

A black and white photograph of the United Nations Secretariat Building in New York City. The building is a tall, modern skyscraper with a grid-like facade. In the foreground, a row of flagpoles holds various national flags, including the United Nations flag and several member state flags. The sky is clear and bright. A semi-transparent white box is overlaid on the image, containing the text.

United Nations

Global Compact

Communication of Progress



PMP
Recruitment

Welcome

Welcome to PMP Recruitments' third annual Communication of Progress which describes our approach to the United Nations Global Compact and its 10 Principles, including our performance in 2016/7 and our future commitments.

The United Nations Global Compact was launched in 2000 to harness the power of collective action in the promotion of responsible corporate citizenship. The Global Compact is a framework for businesses that are committed to aligning their operations and strategies with the ten universally accepted principles in the areas of Human Rights, Labour, the Environment and Anti-Corruption.



Welcome

Cordant Group are evolving

Our Group is changing from a conventional organisation to a **Social Enterprise** with a **social mission**

Cordant will have a more **meaningful purpose** - **reinvesting its profits, giving back and having a positive impact on wider society**

Inspire

Building a genuine global social enterprise - Drive fundamental change within our organisation - Inspires other organisations

Delight

Delight colleagues, clients and society at large - Provide an environment where people are given the autonomy and support to make a difference to our clients and the lives of others in society. Capped shareholder dividends - Executive salaries stay in touch with lowest paid colleagues - Explore productivity related profit share arrangements for our workforce

Unite

Provide a blueprint for social interaction. Create a sustainable futureproof model - Build IT platforms to transform healthcare, education and recruitment

Respect

In addition to our core values we will follow 3 guiding principles - respect yourself, respect others, and give of yourself



United Nations Global Compact

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

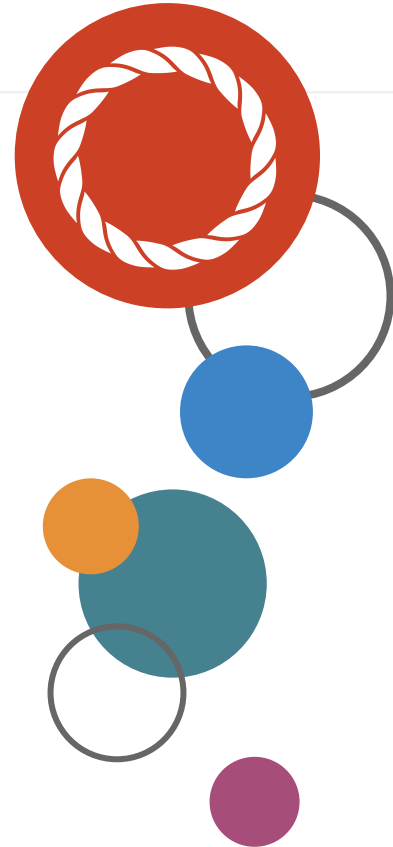
Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.



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Statement of Support for the UNGC

It's been an exciting year for PMP and the rest of the Cordant Group - this year we launched our plans to become a Social Enterprise with a social mission. Cordant will now have a more meaningful purpose - reinvesting its profits, giving back and having a positive impact on wider society.

In the words of our Chief Energiser, Phillip Ullmann; "Our dream of building a genuine Social Enterprise that can delight people and improve the lives of thousands if not millions is now being realised."

PMP are proud to deliver their third Communication of Progress (COP) which details the advances our business has made since joining the Nations Global Compact on 22nd September 2014.

This document reaffirms our support of the 10 Principles of the UN Global Compact; Human Rights, Labour, Environment and Anti-corruption.

These Principles have been embedded into our business and we are committed to ensuring that they influence our strategy, culture and daily operations.

Kind regards

A handwritten signature in black ink, appearing to read 'Jamie Reynolds', with a stylized flourish at the end.

