

**Trojan**  
Recruitment  
Group



Determined  
People



# UNITED NATIONS GLOBAL COMPACT COMMUNICATION ON PROGRESS 2017

## TROJAN RECRUITMENT GROUP

**Date** 20th December, 2017

[trojanrecruit.com.au](http://trojanrecruit.com.au)

# UNITED NATIONS GLOBAL COMPACT COMMUNICATION ON PROGRESS 2017

## STATEMENT OF SUPPORT

Trojan Recruitment Group became a signatory to the UN Global Compact in March 2012. We are pleased to submit this update on our progress in 2017 and our on-going initiatives to further the Global Compact's principles.

As a current Global Compact business participant, I am pleased to reaffirm Trojan Recruitment Group's continued support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

As a leader in talent solutions, we are committed to responsible corporate citizenship, both in the services we provide to clients and in our own operations and business practices. We understand the powerful impact that people can have on business performance and on their local and world communities. We instil in our own people – as well as the consultants we place with client organisations – the importance of integrity, quality and, most importantly, humanity in the workplace.

Yours Sincerely,



**Peter Melki**  
Chief Executive Officer  
Trojan Recruitment Group

December 2017

## ABOUT TROJAN RECRUITMENT GROUP

Trojan Recruitment Group is an Australian recruitment company with expertise in specialised recruitment, consulting services and recruitment process outsourcing. We help our clients and our candidates succeed by leveraging our expertise, deep industry and market knowledge, and proprietary assessment tools and techniques.

With offices located across Australia, and relationships with large numbers of specialised professionals across numerous industries, we bring an unparalleled ability to match talent with opportunities by assessing, recruiting, developing and engaging the best and brightest people for our clients. We combine a broad geographic presence, outstanding talent solutions and a tailored, consultative approach to help businesses and professionals achieve higher performance and outstanding results. Trojan has never claimed to be the biggest recruitment company, but always strives to be the best and prides itself on always doing the right thing.

More information is available at [trojanrecruit.com.au](http://trojanrecruit.com.au).

## SUPPORT OF THE UN GLOBAL COMPACT'S 10 PRINCIPLES

### HUMAN RIGHTS

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

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

### ASSESSMENT, POLICY AND GOALS

Every human being is entitled to basic human rights – that is, freedom, equality, justice and the right to life.

Trojan Recruitment Group (Trojan) is committed to supporting all aspects of human rights, and actively supports the Universal Declaration of Human Rights. It is our policy to ensure that such rights are implemented for employees at all levels of our processes and activities, by promoting a culture of respect of all members within our organisation and with others with whom we interact.

### IMPLEMENTATION

At Trojan we are committed to achieving Zero Harm. This means zero injuries, zero environmental damage and zero detrimental impact on human rights.

Trojan's corporate values and its Code of Conduct are at the core of its policies and practices to promote respect for human rights. Trojan is also an active supporter of community involvement and a robust corporate and social responsibility policy.

#### Zero Harm

Everyone has the right to be safe at work and to return home to their family and friends as healthy as when they started the day. The community also has the right to expect that every employee will care for the environment, wellbeing, safety and the human rights of those affected by our operations.

We therefore expect each and every person at Trojan to work safely and with respect for the environment and human rights. Whilst ensuring legal compliance, we seek to apply industry best occupational health safety and environment (OHS&E) practice for employees, contractors, customers and local communities.

We consider health, safety, the environment and human rights in all decisions concerning the development of projects and the selection of commercial partners and suppliers. We do not let economic considerations overrule health and safety, respect for the environment or human rights.

Everyone is committed to ensuring that within our area of control, the rights of all people are respected equally and we encourage the same respect throughout our business.



## Trojan's Values



Our values represent the high standards we expect our people to uphold in every interaction with clients, candidates, colleagues and community partners. Living our values ensures that we deliver consistently high quality service and can be counted on to act with integrity and respect in all aspects of our business.

