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## Profile

JuhlerGroup is a leading group of recruitment agencies founded in 1979 in Copenhagen, Denmark, by Erik Dyrmann Juhler, currently CEO of the Group. Since its inception, the company has gradually expanded, with more than 35 offices throughout Europe and Asia. More than 1,500 permanent placements are made by JuhlerGroup companies annually and we employ around 2,600 outsourced staff on average, every single day.

Members of the UN Global Compact	In the process of registering as member of UN Global Compact or practicing Corporate Social Responsibility at country level
 <p>PERMANENT &amp; TEMPORARY RECRUITMENT</p> <p>- Denmark, Norway, Sweden, Finland, UK &amp; Singapore -</p>	 <p>- UK -</p>
 <p>young talents recruitment</p> <p>- Norway -</p>	 <p>- UK -</p>
 <p>Search • Selection • Staffing</p> <p>- Singapore, UK &amp; Finland -</p>	 <p>- Norway &amp; Denmark -</p>

## The Commitment of CSR

Within JuhlerGroup, we uphold our legal and ethical responsibilities, while satisfying our economic responsibilities to pursue profitability. We therefore follow the Corporate Social Responsibility Pyramid modal proposed by Archie Carroll. (Kaplan Financial, 2012)

Attaining philanthropic responsibility is our ultimate goal for becoming good global corporate citizens. With our valued social impact on society, we have the ability to positively influence all our stakeholders - including staff, suppliers, customers and competitors.



**Corporate Social Responsibility Pyramid**

## A Message from the CEO



*Erik Dyrmann Juhler*

We are constantly improving relations with our stakeholders as well as with the surrounding society. Our regular CSR meetings are valuable in order to create new ideas for reducing our carbon footprint as well as for improving our relations to staff, candidates and clients.

We have policies in place to secure no tolerance in relation to harassment and to secure equal opportunities for all staff in regards to race, gender and age. It is essential for us constantly to monitor the quality of our service for clients

and candidates. We use Net Promotor Score internally and are active with external evaluating sites like Trustpilot. Bi-annual staff surveys makes it possible for us to determine how our staff feel about a number of elements of their employment in the JuhlerGroup: Induction, Ongoing training, management’s ability to support and motivate etc. This is valuable information that enable us to improve elements that score low in satisfaction. Our ongoing investments in solar panel companies as well as our marketing activities involving campaigns where we support initiatives like planting trees.

Erik Dyrmann Juhler,  
Chief Executive Officer of JuhlerGroup

## CSR of JuhlerGroup

We support a set of core values based on the following 10 principles established by the UN 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;

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

### **[Anti-Corruption]**

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

**Due to culture and the impact of CSR varying from country to country, each operating company can decide and design its own policy.**





We, as a multi-national recruitment organization, feel that it is important for us to have our own human rights policy within our group to indicate respect and fair employment treatment.

Again, we allow each operating company to make modifications on their own human rights policy, to suit their local labour regulations. We expect each operating company to handle this policy seriously to optimise our business value and maintain consistency in our corporate citizenship.

## Human Rights policy within the JuhlerGroup

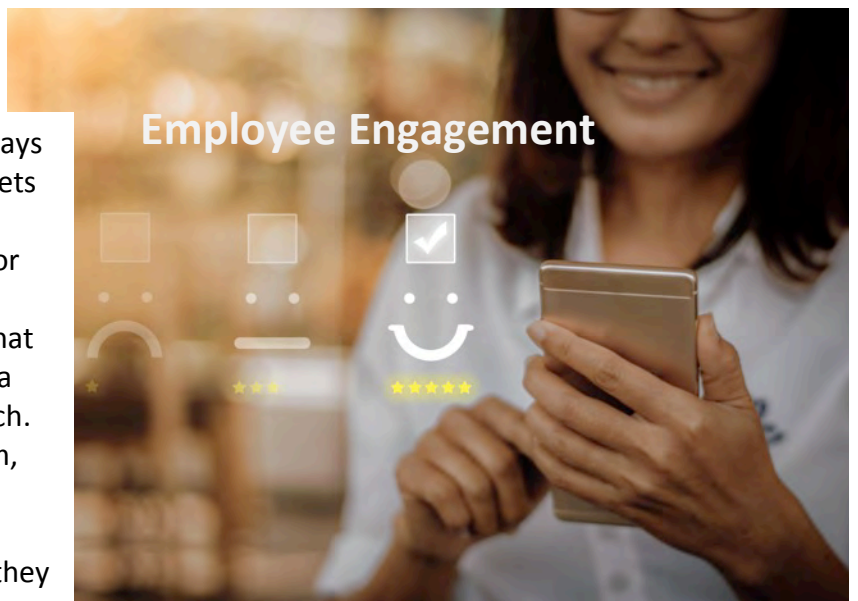
1. We support and respect the protection of internationally proclaimed human rights.
2. We adopt the guidelines from the UN Global Compact on fair employment practice.
3. We uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. We want to respect each employee among our temporary and permanent staff equally, irrespective of race, sex, age, religion, family status or disability. We reward temporary and permanent staff fairly, based on their ability, performance, contribution and experience.
5. We do not tolerate bullying or harassment of any kind among our permanent or temporary staff.
6. We will not employ children under the age of 17.
7. We will not use suppliers that do not have a clear and acceptable policy in regards to human rights, corresponding to our own.
8. If one of our staff feels exploited, bullied, discriminated or harassed the person in question is obliged to complain to the managing director of the individual company and/or the HQ of JuhlerGroup.
9. We will check on a regular basis, that all companies in our group understand, accept and execute our policy in regards to Human Rights.
10. With the freedom to innovate, we encourage idea-sharing in order to create a better work environment together.

## Our Priorities



In JuhlerGroup, we are aware of how vital the environment is towards life on Earth, and attempt to do our part in improving and maintaining its healthy state. We are proud to not only participate in several different sustainable initiatives annually, but also support the “Plant a Tree” campaign and invest in environmentally driven companies. Furthermore, we employ small strategies, such as promoting digital invoices to clients, to minimise the environmental impact of our operations.

CEO of JuhlerGroup, Erik Dyrmann Juhler, always stresses that staff are the most important assets in the company. Thus, ongoing training and regular feedback surveys are essential tools for the group. Onboarding Group provides JuhlerGroup with a HR Ecosystem, ensuring that the organisational integration of new hires is a necessary and structured onboarding approach. We believe that with this onboarding program, we can retain staff for longer, not only saving costs on staff turnover, but also helping staff adapt to the company culture swiftly so that they can start to contribute efficiently. The measurement system runs across six dimensions – culture, compliance, connections, collaboration, competence, and results, in order to demonstrate how far the new hires have come into the Onboarding process.





