



Gi GROUP UK
CORPORATE
SOCIAL
RESPONSIBILITY
REPORT 2015



Group
YOUR JOB, OUR WORK

INTRODUCTION

Welcome to the second edition of Gi Group UK's CSR activity update.

Last year's report reflected on the introduction of our first CSR programme; this year's edition demonstrates how we have continued to build on the activity that initially set the ball rolling.

During 2015 we made significant progress in several areas and it would be fair to say that other commitments and targets have been more challenging to achieve. However, as relative beginners this is only to be expected.

Progress was also made in 2015 with our global approach to CSR.

An international committee has been established and is defining and introducing a global strategy, details of which are included in this report. Delivering on our commitment of operating as a socially responsible business continues to remain at the forefront of the relationships we hold with all key stakeholders.

Finally, we would like to offer our thanks to all of those involved in the support and delivery of 2015's commitments and targets.

INTERNATIONAL



Who We Are

Gi Group is a leading multinational employment company, as well as one of the main players at global level involved in services dedicated to the development of the labour market. The Group which is headquartered in Milan, Italy, operates in the following areas:

- Temporary and permanent staffing
- Search & selection
- HR Consulting and Training
- Outplacement
- Other services (outsourcing, HR administration, field marketing, executive search)

Thanks to the commitment of 2,400 direct employees and more than 500 branches, in 2015 The Group offered services to over 12,000 companies and the estimated turnover is 1.600 million. The Group operates in more than 40 countries in Europe, the Americas and Asia with its own offices and through partnership agreements.



“ OUR MISSION: THROUGH OUR SERVICES WE WANT TO CONTRIBUTE, AS A KEY PLAYER AND ON A GLOBAL BASIS, TO THE EVOLUTION OF THE LABOUR MARKET AND TO EMPHASISE THE PERSONAL AND SOCIAL VALUE OF WORK. ”

Gi Group's mission represents the foundation of the company's corporate social responsibility and it shows the direction the Group needs to follow. It describes the way Gi Group wants to manage its business and the way in which the company wants to be part of the development of society.

OUR MAIN STAKEHOLDERS

Gi Group, at international level, has highlighted four main stakeholders, who are the main focus of its CSR activities:

- employees
- temporary workers and permanent candidates
- current and prospective clients
- the business community including charities, trade associations, suppliers and partners.



