

Global Citizenship Report 2013

Mentoring and Networking



In This Report





This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

Welcome

At Alexander Mann Solutions, our commitment to the 10 principles of the United Nations (UN) Global Compact remains unchanged. In the past six years, we have continually refined our Global Citizenship programme to add value, play a positive role and maximise the efforts of our people.

Our 2013 Communication on Progress (COP) is the sixth since committing to the UN Global Compact.

In this report, we frame our achievements around a theme. This allows us to highlight specific developments and initiatives, while also providing a structure through which we can clearly and concisely report on our overall achievements.

The theme of this report – ‘mentoring and networking’ – reflects our approach to Global Citizenship in 2013. It has enabled our people to contribute their skills and expertise beyond their day jobs to a wide variety of initiatives. These mentoring and networking opportunities have offered our people the chance to support others in achieving their goals, as well as broaden their own aspirations.

While we would expect to naturally see mentoring and networking feature in our Social & Economic Accountability and Inclusion & Diversity sections, the theme is prevalent in all areas. For instance, we have worked closely with small and medium sized enterprises (SMEs) as part of our supply chain, supporting them to succeed in tenders where previously this wasn't possible. More on mentoring and networking can be read throughout this COP.

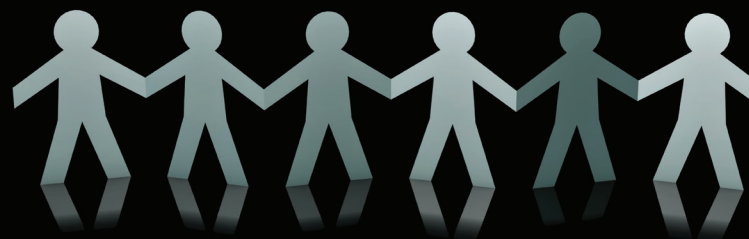
Report Objectives

This report constitutes Alexander Mann Solutions' 2013 COP towards the UN Global Compact.

In this report, we intend to:

- Demonstrate progress towards the UN Global Compact and report on Alexander Mann Solutions' progress against goals set in the 2012 COP
- Set goals for Alexander Mann Solutions' Global Citizenship programme in 2014
- Provide a formalised, publicly accessible document which summarises our Global Citizenship efforts, ensuring transparency, accountability and continuous improvement
- Develop awareness of Alexander Mann Solutions' Global Citizenship programme

This report covers our global business unless otherwise stated.



Self-Declaration Global Reporting Initiative (GRI) Application Level

The below table provides a detailed overview of points that have been covered throughout this report against the GRI performance indicators. This is a self-declaration by Alexander Mann Solutions.

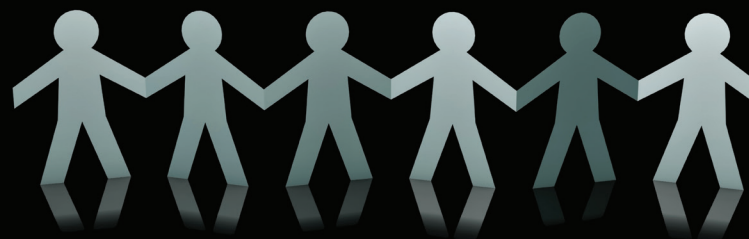
Topic	Points Covered	Application Level
Strategy & Analysis	1.1	C
	1.2	B
Organisational Profile	2.1 to 2.10	C
Report Parameters	3.1 - 3.8/3.10 - 3.12	C
	3.9 and 3.13	B
Governance, Commitments & Engagement	4.1 - 4.4/4.14 - 4.15	C
	4.5 - 4.13/4.16 - 4.17	B

GRI

We've taken into account the GRI sustainability reporting guidelines when putting together this report. Find out more at www.globalreporting.org

Information Online

More information on our Global Citizenship programme can be found on our website www.alexandermannsolutions.com





A Few Words From Our CEO

It's truly gratifying to see the incredible impact our people have when we come together

This has been an incredible year for Alexander Mann Solutions and one that fills me with a great deal of pride. With our first steps into Latin America, the successful appointment of New Mountain Capital as our investor, and awards such as Best Places to Work in Northeast Ohio and Poland's Best Employer of the Year – 2013 is a year that will last long in the mind.

As well as delighting our clients, we've also worked hard to meet our Global Citizenship commitments, aligning them with mentoring and networking, and this is the theme for our 2013 report. Over the following pages you'll find we have some wonderful stories to tell, and these include such achievements as:

- Helping smaller businesses succeed in our supply chain (page 32)
- Supporting the Aspiring Professionals programme through the Social Mobility Foundation (page 43)
- Working with Tomorrow's People to deliver CV workshops for the ThinkForward programme (page 19)
- Our employee driven 'one more thing' initiative (page 14)
- Advising and fundraising for Singapore charity aidha (page 23)
- Empowering Poland's Women's Business Network (page 44)
- Developing a training programme for Cleveland's SuccessTech Academy (page 25)

I personally want to say a big thank you to our people, as well as our partners and suppliers. In the same way we approach business, in Global Citizenship we never do anything half-heartedly. The aid that we provided after the typhoon in the Philippines being a particular case in point.

We give our energies and time generously. From playing a positive role in our communities and helping so many different charities succeed, to improving our environment and enhancing the well-being of our people – I believe Global Citizenship is about doing good, not just doing business. It's about being part of the world community and it gives me a great thrill to know that we are bringing our skills and talents to enhance it and help it grow.

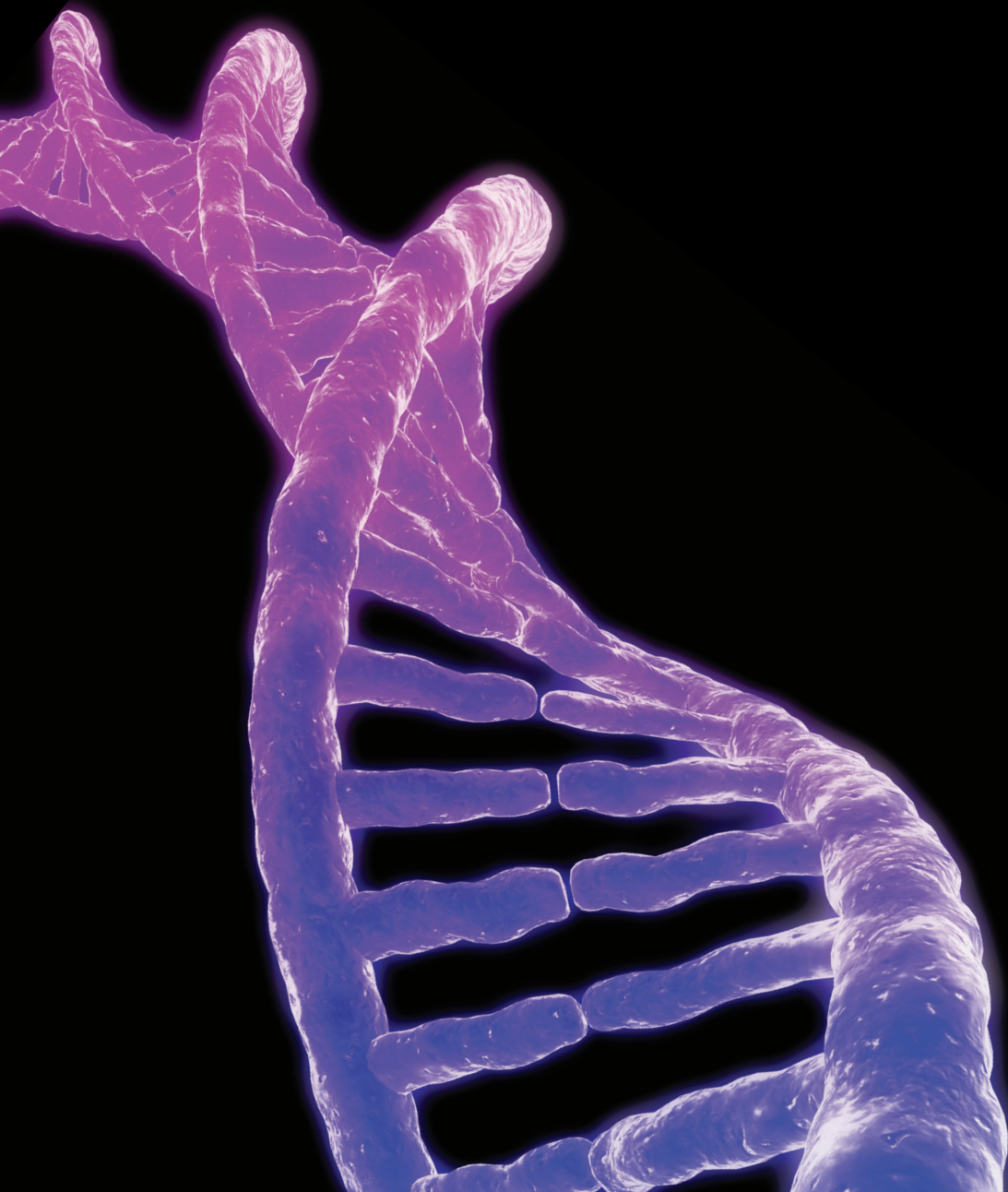
I am pleased to confirm that Alexander Mann Solutions reaffirms our support of the 10 principles of the UN Global Compact in the areas of human rights, labour, environment and anti-corruption.

