



## Application form

Category you apply for: Most People Oriented CEO of the Year

Name & Last Name	Philippe Rouvrais
Company	Modis Bulgaria
Job position	General Manager

### Description of the candidacy

## Personal Background and Modis Overview

Currently, I am the Head of Delivery and Pre-sales for the Modis global organization, General Manager of Modis Eastern Europe and the IT Outsourcing organizations in Italy and Germany. I joined The Adecco Group in 2001 after having started my career at General Electric in France as an IT Systems Engineer in 1996. Since then, I have held various operational and senior management roles in the group and have had an instrumental role in the establishment of the IT Managed Services and Solutions business within Modis over the past 8 years.

Our company is a global leader in professional solutions for IT and Engineering. With more than 20 years of experience, Modis is present in Europe, North America, Asia and Australia delivering agile end-to-end solutions, including workforce and consulting solutions from technical services, project services, managed services to customized outsourced solutions to more than 90 multinational companies. On the Bulgarian market we have more than 14 years of experience and close to 1500 colleagues delivering managed IT services and solutions to our global clients.

### Managerial Behaviors

My fundamental belief is that people are the key factor for success and growth of any business. Our achievements during the past years derive from the motivation and satisfaction of our colleagues as well as their desire to learn and grow within our company. How did we make it happen? – we have invested a great effort in planning, a lot of hard work and, of course, many great talents have been involved.

The end of 2017 was marked by the spin-off of the IT Outsourcing business from Adecco in Bulgaria under the Modis brand, an Adecco Group company. This was at the same time a great challenge and a wonderful opportunity for us to establish an effective independent operational structure supporting our business growth. Under my leadership our team planned and organized the HR and administrative functions which, since the very beginning, have been delivering great results.

What we needed was a well-functioning team and adequate workflow distribution which was my responsibility to ensure, as a general manager of the team in Bulgaria. According to my personal vision, we had to create a pleasant working environment, retaining our best talents on one side and on the other - attracting new ones and providing them with opportunities for career growth and personal development. Our main goal was to turn Modis not just into a place to work at, but a place to belong for every colleague of ours. That is why me and my team outlined several key objectives and specific actions to achieve them:

- **We want our colleagues to feel recognized and valued at work** – We established our recognition programs that we have been executing for years now. Every month our

colleagues who demonstrate outstanding performance are being recognized for their dedication and exceptional performance.

- **We want to help our people “Grow Smarter”** – Within Modis you will find people with various talents, skills and interests. We want them to be able to seize any opportunity for development of their career. That is why our HR Business Partnering team is taking care of the “Grow Smarter” and “Grow with Modis” initiatives that promote every opportunity for vertical and horizontal career development within the company. In 2019 we conducted the second edition of Modis Grow Smarter which we consider more than successful – 6 weeks, 37 career sessions, 26 shadowing sessions, 18 lecturers (managers in our company) and more than 430 colleagues who became part of the program. With my personal involvement and participation during the initiative I reminded our people that they are the most valuable asset of our company and we care about their personal and professional growth in Modis. I can prove that our efforts in this field give results just by stating that over 90% of the management roles in our company are being taken by our colleagues after internal promotions.
- **We want to constantly upskill our talents** – The joint effort between our HRBP, Recruitment and Learning & Development teams led to the creation of our upskilling language and technical academies (with over 100 participants already). Thanks to them we can successfully onboard every new Modis employee making sure they have all the skills they need to feel valuable part of our team (over 93% of the people who went through the academies have been hired in the company). In 2019 we conducted another edition of the German academy and we are just about to launch our second edition of the technical upskilling one.
- **We want to enable the best working environment and benefits for our colleagues** – Our HR and HRBP teams make sure that our employees take advantage of all they need to feel relaxed and happy at work. They initiated the “Modis Live Smart” program during which our team plans and conducts sessions for the physical health, personal and financial well-being of our talents. The 2019 edition ended with more than 140 colleagues who visited the sessions and again over 90% satisfaction according to their feedback. Here I would like to add all the social benefits we provide to our people which we were officially recognized for several months ago – Modis Bulgaria received the award for the Best Program for Additional Benefits for employees by Career Show 2019.
- **We want to measure the effect from our work** – And I believe the best way to do it is to request feedback from our colleagues. That is why I have always encouraged our HR team to conduct regular employee satisfaction surveys and observations. The

results? I am glad to share that our people truly believe in the Modis mission and feel happy, enthusiastic and passionate about their job!

### **Leadership Behaviors**

One advice I always give to managers in our company is to work with people who are smarter and better than them. Pick someone who can do something you cannot, and this will make your team stronger. That is exactly what I have done with the senior managers whom I directly work with in the Bulgarian team. I am not afraid to delegate any task to them and to support their vision and approaches. I am proud that some of them are now taking global roles within Modis and develop our business on an international level. Moreover, our Delivery Centers in Sofia has turned into the most successful location of its type for Modis worldwide thanks to the efforts put by all of them. Our team in Bulgaria is now close to 1,500 people and we just opened our third office in Plovdiv. The achievements we have been making were recognized several times throughout the year – first the Bulgarian Outsourcing Association honored us as the Outsourcing Service Provider of 2019 and then Modis Bulgaria became Company of the Year at the International Business Awards thanks to its remarkable business growth and successful HR projects. We are happy that Modis Bulgaria is growing with such a rate – we are now among the top employers in the country and we are attracting the most skilled and talented people. Thus, we are able to provide higher quality of our service and greater expertise (we are supporting clients in over 20 industries in more than 40 languages). And I personally foresee even brighter future for our business in Bulgaria thanks to the leadership skills of our people and their inspiration to create something even more significant. For my approach and behavior as a leader I often receive feedback as a person who is setting very ambitious goals but who is always finding way to encourage and motivate our great team to accomplish them.

### **Social Behaviors**

There is a reason that Bulgaria is a strategic location for our business and the best performing country delivering IT services under the Modis brand. We value the high number of professionals with IT and language skills and try to ensure stable working environment and career opportunities for them in Bulgaria. That is the reason I encourage any initiatives that we drive to cooperate with educational institutions and industry associations. Together with the team we are exploring various opportunities that would allow us to invest in young people and to attract and retain skilled human resources in our organization. Modis is already actively interacting with schools, universities and academies in Bulgaria and developing programs for upskilling and educating students with various interests. For these efforts me and my team receive recognition not only by guild organizations but also from governmental institutions and stakeholders in the public sector. And most important – we get the attention of young people in Bulgaria who ranked us the second most desired employer in the outsourcing industry for 2019.