REAL	DETERMINED	PEOPLE
Earn trust by acting with honesty and integrity.	Take the initiative and the responsibility.	Give every customer a precision fit for their resource needs.
Give customers what they need, not what they think they need.	Go Above and Beyond in all aspects of the job	Value the skills and capabilities of every candidate.
Talk straight and keep it simple.	Get the job done by being resourceful and innovative.	Inspire each other to bring out the best in every employee.

Following are some of the ways we celebrate, measure and reinforce our core values:

- Each year, the prestigious Above and Beyond Trojan Awards program honours employees who best exemplify the values and further our global strategy. Trojan Recruitment Group's 'Above & Beyond Awards' is a program recognising success, innovation and ethics across Trojan nationally. The annual award ceremony is an opportunity to reward and recognise outstanding employees who have and continue to dedicate their abundant talent and skills to Trojan Recruitment Group over the preceding financial year
- Trojan's annual engagement survey measures areas aligned with our values to track progress and identify opportunities for improvement
- As part of the Personal Performance Agreement, a formal process for managing performance, each employee is required to identify at least one objective related to furthering Trojan's values

## Our Code of Conduct and Business Ethics

As a provider of human resource solutions, Trojan is committed to the protection of human rights among employees and consultants based on our Code of Business Conduct and Ethics. This comprehensive document describes conduct that is based on our core values, reinforces our policies and practices, and enforces legal and regulatory compliance. It outlines the company's expectations of employees to ensure lawful and ethical behaviour.

Every new employee must complete a mandatory Code of Conduct training program and provide signed confirmation that they have read the Code of Conduct, understand the content, and agree to comply with its principles.

## Corporate Social Responsibility

Trojan is a values-driven organisation and since our founding in the 1990's, Trojan has embodied the true spirit of corporate and social responsibility. Its key principles resonate through our culture and the values we share as an organisation. Inherently—through our core business focus - we seek to improve the quality of life for our employees, their families, their communities and society at large.

We embrace public accountability, the part we play, and the value we contribute to society - whether ensuring equal opportunity to employment, promoting safer workplace conditions, or adhering to sustainable business practices.

Our philosophy is firmly built on the foundation of being People Focused - people are at the centre of our world in everything we do, how we act and what we say.

Creating shared value for all is a fundamental part of the way we do business. As an organisation, we have a real and every day focus on the community and the environment we live in. We take our role as a Corporate Citizen very seriously.

Trojan and its employees support their communities and causes that are important to them in a variety of ways. Through employee volunteerism, corporate giving and responsible business practices, Trojan is committed to making a difference in the world.

Following are some of the local/regional initiatives supported by Trojan employees in 2017:

- National Events - Pink Ribbon day (breast and gynaecological cancers), Jeans for Genes Day (Children's Medical Research) and Cancer Councils Biggest Morning Tea.



Jeans for Genes Day - Children's Medical Research.

## Trojan Recruitment Group



We are supporting Jeans for Genes because we want to help discover treatments and cures, to give every child the opportunity to live a long and healthy life.

**\$1,027.20**

RAISED OF \$500 GOAL

100% raised, 10 sponsors.

[Donate now →](#)



Share

17.8K

## Jeans for Genes Day



**Friday August 4th, 2017**





## MEASUREMENT OF OUTCOMES

Trojan continues to build a culture which values and respects all employees and their opinions. We remain committed to meritocracy, which requires a diverse and inclusive culture.

Trojan Recruitment Group has not been subject to any investigations, legal cases or incidents involving Human Rights violations.

### CSR Memberships / Compliance



For the fourth year in a row, Trojan has received the highest certification gold level from EcoVadis, an independent rating agency on Corporate Social Corporate Social Responsibility.

The EcoVadis methodology is at the core of our CSR analysis system, covering 21 criteria across four themes of Environment, Fair labour practices, ethics/fair business practices, and supply chain.

