

24/7

OUR RELENTLESS PURSUIT OF CORPORATE EXCELLENCE, WORKPLACE INNOVATION, AND UNCOMPROMISING CLIENT SERVICE



2010

*A History of Ryan's 2010 Awards,
Recognition, and Personal Achievements*





A HISTORY OF SUCCESS

We are honored to have received numerous accolades and awards for our innovative *myRyan* work environment, our dedication to client service excellence, and our commitment to the communities where we live and work. Ryan associates worldwide are leading our industry into a new era of business productivity built on employee flexibility. They are demonstrating the value of incredible work-life effectiveness and freedom by continuously delivering higher levels of superior client service and results. Our success has resulted in substantial rewards for our associates, and they have been generous in giving back to their communities and fulfilling our Firm's culture of community outreach.

This book summarizes our award-winning year of growth, innovation, client service, employee satisfaction, and professional achievements.

G. Brint Ryan

G. Brint Ryan,
CEO and Managing Principal

2010

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.

2010 MARCH



TOP 25 WOMEN IN BUSINESS AWARD

Pittsburgh Business Times PITTSBURGH

Ryan Principal, **Helen D. Lemmon**, was named one of the Top 25 Women in Business by the *Pittsburgh Business Times*. This annual award recognizes the most outstanding business women of Pittsburgh and the extraordinary contributions they have made to their professions.

2010 JUNE



TEXAS WOMEN OF INFLUENCE

Austin Business Journal AUSTIN

Ryan Principal, **Trisha C. Fortune**, was honored as a winner at the *Austin Business Journal's* 16th Annual Profiles in Power & Women of Influence Awards and Luncheon. This annual award recognizes the top Central Texas business women who have forged their own path, developed their own leadership principles, and made a difference in the Central Texas business community.



The Statesman
statesman.com



TOP WORKPLACES

Austin American-Statesman AUSTIN

Ryan's Austin office ranked 16th on the 2010 *Statesman* Top Workplaces list. This prestigious award recognizes 75 companies throughout the Greater Austin region and is based on employee opinions of their company management, benefits, compensation, environment, motivation, and growth opportunities.



U.S. DEPARTMENT OF DEFENSE AGENCY RECOGNIZES RYAN'S MILITARY LEAVE PROGRAM

Texas Committee for Employer Support of the Guard and Reserve DALLAS

The Texas Committee for Employer Support of the Guard and Reserve (ESGR), an agency of the Department of Defense, presented Ryan with the Above and Beyond Award that recognizes employers who support a strong National Guard and Reserve force.

Additionally, **G. Brint Ryan**, CEO and Managing Principal of Ryan, and **Tony G. Mills**, President and Principal of Ryan, were honored with the Patriot Award for leadership and personnel policies that support employee participation in the military. These awards recognize Ryan for going above and beyond the legal requirements for granting its employees leave and support for military duty. Ryan pays enlisted employees the difference in the amount they receive from the government for their service and their regular wages for that period, for up to 18 months.



G. Brint Ryan, CEO and Managing Principal of Ryan, and Tony G. Mills, President and Principal of Ryan, are honored with the Patriot Award.





40 UNDER FORTY AWARD

Dallas Business Journal DALLAS

Ryan Principal, **Ginny Buckner Kissling**, was honored by the *Dallas Business Journal* as one of the 40 most highly accomplished Dallas/Fort Worth executives under the age of 40. The annual *Dallas Business Journal* 40 Under Forty Award recognizes Dallas/Fort Worth professionals who have achieved a superior level of executive excellence and accomplishment early in their careers, with the winners selected from hundreds of talented young professionals.



WORKPLACE EXCELLENCE AWARD

Dallas Regional Chamber® DALLAS

This award honors Dallas/Fort Worth companies that actively support workplace development improvements that are key to the future success of the region's economy.



Los Angeles Business Journal LOS ANGELES

This ranking identifies and recognizes the best employers in Los Angeles County. Ryan's Los Angeles office was ranked 6th. Several hundred companies were evaluated in this extraordinarily selective competition, with only 75 companies being recognized.



