

# 24/7

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



2011

*A History of Ryan's 2011 Awards,  
Recognition, and Personal Achievements*





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

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 and then offering that premier talent development opportunities for continuous learning and professional improvement. 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 service and superior results in our industry today.

As a result of the outstanding efforts of our team in 2011, 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 company. 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. Thank you to each and every Ryan team member for another incredible year!

*G. Brint Ryan*

G. Brint Ryan,  
Chairman and CEO



2011

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.



# COMPANIES THAT CARE HONOR ROLL

Center for Companies That Care U.S.

The Companies That Care Honor Roll 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. Ryan was one of 18 U.S. companies listed on the 2011 Companies That Care Honor Roll.



## 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

Ryan ranked number 14 in the Large Company category of the 2011 Best Companies to Work for in Texas list by *Texas Monthly*, Texas Association of Business, Texas State Council of the Society for Human Resource Management, and Best Companies Group. Ryan achieved this ranking based on an evaluation of workplace policies, practices, and demographics, combined with a comprehensive employee survey measuring work environment, culture, and employee pride and satisfaction.







# WORK-LIFE INNOVATIVE EXCELLENCE AWARD

**WorldatWork; Alliance for Work-Life Progress** GLOBAL

Ryan was one of three national winners of the 2011 Work-Life Innovative Excellence Award. This award is the highest honor offered by the Alliance for Work-Life Progress (AWLP), a division of WorldatWork. This award exemplifies forward-thinking organizations that look beyond their own cultural, demographic, and organizational boundaries to continue their work-life efforts. Ryan earned this award specifically for the design, deployment, and success of its innovative *myRyan* work environment.



# 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 one in the Large Employer category of the Best Places to Work in Illinois by the *Daily Herald Business Ledger* in Chicago. The award program identifies, recognizes, and honors top companies that offer the best places of employment in Illinois, thereby benefiting the state's economy, workforce, and business environment.







# RYAN'S CHAIRMAN'S AWARD

Ryan FIRM

**Mark W. Eidman**, Principal and Practice Leader, received Ryan's 2011 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

**Blake Holman**, Senior Vice President and Chief Information Officer, received Ryan's 2011 Innovatus Award. This annual recognition is bestowed on an employee who has made an exceptional and meaningful impact to Ryan and/or its client(s) through innovative and creative contributions.







BEST PLACES TO WORK

*Austin Business Journal* AUSTIN

Ryan ranked number 14 in the Medium Company category of the Best Places to Work in Austin by the *Austin Business Journal*. This award is ranked on an employer’s work environment, people practices, personal growth and development opportunities, organizational leadership, and willingness to embrace innovations/new ideas.



BEST EMPLOYERS IN OHIO

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

Ryan ranked number eight in the Large Employer category of the Best Employers in Ohio, conducted by the Best Companies Group. This recognition is a direct result of employee feedback on eight core focus areas, including leadership and planning, corporate culture and communications, role satisfaction, work environment, relationship with supervisor, training and development, pay and benefits, and overall engagement.

WOMEN MAKING A DIFFERENCE ►

*Los Angeles Business Journal* LOS ANGELES

**Dena Oberst Hall**, Principal and Practice Leader, was honored as a Finalist for Philanthropist of the Year in the Women Making a Difference awards program in Los Angeles. Women Making a Difference honors Los Angeles-based women who “lead by example,” successfully blending effective business vision with a passionate commitment to positively “making a difference,” both in the world of business and in the communities they serve.







**NorthCoast 99** OHIO

Ryan was one of 99 companies in Northeast Ohio named to the NorthCoast 99 list of "great workplaces for top talent." 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



FLEX-FRIENDLY CERTIFICATION

**The Flex Pages** U.S.

Ryan received Flex-Friendly Employer Certification by The Flex Pages. 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.



INTERNATIONAL CUSTOMER SERVICE STANDARD

**Customer Service Institute of America** GLOBAL

After participating in rigorous on-site audits in five offices, Ryan successfully passed the filters of the International Customer Service Standard (ICSS), resulting in a Certified Customer Service Organization certification. Ryan received the highest score ever achieved for initial certification in North America.

