA

Inc. 5000 U.S.

Ryan made the 2012 Inc. 500|5000 list of the fastest-growing private companies in America. This achievement puts Ryan in rarefied company, especially considering that there are nearly seven million private companies in the U.S. Over the years, this elite group has included companies such as Microsoft, Timberland, VIZIO, Intuit, Jamba Juice, Oracle, and Zappos.com. In fact, many of today's most successful U.S. companies received their first national recognition when they appeared on this very list.



Providence Business News RHODE ISLAND

Ryan ranked number four on the Healthiest Employers of Rhode Island list by the Providence Business News. This recognition rewards large and small companies who are dedicated to workplace wellness. Ryan achieved this award based on our efforts to improve the health of our employees.

HEALTHIEST EMPLOYERS OF RHODE ISLAND



◀ BEST PLACES TO WORK

Pittsburgh Business Times PITTSBURGH

Ryan ranked number five in the Best Small and Best Overall Company categories of the Best Places to Work in Western Pennsylvania list. This is Ryan's second consecutive win, and companies were selected based on employee survey responses on topics related to work environment, people practices, personal growth and development, leadership, and employee recognition.



BEST PLACES TO WORK

Dallas Business Journal DALLAS

Ryan ranked number 14 in the Midsize Company category of the 2012 Best Places to Work in North Texas by the *Dallas Business Journal*. This is Ryan's second consecutive win, and companies make the list based on employee survey responses to questions on topics related to work environment, people practices, personal growth and development, leadership, and employee recognition.



GOLD INTERNATIONAL CUSTOMER SERVICE STANDARD CERTIFICATION

Customer Service Institute of America and International Council of Customer Service Organizations

GLOBAL

Ryan once again successfully passed the rigorous filters of the International Customer Service Standard (ICSS), resulting in a Certified Customer Service Organization re-certification. Not only did we achieve certification for the second year in a row, but Ryan is the first company ever to score high enough to be awarded a three-year Gold ICSS certification! Last year, we achieved ICSS certification on our first attempt, scoring higher than any other company in North America ever has on its initial application. This certification applies to all Ryan offices around the world.

ICSS is internationally acknowledged. It is recognized by the International Board of Standards and has been adopted by the British Department of Trade and Industry.



"RYAN'S PROFESSIONALS
ARE RESPONSIVE, HELPFUL,
AND COMMITTED TO CLIENT
SERVICE EXCELLENCE."

Scott Neamand,
Executive Vice President, Chief Financial Officer

RITZ INTERACTIVE
an e-COMMERCE NETWORK



◀ 101 BEST AND BRIGHTEST COMPANIES TO WORK FOR™

National Association of Business Resources DETROIT

Ryan's Detroit office was named one of Metropolitan Detroit's 101 Best and Brightest Companies to Work For™. Hundreds of local companies compete for this prestigious award, and only those with the highest quality human resources practices and initiatives are chosen.



TOP BUSINESS TECHNOLOGY INNOVATORS

InformationWeek 500 U.S.

Ryan ranked 98th in the annual listing of the Top 250 Business Technology Innovators in the United States, up from a ranking of 130 in 2011.

InformationWeek has recognized the most innovative users of business technology for 24 years. Editors look at companies that use unconventional approaches, including new technologies, models, ways of maximizing business opportunities, and ways of solving complex IT problems. The *InformationWeek 500* list is unique among corporate rankings, as it spotlights the power of innovation in information technology, rather than simply identifying the biggest IT spenders.

Achievers

50 Most Engaged Workplaces™

Achievers CANADA

Ryan was selected as one of the 50 Most Engaged Workplaces™ in Canada based on our innovative work environment and commitment to the Eight Elements of Employee Engagement™, which include communications, leadership, culture, rewards and recognition, professional and personal growth, accountability and performance, vision and values, and corporate social responsibility. This annual national award recognizes top employers that display leadership and innovation in engaging their employees.



THE 50 MOST ENGAGED WORKPLACES™ AWARD



Achievers U.S.

Ryan was selected as one of the 50 Most Engaged Workplaces™ in the United States based on our innovative work environment and commitment to the Eight Elements of Employee Engagement™, which include communications, leadership, culture, rewards and recognition, professional and personal growth, accountability and performance, vision and values, and corporate social responsibility. This annual national award recognizes top employers that display leadership and innovation in engaging their employees.



Houston Chronicle HOUSTON

Ryan's Houston office won the 2012 Top Workplaces award, ranking number 34 in the Small Company category. The evaluation for the Top Workplaces program in Houston is based on employee feedback in areas such as opportunities for advancement, company management and communication skills, benefits, compensation, and motivation. Ryan has made this list two of the last three years.