## Environmental Strategies

Almost every company within the JuhlerGroup arranges and executes their own environmental conservation initiatives annually, all of which can be referred to in the ‘CSR overview of each operating company’ section of this report.

### Green Investments

JuhlerGroup attempts to cover total electricity consumption through green investments. Nordic Solar Energy, a Danish solar cell company, has partnered with JuhlerGroup in the project of calculating how much we need to invest, in proportion to our energy consumption if we want to be CO2 neutral.



Green energy production in 2017  
**581.571 kWh**  
 Saving the planet **291 ton CO<sub>2</sub>**



Green energy production in 2018  
**880.000 kWh**  
 Saving the planet **440 ton CO<sub>2</sub>**



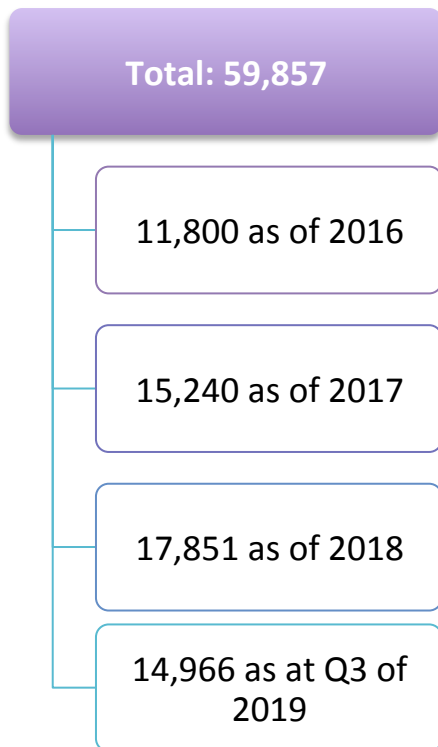
Juhler Holding A/S, the holding company of all operating companies within the JuhlerGroup, has invested in tree plantations in Latvia as a long-term investment, and expects to receive a return from this project.

Both of these projects support our CSR goals and help us achieve our goal of covering 100 percent of our CO2 emissions with green investments; therefore, we invest not only for profit, but also to benefit the environment.

## “Plant a Tree” Campaign



Amount of tree planted:



**For 4 consecutive years JuhlerGroup has supported the “Plant a Tree” campaign, in which a tree has been planted for every assignment filled. These trees are located in the Southern Bahia and Northern Espírito Santo states of Brazil.**



Tree restoration is extremely beneficial towards the environment and surrounding communities as it can:

- Improve water and air quality, soil health, and biodiversity
- Provide sustainable timber, fibre, and fuel
- Provide food and forest products
- Create rural jobs and recreational opportunities
- Help mitigate climate change

By planting trees in our business, we have been able to contribute to:

- The restoration of 175,000 native trees
- The development of a methodology to monitor forest cover via high resolution satellite images
- The production of a national, long-distance restoration training program.

Further information can be found in the 2018 Nature Conservancy Report [here](#).

## Employee Engagement

- Ongoing training and survey feedback for satisfaction level
- Zero tolerate for any type of harassment (Anti-harassment policy) within our organisation, even towards temp candidates employed in our client workplace. (Employee handbook and contact for temp candidate shall highlight this and indicate clearly the procedure of report)
- Work diversity – Gender analysis within our organisation across different age groups.
- CSR reporting system – Whistle blower





## Social

- Since 2016 JuhlerGroup has been engaged in the work between war veterans and the business community. The road from military to civil is by no means always easy for veterans who have served for Denmark in the world's hot spots. A large group of resourceful veterans have built up unique competencies that have been tested during sometimes extreme conditions, but they often lack guidance to translate it into competencies in business. VelkommenHJEM (Welcome Home) is a Danish organization, who wants to create better conditions for the veterans, among other things through active mentoring.
- Temp Team Denmark makes its competencies available through mentoring and personal guidance. Temp Team separately completed 10 successful mentorings in 2018 and 6 successful cases in 2019.
- 'The challenges faced by the large group of resourceful veterans when they want to move to a civilian career have so far been overlooked. As a company, we can help to lift this social responsibility by, through personal guidance, contributing with our core competencies, including our knowledge of what competencies the business community demands.' says Birgitte Sørensen, Director Temp Team Denmark.



*Our board member, Kim Pedersen, has been nominated to Colonel Lieutenant with certain HR responsibilities within the army.*

## Anti-Corruption Policy and Practice

### Corruption definition

“Transparency International defines corruption as ‘the abuse of entrusted power for personal gain’.”

- Can exist in two different forms - ‘true corrupt intent’ (bribery, actions that can help an organization attain unlawful benefits) and ‘necessary corruption’ (to get things done, attaining legally entitled benefits)
- Mainly occurs through:
  - **Bribery** – defined by Transparency International as “the offering, promising, giving, accepting or soliciting of an advantage as an inducement for an action which is illegal, unethical or a breach of trust. Inducements can take the form of gifts, loans, fees, rewards or other advantages (taxes, services, donations, favors etc.)”
  - **Embezzlement** – The fraudulent appropriation of money or property for personal gain by an individual entrusted to safeguard assets in another’s interests (e.g., governments, organizations, or companies). Embezzlement can be committed by a person entrusted with private or public resources.
  - **Fraud** – The use of deception, trickery and a breach of trust to gain an unfair or unlawful advantage. Occupational fraud entails the use of one’s occupation for personal enrichment through the deliberate misuse or misapplication of the company’s resources or assets.
  - **Extortion** – The unlawful use of one’s position or office to obtain money through coercion or threats. One example would be when customs officials request undue ‘customs duties’ from importers as a condition to clear their goods.
  -

*\*all definitions have been extracted from GAN’s Corruption Dictionary which can be found [here](#).*

The JuhlerGroup expects that all staff are committed to avoid any and all practices of corruption, unethical business practices and harassment. It is the managing director’s duty to ensure that all employees working in their company have read and comply with JuhlerGroup’s Anti-Corruption Policy.

The CEO of JuhlerGroup together with all the directors across different companies pledge to comply the anti-corruption policy. We have zero tolerance for bribery, corruption and any type of harassment, with the access by conducting annual internal audit. Control and communication are by recording financial and administrative documents. Enforcing a whistle-blowing system (encouraging employees to report if they have suspicions) is in the process, meanwhile an email or letter can send to [csradmin@juhlergroup.com](mailto:csradmin@juhlergroup.com). HQ has the responsibility to secure whistle blowing without fear of adverse consequences.