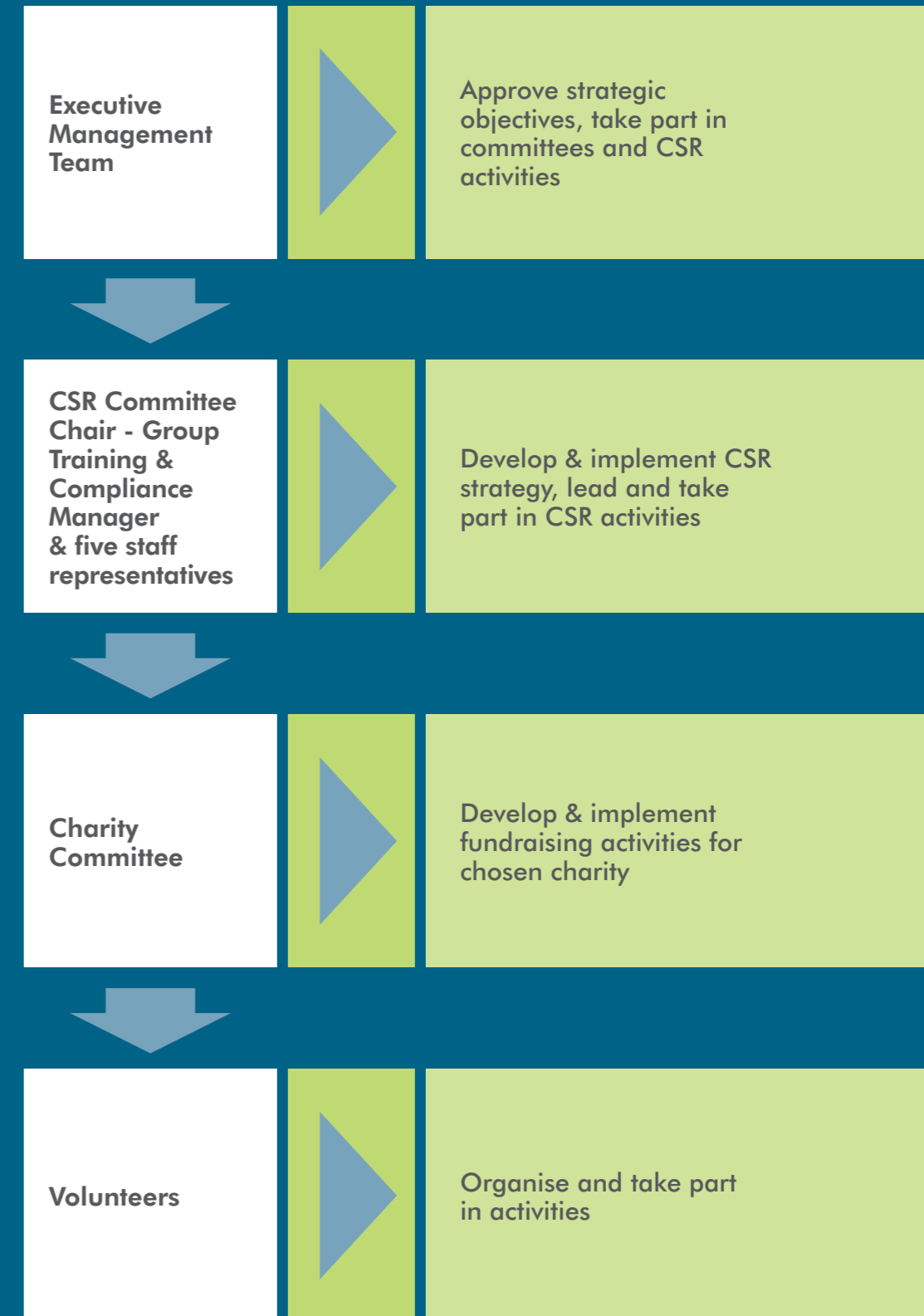
CSR MILESTONES

Starting from its Mission and Values, Gi Group has developed some global initiatives aimed to develop its Corporate Social Responsibility programme:

April 2014	International Code Of Ethics publication and adoption
June 2014	CSR Team set-up, aimed to supervise the Code of Ethics observance
September 2014	Internal policy "Company Procedure – Adoption of the Code of Ethics, management of requests, reports and complaints" issued
January 2015	Launch, at international level, of a common volunteering activity for 2015 – aimed at organising local projects to foster employability among disadvantaged people
April 2015	First International Gi Group CSR Report issued
October 2015	New CSR governance body appointed: CSR Committee, aimed at creating and implementing Gi Group international CSR strategy
December 2015	Stakeholders' needs analysis: internal employees international survey launched
January 2016	Stakeholders' needs analysis: local Institutions and Associations international survey launched
April 2016	International Gi Group CSR Report 2016 issued