The ICSS is a standard used globally and is the only standard acknowledged by the International Council of Customer Service Organizations. ICSS is internationally acknowledged—it has been recognized by the International Standards Accreditation Board and has been adopted by the British Department of Trade and Industry.





# WORKPLACE EXCELLENCE AWARD

**Alliance for Workplace Excellence**     WASHINGTON, D.C.

Ryan was one of 57 companies in the Washington, D.C. area to receive the 2011 Workplace Excellence Award by the Alliance for Workplace Excellence. This prestigious award recognizes select companies that demonstrate outstanding commitment to balanced leadership and the overall success of their workforce as it relates to innovation in corporate culture and management practices; family and employee-friendly policies and programs; flexible work environments; employee growth and learning opportunities; and commitment to corporate, social, and community responsibility.



**Washington Business Journal**     WASHINGTON, D.C.

Ryan ranked number two in the Large Companies with Nonlocal Headquarters category of the Top 50 Best Places to Work in Greater Washington by the *Washington Business Journal*. Companies were judged based on the results of an employee survey that 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 PLACES TO WORK





#### ◀ BEST PLACES TO WORK

***Pittsburgh Business Times***      PITTSBURGH

Ryan ranked number 13 out of 78 companies in the 2011 Best Places to Work in Western Pennsylvania by the *Pittsburgh Business Times*. Companies were selected based on employee survey responses on topics related to work environment, people practices, personal growth and development, leadership, and employee recognition.



#### 40 HEALTHIEST EMPLOYERS

***Washington Business Journal***      WASHINGTON, D.C.

Ryan ranked number three in the 40 Healthiest Employers in the Greater Washington area. The award recognizes local employers that have developed strong workplace wellness programs and make wellness a priority for their employees.



2011 JULY

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# CENTRAL TEXAS WOMEN OF INFLUENCE – PROFILES IN POWER

**Austin Business Journal** AUSTIN

**Susan Traylor Bittick**, Principal and Practice Leader, was honored as a winner at the *Austin Business Journal's* 17th Annual Profiles in Power - Central Texas Women of Influence event. This 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.





2011 AUGUST



# BEST PLACES TO WORK

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

Ryan ranked number ten in the Large Employer category of the Best Places to Work in Los Angeles. This award identifies and recognizes the best employers in Los Angeles County. Several hundred companies were evaluated in this extraordinarily selective competition, with only 75 companies being recognized.



2011 AUGUST



## 50 MOST ENGAGED WORKPLACES™

**Achievers** U.S.

Ryan was named to the 50 Most Engaged Workplaces™ list in the United States. This award recognizes the 50 top employers that have built workplace environments that cultivate employee engagement. Ryan was selected based on its innovative work environment and commitment to the Eight Elements of Employee Engagement™, which include leadership, communication, culture, rewards and recognition, professional and personal growth, accountability and performance, vision and values, and corporate social responsibility.



2011 AUGUST

# 2011 DISTINGUISHED ACHIEVEMENT AWARD

PIKE – The Pi Kappa Alpha Fraternity U.S.

**G. Brint Ryan**, Chairman and CEO, received the 2011 Distinguished Achievement Award. This prestigious award is presented to an alumnus who has distinguished himself in his vocation, profession, or field of public service with a verified record of accomplishment and meets the ideals of the Fraternity. This award is the highest recognition of achievement by Pi Kappa Alpha.