### Quality Certification / Compliance



Trojan is ISO 9001 certified and adheres to all requirements regarding this certification. We have periodical external and internal audits ensuring that the requirements are continuously refined and updated when and where necessary.

### WHS Certification / Compliance



Trojan is AS 4801 certified and adheres to all requirements regarding this certification. We have periodical external and internal audits ensuring that the requirements are continuously refined and updated when and where necessary.

## LABOUR PRINCIPLES

**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

### ASSESSMENT, POLICY AND GOALS

Trojan recognises its employees' rights to freedom of association and collective bargaining (Principle 3) and recognises the importance of having a well-balanced team through our policies that support diversity and non-discrimination (Principle 6). Trojan opposes all forms of forced and compulsory labour (Principle 4). The nature of Trojan's work means that the labour-related risks referred to in Principles 5 on child labour is not applicable to Trojan.

As a talent solutions company, we demonstrate our commitment to supporting the UNGC labour principles by helping our clients make fair and informed decisions about their people strategies and also adhere to all applicable laws governing labour and employment. These principles also apply to our own efforts to attract, develop and retain the right people.

All Trojan employees are issued with a contract of employment which clearly states their terms and conditions including pay rates and overtime pay arrangements. All staff are issued with a Company Handbook which includes information on standard terms and conditions of employment, company benefits, company rules, grievance and disciplinary procedures.

### IMPLEMENTATION

Trojan Recruitment Group is an equal opportunity employer and is committed to providing a workplace which encourages good workplace relations and an environment which is free from discrimination. Based on our commitment to the Universal Declaration of Human Rights we have set up policies in relation to Equal Opportunity, Discrimination, Bullying and Harassment to make our position clear for all our suppliers, employees and partners.

Trojan also has extensive Work Health and Safety (WHS) policies and processes in place that protect all employees, as well as Professional Development and Training Program to help employees develop their skills and to help workers advance in their chosen careers.

#### Diversity & Equal Opportunity

As a global company, our employees, contractors, clients and suppliers come from diverse backgrounds and cultures. By valuing diversity and equal opportunity, we connect with the richest spectrum of experiences, skills, expertise and perspectives for all of the markets we serve. This philosophy is also reflected in our own recruiting process – we recognise that a diverse workforce fosters creativity, innovation and better business practices.

Trojan's policies, procedures and corporate values ensure compliance with all legislation and regulations relating to recruitment and employment, these include Equal Employment Opportunity (EEO), Anti-Discrimination, Workplace Health and Safety (WHS) and Privacy.

Trojan is committed to maintaining EEO recruitment practices that are fair and equitable and has strategies in place to integrate employees from all backgrounds and assist clients in accessing the maximum number of candidates. All of our business activities are required to be conducted without discrimination based on race, colour, genetics, religion, gender, sexual orientation, national origin, disability or age.

- Celebrating our workplace diversity, Trojan holds a plate of origin lunch in all branches across the country. Each employee has the opportunity in sharing / sampling a food from a range of different culture backgrounds. E.g. Meat Pie from Australia, Scones with jam and cream from the UK, Lamb Biryani from India, Daal bhaat tarkaari from Nepal, Adobo from Philippines etc. Put simply, it's a chance to celebrate the cultural diversity of people around us, and find out more about what we have in common, rather than what separates us.



### **Discrimination, Bullying and Harassment Policy**

Trojan Recruitment Group employs a diverse workforce and is committed to creating a positive work environment where employees are treated with dignity, courtesy and respect. Trojan Recruitment Group has zero tolerance to behaviours which are contrary to this, such as unlawful discrimination, harassment, bullying, victimisation and vilification are not tolerated.

Trojan Recruitment Group seeks to ensure that its employees are provided with workplaces free from any form of harassment and / or bullying. The aim of the policy is to create a working environment which facilitates a culture of respect for others and personal responsibility free from any form of harassment and bullying.