UK ACTIVITY

UK CSR MANAGEMENT FRAMEWORK

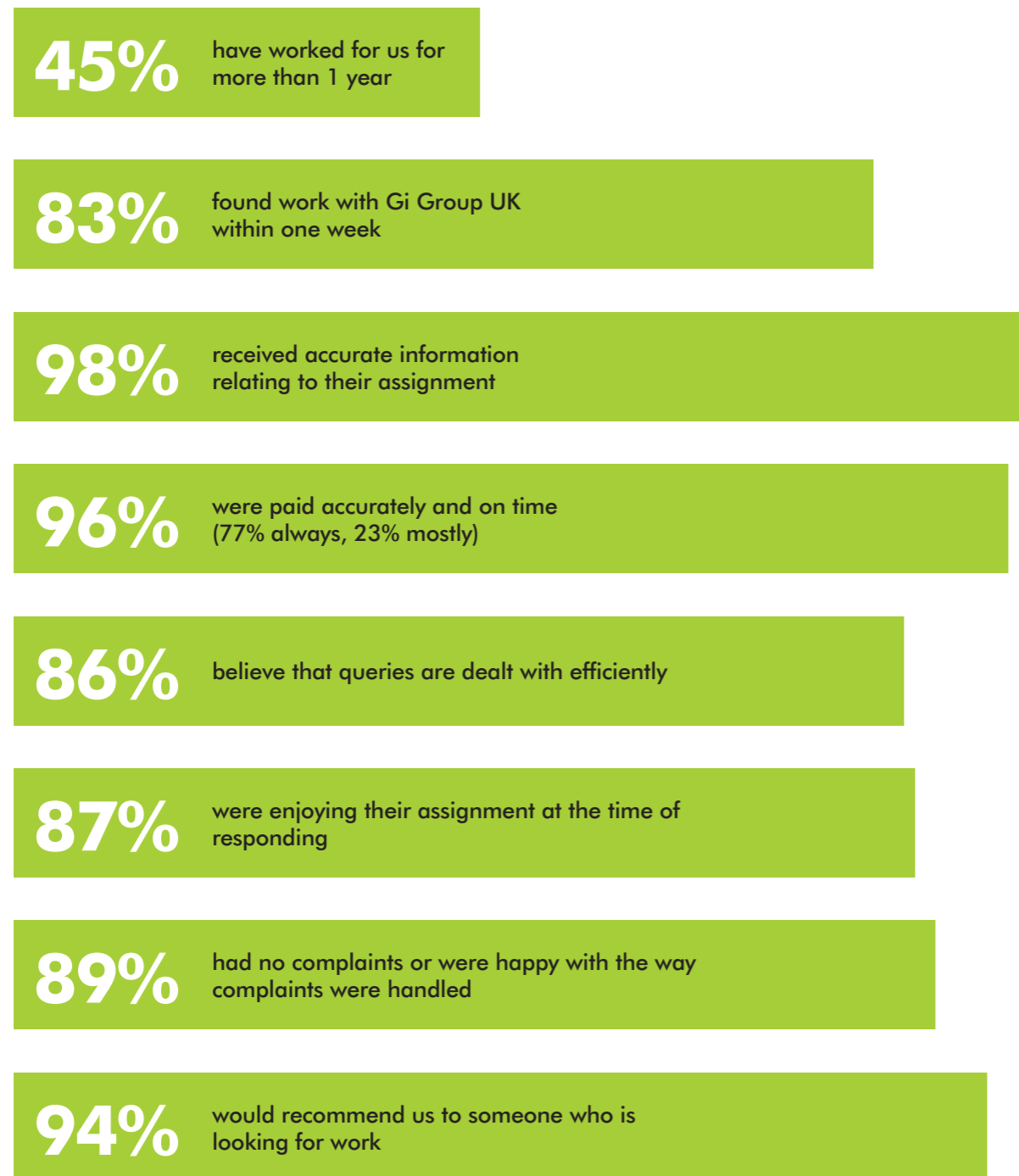




Marketplace

2015 TEMPORARY WORKER SURVEY RESULTS

Our regular temporary worker surveys conducted during the year confirmed that:



KEY RESULTS

We committed to develop and deliver products which enhance our service offering, to improve the sustainability of our supply chain and to increase awareness of our CSR strategy and highlight the results achieved.

➔ 2015 COMMITMENTS & TARGETS

➔ To establish key supplier criteria and ensure that our top 30 suppliers meet these.

Our key supplier criteria have been established and work has begun to identify and evaluate our top 30 suppliers, with a particular emphasis being placed on preventing acts of slavery and human trafficking within our supply chain.

➔ We aimed to introduce three new products or services that would enhance our offering to key stakeholders.

Product development in 2015 focused on improving our internal IT systems which in turn will improve the all round experience for temporary and permanent workers, current clients and future prospects. The Ginius and Agility candidate and client management systems were introduced across the branch network and additional SMS locations.

In November 2015, we held our first stakeholder HR forum. This was attended by both current and future

prospective clients and focused on the introduction of the Modern Slavery bill and the effect that this will have on supply chain management. Keynote speakers from the GLA and the Stronger Together initiative helped to make the first in our series of forums a great success.

During the last year we have researched and developed a new division, Gi Professional Specialist Staffing. Based in Hatfield, and operating nationwide, it will focus on permanent recruitment in specialist sectors including: Engineering, Sales & Marketing, HR and Procurement. Gi Professional Specialist Staffing will launch in Quarter 2, 2016.