Rosaleen Blair

Founder and CEO
Alexander Mann Solutions



About Alexander Mann Solutions



About Alexander Mann Solutions

What We Do

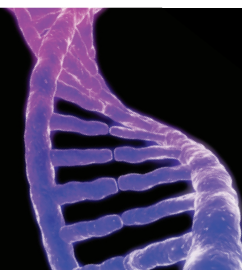
Alexander Mann Solutions is the world's leading provider of talent acquisition and management services. We integrate our outsourcing capability and consulting expertise to enable organisations to attract, engage and retain top talent.

With a staff of over 2,200 people, our award-winning teams and their powerful insight are uniquely placed to support the thinking behind and delivery of a client's people strategy. We deliver impactful business outcomes across the full talent lifecycle; from strategic workforce planning and employer branding, to assessment and selection, on-boarding and engagement, from school leavers and graduates, middle managers and executives, to board members and C-suite appointments – permanent and contingent labour.

Where We Are

We partner with our clients to deliver creative talent acquisition and integrated talent management solutions in over 80 countries, on all continents (bar Antarctica), around the world.

At any hour, on any day, in any time zone, our people are delivering innovation from our head office in London, United Kingdom and smaller regional centres in places like Melbourne, Australia, Boston, USA and Hong Kong, China. We've built four centres of excellence that provide capacity for teams around the world. Our Global Client Service Centres (GCSCs) are in Bracknell (United Kingdom), Krakow (Poland), Manila (Philippines) and Cleveland (USA).



Who We Work With

We have deep industry expertise in a number of sectors, specifically: Retail and Financial Services; Investment Banking and Professional Services; Technology and Media; Defence, Engineering and Business Services; Energy; and Healthcare and Life Sciences.

Our 65 global clients include:

- BAE Systems
- Barclays
- Citi
- Covidien
- Credit Suisse
- Deloitte
- Freshfields
- GE Capital
- HSBC
- Microsoft
- Novartis
- Origin Energy
- Rolls-Royce
- Royal Mail
- Santander
- Statoil
- Vodafone
- Zurich

Mission, Vision and Values

Mission: We build world-class talent and resourcing capability for organisations, based on the shared belief that people are the foundation for success. As a trusted advisor, we deliver this through innovative and measurable outsourcing and consulting services.

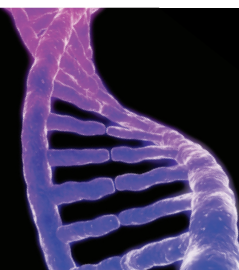
Vision: Our business is about people – clients, candidates, partners and the communities in which we work. And of course our people, who make it all happen. As such, the vision we have for our organisation is “making people the foundation for success”.

Values: Three values encompass our approach to our business, our people and our clients. We are passionate, distinctive and authentic.

Employee Value Proposition (EVP): We offer an inspiring environment where our people can use their energy, enthusiasm and expertise to realise their aspirations and really make a difference. It’s our promise to our employees.



Cupcakes in Alexander Mann Solutions branded colours with our values denoted on them were given to our employees at our Manila general assembly in September 2013. So now not only are we living our values, we’re eating them too!



Global Citizenship



Global Citizenship

Global Citizenship is an important part of the culture at Alexander Mann Solutions, and it's an embedded component of our business ethics. It's about us being accountable for our impact on our society and our environment and it's integral to all our relationships – with employees, clients, suppliers, partners and communities worldwide.

We take our Corporate Social Responsibilities (CSR) seriously, and we don't believe this is something that companies should stand still on; we know that we can always do more. We're constantly looking at new or different ways to make sure that our people are proactive global citizens who have a positive impact on the world around them.

In 2007, we signed up as a participant to the UN Global Compact, formalising our long-term commitment to being a globally responsible organisation in the areas of human rights, labour, environment and anti-corruption. Participating ensures we remain focussed on structure, discipline, timescales and deliverables today and into the future.

Stakeholder Engagement

We recognise the importance of identifying and engaging with key stakeholders. They provide us with a diverse range of perspectives and experiences which inform, develop and refine our Global Citizenship programme.

In turn, our stakeholders are intimately involved in Global Citizenship activities.

Employees

Through surveys and roundtable discussions, we encourage open dialogue to find out what matters to our people – and learn how they want to make a difference.

Clients

By listening and learning from the organisations with which we work, we can understand what is important to them and how our Global Citizenship strategies align.

Opinion leaders and industry thinkers

By developing relationships with leading bodies, such as the UN Global Compact, we can draw upon their extensive knowledge and experience.

Global Citizenship volunteers

By formalising our relationships with Global Citizenship volunteers, we can expand the types of stakeholders with which we engage, outline our engagement standards and regularly capture different perspectives.

Non-profit organisations

By building close and long-term relationships with global non-profit organisations, we can respond to the needs of our local communities, undertake actions to improve the environment and shape the relevancy of our Global Citizenship policies.

Suppliers and partners

Working with third-party partners and suppliers, we can implement best practice and influence relationships to ensure stable growth and responsible business practices.



Global Citizenship Goals

We developed our Global Citizenship programme with the following specific goals in mind.

- **To build a picture of best practice in the industry:** what industry standards exist and what blue-chip client organisations are doing
- **To determine our stakeholder needs:** what our people want, what our clients require and how our communities could or should benefit from our involvement
- **To understand what we should achieve from the programme as a business:** how it will support our business strategy and goals, how it can help us deliver our EVP and how it will bring our people policies to life
- **To identify the strengths and skills in our organisation:** how these add value to our communities and stakeholders

These goals inform the objectives of our Global Citizenship programme.

Global Citizenship Programme Objectives

Learning and development – Drive learning and development in the organisation, through internal programmes and external partnerships with our Charities of Choice and volunteering activities.