MOST INNOVATIVE TECHNOLOGY COMPANY LIST

**InformationWeek 500** U.S.

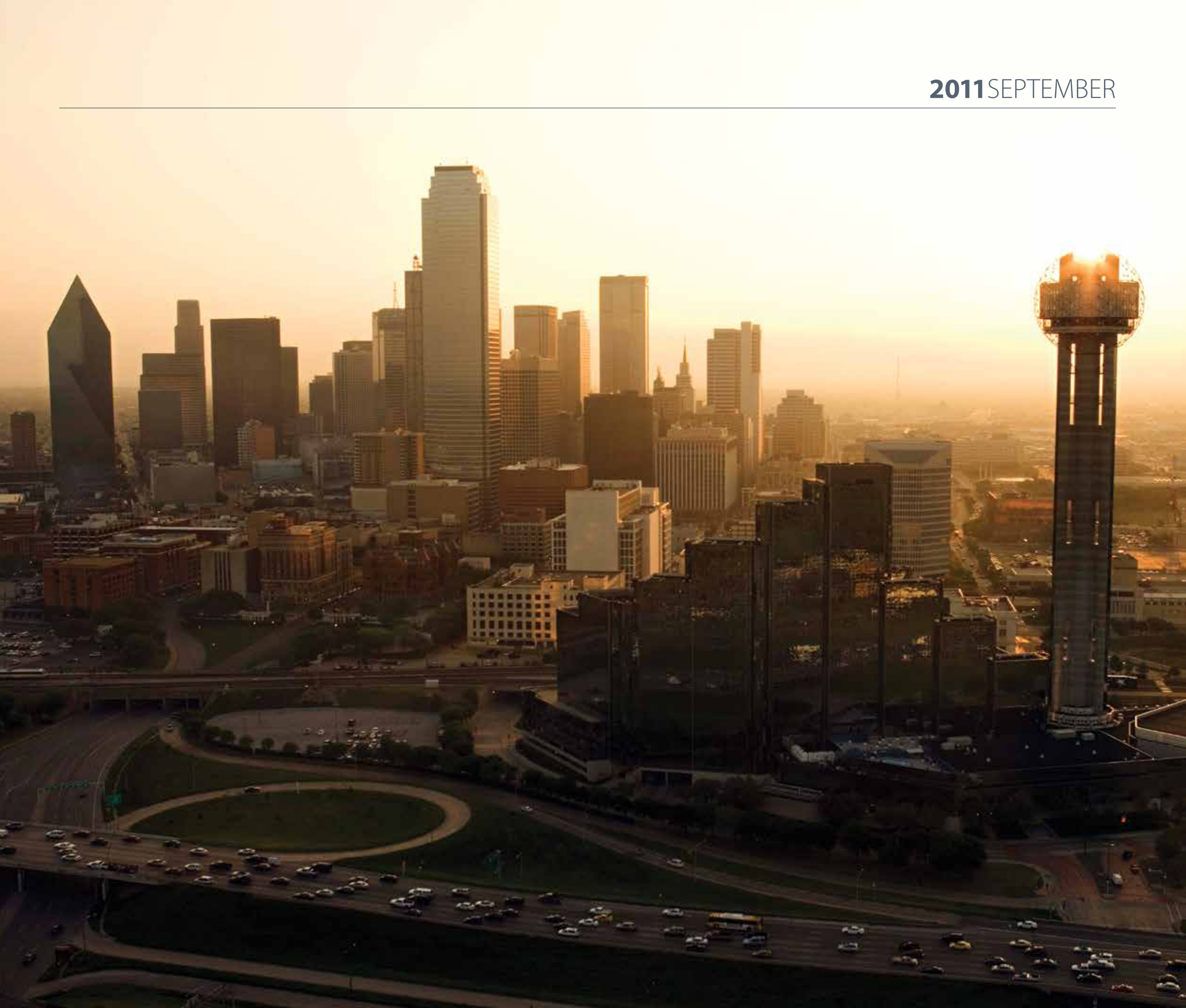
Ryan ranked 130 in the *InformationWeek* 500 listing of the most innovative business technology companies in the United States. Ryan was the highest ranked corporate tax services firm on the list. *InformationWeek* has been conducting this exhaustive research project for more than 20 years, identifying and honoring the nation's most innovative users of information technology.



BEST PLACES TO WORK ►

**Dallas Business Journal** DALLAS

Ryan ranked number ten in the Midsize Company category of the 2011 Best Places to Work in North Texas by the *Dallas Business Journal*. 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.







# OPTIMAS – GENERAL EXCELLENCE

**Workforce Management** GLOBAL

Ryan won the 2011 international Optimas Award for General Excellence for its flexible *myRyan* work program that reinvented its workplace culture. Sponsored by *Workforce Management* magazine, the international Optimas Awards recognize leading companies for their outstanding achievements in talent management and ability to provide tangible business results through forward-thinking workforce initiatives.