## Anti-Corruption Policy

1. JuhlerGroup has a zero-tolerance approach towards all forms of bribery and corruption, and is dedicated to incorporating strategies that combat these. We act ethically and professionally in all our business activities across the group.
2. This policy applies to all JuhlerGroup employees on all levels, wherever located. As well as others who act on the behalf of JuhlerGroup, including agents, representatives or freelancers, vendors, clients and other service providers.
3. The prohibition on corruption applies to the giving of anything of value - not only money - if it is at the cost of the company:
  - Cash, cash equivalents (e.g. gift cards, sales discount, under the table commission)
  - Payments for improper gifts, meals, travel and entertainment
  - Promises to pay or give anything of value
  - Favours, including hiring an employee due to a special relationship with one of the key personnel within the group, rather than the talent of the candidate.
  - Engaging a vendor or supplier from related parties without disclosing that relationship to the company or comparing the quotation in the market.
4. We shall ensure that corporate gifts are given without any intention of benefitting in business. A written record of all hospitality and gifts accepted or offered should be kept for amounts of more than Euro10 per item.
5. We should never create any record or transaction that is false or misleading, and should strive to maintain proper and accurate accounts accordingly to the Accounting Standards and Compact Act.
6. Donations or sponsorships made by the company should always be legal, ethical, and approved by the Charity Committee as well as the local director.
7. The prevention, detection and reporting of all kinds of corruption are the responsibility of the local management team. A written statement highlighting anti-corruption, should be signed by the local management team.
8. There is a confidential process for anyone wishing to report or show concern regarding anti-corruption within JuhlerGroup. An anonymous email or letter can be sent to [csradmin@juhlergroup.com](mailto:csradmin@juhlergroup.com).

## Measurement of Outcomes

### Safe and suitable working environment

According to outcomes from the Employees Satisfaction Survey, all employees rated the scores above 7 and the average score was 9, clearly indicating that employees are satisfied with current working environment.

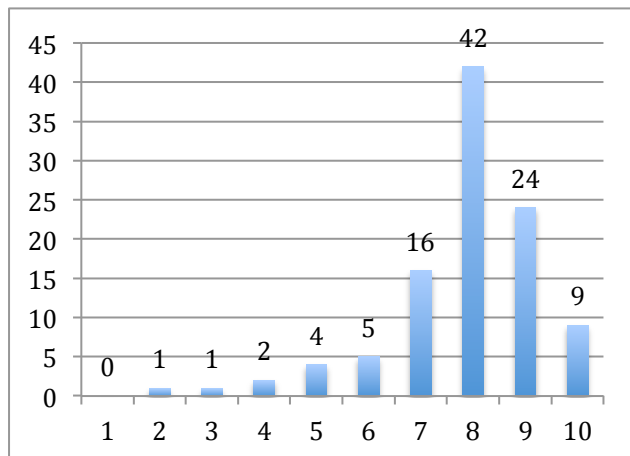
### Employee engagement

Ongoing training is to ensure the career path development of employee within the group or individual company. Juhlergroup conduct Employee Satisfaction Survey twice a year in June and November to measure the engagement level of all employees from the feedback of job satisfaction, quality of training, motivation and conflict level. The feedback gives management valuable actionable data that we can implement for organization growth. Due to previous surveys are anonymous, we decided to conduct an open (non-anonymous) survey in November. Anonymous survey remains to send in June every year. We hope each types of surveys not only for CSR report also is useful for local management team.

### Outcome of Employee Satisfaction Survey June 2019

We had 104 staffs out of 227 participated on Employee Satisfaction Survey in June 2019 in correspondence to the responses rate 46%.

#### Overall job satisfaction

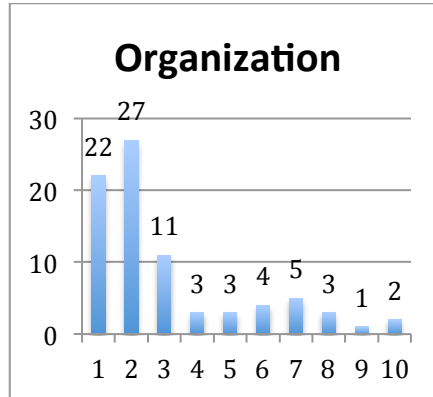
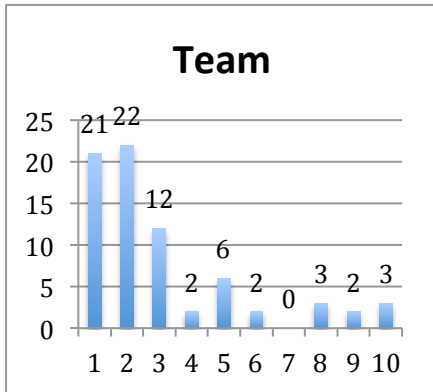


91 employees out of 104 rated 7 and above which shows that 88% of employees are satisfied with their jobs.

The data is important as its part of employee's lifecycle and motivation to remain the loyal to and employed with an organization.

### Conflict level

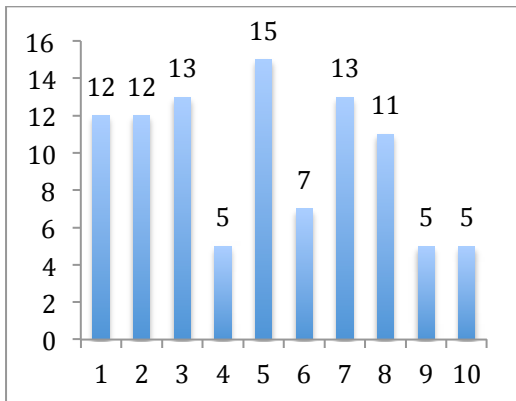
Note: where 0 is 'no conflict at all' and 10 is 'a lots conflicts'.



The conflict level on both team and organization is low. The JG average score on conflict level is 2, which illustrated the conflict level within organization is minimal.

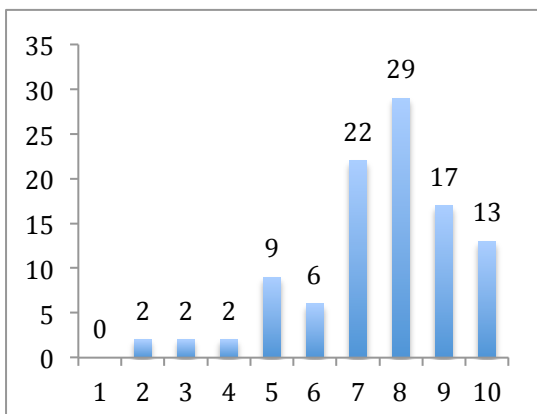
### Stress level

Note: where 0 is 'no stress at all' and 10 is 'a lots stresses'. 8 persons have rated 0 stress.



