

PORTMAN BUILDING SOCIETY IS SHORT LISTED FOR EUROPEAN CALL CENTRE AWARD

Portman Building Society is short listed in the Best Contact Centre Recruitment Practice category

London, August 23rd, 2006 – Portman Building Society today announced that it has been short listed from several hundred entries in the Best Contact Centre Recruitment Practice category at the European Call Centre Awards 2006. The Society has worked with a number of external solution providers, including Jobpartners and SHL, to make significant changes to its Contact Centre recruitment process.

Commenting on the news, Gary Saddler, Associate Director of Customer Contact Operations at Portman Building Society said: “To be short listed from so many entries is a real achievement particularly as this is the first time we have entered these prestigious industry awards. It reflects the significant advances that we have made in our approach to Contact Centre recruitment over the past year. We are now operating a very efficient online system from Jobpartners supported by SHL’s tailored psychometric testing and competency based interviewing by our fully trained team managers.”

By implementing Jobpartners’ online recruitment solution, ActiveRecruiter, and psychometric testing from SHL the Society can ensure that candidates enjoy a more interactive and engaging recruitment experience with faster response times. Portman Building Society has seen a number of quantifiable and measurable benefits to the business and to employees.

Commenting further, Gary Saddler said: “The quality of the candidates we have recruited coupled with the improvements in training and development have led to very real benefits for our customers. Our advisers have developed their knowledge and skill set further and possess high levels of customer interaction skills. Answering calls efficiently coupled with reduced call hold times have further enhanced the customer experience.”

About Portman Building Society

Portman Building Society is the third largest UK building society and 13th largest UK mortgage lender. In the six years since 2000, Portman has more than doubled in size. During this period Portman was the fastest growing top ten building society in terms of total assets. The Group has total assets of £18.7 billion and employs over 2,700 staff, serving 1.7 million members. The Society has a network of 144 branches. Its Head Office is in Bournemouth, Dorset and it has an administration centre based in the West Midlands. Readers requiring further information about any of the products or services offered by Portman Group should visit their local branch of Portman or call 0845 60 90 600 for details. Information can also be found by logging onto www.portman.co.uk

About Jobpartners

Founded in 2000 and headquartered in London, Jobpartners provides software solutions for qualitative human resources management and People Relationship Management (PRM). The leader in the European market, the company’s innovative and straightforward approach provides companies with strategic value by enabling them to establish privileged relationships with new job applicants and current employees. The company’s solutions address recruitment issues as well as internal mobility, performance management,

executives and key people management, succession planning and career management. With four subsidiaries in Europe, Jobpartners has clients in 45 countries and across all industry sectors. Jobpartners has been ranked the tenth fastest growing private company by Real Business in its Hot 100 list of 2006. For more information, please visit www.jobpartners.com.

About SHL Group PLC

SHL is the world-leading provider of psychometric assessment and development solutions. The company supports organisations in the selection, recruitment, promotion, succession planning and development of talented people at all levels and across all sectors. Operating in 40 countries and more than 30 languages, the SHL Group devises innovative approaches to help organisations increase productivity and gain competitive advantage through the more effective use of their human capital. SHL has over 5,500 organisations as clients, including many of the Global and Times Top 1000, and is recognised as the foremost provider of objective assessment products in the world. For more information please visit www.shl.com.

For further information please contact:

Portman Building Society:

Lynsey Hallam

Group Press Officer

01202 562256

07887 830000

Jobpartners:

Andrea Petrou

020 7436 0420

SHL:

Simon Walsh/Anna King

020 7886 8440