TOP WORKPLACES



Austin American-Statesman
statesman.com
Real Austin. Real News.

Austin American-Statesman AUSTIN

Ryan's Austin office ranked number 17 in the Greater Austin Top Workplaces Small Employer list. Ryan was one of 45 top small employers to receive this prestigious award that recognizes companies throughout the Austin area. This award is based on employee opinions of their company management, benefits, compensation, environment, motivation, and growth opportunities. This is Ryan's third consecutive year on this list.



TOP 100 PLACES TO WORK ▶

The Dallas Morning News DALLAS

Ryan's Dallas office is a four-year recipient of the Top 100 Places to Work award recognizing model employers in Dallas/Fort Worth that have created workplace environments that nurture and respect employees. Ryan ranked number 6 out of 35 in the Midsize Company category. Additionally, Ryan's recent Habitat for Humanity project was spotlighted in a "taking the initiative" feature in the Top 100 Places to Work 2012 magazine supplement.





BEST PLACES TO WORK

Kansas City Business Journal KANSAS CITY

Ryan's Kansas City office was named one of the Best Places to Work by the *Kansas City Business Journal*. Winning companies make the list based on input from employees who rate their companies based on team/manager effectiveness, retention probability, work engagement, and feeling valued. Ryan was one of ten Finalists in the Small Company category.



BEST PLACES to work in PA 2012

BEST PLACES TO WORK IN PA

Best Companies Group, Central Penn Business Journal, Pennsylvania SHRM State Council, Pennsylvania Department of Community and Economic Development, and Team Pennsylvania Foundation PENNSYLVANIA

Ryan ranked number one in the Large Company category of the 2012 Best Places to Work in PA list. Created in 2000, this statewide program is designed to identify, recognize, and honor the best places to work in Pennsylvania.

This recognition is a direct result of positive employee feedback, as well as an evaluation of our workplace policies, practices, philosophies, systems, and demographics.



BEST SMALL & MEDIUM WORKPLACES

Great Place to Work® Institute and *FORTUNE* Magazine U.S.

Ryan was named to the 2012 Great Place to Work® Best Small and Medium Workplaces list in the U.S., ranking number 6 of 25 in the Medium Business category.

Ryan was selected based on rigorous analysis of employee survey results and an in-depth questionnaire about our company programs and practices. Hundreds of companies competed for a place on the list, with only 25 making the final cut.

According to Susan Lucas-Conwell, Global Chief Executive Officer of Great Place to Work®: *"The Best Small & Medium Workplaces list grows more competitive every year, and this list represents the best of the best. While each company is unique, what they have in common are strong cultures that support positive workplaces."*





BEST AND BRIGHTEST COMPANIES TO WORK FOR™

National Association of Business Resources HOUSTON

Ryan was named one of Houston's Best and Brightest Companies to Work For™ in 2012. Hundreds of local companies compete for this prestigious award, and only those with the highest quality human resources practices and initiatives are chosen.



HEALTHIEST EMPLOYERS OF ST. LOUIS

St. Louis Business Journal ST. LOUIS

Ryan's St. Louis office was a Finalist on the *St. Louis Business Journal's* Healthiest Employers list. The Healthiest Employers awards program recognizes organizations that are committed to creating a healthy workplace.



HEALTHIEST EMPLOYERS OF TAMPA

Tampa Bay Business Journal TAMPA

Ryan's Tampa office ranked number five on the *Tampa Bay Business Journal's* Healthiest Employers list. The Healthiest Employers awards program recognizes organizations that are committed to creating a healthy workplace. The award utilizes an online assessment tool and measures wellness programming in six key categories, including culture and leadership commitment, foundational components, strategic planning, communication and marketing, programming and interventions, and reporting and analysis.



HEALTHIEST EMPLOYERS OF DENVER

Denver Business Journal DENVER

Ryan's Denver office ranked number four on the *Denver Business Journal's* Healthiest Employers list. The Healthiest Employers awards program recognizes organizations that are committed to creating a healthy workplace.



HEALTHIEST EMPLOYERS OF GREATER WASHINGTON

Washington Business Journal WASHINGTON, D.C.

Ryan's Washington, D.C. office ranked number three on the *Washington Business Journal's* Healthiest Employers list. The Healthiest Employers awards program recognizes organizations that are committed to creating a healthy workplace.





CORE 24
ADMIN
AWARDS



THE COLLEEN BARRETT AWARD FOR ADMINISTRATIVE EXCELLENCE

Core24 DALLAS

Cheryl Wiggins, Executive Assistant, was the inaugural recipient of the Colleen Barrett Award for Administrative Excellence, named in honor of Colleen Barrett, President Emerita and Corporate Secretary of Southwest Airlines. The award was created to honor an administrative professional who embodies the characteristics of proficiency, values alignment, commitment, customer service, and employee advocacy.