Communities – Support Charities of Choice in achieving their goals and encourage our people to contribute their time and expertise where other volunteer opportunities arise.

Environmental – Examine our carbon footprint and make a determined effort to reduce it annually.

Inclusion – Be aware of the world we live in, ensuring that the teams we build reflect a belief that success comes from diversity; offer a hand to those whose social circumstances inhibits their full potential and mobility.

Communication – Create and maintain two-way channels of communication throughout our business and use these as efficiently and effectively as possible.

Accountability – Ensure there is transparency and accountability by setting specific goals and measuring progress against them.

Stakeholder engagement – Actively engage all stakeholder groups in order to develop solutions that really work.

Global Citizenship Programme Delivery

In 2011, we developed a set of working groups to deliver on our Global Citizenship objectives. The groups are

voluntary and made up of people from across the organisation, spanning seniority, geographies and roles.

Replicating the sections of this COP to report on our Global Citizenship activities, the working groups are as follows:

- Corporate Culture & Practices
- Social & Economic Accountability
- Environmental & Supply Chain Accountability
- Employee Wellbeing
- Inclusion & Diversity

During 2012/13, our voluntary groups evolved with members coming together from a number of different working groups to deliver on specific projects.

In 2014, we plan to review the need to retain the groups in their original format. As our geographic expansion continues and our people come together to deliver projects they are passionate about, we believe we'll need a range of approaches to engage participants, support reporting and drive implementation.



Global Citizenship Programme Owner



Ultimate responsibility for Global Citizenship at Alexander Mann Solutions rests with David Heath, Chief People Officer.

As a member of our Leadership Team, David reports on our Global Citizenship progress to our stakeholders and our Board.

David has included a brief commentary and summary at the conclusion of this document.



Corporate Culture & Practices



Corporate Culture & Practices



To truly make a difference in our organisation, CSR must be embedded into our culture, in addition to our processes, policies and practices. It must be aligned to our strategy and we must take a long-term view.

To act in a globally responsible way, we must review our initiatives, codes and schemes so that we can learn from them. We pride ourselves on a fair, ethical and inclusive approach to our business, our people and our clients.

Assessing our achievements in 2013 against the commitments we set ourselves, we have awarded ourselves a bronze medal, reflecting that this is an area for continual improvement.



Highlights of Our Achievements in 2013

We achieved half of our commitments during 2013. This included two publications of our internal employee magazine, The Point, and we also hosted quarterly updates with our Senior Managers. We'll take this opportunity however to highlight a couple of achievements that went above and beyond our original commitments. These illustrate how we work hard to create a culture at Alexander Mann Solutions – backed by processes, policies and practices – that is inclusive of everyone.

'one more thing'

In the latter half of 2013, our Chief Operating Officer, John Collington, spearheaded a company-wide initiative called 'one more thing'. The aim of the campaign was to mobilise the business and encourage people to come up with ideas, suggestions and projects that would identify and deliver notable financial results. Of the 180 projects that were implemented globally, all were acted on collectively. It was an important lesson: we were all working together in this initiative and the responsibility for its success remained with us all.

There are many examples of how our people embraced 'one more thing'. These included spec'ing in available candidates to clients, a global sourcing competition (with a record-breaking 57,677 sourcing activities conducted during the three competition days) and encouraging all communications amongst teams to take place using corporate communication technologies like Microsoft Lync – rather than costly alternatives. We also dedicated our quarterly Inspiring Awards programme to celebrate those who remained steadfast in delivering excellence to our clients; those who were willing to try new ways of doing things; and those who remembered the simple fact that little changes can make a difference.





Global sourcing competition in Q3 2013 as part of 'one more thing'



Career Profiles

Our employees tell us that career development and internal opportunities are two of the principal reasons for joining and enjoying life at Alexander Mann Solutions. We want these opportunities to grow and continue to improve. We're committed to making it a great place to work and in June 2013 we launched the Alexander Mann Solutions Career Profile. This is a repository of our employees' skills, interests and ambitions and it enables us to see the depth and variety of our talent globally, further supporting our 2013 theme of mentoring and networking.

The findings from our Career Profile are being shared with managers (who can support individuals to achieve their aspirations) and with Internal Resourcing (who can better match skill sets to opportunities, whether projects, secondments or new assignments).

Learnings From Our Career Profile

- 619 of our people would consider relocating overseas, of which 518 speak a second language to business level
- 534 are interested in short-term secondments
- 1,168 are interested in getting involved more in the business

Upholding Our Position on Anti-Bribery and Anti-Corruption

As the market leader in talent acquisition and management services, our knowledge, experience and conduct sets us apart in the market. Our conduct is exemplified by employees maintaining the highest level of ethical standards – each and every day of their working lives.

Our anti-bribery and gifts and hospitality policies provide clear guidance and a consistent approach to our business practices throughout our expanding worldwide operations. The policies are applicable to all individuals working for, or with, Alexander Mann Solutions in any capacity.

In addition to these formal policies of zero-tolerance of corruption, there is a bribery and corruption online course for our staff. This informs participants of best practice and the compliance responsibilities for individuals as well as those that Alexander Mann Solutions has as a company.

Commitments for 2014

- Improve access to Alexander Mann Solutions service offerings, projects and strategy. This includes updating our intranet content and cascade system for notable news
- Upgrade our intranet platform to improve user experience and encourage social collaboration
- Establish a network of Brand Ambassadors who act as an extension of the Marketing & Communications team and help drive strong, clear and consistent messages
- Conduct quarterly Senior Management business updates, led by a member of the Leadership Team
- Produce the Global Citizenship Report, meeting UN Global Compact requirements on COP and formally submit the report by its May 2014 deadline



Social & Economic Accountability



Social & Economic Accountability



As a global organisation, we must ensure that we are protecting and improving the local communities in which we operate. We should invest in projects that have positive, long-term effects on our communities.

Investment in our communities happens in a number of ways. Firstly, we partner with charitable organisations around the world, our Charities of Choice. They all share our values and we offer genuine support thanks to the expertise of our people.

Secondly, in geographies where our Charities of Choice do not operate but our people want to replicate the support we offer these charities, our people are encouraged to get involved in local initiatives. The brainwave of one of our people in the northwest of the UK, for example, has resulted in the development of a schools and colleges training programme where young people are taught CV writing skills and interview techniques. This project has been so successful we are now introducing it to additional geographies.

Thirdly, we encourage and support our people to get involved in local initiatives that they feel are personally important to them; this includes offering our people globally one paid volunteer day annually.

Assessing our achievements in 2013 against the commitments we set ourselves, we have awarded ourselves a silver medal reflecting almost complete satisfaction.



Highlights of Our Achievements in 2013

Many of our projects within Social & Economic Accountability are a result of formal relationships with our Charity of Choices or similar.



Tomorrow's People, UK

Coinciding with our Global Citizenship theme of mentoring and networking, we seized a new opportunity in 2013 to support our long-standing UK Charity of Choice – Tomorrow's People.

Offering employability skills workshops for young people through its ThinkForward (TF) programme, the charity targets those who are at risk of becoming NEET (Not in Education, Employment or Training). To ensure education still plays an important part in their lives, young people are given a "super-coach" from age 14 through to 19 who offers personalised, sustained support to overcome challenges, both at home and at school, and to help them build life skills and confidence.



The TF programme also encourages a variety of businesses and organisations to deliver in-office workshops aimed at introducing young people to the world of work, helping them to develop the skills necessary to make a smooth transition from school to further education or work. These workshops can help build a young person's self-belief, confidence and aspirations for a successful career.