Jamie Reynolds, Managing Director PMP Recruitment

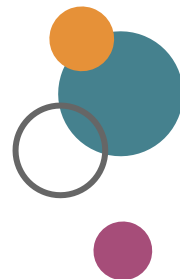
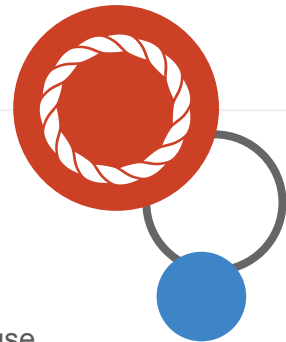
Protect, Respect, Remedy Framework

In 2011, the UN Human Rights Council implemented their 'Protect, Respect and Remedy Framework'.

This framework was proposed by Professor John Ruggie, Special Representative of the United Nations Secretary General on Business and Human Rights.

This framework was developed resting on three pillars:

1. Government's duty to protect against all human rights abuse within their territory and control by third parties, including business enterprises.
2. Businesses responsibility to respect human rights regardless of the size, sector and location of business, and address adverse human rights impacts which they may be involved in through undertaking a risk assessment.
3. The Government must take appropriate action to provide a remedy to protect those abused by human rights.



Protect, Respect, Remedy Framework

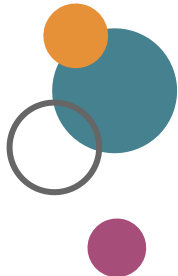
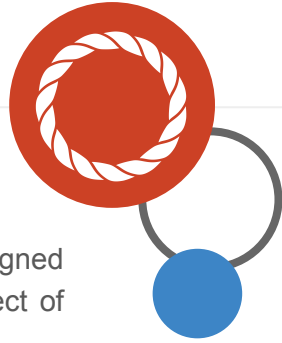
PMP are proud to have been chosen supplier and ethical labour provider for a major international logistics company for 4 years.

On behalf of this client, PMP now manage several sites and have more recently won the contract to supply a new site in excess of 1,000 warehouse operatives.

We feel our successful relationship with this client is based on aligned values, ethics, culture and business strategies, especially in respect of Human Rights.

PMP have therefore engaged with the Community Union and recently completed a Partnership Recognition Agreement that specifically covers the temporary workers that we supply to this site.

Having never before entered into such an Agreement with a recognised trade union, and for such a large workforce at one site, this is an exciting new arrangement, and forms part of Principle 3; the right to Freedom of Association. As the Agreement is implemented it will allow PMP to hear and act on representations made by workers.



Protect, Respect, Remedy Framework

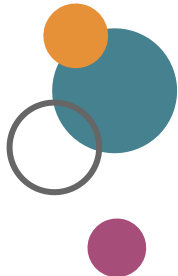
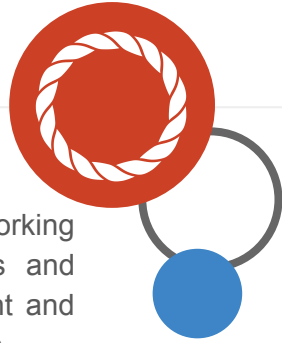
In 2017 PMP undertook a major risk assessment of National Minimum and Living Wage compliance throughout the entire business.

The risk assessments were rolled out across PMP's 250+ client sites which we supply temporary labour to.

Part of the risk assessment was to ensure the multitude of working practices, such as shift patterns, break times, security procedures and payment of wages at our client locations were all lawful, compliant and complicit with the UN guiding principles for business on human rights.

The assessment report is a working document which will be continually reviewed and altered where necessary - with relevant points being raised to our clients. PMP accepts its own misgivings and takes full responsibility of any outcome under this framework, including the less palatable measures of remedy.

We have introduced a new weekly working time report for all our workers to monitor any excessive hours and we are also driving good H&S practice at our client's sites as we develop and implement a new user friendly app for audit purposes - more information in our 5Ps programme!



A black and white photograph showing several hands, belonging to people in business suits, cupping a small plant growing from a mound of soil. The hands are positioned around the plant, symbolizing growth, teamwork, and nurturing. The background is a light, neutral color.

Mission, Vision, Values



PMP
Recruitment

The 5P Strategy



People
Focused



Progressive



Principled
Promoters



Productive



Performance
Driven

PMP have developed the 5P strategy which aligns our key objectives as a brand.

