



Winning results example: HR Team of the Year

We continue to measure the success of our Get, Grow, Keep strategy through a combination of quantitative KPIs and qualitative feedback. Key metrics include time-to-hire, retention rates, internal promotions, engagement scores, and data from Reward Gateway on recognition activity and platform usage.

Take-up and engagement levels were consistently high. 91.6% of employees actively use Reward Gateway, with an average of 49 logins per person. Recognition posts reached the record high of over 1,100 in the last 12 months with the majority being peer to peer recognition.

The overall impact on employees has been significant. Engagement surveys showed a significant rise in satisfaction with career development opportunities and improvement in feeling valued at work. This has resulted in Lomond achieving Great Place to Work certification and Sunday Times Best Places to Work 2025.

The impact on business results has been clear and measurable. Time-to-hire reduced has been reduced, enabling faster filling of critical roles during growth. Retention in the first 12 months of employment improved across all regions, reducing recruitment costs. Most notably, sickness absence dropped by 30% in Q2 compared to the same period last year, directly linked to improved engagement and wellbeing initiatives.

By embedding our three-pillar framework into daily practice, we've strengthened our ability to attract, develop, and retain top talent in the midst of constant change. These results demonstrate not only operational excellence, but also the critical role HR plays in sustaining performance, culture, and growth in a fast-paced, acquisition-heavy environment.