### **Work Health and Safety - WHS**

Trojan has extensive Work Health and Safety (WHS) policies and processes in place that protect all employees, whether they are based in a Trojan office or on a client site. We have strict incident management and reporting procedures in place, and conduct regular site visits to ensure our contractors are properly protected.



## Professional Development & Training

Trojan is dedicated to employees' professional development to hone their skill levels and advance with the company. Training content is developed internally for Trojan-specific training needs and purchased externally for universal content.

## Sustainable Procurement Policy

Trojan aims to ensure that its suppliers meet material standards with respect to both the conduct of their business and their management of social and environmental issues. Trojan's goal is for its suppliers to abide by the company's business conduct principles, including demonstrating business integrity and respecting the principle of free and fair competition. These transparent and non-discriminatory conduct standards are based on Trojan's Code of Conduct, Supplier Code of Conduct and the other policies related to Human Rights, Environment and Business Governance.

## Supplier Code of Conduct - Working With Us

At Trojan, we aim for high ethical standards and expect all our employees to operate in an ethical, legally-compliant and professional manner. We expect all our suppliers, vendors, contractors and other entities to work to the same standards by adhering to this Supplier Code of Conduct and promoting similar standards in their own supply chain. These responsible business practices span across environmental, social and governance (ESG) dimensions. Trojan expects that suppliers commit and communicate their ESG practices internally with their staff and throughout their supply chain to ensure full compliance with the highest standards and principles. These principles should apply to all suppliers within the supply chain that work towards the provision of goods and services to Trojan.

## Australia Government Workplace Gender Equality Agency (WGEA)



As part of Trojan's commitment to Diversity & Equal Opportunity, Trojan participated in reporting through the Australia Government Workplace Gender Equality Agency (WGEA). Trojan has been reporting to WGEA since 2014.

The Workplace Gender Equality Agency is an Australian Government statutory agency created by the Workplace Gender Equality Act 2012. The Workplace Gender Equality Act 2012 focuses on promoting and improving gender equality and outcomes for both women and men in the workplace.

Trojan's annual compliance report for the period 01 April 2016 – 31 March 2017 was submitted to WGEA, and following assessment Trojan received compliance with the Workplace Gender Equality Act 2012.

A copy of our latest report can be found at

[https://www.wgea.gov.au/sites/default/files/public\\_reports/tempPublicReport\\_jxgoust42f.pdf](https://www.wgea.gov.au/sites/default/files/public_reports/tempPublicReport_jxgoust42f.pdf)

## MEASUREMENT OF OUTCOMES

The true value of our business lies in our people. We take pride in working with the best talent in the industry. Trojan attracts agile and adaptable people, capable of effectively dealing with and responding to rapidly changing circumstances. We challenge them to perform to the best of their ability and seize the opportunities a multinational company can offer. We challenge ourselves to provide our employees with an open and inclusive climate, which engages and fosters development.

The following key performance indicators show the progress we made in 2017 strengthening our strategic building block of 'best people':

- Over 96.15% of employees have a clear understanding and connection with Trojan's purpose, vision and direction
- 98.07% of employees understand, believe in and promote Trojan's values
- 84.31% of employees see themselves working for the company in three years' time.
- 82.35% of employees are satisfied with their role at Trojan