We want to be thought leaders and changemakers - inspiring colleagues, clients and candidates. The 5P initiative has been developed with the objective of positioning PMP as industry experts and managed service supplier of choice.

Our sustainability wheel highlights the areas which have been the focus of transformation in 2017.



PMP
Recruitment

5P - People - People Development

PMP Recruitment has set up an onboarding programme to support inductions and help with workplace skills.

The programme ensures all new starters receive a thorough induction as well as giving them access to learning, wellbeing and development support.

The programme called PMP Fundamentals is an eight week programme available to new managers, head office support, site consultants and in-branch colleagues, covering multiple subjects including compliance, health and safety, policies and procedures, and business acumen.

Designed by PMP's senior management, operations and the internal Learning & Development team, the programme delivers a host of online resources and is supported by regular personal development reviews by their line managers.

We've had fantastic feedback from the employees who have already completed Fundamentals, which has allowed them to hit the ground running.

5P - Progression - Apprenticeships

PMP have fully supported the government's campaign to create three million new apprenticeships by 2020.

One of PMP's key objectives for 2017 have been the investment in people, and the apprenticeship scheme helps us in delivering and achieving this.

With members of our own senior team having paved their careers through apprenticeship type schemes, the business as a whole is a true advocate of helping people of all ages grow, develop and explore their potential through work based learning.

Apprenticeships have been offered throughout our business and external hires have been brought into the business in areas such as sales and marketing.

The levy has allowed us to train a workforce at all ages and all levels, and have given us the opportunity to upskill our workforce which benefits both the business, and the employees.

5P - Productivity - Innovation

PMP have invested heavily on a new web based app which will move branch locations closer to becoming paperless.

Quick, efficient and easy to use, Cordant Connect can be used anywhere and on any device. The online system means that our branches are one step closer to becoming paperless environments.

Up until now the job seeker registration process has been predominantly paper based. A candidates file included up to 100 sheets of paper, such as; application forms, photocopies of ID and signed policies.

Cordant Connect moves this entire process online, meaning no printing is required. Passports are uploaded as a photo or scan, then checked in person at the branch, all forms are complete digitally, and policies are accepted and emailed directly to the candidate.

Having gone through a thorough penetration test, the app has been approved and certified. Already in use by all PMP locations, the next stage is to introduce Connect to all Cordant's brands, before introducing further add ons in 2018 to manage scheduling of hours, time and attendance and compliance

5P - Promotion - Modern Slavery

We adopt a zero-tolerance approach to modern slavery and are committed to acting ethically and with integrity in all our business dealings.

As a Stronger Together business partner we are committed to upholding and developing a duty of care to our people.

We recognise that we have an obligation to prevent modern slavery and have implemented effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or supply chain.

Our candidates, colleagues and clients are at the heart of everything we do, and we take their welfare very seriously. We have created an e-learning module on Modern Slavery to support and educate our people to ensure they understand and can recognise any signs of exploitation.

In 2018 we also hope to partner with Modern Slavery charity Unseen to help promote their initiatives and give focus to the challenges within the warehousing industry. Unseen have been our charity of choice for fundraising throughout 2017 - to date we have raised over £10,000 for them as a brand.

5P - Performance - Communication

PMP are huge advocates of the 'one team' mentality, and good communication plays a huge part in this.

With such a widespread colleague network we rely heavily on communications to keep our teams up to date with activity across our brand.

We have hired two apprentices to focus on the delivery of organic social media content to engage, inform and educate our large audience of job seeker. The campaigns include career tools, business news and job opportunities.

In January 2017 we launched the PMP For the Re:CORD, an internal newsletter for all permanent members of staff. This highly informative newsletter includes news from across our brand, introductions to teams from across the UK and a personalised message from the Managing Director.

Our marketing team also communicate through eshots - regular emails to inspire encourage site teams to get involved and promote their own activity.

As a business we also have a dedicated Google+ page where all colleagues can promote themselves, their sites and lead by example to inspire others.

Ethical Management and Compliance

Part of PMP's 5Ps project was a focus on compliance processes across all sites.

To ensure absolute compliance at all times PMP have built a new, user-friendly app for directors and site managers to audit on site health, safety and welfare - areas which are of paramount importance to PMP.