Our people in the UK delivered three workshops for a group of 12 young people from two schools in London. The workshops were delivered at our London headquarters and in addition to covering topics like personal brand, CV and interview skills, employees from around our business spoke to the group about their own work journeys and inspiration. One of the highlights was Team AMS Mentor, and World and Paralympic Champion Jody Cundy, who spoke about ways he motivates himself and what drives him to succeed. This contribution from Alexander Mann Solutions was recognised at an evening celebrating the success of the TF programme and we look forward to being involved in 2014.



Beyond this, our employee Jonathan Elliott ran the London Marathon on behalf of Tomorrow's People finishing in 4 hours, 8 minutes and 27 seconds and raising funds at the same time. A pub quiz and raffle by our Bracknell GCSC also raised £157 for Tomorrow's People.

Tomorrow's People

Their vision is to break the cycle of unemployment and dependency in deprived communities throughout the UK

“Very inspiring and has made me rethink aspects of my life”

“Thank you, I love this workshop”

“I could use many skills I have been taught”

Comments from young participants of the ThinkForward programme



Mosaic Enterprise Challenge, UK

Mosaic is a charitable initiative from 'Business in the Community' and it enables our employees to act as business mentors for school children across England.

The Enterprise Challenge is a national competition for secondary school-aged children designed to encourage entrepreneurial skills. Teams of students work with a mentor from the business community to learn about becoming a future business leader and come up with a business idea. The business ideas are judged on a regional basis, resulting in a finalist team from each region competing to become the ultimate winner and put their business idea into practice. Our original involvement in the Enterprise Challenge started with our Deloitte team mentoring school children in London. The team's enthusiasm and the broad range of locations covered by the Enterprise Challenge encouraged us to advertise the mentoring opportunity nationally to our people in England.

We are very proud that all regions were supported by Alexander Mann Solutions mentors. It says a lot about the uptake of our mentoring and networking theme for 2013. We're waiting to find out whether any of our teams will reach the regional finals taking place in the first half of 2014.

Mosaic

Founded by HRH The Prince of Wales in 2007, Mosaic's mentoring programmes create opportunities for young people from deprived communities

Regarding Mosaic Enterprise Challenge, our people have said:

"I saw this as my opportunity to put something back into the community. To share my career experiences with the students in order to help them find a career that may be of interest to them, depending on their preferences"
Natalie Bateman, Team Leader

"I joined the scheme because I felt that there was a real lack of continuity between my time spent studying and actually going out into the real world and getting a job when I was younger. When I saw this opportunity, I thought it was a great idea and a really good step in the right direction to help students think more practically about the future and what they have to offer"
Anthony Bull, Resource Specialist

"I wanted to offer my support and guidance to those who are interested in a career in business. Having run a successful business in the past, my experience could inspire our younger people to succeed in the future. At the end of the day, they are our future!"
Mark Sutton, Lead Sourcing Specialist

"I decided to take part in this challenge as I have a niece the same age as the students taking part at Garth Hill. When I told her Alexander Mann Solutions was participating in this scheme, she told me about her experience of a similar one at her school. Although she agreed it is a good scheme, unfortunately the one she took part in was not run as well and didn't have the same incentives etc. She told me what she would like out of a mentor, from a student's perspective; so I chose to take part to see if I can help students and create a positive outcome"
Sarah Compton, Resource Specialist

"I wanted to get involved to take myself out of my comfort zone and to hopefully have an impact on the entrepreneurs of the future"
Rupert Scott, Client Services Manager

"I want to promote what I think is important and hopefully help someone grow their confidence along the way"
Emily Phelps, Resource Specialist

"I wanted to get involved as I enjoy coaching and mentoring and wanted to develop these skills within a different environment. It helps to create situations closer to real-life for young people to learn and take away with them for the future. I also did Business Studies at school and would have enjoyed something like this myself if we'd had the chance"
Kate Barnes, Lead Sourcing Specialist





Leonardo, Poland

In Poland, our main focus is our Charity of Choice, which, since 2008, has been the Foundation of Social Development - Leonardo.

To help Leonardo, our people provide job searching, CV writing and job interview workshops as well as host English classes. Additionally, we support Leonardo with an annual fundraising 'Raise and Give' month. During this month, employees raise money in a number of ways from cake sales to pub quizzes. A group of Alexander Mann Solutions walkers also completed a Three Peaks Challenge mountain climb in less than 36 hours, raising additional funds through sponsorship.

In 2013, the Three Peaks were in the Mala Fatra National Park, a mountainous part of Slovakia. Our team of climbers, together with their fundraising colleagues, raised money for new office equipment for Leonardo's offices in Krakow and to support the delivery of further workshops.



Leonardo

Works with individuals and families from difficult social backgrounds, or those disconnected from the community and job market, with the aim of increasing their chances of gaining employment

Typhoon Haiyan, Philippines

On 8th November 2013, the deadliest typhoon on record devastated large parts of the Philippines. It left over half a million people without water, food and shelter. While the path of the typhoon did not pass over Manila (where our Alexander Mann Solutions GCSC is located), many of our colleagues had friends and family directly affected by the Super Typhoon.

To help efforts, we launched a global fundraising campaign. Initiated by our team in Manila, the response from our wider global team was phenomenal. With both individual and corporate donations, we raised over 1.2 million pesos (over £16,000) which was split equally between the Philippine Red Cross and Sagip Kapamilya, the emergency response foundation of ABS-CBN, the oldest commercial television network in the Philippines. The donations have supported immediate relief aid and also longer-term rebuilding programmes.

“Your call to action in our time of need is an amazing example of Alexander Mann Solutions’ values in practice. On behalf of our colleagues in Manila and everyone affected by this devastating typhoon, thank you”

Kevin K Urrutia, Head of Manila GCSC



aidha

aidha, Singapore

In 2013, our people in Singapore continued to work closely with aidha to ensure our volunteering had the best possible impact. As the charity grows, our support expands.

We provided aidha with traditional recruitment support by putting a competency framework in place. This has helped them develop both mentors and new members of staff; with a focus on particular individuals such as the HR Manager and CEO, where we offered advice on executive recruitment. We also advised how to use Facebook and LinkedIn to broaden their network which is integral in attracting both new students and mentor volunteers.

Lastly, our volunteers gave their time to help aidha with their application to become an Institution of a Public Character which will enable donors to obtain tax relief on their qualifying donations.

Fundraising efforts include a charity quiz night where Alexander Mann Solutions employees, clients and suppliers worked as teams to raise \$3,000 SGD. Our people also cycled the Tour de Singapore with colleagues from Barclays and Deutsche Bank.

aidha

Provides training programmes to foreign domestic workers in Singapore where they can learn financial and management skills for a brighter future



Changing Young Lives Foundation, Hong Kong

Towards the end of 2013, our Hong Kong Charities Committee partnered with a charity committed to supporting underprivileged children both in Hong Kong and the Chinese mainland. The charity is named Changing Young Lives Foundation (CYLF) and in 2014 our colleagues in Hong Kong will be supporting CYLF through fundraising and volunteering activities, using existing expertise from across our global business to provide materials, experiences and know-how to maximise our support.

Changing Young Lives Foundation

Mission is to provide health, welfare, and educational and recreational programmes to children from disadvantaged families in Hong Kong and those in the poorest regions of rural China

Doxa Youth Foundation

Doxa Youth Foundation, Australia

In 2013, our colleagues in Australia continued to support their Charity of Choice, the Doxa Youth Foundation. Working with young people from disadvantaged backgrounds in the state of Victoria, the Doxa Youth Foundation provides opportunities for these young people to gain access to tertiary education and a professional career.