### Employee Satisfaction Survey

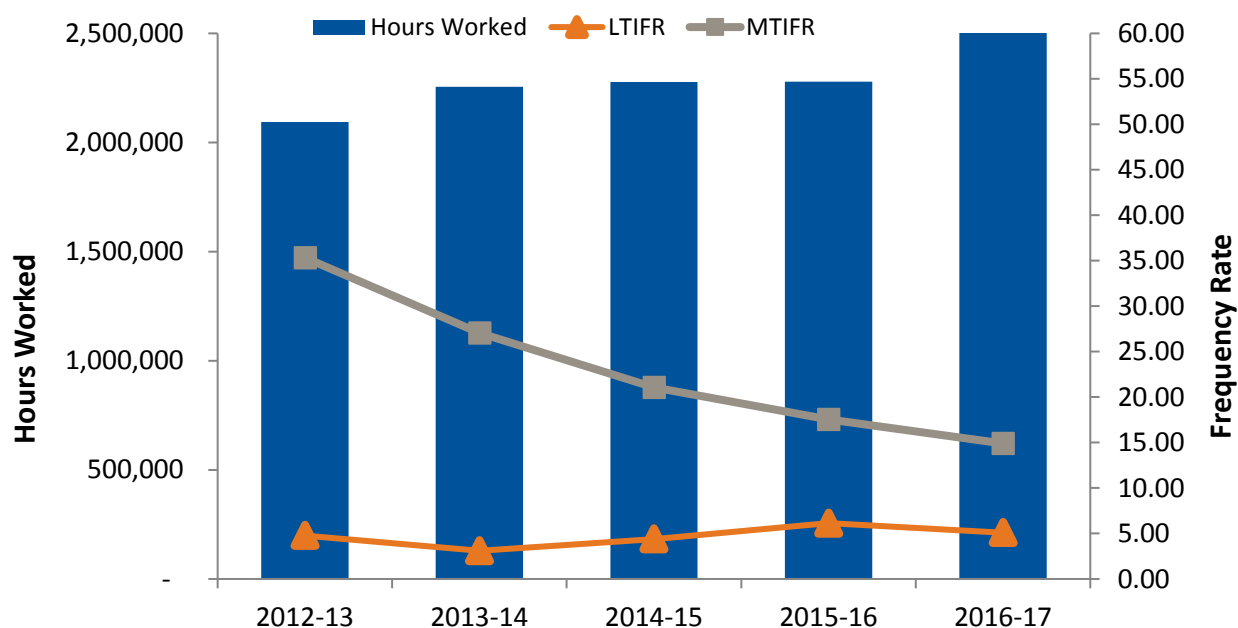
100% of employees participated in our annual employee engagement survey, to share their feedback about Trojan as a place to work. The results were compared against company benchmarks and prior results. A focus group is then established, facilitated through HR, to design and implement plans to address any issues identified through the survey.

### Workers / Candidates Satisfaction Survey

All Trojan candidates/workers are invited to respond to our satisfaction surveys, designed to formally gauge our performance and capture feedback across all areas of our business. The responses from these surveys allow us to consider how we can modify or enhance our current procedures so as to meet the needs of all candidates/workers.

### Trojan's Safety Performance

We are proud of our safety performance over the past decade, recording a significant reduction in Lost Time Injury Frequency Rate (LTIFR) during this time. Our objective is zero harm and we have consistently improved our performance by reducing injuries in the work place. During the past year, Trojan Recruitment Group has delivered a strong national safety performance, with both MTIFR and LTIFR improving on last year's statistics. Our safety record continues to improve and we are moving closer to achieving our goal of zero harm.



## CSR Memberships / Compliance



For the fourth year in a row, Trojan has received the highest certification gold level from EcoVadis, an independent rating agency on Corporate Social Corporate Social Responsibility.

The EcoVadis methodology is at the core of our CSR analysis system, covering 21 criteria across four themes of Environment, Fair labour practices, ethics/fair business practices, and supply chain.

## WHS Certification / Compliance



Trojan is AS 4801 certified and adheres to all requirements regarding this certification. We have periodical external and internal audits ensuring that the requirements are continuously refined and updated when and where necessary.

## Response to Labour Standard violations

There have not been any reported possible breaches of Labour Standards during 2017. Our Human Resources Departments have not reported any breach of any Labour principles for 2017.