Stage 1 takes approximately 30 minutes to complete and consists of questions which identify potential risks and resolutions on site, as well as ensuring that the site team has access to the relevant tools and learning to safeguard clients and colleagues.

Stage 2 is a full site audit, taking approximately two hours, and covering all aspects of compliance; from processes to candidate packs, insurance certification to SHEQ systems.

The information gathered is stored in a central database to be reviewed by senior management. Potential risks, and all recorded evidence, will be fed back to the client and site manager, whilst action is taken to deal with, and prevent further threats.



Fundraising and Charity Partnerships

In 2017 PMP Recruitment have encouraged more involvement in local and national charity fundraising

This year, as a brand, we, have raised in the region of £15,000 for charities close to our hearts. With more events scheduled for the remainder of the year.

PMP have a dedicated charity event calendar which all our sites engage with - hosting their own on site activities to do their bit for special causes.

Our Milton Keynes branch are very active fundraisers in their community, in February this year the team set themselves the goal of raising £1,000 for local and national causes. Having already hit their target they have set themselves a new challenge of raising £2,000 by April 2017.

Our family fun day and football tournament, held in July-17, was an opportunity for all PMP colleagues to come together and raise much needed funds for Marie Curie and Modern Slavery Charity Unseen. Through silent auctions, activities on the day, tournament entry and an opportunity to gunge our Managing Director, we raised a total of £11,550.

Investors In People

In 2017 Cordant Recruitment successfully passed their reaccreditation for Investors in People.

The IIP Standard defines what it takes to for a business to lead, support and manage people well. Something which PMP feel strongly about about delivering.

An IIP assessor spent 5 days in our business, interviewing 68 people, observing training sessions and reviewing information on processes that support people development.

The assessors said, “I found Cordant Recruitment to be an exciting and fast paced employer ready to continually evolve for sustainability. There were many areas of strength identified in terms of learning and development, most notably the coaching programme.

Cordant is a positive employer who empowers employees and recognises opportunities for progression both for its workforce and for the business”.





Cordant
Group



About PMP Recruitment



PMP
Recruitment

Who We Are

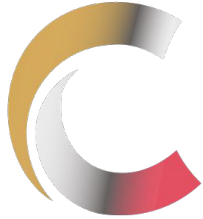
As part of the Cordant Group, PMP operate alongside our other recruitment and facilities services brands. The Cordant Group family business was founded in 1957.

In the early years it was the security service which generated significant success together with integrated cleaning solutions and, as a consequence, allowed the company to acquire a number of businesses over a period of fifty years - expanding its offering into integrated facilities management and recruitment services. Now the Cordant Group operate in excess of 2,300 locations throughout the UK.

It is our Group mission to transform the way recruitment and facilities services are delivered around the globe, offering customers a unique and superior service, by utilising leading technology and creating an environment where talented leaders and game-changers who share our passion for disruptive innovation are given the opportunity to succeed and change their lives.



The Cordant Values



Candour

We value and respect candour, encouraging open and honest feedback recognising that our reputation and the trust people place in us depends on being honest with ourselves and others.

Collaboration

We put the needs of the team above our own, respect the role others play and work collaboratively to ensure we achieve our vision.



Opportunity

We will inspire, support and invest in our people who will share in our success. We will provide the opportunity, inspiration, investment and support to enable our people to realise their full potential because they belong to our family and are core to our success.



Relentlessness

We are driven to be the best. We have a relentless desire to succeed, be the best, and deliver superior services which create long-term value for the business and our customers.



Disruptive Innovation

We will continually challenge the status quo, push boundaries and utilise leading edge technology, to optimise how we work, to deliver superior value-added services.

Who We Work With

Our commitment to exceed the expectations of both our clients and candidates starts at every front desk and reaches across to our entire network.

With over 25 years experience in the temporary recruitment market PMP Recruitment work with an impressive client portfolio across many sectors including; logistics, retail, automotive, food and manufacturing.