➔ We promised to produce our first annual CSR report.

Our first CSR report was produced in March 2015 and reflected the progress made since introducing our first formal CSR programme in 2014. The report purely reflects on our CSR activity in the UK with the Gi Group international CSR report being published in April.

➔ 2016 COMMITMENTS & TARGETS

➔ To continue to develop and deliver products which enhance our service offering to all stakeholders. To improve the sustainability and transparency of our supply chain in line with the Modern Slavery Act and increase stakeholders' knowledge of how our CSR programme is developing and the results that are being produced.

➔ Produce and communicate a slavery and human trafficking statement in line with the Modern Slavery Act which confirms our commitment to preventing modern slavery within our supply chain.

➔ Develop innovative methods of candidate attraction, selection and management which improve the all-round experience of temporary workers and permanent candidates.

➔ Host HR forums for key stakeholders which address important legislative challenges that businesses will face in 2016/17.

➔ Introduce new products and service lines which enhance the overall service offering across our customer base.

➔ Review our internal recruitment and management of information process to ensure it continues to meet the demands of the marketplace in 2016 and beyond.

Workplace

KEY RESULTS

We committed to develop an environment which promotes the health and wellbeing of both temporary and permanent employees of Gi Group UK. Also, to increase the support provided to temporary and permanent employees – enabling them to fulfil their potential and to build on the initiatives introduced in 2014 to improve internal communication.

THE ACADEMY

Two Academy programmes ran simultaneously in 2015; one for aspiring or new Managers in the branch network and the second seeing experienced Account Managers or Regional Support Managers in our SMS division undergoing the course for the first time. During the Grand Finale in February of this year we combined the two groups and set them the challenge of cooking our Executive Management Team a three-course gourmet meal. The event was a great success and all of the diners survived!

Over the last eight years, more than 100 delegates have graduated from the scheme, many of whom are still in management roles at Gi Group, with a healthy number of them leading top performing branches and on-site locations. The Academy continues to underpin our talent management programme and two more groups will start their first modules in April of this year.



■ Gi Group UK Management Academy delegates graduate.

Gi Group UK
inspire
Work Experience Programme



EMPLOYABILITY PROGRAMME

The award-winning Employability Programme has once again proved to be an extremely important part of our CSR activity. In 2015, 231 learners obtained an apprenticeship qualification, which is a 26% increase on the previous year.

The amount of progress made during this year has resulted in the launch of our Employability, Skills and Learning Division (ESL) and in addition to continuing to support the delivery of apprenticeships to SMS sites this will now be extended to the branch network and our internal management Academy training programmes.



➔ 2015 COMMITMENTS & TARGETS

➔ We promised to introduce an additional employee benefit that would have a positive impact on the health and wellbeing of our permanent staff.

Our key aim in 2015 was to select an online employee assistance programme which would provide the support our staff required to enable them to effectively manage their own health and wellbeing. Our initial internal survey demonstrated an appetite for this type of support programme. A supplier has been selected and we aim to make the online portal available to all employees by the end of April 2016.

We have also taken into account the loyalty shown by many of our employees and as a result in January of this year we introduced our first long service reward scheme.

➔ We set out to implement an employee satisfaction survey.

The first employee survey was issued in December and allowed members of staff to provide feedback on all aspects of working for the Gi Group as well as submitting ideas on how we

can take the business forwards. The questions focused on the key aspects of their role and the support required to enable them to become as effective as they can be. We received a response from 82% of our employees; the results have been analysed and key areas for improvement have been identified. An extended senior management team has been established to develop and implement new initiatives, some of which have been confirmed as key objectives in our 2016 CSR programme.

Quotes from the survey:

“I love Gi Group but there are things that we can do better and hopefully this survey should provide some insight.”

“I really feel part of something here. I like how every branch matters and we get to work together regularly on a regional basis.”

“We work well as a team, supporting each other through busy periods and motivating each other during sales sessions.”

➔ We aimed to reduce internal staff turnover by 10%.

Reducing staff turnover continues to be one of our major areas for improvement. Longevity at management level is strong and this can also be said for employees with 12 months plus service. In a very demanding industry, it remains a major challenge to recruit people who can handle the diverse requirements of the roles during their first 12 months of employment. The additional employee benefits we have already introduced this year, along with implementing initiatives resulting from our employee survey, should support improvements in 2016.