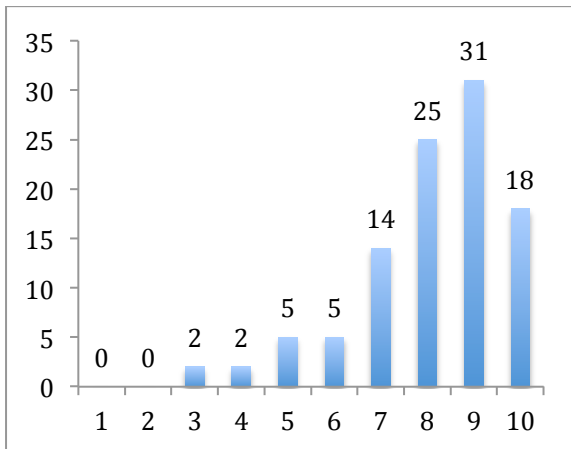
41% of employees has rated 6 and above on stress level. Excessive stress can interfere with employee productivity and performance, it also impact on physical and emotional health. Therefore, some operating companies provide the stress coaching in order to reduce the stress levels. for instance. Denmark.

### Work Life Balance Culture in our organisation



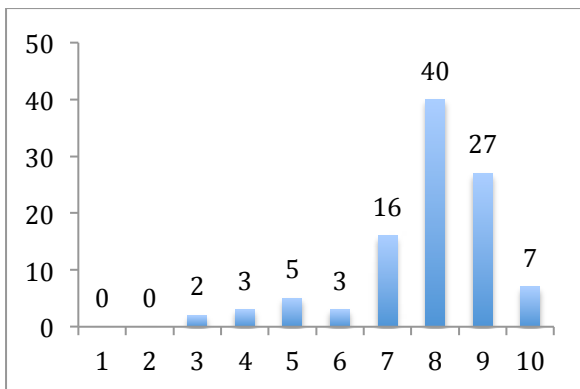
Organization encourages a healthy work-life balance for employees. The result shows that 81 out of 103 employees (1 skip) rated 7 and above, 79% employees satisfied work-life balance culture in organization. We will continue to promote this culture in our organization.

### Satisfaction on Working Environment



88 out of 102 (2 skips) employees rated 7 and above, 86% employees satisfied the current working environment. The working environment impacts on employee job satisfaction.

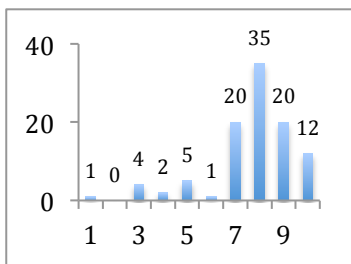
### Satisfaction on Own Job Performance



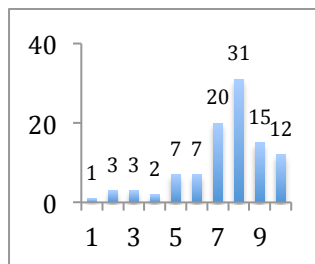
101 out of 103 (1 skip) employees rated 7 and above, 90% stated satisfied with their job performance.

We have to follow up on this data, as satisfaction on their job is important in driving growth and increases in productivity.

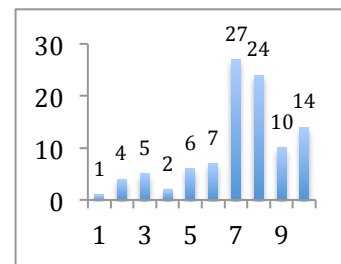
### Quality of Training



*Quality of Induction*



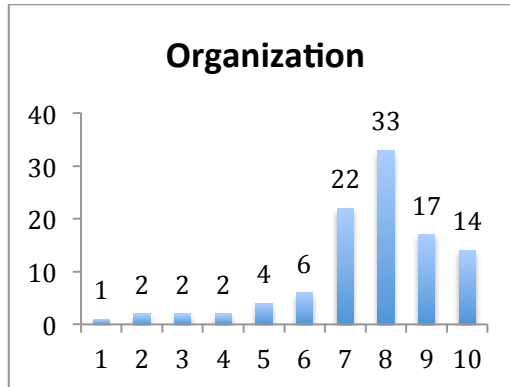
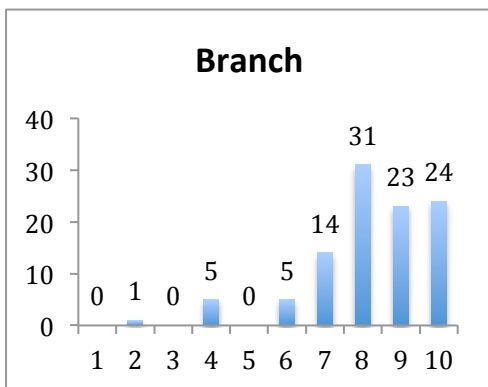
*Quality of On-Going Training*



*Volume of Training*

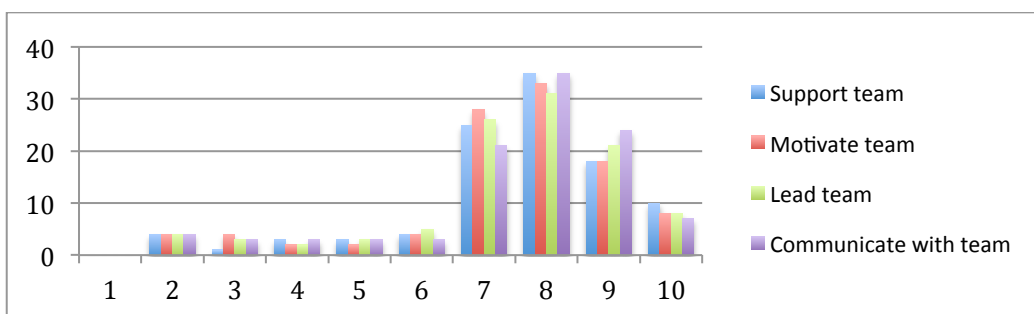
The result shows that 87 out of 102 employees (2 skips) rated 7 and above, as 85% on satisfaction of quality of Induction; 78 out of 102 employees rated 7 and above as 76% on satisfaction of quality of ongoing training; 75 out of 102 employees are satisfied on volume of training in correspond to 74% in total of participants. The data shows that we have to focus more on On-going training and volume of training. Further, HQ arranges the external training for each country in order to increase the productivities. HQ also follows up closely on the training for new and old employees by sending a questionnaire after each training program in different countries to ensure the quality.