## ENVIRONMENTAL PRINCIPLES

**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

### ASSESSMENT, POLICY AND GOALS

Trojan Recruitment Group's tradition of responsibility to the communities we serve means that we conduct our business with respect and consideration for the environment. As a service organisation, our operations are entirely office-based. Our environmental impact primarily takes the form of energy used in our offices, and business travel to deliver our services. Our environmental impact is small compared to that of manufacturing and industrial companies, however even office based businesses have the opportunity to impact the environment in a positive way.

### IMPLEMENTATION

As a socially and environmentally responsible organisation, we believe in contributing in many different ways to the communities we serve, and in having a positive impact on all our stakeholders: customers, shareholders, employees and society as a whole.

Trojan promotes and maintains environmentally responsible practices for the benefit of our clients, employees and the communities in which we operate. We conduct and develop our business in a manner that is environmentally responsible having due regard for protecting the environment and complying with all relevant environmental legislation and regulations.

Trojan is committed to:

- Complying with applicable regulations and standards to which we subscribe
- Preventing pollution, reducing waste and consumption of resources such as materials, fuel and energy and commit to recovery and recycling, as opposed to disposal wherever feasible
- Sharing environmental solutions with all stakeholders
- Giving emphasis to preventative rather than corrective action
- Regular monitoring of technology to reduce consumption of resources
- Reviewing our activities to develop objectives and targets to minimise the impact of the business on the local environment and develop appropriate programs to achieve these objectives

**Trojan policies to enhance its commitment to the environment and to corporate social responsibility include:-**

#### 1. Sustainable Procurement Policy

Trojan aims to ensure that its suppliers meet material standards with respect to both the conduct of their business and their management of social and environmental issues. Trojan's goal is for its suppliers to abide by the company's business conduct principles, including demonstrating business integrity and respecting the principle of free and fair competition. These transparent and non-discriminatory conduct standards are based on Trojan's Code of Conduct, Supplier Code of Conduct and the other policies related to Human Rights, Environment and Business Governance.

#### 2. Supplier Code of Conduct - Working With Us

At Trojan, we aim for high ethical standards and expect all our employees to operate in an ethical, legally-compliant and professional manner. We expect all our suppliers, vendors, contractors and other entities to work to the same standards by adhering to this Supplier Code of Conduct and promoting similar standards in their own supply chain. These responsible business practices span across environmental, social and governance (ESG) dimensions. Trojan expects that suppliers commit and communicate their ESG practices internally with their staff and throughout their supply chain to ensure full compliance with the highest standards and principles. These principles should apply to all suppliers within the supply chain that work towards the provision of goods and services to Trojan.



### 3. Environmental Policy

Trojan is committed to minimising its own ecological footprint by pursuing environmental best practice and the prevention of pollution in office management and general operations. Through a process of continual improvement Trojan aims to lead the Recruitment Industry in efficient and effective environmental office practices, providing a role model for others to follow.

Initiatives to promote greater environmental responsibility include:

- Sensor lights in bathrooms
- Shower/Bathroom Amenities – water conserving devices
- Low VOC products – (Volatile organic compound) – vinyl flooring, paint, non-toxic carpet,
- Fluorescent/LED lighting – energy sufficient lighting which indirectly consumes less power
- Phones/Data – combined to save power (less use of copper wire)
- Acoustic ceiling tiles – more insulation which saves on air conditioning – (natural fibre tile)
- All demolition waste is taken to a handling yard for recycling metal, glass etc

Other office environmental initiatives include:-

- Dimeo Waste - Recycling used for: Aluminium cans, Plastic milk & juice containers, Plastic soft drink bottles & jars, Steel cans
- Dimeo Waste - Recycling used for: Paper, paper products and Cardboard boxes

### MEASUREMENT OF OUTCOMES

#### Sustainability Memberships / Compliance



For the fourth year in a row, Trojan has received the highest certification gold level from EcoVadis, an independent rating agency on Corporate Social Corporate Social Responsibility.

The EcoVadis methodology is at the core of our CSR analysis system, covering 21 criteria across four themes of Environment, Fair labour practices, ethics/fair business practices, and supply chain.