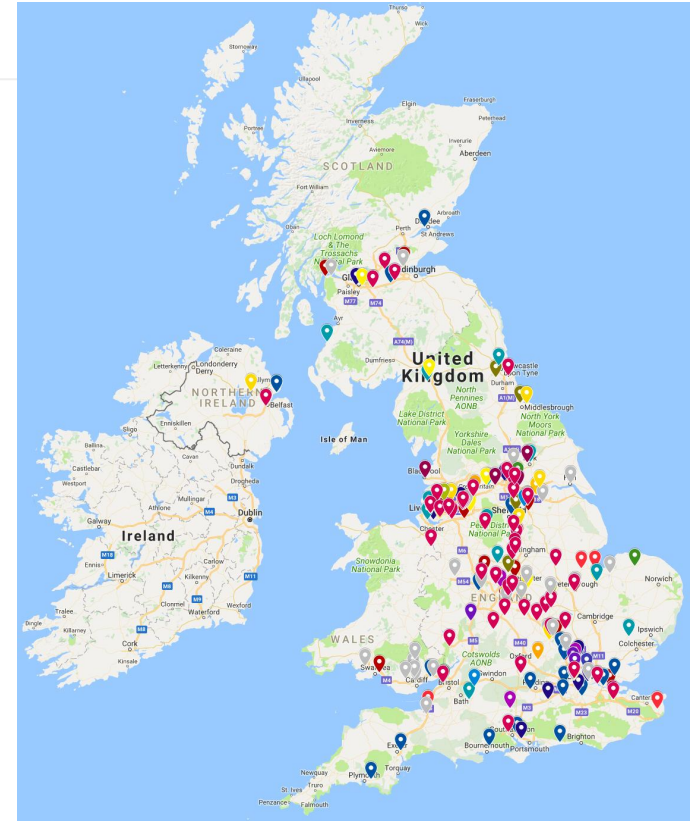


Where We Are

PMP Recruitment have an extensive presence across the UK with over 250 managed locations.

Our national network includes 20 high street branches and our new National Resource Centres - the beating heart of our business.

We are a proud employer to tens of thousands of temporary colleagues, as well as a permanent complement of 330 staff supported by a similar number of assignment based colleagues at our client sites.



The National Resource Centre

This year PMP launched a state-of-the-art national recruitment hub and data centre to support the growing demand and client portfolio.

The National Resource Centre is home to over 100 candidate experience agents in peak - managing the company's candidate pool to meet increasing client demand. PMP's technology platforms and data analysis will also help to mitigate the uncertainties surrounding Brexit, and the changing recruitment landscape.

Based in Media City in Salford Quays, the NRC is responsible for analysing client operational needs and forecasting headcounts and placing candidates in roles which best suits their situation. It will also enable the team to measure aspects such as demographics, conversion, absence and attrition - increasing business efficiencies through the centralisation of all recruitment campaigns.





Principle Alignment



Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses



PMP continue to be supporters of the Stronger Together initiative after becoming qualified Business Partners in January 2015 and renewed in 2017.

Stronger Together is a multi-stakeholder collaboration aiming to reduce the occurrence of forced labour, labour trafficking and other forms of hidden third party labour exploitation.

The Cordant Group, including PMP, Modern Slavery Statement now commits all its trading companies to become business Partners of Stronger Together. This is largely through PMP's dedication to, and communication of, human rights - in particularly this issue of modern slavery.

This year over 400 PMP staff have undertaken an e-learning module on Modern Slavery - the results of which were monitored by PMP's S2G Project Team.

Human Rights

Our Human Rights strategy is to influence and collaborate with clients who have a shared mission, vision and goal.

Our strategic partnerships are aligned with our own values - we would opt out of any contract which did not meet the ethical positioning of our brand.

We seek to influence clients at an operational site level, right up to senior management. An example of this is a recent case with a major retail giant.

Despite entering their peak period the client have invited PMP to deliver a half day HR refresher workshop to our operational staff.

This course will arm our associates with essential learning and practical tools in areas such as equality and diversity, grievance and fair disciplinary handling - the main principles of human rights.

Labour

Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4:

The elimination of all forms of forced and compulsory labour;

Principle 5:

The effective abolition of child labour; and

Principle 6:

The elimination of discrimination in respect of employment and occupation.