**How satisfied are you with the spirit of teamwork within**



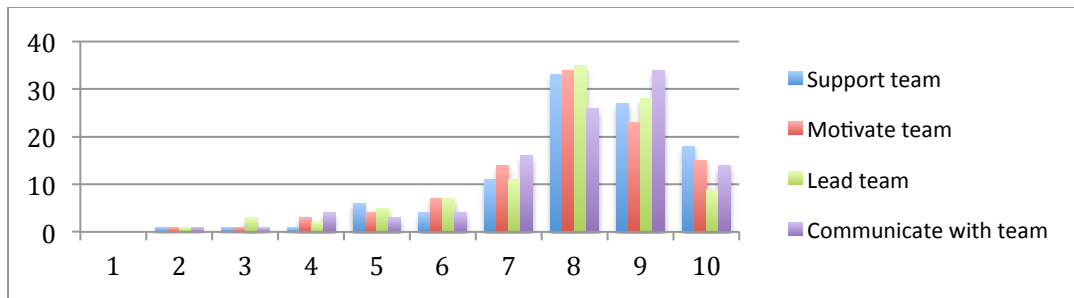
In response to the result of the survey, 88% of participants satisfied and rated 7 and above on spirit of teamwork within branch; 83% of participants satisfied and rated 7 and above on spirit of teamwork within organization. Cohesion is an important byproduct of teamwork with an organization. Team members should support and elevate individual members so that all can contribute and be successful. Management has to continue to promote communication with each office and organization for improving the satisfaction level.

**Organization Management Ability**





### Team Management Ability



Average score on team management ability is 8 and organization ability on motivate and lead team is 7. These four elements – supportive, motivation, leadership and communication are very important skills for measuring management staffs. HQ will continue to closely to follow up on this data and improve the management skills.



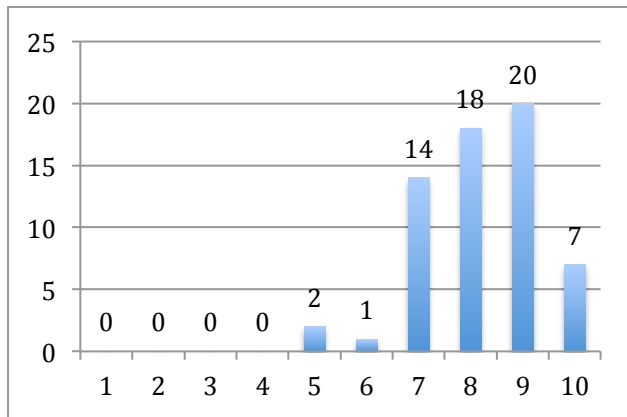
### Outcome of Employee Satisfaction Survey November 2019

JuhlerGroup conducts anonymous Employee Satisfaction Surveys last few years. The downside of anonymity is that the certain respondents are dissatisfied and local management is not able to follow up to figure out how to fix that particular problem. Regular follow up from local management is extremely important for employees to stay motivated.

Therefore, HQ decided to conduct an Open/Non-Anonymous Survey in November, the local management has opportunity to follow up on feedback and take tailored actions to fix employee’s issues. HQ hope could get local management support and encourage all employees to participate the Open Employee Satisfaction Survey.

In November, we had 62 staffs out of 223 participated on Employee Satisfaction Survey in correspondence to the responses rate 28%.

### Overall job satisfaction

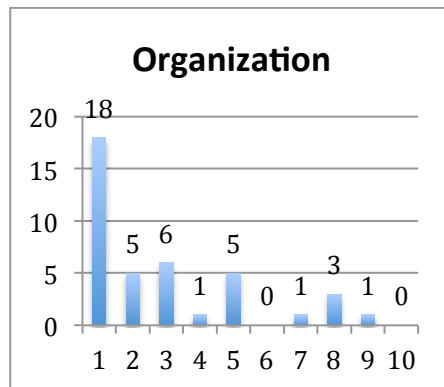
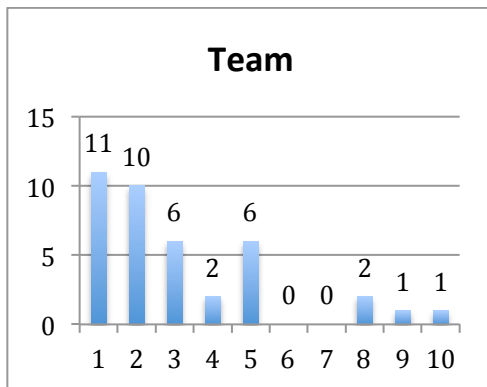


59 employees out of 62 rated 7 and above which shows that 95% of employees are satisfied with their jobs.

The data is important as its part of employee’s lifecycle and motivation to remain the loyal to and employed with an organization.

### Conflict level

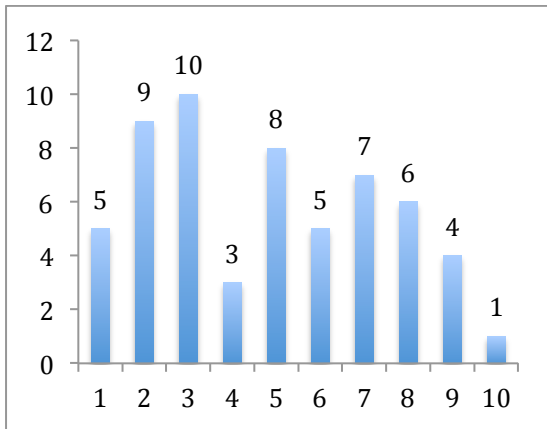
Note: where 0 is 'no conflict at all' and 10 is 'a lots conflicts'.



The conflict level on both team and organization is low, 4 employees out of 61 (1 skip) rated 7 and above for conflict level in team and 5 employees out of 61 (1skip) rated rated 7 and above for conflict level in organization, which illustrated the conflict level within organization is minimal.

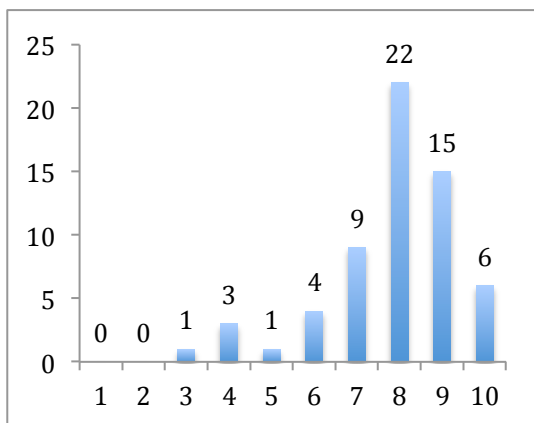
### Stress level

Note: where 0 is 'no stress at all' and 10 is 'a lots stresses'. 8 persons have rated 0 stress.



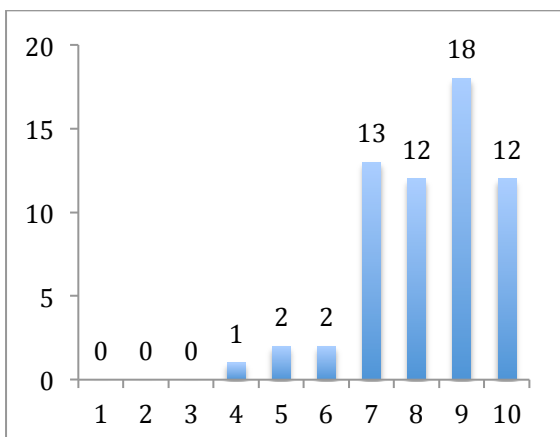
38% of employees has rated 6 and above on stress level. Excessive stress can interfere with employee productivity and performance, it also impact on physical and emotional health. Therefore, some operating companies provide the stress coaching in order to reduce the stress levels. for instance. Denmark.