FIT-FRIENDLY COMPANY

American Heart Association®

Eight Ryan offices received 2012 Gold-level "Fit-Friendly" certifications by the American Heart Association® (AHA), including Atlanta, Austin, Boston, Chicago, Dallas, Houston, Los Angeles, and Phoenix. A special kudos goes to our Dallas office for achieving this recognition for three consecutive years! The AHA Fit-Friendly program recognizes employers for their progressive leadership in going above and beyond when it comes to employee health. Ryan achieved gold-level status by meeting a minimum set of entry criteria and offering employees physical activity support, increasing healthy eating options at work, and promoting a wellness culture.

ATLANTA



AUSTIN



DALLAS



HOUSTON



BOSTON



CHICAGO



LOS ANGELES



PHOENIX



The Dallas Morning News

TOP CEO

The Dallas Morning News DALLAS

G. Brint Ryan, Chairman and CEO, was named Top CEO as part of the Top 100 Places to Work in Dallas program. Top CEOs lead by example and motivate employees through vision, communication, and trust.





NATIONAL
BEST AND
BRIGHTEST
COMPANIES
TO WORK FOR
WINNER 2012

BEST AND BRIGHTEST COMPANIES TO WORK FOR™

National Association of Business Resources U.S.

Ryan was named a 2012 National Best and Brightest Companies to Work For™ winner. Hundreds of competing companies throughout the U.S. vie for the Best and Brightest designation, and only companies with the highest quality human resources initiatives are selected. In addition to employee survey feedback, nationally recognized winners are assessed on categories such as communication, work-life success, employee education, diversity, community initiatives, recognition, and retention.



Families at Work Institute, Society for Human Resource Management, and Alfred P. Sloan Foundation

All 17 eligible Ryan offices won the Alfred P. Sloan Award for Business Excellence in Workplace Flexibility. This prestigious award recognizes employers across the U.S. that successfully use workplace flexibility as a strategy to increase workplace effectiveness and yield positive business results.

The Ryan offices recognized as 2012 Sloan Award winners include Atlanta, Austin, Boston, Chicago/Downers Grove, Chicago/Downtown, Cleveland, Dallas, Denver, Detroit, Houston, Kansas City, Los Angeles, New York, Phoenix, Pittsburgh, St. Louis, and Washington, D.C. Many of this year's winning offices have achieved Sloan recognition three and four years in a row.



SLOAN WORKPLACE FLEXIBILITY AWARD



◀ ASTD BEST PLACE TO LEARN

Dallas Chapter of the American Society for Training and Development (ASTD)

DALLAS

Ryan's Leadership Development Program and on-boarding training for new hires were both recognized as the "best of the best," achieving Finalist recognition in the Dallas chapter of the ASTD Best Place to Learn award competition.

Judges spent several hours onsite interviewing a variety of Ryan team members, including trainers, managers, executives, and participants. They were extremely impressed with those they met and with the programs that Ryan has in place.



INTERNATIONAL SERVICE EXCELLENCE AWARD

Customer Service Institute of America GLOBAL

Ryan received the esteemed International Service Excellence Award for our exceptional customer service-focused culture for the third consecutive year. In 2012, Ryan was the sole international winner in this highly selective competition, receiving recognition in the "Excellence in Customer Charter" category. This award recognizes organizations around the world for their commitment to customer service excellence. The Customer Service Institute of America is the body delegated by the International Council of Customer Service Organizations to manage the International Service Excellence Awards.

"RYAN HAS SHOWN CONSISTENT DEDICATION TO IMPROVING THE CLIENT EXPERIENCE AND HAS USED ITS CLIENT SERVICE PRINCIPLES TO GUIDE BEHAVIORS, METRICS, AND ENHANCE CLIENT EXPERIENCES. IT IS THE JUDGES' BELIEF THAT THESE PRINCIPLES ARE WHAT HAVE ALLOWED RYAN TO KEEP A SERVICE-FOCUSED CULTURE DESPITE LARGE GROWTH BEING EXPERIENCED BY THE FIRM YEAR OVER YEAR."

*Christine Churchill Burke,
Executive Director of the Customer Service
Institute of America*





SPIRIT OF HABITAT AWARD

Dallas Area Habitat for Humanity DALLAS

Ryan received this special recognition for sharing the true mission of Habitat for Humanity beyond the build sites, helping raise awareness, and advocating for the program. Ryan volunteers helped build two Habitat for Humanity structures, including a neighborhood resource center and a family home close to the University of North Texas.

Ryan  [®]