BEST PLACES TO WORK





"In exchange for incredible flexibility and freedom comes the responsibility and accountability for producing results."

— G. Brint Ryan, CEO and Managing Principal



FLEXIBLE WORKPLACE EMPLOYER

City of Houston HOUSTON

This prestigious designation is awarded to organizations that demonstrate a sustainable commitment to flexible work options through an established business case, ongoing evaluation and improvement of the program, a management team that leverages the advantages of flexible work options, and more than 75% of available positions eligible for flexible work options.



BUSINESS CHAMPION FOR WORKPLACE FLEXIBILITY

**Society for Human Resource Management/
Alfred P. Sloan Foundation/Families and Work Institute** FIRM

Ryan joined Corporate Voices as a Business Champion to support its efforts to expand workplace flexibility. Ryan, together with other innovative businesses, recognizes that workplace flexibility makes working families and businesses more productive, more competitive, healthier, and happier.





RYAN'S CHAIRMAN'S AWARD

Ryan FIRM

Delta Emerson, Senior Vice President and Chief Organizational Development Officer, received the inaugural 2010 Chairman's Award in recognition of her outstanding accomplishments 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.



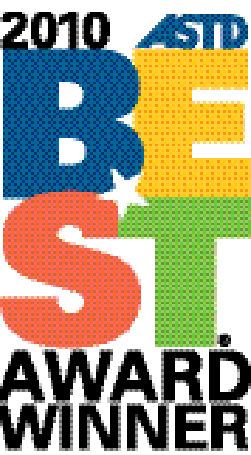
IPT SPECIAL AWARD

Institute for Professionals in Taxation DALLAS ►

The Institute for Professionals in Taxation (IPT) presented **G. Brint Ryan**, CEO and Managing Principal of Ryan, with a Special Award for his significant achievements. The award was presented to Mr. Ryan on behalf of the Institute during the 2010 IPT Annual Conference in Phoenix, Arizona.

This IPT award honors Mr. Ryan's commitment to the leadership development of tax professionals for the benefit of the industry and recognizes his commitment to IPT as an industry association dedicated to educational excellence, professionalism, and cooperation within the tax profession. Mr. Ryan has actively supported IPT for more than 15 years, ensuring that Ryan tax professionals maintain their industry thought leadership through a formal policy requiring IPT membership for all transaction tax, property tax, and income tax professionals above the title of Consultant, as well as incorporating IPT courses into the professional development requirements of the Firm.





ASTD BEST AWARD

American Society for Training and Development GLOBAL

The ASTD BEST Awards are the training industry's most rigorous and coveted recognition. This prestigious award recognizes organizations that demonstrate enterprise-wide success through world-class organizational training and a committed company culture of employee learning and development. Ryan ranked 16th out of 104 organizations in nine countries that were evaluated.



IMPACT AWARD – WORK/LIFE BALANCE

Missouri Society of Certified Public Accountants MISSOURI

Ryan was selected as a 2010 Impact Award winner by the Missouri Society of Certified Public Accountants (MSCPA). The Firm was a winner in the Work/Life Balance category, which honors firms and companies that promote an effective balance between employees' personal and professional commitments. The design of *myRyan* and testimonials from several St. Louis employees were instrumental in receiving this award.



START! FIT-FRIENDLY CERTIFICATION

American Heart Association DALLAS

Ryan's Dallas office was recognized by the American Heart Association as a Fit-Friendly Company for creating a culture of physical activity in the workplace through educational programs, team and individual challenges, wellness activities, and online tools and resources. Ryan's *myHealth* program offers associates a comprehensive and rewarding approach to health and well-being, including physical health, physical activity (exercise and fitness), nutrition, and emotional health.





CEO OF THE YEAR

Houston WorkLife Roundtable HOUSTON

Ryan CEO and Managing Principal, **G. Brint Ryan**, was named 2010 CEO of the Year by the Houston WorkLife Roundtable. This annual award recognizes the Chief Executive Officer that demonstrates the highest level of commitment to establishing and maintaining innovative work environments that promote and establish work-life effectiveness and employee productivity.