Trojan has not had any environmental incidents and has not been subject to any statutory notices or prosecutions during 2017.

## ANTI-CORRUPTION PRINCIPLES

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

### ASSESSMENT, POLICY AND GOALS

Trojan Recruitment Group is firmly opposed to corruption in all its forms, including extortion and bribery. Trojan's objective is to compete in the marketplace on the basis of competitive services and prices. Under no circumstances is it acceptable to offer, give, solicit or receive, any form of bribe, kickback, improper or illegal inducement.

Trojan supports the UN Convention Against Corruption and will not operate with organisations that are corrupt.

### IMPLEMENTATION

Our value system emphasises integrity and trust at all levels of the organisation. To ensure our company is managed with integrity and in our stakeholders best interests, we have put in place policies and practices that maintain high ethical standards of conduct and comply fully with applicable laws and governmental regulations.

Our Code of Conduct and Ethics gives clear guidelines for the company's expectations of employees to ensure lawful and ethical behaviour. Our Code of Conduct and Ethics covers such areas as:

- Reporting violations and ensuring compliance
- Corporate opportunities and conflicts of interest
- Compliance with securities laws
- Antitrust and competition law compliance
- Financial and accounting practices
- Political contributions
- Lobbying and legislative contacts
- Business with governments and officials
- Governmental investigations
- Gratuities and gifts

Any violations or concerns about the Code of Conduct can be reported management, 24 hours a day.

To ensure transparency and adherence to quality standards, Trojan's consolidated financial statements and the effective operation of internal control over financial reporting are subject to external quarterly reviews and an annual audit.

### Risk Management

The Board is responsible for approving and reviewing the effectiveness of the Group's system of internal control and risk management.

To strengthen the relationship between risk management and strategic and operational planning, the Chief Executive Officer – Peter Melki, through the Executive Leadership Team, has principal responsibility for risk management.

### Corporate Governance

Our Code of Conduct and ethics promotes honest and ethical conduct throughout the organisation, as well as provides a mechanism to report unethical conduct to help preserve the culture of honesty and accountability throughout the company.

Trojan Recruitment Group is a model of good corporate citizenship. We are well-known as a trusted advisor, supplier, employer and community member nationwide. We say what we mean and do what we promise. We attempt to be clear and transparent.

Our leaders focus on both the "what" we do and "how" we do it. This is not new to Trojan nor is any of it just superficial. These traits are part of our culture, reflected in our leadership charter.

Together we are a mission based organization with shared values:

- We are Real
- We are Determined
- We are People Focused

We demonstrate responsible business practices:

- Ethical
- Effective
- Profitable

We provide leadership by intention and example:

- Governance
- Inclusiveness
- Transparency

We assess and manage risk responsibly:

- Risk avoidance and 'zero tolerance' approach

### **Supplier Code of Conduct - Working With Us**

At Trojan, we aim for high ethical standards and expect all our employees to operate in an ethical, legally-compliant and professional manner. We expect all our suppliers, vendors, contractors and other entities to work to the same standards by adhering to this Supplier Code of Conduct and promoting similar standards in their own supply chain. These responsible business practices span across environmental, social and governance (ESG) dimensions. Trojan expects that suppliers commit and communicate their ESG practices internally with their staff and throughout their supply chain to ensure full compliance with the highest standards and principles. These principles should apply to all suppliers within the supply chain that work towards the provision of goods and services to Trojan.

### **MEASUREMENT OF OUTCOMES**

Trojan Recruitment Group has not been involved in any legal cases, rulings or other events related to corruption and bribery.

### **CSR Memberships / Compliance**



For the fourth year in a row, Trojan has received the highest certification gold level from EcoVadis, an independent rating agency on Corporate Social Corporate Social Responsibility.

The EcoVadis methodology is at the core of our CSR analysis system, covering 21 criteria across four themes of Environment, Fair labour practices, ethics/fair business practices, and supply chain.