➔ 2016 COMMITMENTS & TARGETS

➔ To further develop an environment which promotes the health and wellbeing of both temporary workers and permanent employees. To ensure that effective support mechanisms are in place to enable permanent employees and temporary workers to fulfil their potential. Improve internal communication and working relationships across all business units.

➔ Introduce a personality and skills profiling product which supports the internal recruitment process and helps to reduce the turnover of employees within their first 12 months of employment by 5%.

➔ Aim for all locations within the branch network to employ at least one apprentice.

➔ Introduce an occupational health service which supports temporary workers back into work and reduces the amount of sick pay paid as an overall percentage of the payroll - from 0.26% to 0.16%.

➔ Improve overall awareness of CSR and involvement in our annual programme by introducing an online training module as part of our core operations training schedule.

➔ Evaluate the effectiveness of our current internal training programmes to ensure that they remain fit for purpose in 2017 and beyond.

➔ Ensure that the extended senior management meetings facilitate the implementation of the key initiatives resulting from the employee survey.

Community

We committed to provide volunteering opportunities to those who wish to do so – with a focus on Give and Gain day, working with schools and colleges, activity with Help for Heroes or work experience placements for disadvantaged groups.



Give & Gain DAY 2015

→ 2015 COMMITMENTS & TARGETS

→ We aimed to raise £50,000 for our nominated charity – Help for Heroes.

2015 was the first time we had worked with a nominated charity in this capacity and while we missed our target, we consider that raising a total of £38,560 was still a great effort from all of those involved. Events ranged from a Tough Mudder challenge, sky dives, cake sales, quizzes, dress down Fridays and a silent Christmas auction. Plenty of lessons were learnt along the way and we are very much looking forward to putting them into practice with our new partner in 2016.

→ We set out to provide 50 people with four weeks work experience at our sites across the UK.

In total, our Inspire Programme provided 51 people with work experience opportunities within both our operational network and at Head Office. Overall the initiative has proved to be a great success, with an impressive number of people either extending their relationship with us by going on to work for us on a temporary basis or securing full-time, permanent positions within Gi Group.

→ We aimed to increase the total hours dedicated to community projects and fundraising activity by 20%.

Volunteering within working hours increased by a total of 21% and employees also gave up a considerable amount of their own time to complete activities which raised funds for our nominated charity.

A record number of 72 employees took part in BITC's Give and Gain Day, completing projects at:

- Tedworth House (Help for Heroes)
- Hugglescote School, Coalville
- Scawby village, Scunthorpe
- Summerwood Community Gardens, Nottingham

→ 2016 COMMITMENTS & TARGETS

→ To continue to provide volunteering opportunities to those who wish to do so with an increased participation in Give and Gain day, working with schools and colleges and fundraising activities for our chosen charity.

→ Raise £30k from all charity fundraising activities.

→ Continue to provide a total of 0.2% of employee working hours to complete volunteering opportunities on community projects.

→ Increase the involvement of customers in community and fundraising activities.

→ Increase the number of locations which provide support to BITC's Business Class (working with schools) programme.

Environment

We committed to build on our accreditation to ISO 14001 by engaging more stakeholders in environment-related activity, and set out to tackle the key environmental impacts which are within our control.



■ Our Travel to Work Incentive encourages people to walk, cycle, use public transport or car share to commute to work.

→ 2015 COMMITMENTS & TARGETS

→ We prioritised a new company car policy to reduce our overall fuel emissions and guaranteed that any new vehicles this year would have a maximum emission rating of 120 g CO₂/km.

All new company cars issued in 2015 fell within the required emission rating. Fuel efficiency for our drivers who spend most time on the road has improved and this is something we are looking to build on this year.

We introduced a Travel to Work Incentive at Head Office which encourages people to walk, cycle, use public transport or car share to commute to work.

→ We promised to increase the use of email payslips for temporary workers from 65% to 80%.

A great deal of progress was made in relation to our email payslip target with 86.3% of temporary workers being emailed their payslip by the end of the year. Head Office also reduced the volume of paper used by 23%.