Ryan initially applied for recognition in the Innovation category and, having exceeded the required criteria in multiple categories, the judges awarded Ryan the highest recognition possible, being named the General Excellence winner. Ryan competed with many of the world's largest organizations to win this prestigious award and was featured on the front cover of the December 2011 issue of *Workforce Management* magazine. Past winners of this award include some of the world's largest companies, including IBM, Microsoft, Google, Intel, Levi Strauss & Co., AT&T, and McDonalds.



# 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 the second year in a row. Ryan achieved this award 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, nutrition, and emotional health.





# 2011 BRANDON HALL EXCELLENCE IN SALES AND MARKETING – BEST MARKETING IMPACT

**Brandon Hall Group** GLOBAL

Ryan's *CFO Magazine* national advertising campaign achieved bronze-level status in the Best Marketing Impact category of the 2011 Brandon Hall Excellence in Sales and Marketing Awards. This award category recognizes companies that achieve outstanding results through innovative and impactful marketing initiatives. The judging criteria included marketing approach, evidence of impact, clarity of examples, and overall impressiveness of entry.





TOP WORKPLACES

**Austin American-Statesman**      AUSTIN

Ryan was named to the 2011 *Austin American-Statesman* Top Workplaces list for the second consecutive year. This prestigious award recognizes 85 companies throughout the Greater Austin area and is based on employee opinions of their company management, benefits, compensation, environment, motivation, and growth opportunities. Ryan ranked number 14 in the Top Small Employer category.



TOP 100 PLACES TO WORK

**The Dallas Morning News**      DALLAS

For the third consecutive year, 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 ranked number three in the Best Midsize Companies category and received standout recognition for workplace flexibility.