### Work Life Balance Culture in our organisation



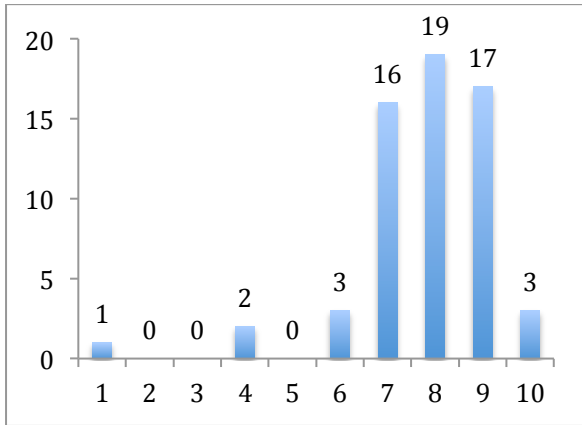
Organization encourages a healthy work-life balance for employees. The result shows that 52 out of 61 employees (1 skip) rated 7 and above, 85% employees satisfied work-life balance culture in organization. We will continue to promote this culture in our organization.

### Satisfaction on Working Environment



55 out of 60 (2 skips) employees rated 7 and above, 92% employees satisfied the current working environment. The working environment impacts on employee job satisfaction.

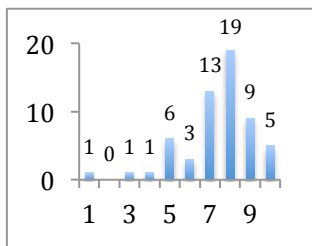
### Satisfaction on Own Job Performance



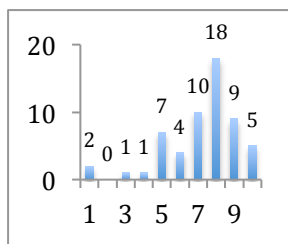
55 out of 61 (1 skip) employees rated 7 and above, 90% stated satisfied with their job performance.

We have to follow up on this data, as satisfaction on their job is important in driving growth and increases in productivity.

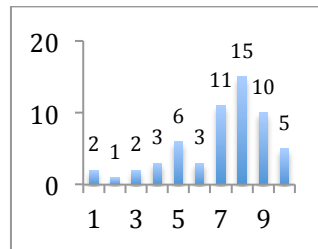
### Quality of Training



*Quality of Induction*



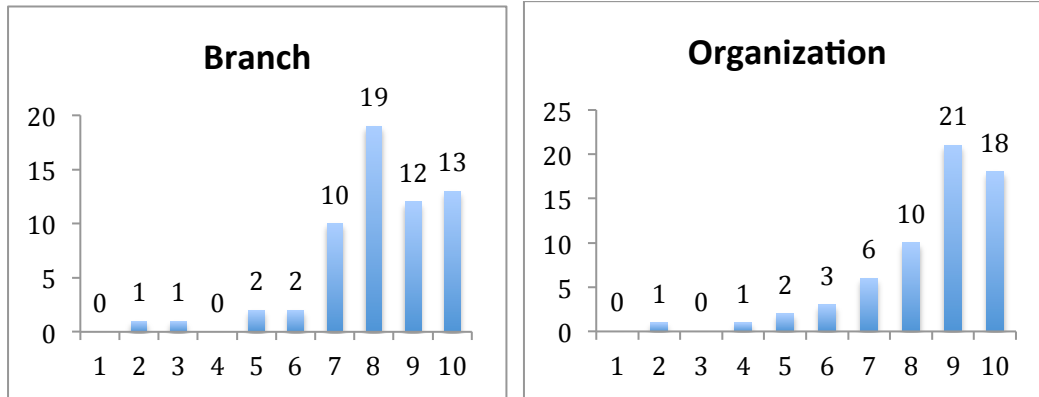
*Quality of On-Going Training*



*Volume of Training*

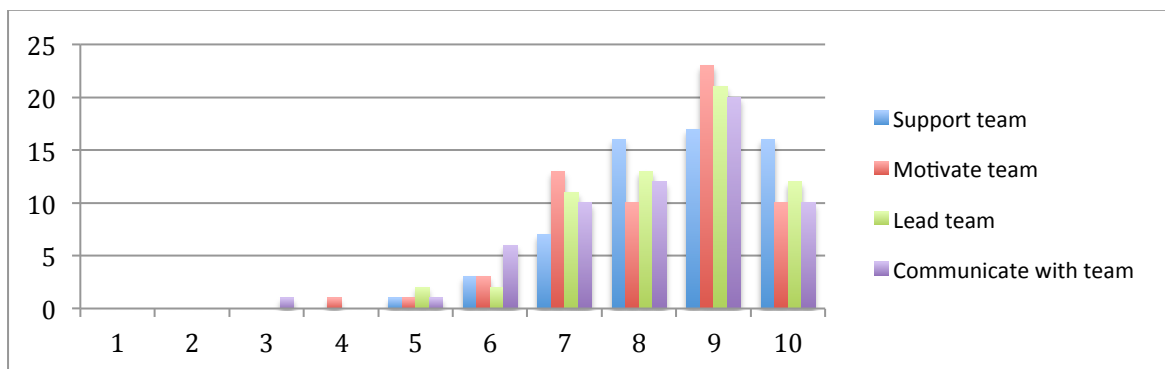
The result shows that 46 out of 58 employees (4 skips) rated 7 and above, as 79% on satisfaction of quality of Induction; 42 out of 58 employees rated 7 and above as 73% on satisfaction of quality of ongoing training; 41 out of 58 employees are satisfied on volume of training in correspond to 71% in total of participants. The data shows that we have to focus more on training. HQ arranges the external training for each country in order to increase the productivities. Also follows up closely on the training for new and old employees by sending a questionnaire after each training program in different countries to ensure the quality.