Building on the relationship established in 2012, our people delivered workshops on transitioning from the world of study to the world of work as part of the Cadet Weekend Camp. Our Melbourne office sponsors a cadet, providing varied work experience from sourcing to HR administration and onsite support for one of our clients.

Doxa Youth Foundation

Gives children and young people who experience disadvantage a better chance in life so every young person can achieve their potential



“I have been at Alexander Mann Solutions for a year now, doing my cadetship, and all I can say is that it has been an amazing experience. Being straight out of high school I feel this is the best opportunity that I could have got and I cannot thank everyone enough for it. I already feel as though I have learnt so many skills and learnt how to work in an environment that involves so much international work and what it takes to be part of a team. I cannot wait for the two coming years of my cadetship and what it will bring me both academically and professionally”

Lisa-Maree Marshall,
Doxa Youth Foundation cadet

SuccessTech Academy, Cleveland, Ohio

Historically, we have two Charities of Choice in the USA, selected in part because of their locations – New York City and Boston, which coincide with our employee locations. Since working with these charities, our presence in the US has grown enormously, both geographically and in population. In 2014, we plan to review the appropriateness of working with these two local charities.

In addition, our people in our Cleveland GCSC developed a schools and training programme, working with a school located next to our office – SuccessTech Academy. The main focus was to deliver a series of workshops supporting students and their parents into further education and work. We were also able to help these students through donations of professional clothing, food items, internships at our offices and fundraising to assist with their transport costs.

In November, colleagues collected food items to produce Thanksgiving baskets to support students and their families at SuccessTech Academy in need over the holiday weekend.

SuccessTech Academy

Established from a grant from the Bill & Melinda Gates Foundation, they graduate self-directed problem solvers who have clear personal, academic and professional goals focused on responsible citizenship



Outside our Charities of Choices, our people around the world started their own local initiatives. Here are the highlights:

UK

Within our Bracknell GCSC, an employee volunteers at the Bracknell Probation Service to assist offenders with skills to find full-time employment.

In December, the Bracknell GCSC along with people from our London headquarters and our Deloitte team donated food items in support of the Trussell Trust food bank.

We supported Morgan Stanley's Cooperation Ireland Youth Initiative by delivering an employability skills presentation as part of the two-day event. This gave us the opportunity to develop a relationship with Cooperation Ireland with a view to our teams in Belfast and Ireland supporting projects locally.

We joined the Advisory Board of a niche recruitment company, Recruit for Spouses, which helps the spouse of military personnel find employment. We also support The Poppy Factory through our Cobham team who are volunteering to mentor ex-military personnel seeking employment. We also work with their recruitment team to broaden our talent pool and in turn, provide real employment opportunities to those seeking work.

Our Bracknell colleagues are fantastic fundraisers and in 2013 they supported:

- A Halloween-theme bake-off that saw £210 donated to support a family closely connected with the GCSC
- Movember, which supports mens' cancer charities through sponsored facial hair growth and raised £102.17
- BBC's UK charity, Children in Need. A fancy dress, raffle and auction raised £554.30
- The annual World's Biggest Coffee Morning for MacMillan Cancer Support raised £204.70



EMEA

In October, six colleagues in France travelled across the country to team up to run in the Race Against Cancer in Paris.

Our colleagues in Krakow have been busy all year with different events which include:

- Raising nearly 800 PLN through an Easter card crafting-and-selling activity for a young girl needing cancer treatment
- A tree planting day to help create a more diverse woodland in the Krakow region
- Donating 1,164 PLN for two animal shelters in Krakow
- Supporting the Jasiek Mela Foundation which works with people who have suffered leg amputations and need advice and support with buying their prostheses
- Organising a charity concert featuring Alexander Mann Solutions musical groups to support Beata Jalocha who is convalescing from a spine injury
- Collecting plastic caps to be recycled. We raised money for the son of one of our former employees who needs a leg prosthesis
- Supporting the annual campaign to keep the Tatra Mountains National Park a wild environment, free from negative human influence, by spending the day clearing up the tourist trails



As in previous years, our Krakow colleagues continue to back the Szlachetna Paczka charity ('The Noble Gift') which supports families in need in Poland by giving boxes of food and other items that are particularly needed. Our people in Krakow supported four families (one more than the previous year) by gifting food and household items as well as

winter clothing and boots, warm bedding, children's toys, school materials, medical and household equipment and appliances.

Whether it was contacting the volunteers running the programme, buying items from the lists, preparing the packages themselves, or taking the time to drive them to their respective destinations – everyone at Alexander Mann Solutions' Krakow GCSC helped. We received wonderful, heartfelt and amazingly touching feedback from the recipient families.



APAC

In Manila, our colleagues volunteered to support the Dynamic Teen Company's Kariton Klasrum experience – a mobile classroom that supports and educates street kids in the Cavite City, a part of Manila. The organisation also delivers meals and offers basic health services to children who have no families to support them. Our volunteers helped educate the street kids, introduced basic hygiene lessons and played games.

Project Sole2Sole was also supported by our Filipino colleagues, a charity that helps children all over the Philippines by raising money to buy children's shoes. Our people in Manila raised 28,500 pesos to buy shoes and string-bags to give to the children of Bahay Maria.

A seven-person Alexander Mann Solutions team worked at the Hong Kong International Coastal Cleanup 2013. The team set a record for the most trash bagged, tagged and removed from a single beach – 280kg of rubbish, including everything from a gas cylinder and hundreds of pieces of glass to plastic bottles and medical syringes. The team left Nam Wai beach near Sai Kung looking almost pristine. We were presented an award for "Heaviest Piece of Rubbish" and the garbage was analysed and the results form part of the Green Council's latest report on the causes of marine pollution in Hong Kong.

"It's great to be part of such a successful annual event, which does much more than just address the symptoms by removing rubbish that has built up on our beaches. The resulting report analyses the underlying causes, which will help Hong Kong get to the root of the problem and find simple and sustainable ways to create a cleaner environment"

Martin Cerullo, Managing Director,
Development, APAC



Commitments for 2014

- Remain a strong partner with our Charities of Choice in the UK, Poland, Singapore, Australia and Hong Kong and commit to finding new ways to support their work
- Review our relationship with our Charities of Choice in the Americas and consider expanding our schools and colleges programme beyond the Cleveland community
- Explore the opportunity to replicate the Cleveland SuccessTech Academy relationship in other geographies, particularly the Philippines and countries where our people are geographically widespread
- Develop our fledgling relationship with Cooperation Ireland, looking to support projects in Ireland as well as the Morgan Stanley initiative in London
- Extend the opportunity for our people to volunteer their time with not-for-profit organisations to complement the work undertaken with our Charities of Choice. Promote the paid volunteering day Alexander Mann Solutions employees can take annually as a way to highlight opportunities

Environmental & Supply Chain Accountability



Environmental & Supply Chain Accountability



We want to lessen the potentially damaging effects of our company activities and help protect the environment.

As a services provider, our environmental impact is relatively small. Being office-based, our impacts relate to the use of energy and greenhouse gas emissions as well as the natural resources we use and the waste we produce. However, we always seek to improve and lessen our impact by building relationships with responsible suppliers and working with clients that share our views and aspirations.

Assessing our achievements in 2013 against the commitments we set ourselves, we have awarded ourselves a gold medal reflecting complete satisfaction.