→ We set out to ensure that 100% of our locations recycle toner cartridges, paper and waste as a standard process.

The recycling survey confirmed that a total of 76% of our locations currently recycle products in some way, shape or form. Paper is the item most commonly recycled, closely followed by plastic bottles and toner. The response to the employee survey demonstrated a healthy appetite for taking part in environmental initiatives so we are aiming to build on our current position during 2016.

The Energy Savings Opportunity Scheme (ESOS) provides us with both the platform and ideas for further improving our energy efficiency.

We are pleased to confirm that we successfully maintained our ISO14001:2004 accreditation and are looking forward to completing the forthcoming changes in line with the standard.

→ 2016 COMMITMENTS & TARGETS

→ To continue to build on the environment-related activity completed to date and improve the effect we have on key environmental impacts that are within our control.

→ Introduce initiatives which both co-ordinate and improve recycling activity across the operational network.

→ Improve fuel efficiency for the top 20 high mileage users by 5%.

→ Undertake a review of energy consumption at Head Office which results in the implementation of energy consumption reduction initiatives.

UK AWARDS



During the year we were pleased to increase the number of awards that our CSR programmes have secured to date by winning the following:



- **Business in the Community** – re-accredited with “Big Tick” for our 2013 national award-winning Employability programme
- **Business in the Community** – East Midlands Volunteer Award in recognition of our commitment to community projects in the East Midlands area
- **Recruiter Magazine** – Investing in Talent Awards winners of The Most Effective Employability Strategy which features both our Employability apprenticeship programme and our responsible recruitment initiative.



Personnel Today Magazine – Award for Excellence in Learning and Development – although we did not win the award, we were extremely proud to make the final shortlist in the under 1,000 employees category as we were competing with some of the most respected employers from outside the recruitment industry.

BITC PUBLIC CR INDEX

The CR index is a voluntary business-led benchmark of responsible business practice. We completed the index for the first time in 2014 and were extremely pleased to reach the first rung on the ladder by becoming the only recruitment agency in the UK to be awarded a star during Responsible Business Week in April. We completed the survey again in 2015 and are hopeful of improving our rating when the results are once again announced in April.

ACCREDITATIONS

During the final quarter of the year we became accredited to OHSAS 18001. As well as endorsing our current health and safety management system, the accreditation gives us a recognised framework to help us further reduce health and safety risks, not only important to the Gi Group UK team but increasingly important to existing and prospective clients.



ACCREDITATIONS



Status: **general accreditation to the Standard**

ISO 9001:2008

ISO 9001 is by far the world’s most established quality framework, currently being used by over 1 million organisations in 178 countries worldwide. It sets the standard for not only quality management systems, but management systems in general. It helps us to succeed through improved customer satisfaction, staff motivation

and continual improvement as well as providing us with the framework for achieving the expected level of compliance with industry regulations and as such is instantly recognised by current and potential clients. We initially achieved accreditation in 1992. Our certification is held with the BSI Group.



Status: **general accreditation to the Standard**

ISO 14001:2004

This International Standard specifies requirements for an environmental management system to enable an organisation to develop and implement a policy and objectives which take into account legal requirements and other requirements to which the organisation subscribes, and information about significant environmental aspects. It

applies to those environmental aspects that the organisation identifies as those which it can control and those which it can influence. It does not itself state specific environmental performance criteria. We were accredited to this Standard in December 2014.



Status: **accredited contractor**

SAFE CONTRACTOR

The Safe Contractor health and safety assessment scheme is the fastest growing scheme of its kind in the UK. With 150 major clients and 18,000 contractor members it is dedicated to promoting higher standards of competence and compliance through the provision of relevant industry specific and tailored health and safety

assessments for all professions and sectors. Its client base includes many major brand names, such as Kelloggs, Nestle UK, Marks & Spencer, Tesco and HSBC who will naturally expect any current or potential supplier to hold accredited contractor status – which we achieved for the first time in 2008.



Status: **registered training centre**

CHARTERED INSTITUTE OF ENVIRONMENTAL HEALTH – CIEH

The Chartered Institute of Environmental Health is a registered charity and the professional voice for environmental health. It sets standards, accredits courses and qualifications for the education of members and other environmental health practitioners.

environmental awareness through a network of 10,000 registered trainers and 6,000 registered training centres across the UK.