### How satisfied are you with the spirit of teamwork within



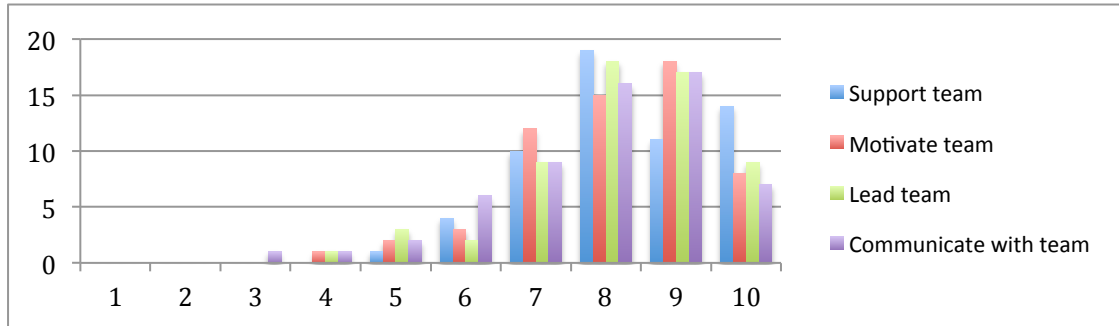
In response to the result of the survey, 87% of participants satisfied and rated 7 and above on spirit of teamwork within branch; 88% of participants satisfied and rated 7 and above on spirit of teamwork within organization. Cohesion is an important byproduct of teamwork with an organization. Team members should support and elevate individual members so that all can contribute and be successful. Management has to continue to promote communication with each office and organization for improving the satisfaction level.

### Organization Management Ability





### Team Management Ability



In response to the result of the survey, average 92% of participants satisfied as rated 7 and above on team and organization’s support, motivation, leadership management ability. However, communication skills needs to be improve on both team and organization ability. These four elements – supportive, motivation, leadership and communication are very important skills for measuring management staffs. HQ will continue to closely to follow up on this data and improve the management skills.

## Our CSR Activities 2019

### TEMP-TEAM Denmark

- This year, we donated the amount of DKK10,000 to “Danmark Planter Træer”, a new national project focusing on planting trees in Denmark. The project is also focusing on preserving forests internationally.



- We support “Save the Orangutan” by sponsoring an orangutan in Borneo. The mission of this project is to help orangutans in distress, protect the wild orangutans and preserve their habitats.



- We support PlanBørnefonden, where we are sponsoring a 13-year-old girl in Bukina Faso. Our support helps not only the specific girl we are sponsoring, it also helps create strong and sustainable communities for children who needs it the most.
- We are supporting Parasport Danmark, an organisation that works to boost the parasports in Denmark.
- The branches in Odense, Herning and Copenhagen and the TTDK administration, supported the World Clean Up Day in September by collecting trash in their local areas in the days surrounding the World Clean Up Day. For each garbage bag we collected, app. 20 kilograms of plastic was removed from nature.



- The branch in Kolding has been handing out reflexes and saddle covers for bicycles at Syddansk University Kolding in October.
- The website is CO2-neutral, which means that the emissions from the website and our users are being neutralised through measurable CO2-reductions. The reduction can be done by building new renewable energy sources, i.e. windmills.
- We support “Et Sundt Arbejds miljø”, as TEMP-TEAMS success reflects the people who work in the company and their well-being at work.
- We organise meetings focusing on “Stress Coaching” for smaller groups of clients.
- We support Global Compact and the 10 principles. Therefore, we are also constantly exploring new and creative ways to limit waste and decrease our consumption.
- Sustainable merchandise

In general, we are very focused on all our merchandise being environment-friendly. Our aim is to only purchase and produce sustainable products in the nearest future.

- Our new tote bags are SA8000 certified, Fair Trade-labelled and the packaging is FSC-certified. The bags are used for both fairs and client visits.
- We use paper folders instead of plastic folders when we go for client visit.

## TEMP-TEAM & Convision Norway

- Focus on less paper and clean desk mentality.
- The company cars are all Hybrid, and we recommend everyone to use public communication as often as possible.
- On the 17<sup>th</sup> of October approx. 10.000 reflectors were successfully given out to people in the early morning hours. Reflectors were gives to workers, students, kids and teachers.



- We encourage our employees to get movement into our working day by taking the stairs instead of the elevator, to use our height-adjustable desks and take short walks around the office. All this for better health, productivity and well-being.

On May 11<sup>th</sup> TEMP-TEAM and TALENT-TEAM joined with two teams on Holmenkollstafetten, the biggest relay race in the world. We had to be more physically active leading up to the big day for better results in the race, and this gave us a great feeling of togetherness and being a part of a team.





- In **week 18 and 19** we organized a garbage collection campaign where each office arranged a local garbage collection day with mostly colleagues, but also friends and family. Our motto is: *“No one can do everything, but everyone can do something!”* Every employee got their own reusable bag made of eco-non-woven material. With this bag we wanted to motivate all our employees to pick garbage where ever they go.

We are supporting the organisation “Hold Norge Rent” (Keep Norway Clean) with 2 NOK per bag.

With great success we also joined the World Cleanup Day in **week 38** were we used the same bags, and every employee made a great effort in their local community.



- On Saturday 30<sup>th</sup> of March we promoted Earth Hour on social media to encourage people to join us to turn out the lights.



- We have a Treatment Insurance which gives our employees faster treatment than through the public sector.
- We have a corporate health service “STAMINA” that can advise on problems at work, such as seating positions, psychosocial problems and other workplace challenges.

## TEMP-TEAM Sweden

- **Earth Hour**

We encourage our staff, candidates, consultants and our fellowmen to engage in earth hour as an action to put the environment in the spotlight!

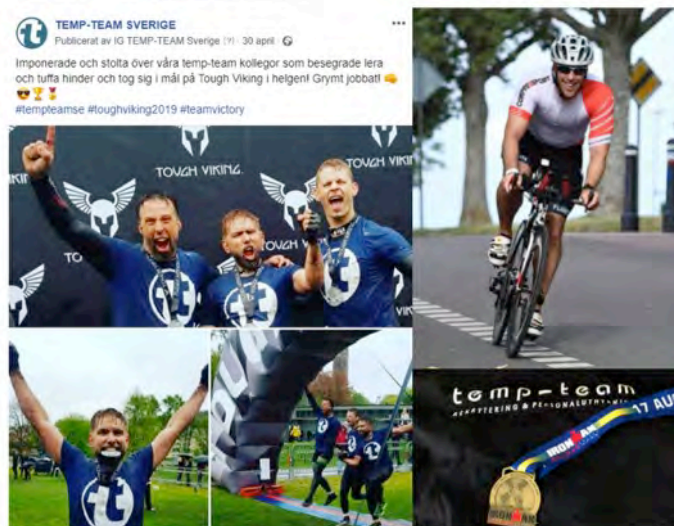


- **Beach Cleaning**

We gathered our MALMÖ and GOTHENBURG office and headed out to the seafront in Gothenburg to collect garbage.

- **Teamspirit**

We encourage our employees to stay active and we support them with some branded sports apparel for the team spirit! We cheer them on and acknowledge their performance on our social medias!



- **Gymcard**

Besides our healthcare benefits we offer our staff, we have negotiated discounts for gym memberships for 2019.