Highlights of Our Achievements in 2013

Environmental Accountability

Microsoft Lync

Technology is revolutionising the ways we communicate and at Alexander Mann Solutions we also recognise the need for technology that is environmentally friendly. One of our big initiatives for 2013 was our roll-out of Microsoft Lync software, which offers messaging, voice and video calling capabilities and enables people to communicate remotely. Everyone using an Alexander Mann Solutions computer now has this software installed and for those onsite, Lync can be accessed via the web. It has created a new communication platform for our business. In addition to this, a fully functional hi-tech video conferencing solution has also been installed into four of our main offices (London, Bracknell, Krakow and Manila).



Our investment in these technologies has enabled teams who work remotely to meet virtually – helping with our 2013 networking theme and reducing the need for travel. Moving into 2014, this investment will be extended to meet with our clients onsite.

Environmental Policy

We pride ourselves on being a responsible organisation and have committed in a separate written company policy to continually improve our environmental performance, prevent pollution and manage risks

Environmental Accountability Team

During 2013, our volunteer Environmental Accountability team continued to focus on improving our environmental performance. The 13-member team is spread across our offices in Bracknell, Krakow and London as well as client sites in the UK and Singapore. Every month they hold a conference call to raise and discuss ideas and initiatives that might help Alexander Mann Solutions improve our environmental performance and build awareness of initiatives amongst our employees.

As a result of one of the team's ideas, we replaced all the under-the-desk waste bins in our Krakow GCSC with central recycling waste bins to help reduce waste and increase recycling. Additionally, the team has continued to promote environmental awareness among Alexander Mann Solutions employees, for instance by supporting the Earth Hour initiative across Alexander Mann Solutions globally and using e-cards instead of traditional cards again this festive season.



We also helped to reduce the amount of energy the Krakow air-conditioning system uses by upgrading the sun blinds so that they are less transparent. We continued our successful car-sharing initiative in the Krakow GCSC and added to the natural plants in this office to help further improve the air.



Supply Chain Accountability

Small and Medium Enterprises (SMEs)

In 2013, we supported the UK government's scheme to help SMEs. We did this by encouraging our clients to use new suppliers, including smaller suppliers instead of just using the big-name, global suppliers. We were able to engage with SMEs by supporting margin-only deals. Margin-only deals enable the suppliers to recruit candidates for contractor roles without having to set up the costly infrastructures involved with paying contractors. The supplier receives the placement fee for recruiting and Alexander Mann Solutions is responsible for paying the worker. This allows us to collaborate with our clients to mentor and network with a more diverse group of suppliers, whilst ensuring that the most appropriate supplier is appointed. We look forward to this initiative growing further in 2014.

Recruiter of the Year Award

We launched the very first Alexander Mann Solutions Recruiter of the Year Award in 2013. This is an award scheme that judges the level of performance of our partner programme suppliers and their alignment with our values. One winner was selected from our premier partner suppliers and one from our standard partner suppliers (a small recruitment agency that had performed well in 2012, a further positive step in supporting SMEs).

The Alexander Mann Solutions Recruiter of the Year Award is to be an annual event and in 2014 we will be reviewing the criteria we use to judge each supplier to ensure we are sharing best practice with our suppliers.

Code for Responsible Procurement (CRP)

To manage our business carefully and responsibly, we have a set of core values to govern our activities and interactions with all stakeholders (including suppliers) across the world. To inform and enable this, we follow our own CRP, a document which offers clear guidelines against child and forced labour, as well as healthy and safe working environments and anti-bribery practices. Each of our suppliers annually is asked to commit to signing our CRP



Commitments for 2014 for Environmental Accountability

- Continue using our Environment Management System and remain ISO14001 accredited in our offices in London and Krakow throughout 2014. Expand the scope of our ISO14001 to our Bracknell office
- Investigate whether to deploy our video conferencing system in the US at our Cleveland GCSC
- Establish a consistent method of measuring utilities consumption and waste generation across Alexander Mann Solutions' offices worldwide
- Continue to consider the implementation of proposals from our Environmental Accountability volunteer team and adopt best practice from our clients

Commitments for 2014 for Supply Chain Accountability

- Continue to support the UK government scheme to help SMEs by offering margin-only deals
- Review our Recruiter of the Year Award criteria to ensure we are developing best practice with our partners
- Monitor our supply chain to ensure compliance to our Alexander Mann Solutions CRP
- Review the Alexander Mann Solutions partner programme, now in its third year of operation
- Encourage the use of Echosign with our partner programme suppliers, to streamline the document signing process



Employee Wellbeing



Employee Wellbeing



Employee Wellbeing focuses on providing all our people with the opportunity to develop healthy lifestyles and to bring a positive work-life balance to their lives.

Health (mental, physical and financial), nutrition and diet, fitness and life balance all play a valuable part in an individual's wellbeing. Without the wellbeing of the individuals at Alexander Mann Solutions, our teams cannot perform to the best of their abilities.

Assessing our achievements in 2013 against the commitments we set ourselves, we have awarded ourselves a gold medal reflecting complete satisfaction.



Highlights of Our Achievements in 2013

Policies, Programmes and Procedures Supporting Human Rights

We support the wellbeing and rights of our employees, both inside and outside the workplace. We provide an Employee Assistance Programme to support wellbeing in countries where it is culturally the norm. Similarly, the breadth and nature of our workplace policies continues to evolve to accommodate our changing workforce. This ensures our approach to employment adjustments of all types is as accommodating and flexible as our business needs permit but always in compliance with appropriate legislation.

Linked to ensuring our policies are fit-for-purpose for our ever-changing workforce, we work hard to ensure our procedures also support our people and their rights. For example, our comprehensive internal training programme is regularly updated to accommodate business changes and as a result of our 2013 ClearAssured accreditation in the UK, we now have an online disability competence self-assessment programme in place which all employees can undertake. We also have a formalised employee monitoring, performance and assessment process that operates across the business around the globe, ensuring that success breeds success.

Policies that represent these commitments and expectations are available on our website and intranet and these include our privacy, anti-bribery and corruption policies.

“I’ve had first-hand experience of Alexander Mann Solutions’ flexibility towards its staff. It works wonderfully for my family and me, and I couldn’t have wished for a more trusting team around me”

Hayley Sammut
Principal Resource Specialist
London headquarters





Inspiring Awards

It's really important to us that we celebrate our successes, and we recognise people who have achieved something truly inspirational. Our Inspiring Awards scheme does just that by rewarding individuals and teams who have achieved above and beyond in their role for Alexander Mann Solutions. The scheme has been running for a number of years, and having significantly grown in the last 18 months, we are reviewing its promotion and uptake in 2014 in support of our theme of retooling and reorienting our approach to Global Citizenship.

External Recognition Awards

Supporting our mission to be best in class, our Krakow GCSC was recognised for both service and employment excellence at the inaugural Poland Outsourcing and Shared Service Awards. We took two awards – Best BPO Firm of the Year and Best Employer of the Year. The latter was awarded because we've worked hard to ensure that our people have access to great benefits, the opportunity to develop their careers in a wide and varied structure, as well as network, link and work with some of the best companies in the world.

Andrew Hallam, Founder and General Secretary of ASPIRE Association, said, "The Alexander Mann Solutions Krakow centre is recognised in the RPO industry as the number one centre worldwide, but also within the very competitive Krakow shared services and outsourcing environment. Alexander Mann Solutions' reputation is very high, based on the quality and friendliness of the people working in the centre, the company's high standing as an employer and its active participation in the community, both in terms of its CSR activities and the engagement of its leadership team in ASPIRE."

At the Irish Post Business Gala Dinner & Awards, we were named Company of the Year. Rosaleen Blair, our CEO, accepted the accolade on behalf of our company, saying "We have an amazing team of people at Alexander Mann Solutions; this award is all down to the individual contribution of each and every one of them." On that note, we also were humbled to be a 2013 recipient of the NorthCoast 99: Best Places to Work in Northeast Ohio.