It also provides over 50 certification training programmes which include food safety, health and safety and

We currently have several trainers that can deliver approved CIEH courses and an additional 30 qualified trainers delivering our Essential Food Hygiene training course to an average of 7000 temporary workers each year.

TRADE ASSOCIATION MEMBERSHIP



Status: corporate member, driving sector member, Accredited Induction Scheme member, members of the Employment Policy Committee, Chair of the Industrial Sector Committee

RECRUITMENT & EMPLOYMENT CONFEDERATION - REC

The Recruitment and Employment Confederation is the representative body for the UK's private recruitment and staffing industry. It currently has over 3,600 corporate members as well as 5,500 members of the Institute of Recruitment Professionals.

We have held membership since it was formed in 2000 following the merger of the Federation of Recruitment Services (of which we

were a member) and the Institute of Employment Consultants.

We are one of only 26 members in the UK of the Accredited Induction Scheme which enables us to deliver the REC's Certificate in Recruitment Practice qualification internally. When a student passes the examination they receive an initial one year's membership of the Institution of Recruitment Professionals.



Status: member of the main Executive Committee

ASSOCIATION OF RECRUITMENT CONSULTANCIES – ARC

The Association of Recruitment Consultancies is a trade association that was launched in 2009 with the backing of the leading recruitment law specialist, Lawspeed.

The predominant reason for our

membership is to access a wide and well informed group of diverse practitioners, to enable us to help shape best practice.

We have held membership since September 2010.



CHARTERED MANAGEMENT INSTITUTE

The Chartered Management Institute has 450 corporate and 87,000 individual members. It is the only professional body in the UK dedicated to promoting the highest standards of management and leadership.

Chartered status is the government stamp of approval, unique in the sector and a guarantee of the integrity and quality of a member's advice and portfolio of services.

CMI works in partnership with employers across private, public and not-for-profit sectors, and has achieved thought-leadership status through its research with academic institutions and lobbying of policy-makers.

All of our managers have the opportunity to subscribe to Management Direct, which is an online learning and development tool. If they choose to do so they can also become an affiliate member of the CMI.



Status: general membership, members of Executive Committee

ASSOCIATION OF LABOUR PROVIDERS – ALP

The Association of Labour Providers is a trade association for organisations that provide workers within the food, agricultural and other Gangmasters Licensing Authority (GLA) regulated sectors. It focuses on providing

members with quality information, positively influencing policy and industry regulations as well as training standards and promoting good practice.



Status: licence holder

GANGMASTERS LICENSING AUTHORITY - GLA

The Gangmasters Licensing Authority is a non-departmental government body of DEFRA which was established to protect workers from exploitation in agriculture, horticulture, shellfish gathering and food processing and

packing. It is illegal for an agency to operate in these sectors without a licence. It is also an offence for an organisation operating in these sectors to use an unlicensed supplier.



Status: general membership

FREIGHT TRANSPORT ASSOCIATION – FTA

The Freight Transport Association is one of the UK's largest trade associations and represents the transport industry's interests at local, national and European level.

We have been members since 2005.

In November 2010 we became the first agency in the UK to be audited and approved by the FTA following a rigorous review of our compliance systems. We are also currently

involved in shaping the FTA's proposed agency accreditation project.

All of our operational staff who are involved in the supply of drivers take the Certificate of Professional Competence in Driving Recruitment course and examination. Once completed each member of staff can class themselves as being 'FTA accredited' which carries great prestige within the logistics industry.



Status: Grade B Membership

THE SUPPLIER ETHICAL DATA EXCHANGE – SEDEX

The Supplier Ethical Data Exchange is a membership organisation for businesses that are committed to the continuous improvement of the ethical performance of their supply chains. It is a not-for-profit organisation which is based in London but is open for membership to any company in the world.

Its membership list includes

organisations such as BBC Worldwide, Marks & Spencer, Royal Mail, Adidas, the London Organising Committee of the Olympic Games and the Walt Disney Company. It is a distinct advantage for an agency to hold a grade B membership if they are looking to supply staff directly to a Sedex member or to a company within their supply chain.



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