The Houston WorkLife Roundtable chose Mr. Ryan for his role in pioneering an innovative workplace flexibility initiative that was piloted in the Firm's Houston, Texas office. This successful pilot validated Mr. Ryan's vision of achieving greater results and client satisfaction by empowering his employees to work where and when they are most efficient and effective. The outstanding results delivered by the employees of the Ryan Houston office resulted in the global implementation of the Firm's current flexible work environment, called *myRyan*.



2010 OCTOBER

Dallas Business Journal

CFO OF THE YEAR

Dallas Business Journal DALLAS

David English, Ryan Senior Vice President and Chief Financial Officer (CFO), was a finalist for the most outstanding CFO in the Dallas/Fort Worth region for his contributions to the Firm's growth, profitability, and corporate management, as well as his commitment to the community.





CORPORATE COUNSEL AWARD

Association of Corporate Counsel DALLAS

Greg Weiss, Ryan Senior Vice President and Chief Legal Officer (CLO), was a finalist for the 2010 Corporate Counsel Award. The award honors the area's top in-house legal departments and individual attorneys in five categories, and is annually bestowed by the Dallas-Fort Worth Chapter of the Association of Corporate Counsel and *D CEO Magazine*.



BEST PLACES TO WORK

Austin Business Journal AUSTIN

This award is based on an employer’s work environment, people practices, personal growth and development opportunities, organizational leadership, and willingness to embrace innovations/ new ideas. Ryan was ranked number 13 out of a large field of competitors for this prestigious award.



TOP 100 PLACES TO WORK

The Dallas Morning News DALLAS

Two years in a row, Ryan’s Dallas office received this prestigious award that recognizes model employers in Dallas/Fort Worth that have created workplace environments that nurture and respect employees, and in the process, make those employees proud to work there. Ryan achieved the ranking of number 20.



TOP WORKPLACES

Houston Chronicle HOUSTON

Ryan’s Houston office ranked number 18 in the Best Small Companies category of the inaugural 2010 *Houston Chronicle* Top Workplaces Awards. This prestigious honor recognizes Houston companies that offer superior work environments and actively engage the ideas and wisdom of their employees.



"I congratulate Brint and the entire Ryan organization on their proven ability to deliver superior client service."

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



CUSTOMER SERVICE CEO OF THE YEAR

Customer Service Institute of America DALLAS

As a result of Ryan's executive leadership commitment to maintaining a culture of client service excellence, the Customer Service Institute of America (CSIA) named Ryan CEO and Managing Principal, **G. Brint Ryan**, the 2010 Customer Service CEO of the Year.



INTERNATIONAL SERVICE EXCELLENCE AWARD FOR MEDIUM BUSINESS

Customer Service Institute of America; International Service Excellence Awards – Customer Service and American Service Excellence Awards

GLOBAL

The Customer Service Institute of America (CSIA) awarded Ryan the prestigious International Service Excellence Award for 2010. This award recognizes organizations across all industries that provide superior customer service on a global scale. Ryan was designated the winner over 31 other companies competing for this award. The CSIA is the body delegated by the International Council of Customer Service Organizations (ICCSO) to manage the International Service Excellence Awards.

“RYAN PROFESSIONALS
DEMONSTRATE AN
EXTREMELY HIGH LEVEL
OF INTEGRITY, QUALITY,
AND COMMITMENT TO
CLIENT SERVICE.”

Donna Lee Walker
Vice President, Tax Administration





SLOAN WORKPLACE FLEXIBILITY

This prestigious award recognizes employers across the country that successfully use workplace flexibility as a strategy to increase workplace effectiveness and yield positive business results. The Ryan offices recognized as Sloan Award winners in 2010 include Atlanta, Austin, Boston, Chicago, Cleveland, Dallas, Detroit, Houston, Kansas City, Los Angeles, Phoenix, Pittsburgh, San Jose, St. Louis, and Washington, D.C.