PulsePoint

PulsePoint, our employee engagement survey, is a great mechanism to hear directly from our staff on how they feel about their employee rights, responsibilities, compensation and benefits. The survey presents the same 32 questions every six months for employees to rate us on a 1-7 scale.

Our October 2013 survey recorded the highest percentage response rate in its history, enabling us to better understand how people feel at Alexander Mann Solutions – globally. With our population growing in both number and geographic reach year on year, the importance of knowing what actions we need to take to support career aspirations is just as important as it was when we first launched PulsePoint in 2009.

Team Spirit

Our expansion in Manila GCSC grew from 98 to 197 staff in 2013. To welcome these new people into the Alexander Mann Solutions family, and in keeping with our mentoring and networking theme, our colleagues in Manila organised a Family Day in early September. The theme was 'Play to Bond' and everyone's family was invited to join in the fun.

Adeline Dumapong, our Team AMS parathlete, brought fellow parathletes from Team Philippines and everything was done to ensure all team members were able to join in and have as much fun as possible.

Other Alexander Mann Solutions teams expanded in 2013 and they too enjoyed getting together socially. Alexander Mann Solutions in Hong Kong spent a Friday afternoon working together to clear litter and leaves from a village beach as part of the Hong Kong International Coastal Cleanup 2013. They won the award for "Heaviest Piece of Rubbish" and celebrated their success with a well-earned evening barbecue.

Our Bracknell GCSC created the Bracknell Entertainment and Social Team (BEST) and their social highlights include a summer barbeque and Christmas party. Our Cleveland GCSC worked together to make Thanksgiving a true holiday for a number of families in need, contributing food items to create Thanksgiving baskets before heading home to share their own Thanksgiving meals with their families and friends.



Commitments for 2014

- Ensure the Employee Assistance Programme is made known to all employees by advertising it internally using all forms of media
- Monitor employee satisfaction using PulsePoint and act on the employee engagement trends identified
- Review the Inspiring Awards scheme, promoting it as a way for peers, clients and managers to recognise our inspiring people
- Ensure our technology can support the policies we develop and meet the requirements of our teams of employees wherever they are located
- Develop both homeworking and temporary working policies for a number of geographies to ensure that we are able to accommodate the demands of our clients whilst maintaining employee productivity and work-life balance
- Encourage local strategies that support employee wellbeing including the creation of sports and social clubs like those in Bracknell and Manila GCSCs



Inclusion & Diversity





Inclusion & Diversity

Our Inclusion & Diversity programme focuses on creating an inclusive, diverse and flexible environment within which our employees can achieve their full potential.

Teams that reflect the widest possible variety of ideas, backgrounds and experiences often deliver the most innovative solutions. Our initiatives focus on our role as a company that employs diverse talent to ensure our resourcing solutions and operations are aligned with the global markets in which we operate. In addition, as industry thought leaders, we have started our journey to persuade our stakeholders to share this belief.

Assessing our achievements in 2013 against the commitments we set ourselves, we have awarded ourselves a gold medal reflecting complete satisfaction.



Highlights of Our Achievements in 2013

ClearAssured

In 2013, we successfully became 'Proud to be ClearAssured', achieving our goal of offering an inclusive and accessible working environment to our people, while also offering the kind of diverse solutions to our clients that will enable them to thrive and grow. Alexander Mann Solutions is the first RPO provider to achieve the accreditation.

ClearAssured is a self-assessment process which requires a complete and thorough review of the entire recruitment journey to ensure that it is fully accessible, including all policies, processes and practices. To achieve the accreditation, we undertook a full review of the Alexander Mann Solutions candidate journey and worked with our partner AbilityNet to implement improvements to existing practices and new practices where appropriate.

As part of the journey, existing relationships with organisations developed further and in particular we are now working closely with The Poppy Factory's careers service, which helps ex-service personnel from the armed forces and their families find employment in the UK. This initiative is also being supported by three of our clients whose core business aligns with The Poppy Factory's candidates' skill set and background.

Becoming 'Proud to be ClearAssured' is only the start of the journey. In 2014 we plan to work hard to develop best practice across the business and share our know-how with our clients. Becoming true disability champions is still a work in progress.

"It has been a real pleasure to see how Alexander Mann Solutions has continued to make improvements to their recruitment policy, process and practice. Becoming ClearAssured has been a long time coming so we are thrilled that they have finally passed over the finish line and can join the elite organisations that can call themselves 'Proud to be ClearAssured'"

Kate Headley
Development Director for The Clear Company



Social Mobility

Embracing our 2013 theme of mentoring and networking, people across the UK volunteered to support two mentoring initiatives – through the Mentoring and Befriending Foundation and the Social Mobility Foundation.

Backed by the Clear Company and Equal Approach, the Mentoring and Befriending Foundation launched a mentoring programme in 2013 to support disadvantaged and disabled individuals in the community. The 12-month commitment offered our volunteers the chance to support and guide individuals to seek employment and truly change their lives.

Commenting on the mentoring experience, one of our employees said,

“I was involved with this programme, mentoring a middle-aged man who had learning difficulties. Our journey lasted 13 months and it was really enjoyable.”

“I met my mentee fortnightly and worked with him to develop new skills to enable him to find work. When we met, he had been made redundant from a job of 15 years as a warehouse operative so he needed help with writing his CV, interview skills as well as using email and the internet.”

“Although in this period my mentee was unable to find a new job, his confidence has improved and he knows where to go and what to do in order to find a job. He was not able to do this before we met but now feels more empowered. This mentoring was a very rewarding experience for both me and my mentee and I would recommend it to other Alexander Mann Solutions employees.”

Volunteers at Alexander Mann Solutions also supported the Aspiring Professionals programme run by the Social Mobility Foundation which helps high-achieving students from low-income backgrounds to go to university. The programme required long-term sustained mentoring. Experiences have been varied and one of our people who mentored a student said,

“I have found the experience really enlightening. It has helped me appreciate how higher education has changed in terms of funding and the types of courses now on offer, also how hard it is for young people with high levels of youth unemployment.”

“I found my mentee inspirational, despite her personal challenges and difficulties, she remains positive about higher education and ambitious to achieve her career goals. She is a great role model for her peers and a great ambassador for her generation.”

Despite this praise, some lessons were learnt that we can now apply to the programme going forward. One of our volunteers said,

“My assigned mentee lives in Birmingham, whereas I live in London, so getting together was almost impossible. Also, communicating via the phone or email just doesn’t work. In order to help, it’s essential to build a relationship and trust, and without face-to-face contact that just isn’t possible or realistic. Both myself and my mentee went into this with good intentions but unfortunately due to the above reasons I don’t believe we were able to get close to achieving the original objectives.”



Gender

Our relationship with everywoman continues to grow and strengthen, acting as an extension to Alexander Mann Solutions as our gender diversity specialist partner. In 2013, we committed to further develop our relationship by seconding a permanent Alexander Mann Solutions individual to everywoman. Our strategy is to lead the conversation through the everywomanNetwork – an online development platform. It is a highly cost-efficient, scalable way for clients to start investing in what is often becoming a disparate female junior/middle manager workforce; that critical population that ultimately feeds the senior leadership slates that are so clearly lacking in female representation around the world.

In 2013, everywoman partnered with Sky to produce an event for everywomanNetwork members and we also replicated our successful 2012 'Focus on the Pipeline' research across Asia Pacific.