PMP continue to collaborate and communicate with clients on the benefits, to business and all stakeholders, of engaging with a recognised trade union on a partnership basis.

We are seeking to influence the client's decision making on labour standards in relation to ethical supply especially in respect of the NLW.

On a daily basis our on site teams collaborate and work with client management, supervisors and other stakeholders such as trade union representatives, to uphold these Labour principles.

Partnering with clients and workers to improve industrial relations, we have recently strengthened our HR advisory support to operational managers, with the goal of eliminating discrimination and upholding the requirements of the UK Equality Act 2010.

Environment

Principle 7:
Businesses should support a precautionary approach to environmental challenges;

Principle 8:
undertake initiatives to promote greater environmental responsibility; and

Principle 9:
Encourage the development and diffusion of environmentally friendly technologies.

PMP are continuously looking for ways to make environmental efficiencies and impact reduction. We are committed to regularly reviewing and improving our operations and activities in order to comply with environmental legislation and regulations. See page 14 for our latest paperless innovation.

PMP are currently going through a process of auditing external suppliers to ensure they too, are ethical, compliant and environmentally friendly. PMP want to be confident in saying that we are a fully efficient partner - including any service provision from 3rd parties e.g. stationery, PPE etc.

Internally we continue to ensure that all branch locations are supplied with recycling facilities and energy saving light bulbs where applicable. PMP also insist that all IT equipment is switched off when not in use to prevent energy waste, and as a default - all cloud printer settings force double sided print.

Anti-Corruption

Principle 10:
Businesses should work against corruption in all its forms, including extortion and bribery.

PMP have developed and distributed an Anti-Corruption Policy.

This document has now been implemented across all the Cordant brands.

PMP Recruitment are compliant with the Bribery Act and in 2015 developed and published an Anti-Corruption Policy to ensure all employees do not participate in corruption, bribery or extortion of any kind.

The policy states that employees will face disciplinary action where it is deemed that the employee has offered, promised or given a 'financial or other advantage' to another person, where they intend to bring about improper performance or acquire new business or to personally gain as a consequence.

To support this policy PMP have a 'WhistleBlowing' Policy which is also communicated to employees.

Achievements and Targets

Since joining the United Nations Global Compact we have established a GAP Analysis to review ways in which we can improve our processes and procedures - ensuring we are doing our utmost to support the United Nations and all other ethical initiatives we support. The GAP analysis is a work in progress document.

Target 2015/2016	Achievement 2016/2017	Target 2017/2018
Communicate the Cordant Working Green campaign across the business	Part achieved. The implementation of Cordant Connect means we're a step closer to becoming a paperless operation.	Our colleagues will understand becoming a Social Enterprise means to them/clients
Communicating PMPs COP to its sister brands to ensure awareness throughout the integrated service provision	Achieved - Through the release of our Group Modern Slavery Policy & Statement - PMP's membership and COP was communicated to the wider business.	Develop and implement an internal HR training module to focus on disability and mental health
Communicating Stronger Together to sister brands to ensure awareness throughout the integrated service provision	Achieved - All Group brands have now committed to becoming a Stronger Together Business Partner	Staff handbook updated and communicated digitally, and via the Employee Portal, to all brands
Deliver HR roadshows to Cordant Services	Part achieved. Investigation and Grievance roadshows held	Cordant Connect to be fully embedded in the business
Communicate PMP's ethical achievements/commitment to UN Global Compact to clients	Part achieved. UN Global Compact is included in client review meetings. Clients received Social Enterprise launch comms	PMP to support all Cordant Brands in becoming a Stronger Together Business Partner
Communicate PMP's ethical story to clients	Communication has been ad-hoc - therefore part achieved	

2017 COP Feedback

As a stakeholder of the UNGC PMP Recruitment would appreciate any feedback and comments on its 2017 Communication Of Progress. PMP Recruitment became members of the UNGC in September 2014 therefore this is PMP Recruitment's third annual Communication Of Progress. As part of our commitment to the UNGC we will submit an annual Communication Of Progress to the UN office in New York.





PMP
Recruitment

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