- **Reflex Campaign**

We are planning for our reflex campaign in the end of October where we hit the streets to keep our pedestrians safe.



## **TEMP-TEAM Singapore**

### **Environment**

- Encourage employee to use recycled paper for internal notes; set office printers to automatic double-sided printing mode to save on paper consumption; aim for a paperless office environment. Store the files in digital database and print the documents only when necessary.
- We recycled at least 50% paper for internal documents; it included use the paper from return direct mails and old marketing materials, such as letterhead and old brochures.
- Reduce carbon footprint when visit clients by arrange 2 or 3 cold canvas visits within the same area.
- We issued Certificate of Appreciation to our clients to thanks them choose us as business partner, at the same time they are able to add/use it for their company green profile.

### **Anti-Corruption**

- Mention ethical behaviour in employee contracts.
- Company will implement the basic rules on gifts and entertainment, as well as Conflict of Interest. These two are key areas to address in code of conduct. We will comply it with PACT (A practical Anti-Corruption Guide for Business in Singapore) for implementing the basic rules.
- Company expects its managers and employees, regardless of any legal requirements, to perform according to the highest standards of business ethics. This is included in the Employee handbook.

More than 200 people gathered at the Changi Beach to scour a 2km stretch of beach for rubbish on Saturday morning, included discarded plastic bottles, styrofoam cups, fishing line and even wooden pallets.

Temp-Team Singapore Team joined this Big Beach Clean Up event together with other companies, which organised by Seven Clean Seas on 27 July 2019. On the same day, they had clean ups in the UK and Brazil too. Amazing result! We will make more effort to keep the environment clean - clean the oceans and save marine life!

## **JuhlerGroup Asia Pte Ltd**

We participated Young SGD Leaders Awards Competition to have chance to meet young students from the National University of Singapore. They prepared the proposal for JuhlerGroup which won 2nd prize this year. We also have a lots of chance to discuss with the students how we can interact with them to create more CSR networking in the school.

## Principle people UK

- **Tough Mudder**  
 We have raised almost GBP1,000 for Great Ormand Street Hospital through Safety4Good, Steve is the Director of Safety at L&O and is someone who regularly participates in marathons in his spare time, although, he did mention that this one was very tough! His efforts were definitely heroic, and he worked brilliantly as an integral part of our team.
- **Dan's 10K run for cancer research**  
 On Sunday the 13th of October, Daniel Saunders, a consultant at Principal People, is taking part in the Guildford 10K alongside a few members of his family. They raised money for Cancer Research, which is a charity very close to their hearts.
- **Dream Catcher Programme – Supporting Safety4Good charity**  
 Alex Gover, an associate consultant at Principal People, travelled to Peru to support impoverished children and families by teaching in local school for 2 weeks.
- **Arena's Macmillain Coffee Morning**  
 Arena (the company that own our office block) hold annual coffee morning to support Macmillain Cancer Trust. A few team members baked for the cake sale.
- **Beach Clean Up**  
 Some teams spent their day helping out the environment by picking up as much rubbish as possible from the beach at West Wittering in Aug 2019.
- **Lands end to John O'Groats – Moped and Monkey Bike**  
 MD of Principal People, Simon Bliss start his journey on Sunday 7th April and he, alongside his 'posse' travelled via monkey bike and moped. This gruelling journey is in aid of raised money for a portfolio of charities which include Great Ormond Street, MIND, and the Grenfell Tower via (Heads Together).
- **Environment and Sustainability within Principal People**  
 We now have an environment and sustainability team dedicated to making our company better, three bins in our office for recycling, waste and walkers crisp packet bins in order to get recycled. The practice is not buy plastic bags we reuse them (small fine if this rule is broken). No plastic cutlery is allowed. We are encouraged to drink from plastic bottle for a short time whilst we wait for our PP metal reusable ones.  
 We turn our PC's off so they saves energy.  
 Pot plants to detoxify the air in the office.

- **Wellbeing**  
We have had many wellbeing coaches come into our office to teach staff nutritional guidelines and help them to stay on track with a balanced lifestyle whilst juggling office life.  
We have fruit delivery every Monday for staff wellbeing.
- Wellbeing week – 9th April to 13th April  
The purpose of the week was to emphasise staff health and happiness as well as those factors can be improved whilst at work.

Monday – organised an intense circuit training session. Some of the exercise undertaken included seated leg extensions, crunches and kettle bell swinging. The session was challenging for beginners and powerful for fitness pros.

Tuesday – In the morning all staff attended a yoga session – learnt how important breathing correctly is and how we can all incorporate yoga into our daily lives. It was a complete stress relief! We were visited by a chiropractor who scanned our backs and gave us advice as to how we can maintain our physical health and improve our diets.

Wednesday – Normally during midweek we start to notice that staff opt for unhealthy food – so we choose to organise the preparation of a healthy lunch. A generously sized and exotic salad, and also healthy BBQ were prepared by the team. Following a discussion held after the meal, unhealthy snacks are now banned from the office.

Thursday – Arranged a quiz topically around the subject of wellbeing. Staff who scored in the top 18 received the prize of a massage by a professional masseuse. The winning team members reported that their massage was heavenly, and they felt a huge relief from having it.

Friday – Final activity was a blindfolded food tasting exercise. We tested the team with full fat food and drink compared to their healthier alternatives.

## **Convison Denmark**

Christmas presents for our consultants, customers and internal staff. We have chosen a small and local start-up company to support, that has more sustainable gifts to choose from. This mean they are Danish-made presents without excess packaging or any plastic.

## **TEMP-TEAM Finland**

- To reduce our carbon foot-print the staff is encouraged to travel efficiently by using public transport and bike when possible.
- Digital invoices are almost exclusively used within the company today to further reduce the use of paper in our operation.
- We embrace equal opportunity and diversity, and managerial career opportunity can be applicable at local level.

## **TEMP-TEAM UK**

- We carry out the employee survey every year in the UK in October or November.
- With the Modern Slavery, we have a confidential hotline set up for our temporary workers so that they can contact us for signposting if they thin themselves or anyone they know are victims of modern slavery.
- We purchase fresh fruits every week for our internal staffs.
- We organised a Beach Clean campaign together with Education World at one of the local beach, this is also a part of CSR campaign in the group.

## **Our CSR Goal 2020**

The CSR focus in 2020 will also emphasize the compliance of data protection in each company, and internal training and workshops have to be arranged to make sure all employees are aware of their responsibilities as an individual or a member within the organization. Each company puts a lot of effort in preparing the documentation and sharing it within the group to help the small-sized companies.

We believe in investing in people to bring new heights of success in the future and share the contribution of positive social impact with the society we are operating in. HQ in the process of organizing intensive telesales training and follow up closely after that. Increasing telesales activity combined with a strong increase in the number of Direct mails and E-mails is the sales strategy we believe could bring us a better year in 2020.

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