Beyond the UK, our people in Poland are the proud founders of the Women's Business Network in Krakow which supports the mentoring, networking, coaching and empowerment of women within the Polish business community. Its aim is to support the promotion of women to leadership roles. Together with other network members from multinational organisations, Alexander Mann Solutions members present workshops and participate in networking events. It is another great example of like-minded people getting together to make change a reality.



Team AMS

When we established Team AMS in 2011, our journey to support up-and-coming parathletes was just beginning. Since then, we have seen our three Team AMS ambassadors go on to develop their careers with significant success and our relationship with them has also brought many benefits. In addition to inspiring us to be authentic and passionate in everything we do, we are embracing opportunities to share their inspiration with others around us. In 2013, we renewed our sponsorship of Jody Cundy MBE, as our Team AMS Mentor, and Adeline Dumapong, our Team AMS ambassador for the Philippines. In 2013, Jody participated in the TF programme workshops, inspiring young people to chase their dreams through hard work and commitment.

Also in 2013, Tatyana McFadden, our Team AMS ambassador for the US became the first person to win the Boston, Chicago, London and New York marathons in the same year. Tatyana's incredible success is amazing.

We plan to work with some new parathletes who would benefit from our financial and professional support in 2014.



Commitments for 2014

- Develop our partnerships with everywoman, Diversity Jobs and the Women's Business Network and explore new partnering opportunities in other geographies where necessary
- Continue our 'Proud to be ClearAssured' journey and champion accessibility within recruitment internally and externally
- Ensure our employees have the opportunities to educate themselves through our comprehensive internal learning programme as well as the training offered through our membership of external organisations
- Support social mobility mentoring opportunities globally
- Continue to support external volunteering and networking opportunities
- Expand Team AMS to sponsor new parathletes in new geographies and explore opportunities to engage our parathletes within other Global Citizenship initiatives

Future Aspirations



Priorities for 2014

In support of our commitment to being a proactive and inspirational global citizen, we'll remain deeply involved with the programmes and initiatives we have highlighted in this year's report. In addition, we will explore opportunities to broaden our involvement with initiatives that support our 2014 theme of reflection, renewing and refreshing.

In summary, our goals for 2014 are to:

Corporate Culture & Practices

- Improve access to Alexander Mann Solutions service offerings, projects and strategy. This includes updating our intranet content and cascade system for notable news
- Upgrade our intranet platform to improve user experience and encourage social collaboration
- Establish a network of Brand Ambassadors who act as an extension of the Marketing & Communications team and help drive strong, clear and consistent messages
- Conduct quarterly Senior Management business updates, led by a member of the Leadership Team
- Produce the Global Citizenship Report, meeting UN Global Compact requirements on COP and formally submit the report by its May 2014 deadline



Social & Economic Accountability

- Remain a strong partner with our Charities of Choice in the UK, Poland, Singapore, Australia and Hong Kong and commit to finding new ways to support their work
- Review our relationship with our Charities of Choice in the Americas and consider expanding our schools and colleges programme beyond the Cleveland community
- Explore the opportunity to replicate the Cleveland SuccessTech Academy relationship in other geographies, particularly the Philippines and countries where our people are geographically widespread
- Develop our fledgling relationship with Cooperation Ireland, looking to support projects in Ireland as well as the Morgan Stanley initiative in London
- Extend the opportunity for our people to volunteer their time with not-for-profit organisations to complement the work undertaken with our Charities of Choice. Promote the paid volunteering day Alexander Mann Solutions employees can take annually as a way to highlight opportunities

Environmental & Supply Chain Accountability

Environmental

- Continue using our Environment Management System and remain ISO14001 accredited in our offices in London and Krakow throughout 2014. Expand the scope of our ISO14001 to our Bracknell office
- Investigate whether to deploy our video conferencing system in the US at our Cleveland GCSC
- Establish a consistent method of measuring utilities consumption and waste generation across Alexander Mann Solutions' offices worldwide
- Continue to consider the implementation of proposals from our Environmental Accountability volunteer team and adopt best practice from our clients

Supply Chain

- Continue to support the UK government scheme to help SMEs by offering margin-only deals
- Review our Recruiter of the Year Award criteria to ensure we are developing best practice with our partners
- Monitor our supply chain to ensure compliance to our Alexander Mann Solutions CRP
- Review the Alexander Mann Solutions partner programme, now in its third year of operation
- Encourage the use of Echosign with our partner programme suppliers, to streamline the document signing process



Employee Wellbeing

- Ensure the Employee Assistance Programme is made known to all employees by advertising it internally using all forms of media
- Monitor employee satisfaction using PulsePoint and act on the employee engagement trends identified
- Review the Inspiring Awards scheme, promoting it as a way for peers, clients and managers to recognise our inspiring people
- Ensure our technology can support the policies we develop and meet the requirements of our teams of employees wherever they are located
- Develop both homeworking and temporary working policies for a number of geographies to ensure that we are able to accommodate the demands of our clients whilst maintaining employee productivity and work-life balance
- Encourage local strategies that support employee wellbeing, including the creation of sports and social clubs like those in Bracknell and Manila GCSCs

Inclusion & Diversity

- Develop our partnerships with everywoman, Diversity Jobs and the Women's Business Network and explore new partnering opportunities in other geographies where necessary
- Continue our 'Proud to be ClearAssured' journey and champion accessibility within recruitment internally and externally
- Ensure our employees have the opportunities to educate themselves through our comprehensive internal learning programme as well as the training offered through our membership of external organisations
- Support social mobility mentoring opportunities globally
- Continue to support external volunteering and networking opportunities
- Expand Team AMS to sponsor new parathletes in new geographies and explore opportunities to engage our parathletes within other Global Citizenship initiatives





Future Aspirations

Looking back to see forward: for Alexander Mann Solutions the way ahead is clear

I believe that this 2013 Global Citizenship Report clearly shows that we at Alexander Mann Solutions are committed to making a difference on a global basis. Every day, the decisions we make have the ability to deliver positive benefits within the geographies in which we operate and this year has again seen us take significant steps forward.

After six years producing these reports, I believe we have reached a point where we need to reflect on the journey we have taken, and to 'look back to see forward'. Past achievements help us determine how we want tomorrow to unfold and if we are to move forward, we must be certain we know where we are moving from.

The past years have seen major highlights. From the triumphs of Team AMS and our strong diversity offering – to our environmental commitments and Charities of Choice – all have come about by empowering our talented people to drive and lead change.

2014 is about renewing, refreshing and reminding ourselves of our responsibilities as global citizens. With New Mountain Capital supporting us, the future is very exciting for Alexander Mann Solutions. For that reason we should remind ourselves why we originally decided to be involved in the UN's initiative and its 10 principles.

Six years ago we described it as, "a turning point in the way we viewed our impact on the international community" and this has certainly been the case.

We've defined policies to give our people clarity and formalised partnerships that we hold. We've opened up opportunities to get involved and lead the programmes we're individually passionate about. That's why Alexander Mann Solutions is today an inspiring organisation to work for and with – and one that champions Global Citizenship at every level.

If you'd like to discuss our Global Citizenship programme, please do get in touch with me at david.heath@alexmann.com or globalcitizenship@alexmann.com

David Heath

Chief People Officer
Alexander Mann Solutions



We hope you've enjoyed reading our Global Citizenship Report. We'd love to hear your feedback and we're always looking for suggestions for future editions. Please just drop us an email with your ideas to globalcitizenship@alexmann.com

www.alexandermannsolutions.com

HRO Baker's Dozen
Customer Satisfaction Ratings
RPO PROVIDERS
2013 Winner