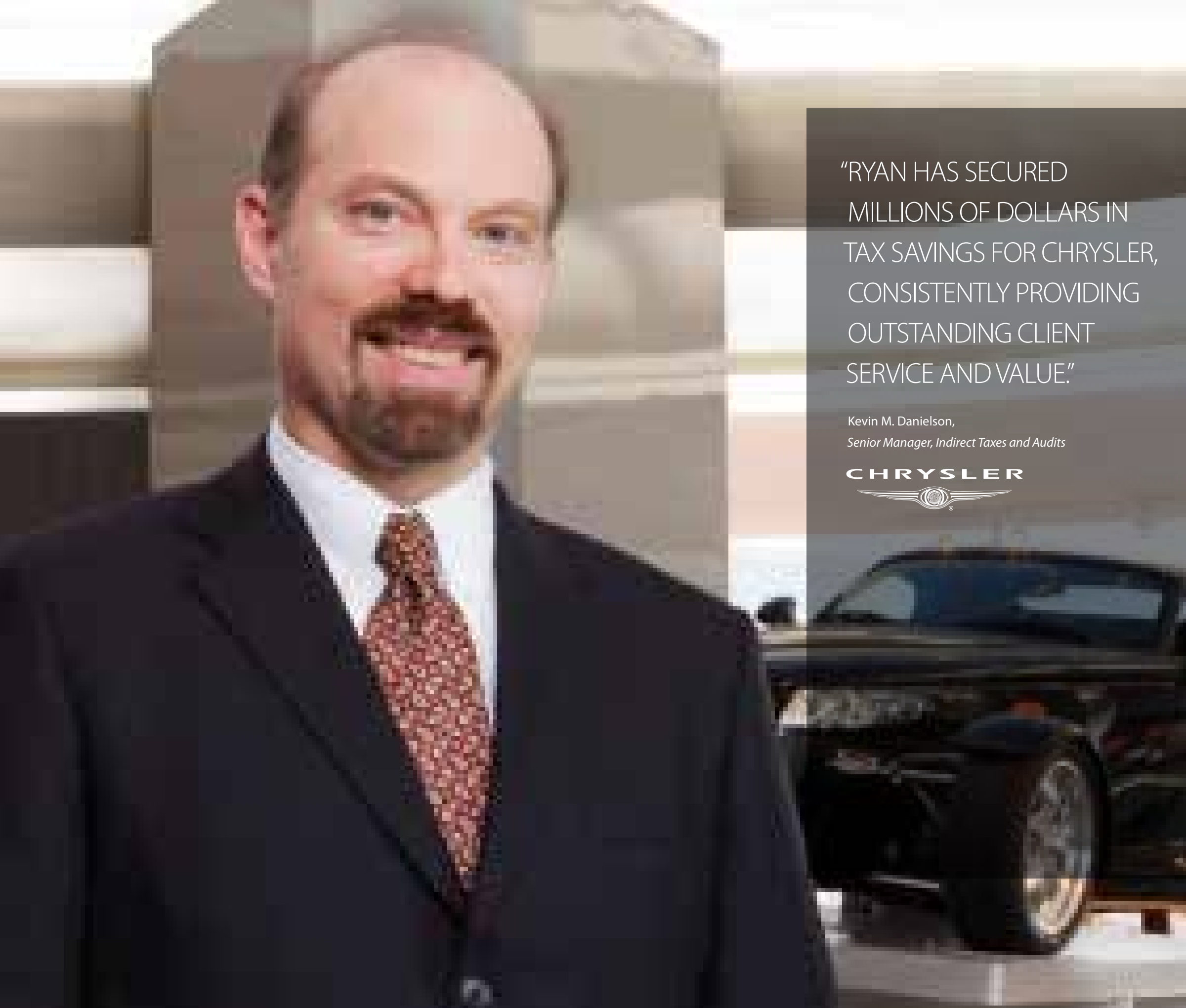
# TRUE BLUE BUSINESS

**KRLD Radio; Blue Ribbon News**      DALLAS

The DFW edition of *Blue Ribbon News*, in partnership with KRLD radio, uses multiple channels of media to publicly recognize exceptional companies and business owners in the Dallas/Fort Worth area that are “doing business right.”

Ryan was one of only eight Dallas/Fort Worth companies to be selected as a “True Blue Business.” Ryan earned this honor based upon its proven record of providing exceptional sales and use tax services to clients, advocating on behalf of those clients, supporting its team of seasoned professionals with the *myRyan* flexible work program, and demonstrating a strong commitment to improving the quality of life of others through giving and community outreach efforts.





“RYAN HAS SECURED  
MILLIONS OF DOLLARS IN  
TAX SAVINGS FOR CHRYSLER,  
CONSISTENTLY PROVIDING  
OUTSTANDING CLIENT  
SERVICE AND VALUE.”

Kevin M. Danielson,  
Senior Manager, Indirect Taxes and Audits



*“Ryan, once again, stood high above the competition  
in this category. We were all thrilled to see that such  
a deserving organization won again!”*

Christine Churchill, Executive Director  
Customer Service Institute of America



# INTERNATIONAL SERVICE EXCELLENCE AWARD FOR MEDIUM BUSINESS

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

For the second consecutive year, Ryan won the prestigious International Service Excellence Award for Medium Business by the Customer Service Institute of America (CSIA) and the International Council of Customer Service Organizations (ICCSO).

This international award recognizes organizations across all industries that provide superior customer service on a global scale. The CSIA is the body delegated by the ICCSO to manage the International Service Excellence Awards.





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

All 14 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.

Ryan was one of three companies recognized at the 2011 Work-Life Conference in Washington, D.C. as a "Bold New Ideas" company. Of the 262 U.S. Sloan winners, Ryan achieved highlight recognition in three categories, including Best Overall Score, Best in Employee Score, and Best in Culture of Flexibility. **G. Brint Ryan**, Chairman and CEO, was quoted for the second consecutive year on the back cover of the annual guide that highlights all Sloan winners.

The Ryan offices recognized as 2011 Sloan Award winners include Atlanta, Austin, Boston, Cleveland, Dallas, Denver, Detroit, Chicago/Downers Grove, Houston, Kansas City, Los Angeles, Phoenix, Pittsburgh, and Washington, D.C. Many of this year's winning offices have achieved Sloan recognition three years in a row.



# SLOAN BUSINESS EXCELLENCE IN WORKPLACE FLEXIBILITY



