

# United Nations Global Compact

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2020 Communication of Progress



**PMP**  
Recruitment

# Welcome

**Welcome to PMP Recruitment annual Communication of Progress which describes our approach to the United Nations Global Compact, its 10 principles, and sustainable development goals.**

PMP Recruitment is a trading division of Cordant Recruitment Limited, part of Cordant Group. In Q1 of 2020, Cordant Group was acquired by Twenty 20 Capital and became a part of their group of investment brands. This partnership will secure long-term financial stability for Cordant, and PMP Recruitment, meaning we can now move forward at an ambitious rate - strengthening our relationships with employees, clients, suppliers, and the communities in which we operate.

PMP Recruitment is a leading name in the recruitment industry and as suppliers of temporary labour and managed service solutions we're experts in peak, productivity management, as well as permanent hires.

Our mission is to attract and retain the best job-seekers, manage successful recruitment campaigns, and to be a sustainable business, invested in the growth of our contracts.

We have aligned PMP's achievements with both the relevant Guiding Principle(s) and Social Development Goals (SDGs). This includes our performance in 2018-19 and our future commitments.

As a stakeholder of the UNGC, PMP would appreciate any feedback or comments on its 2020 Communication Of Progress.




# CEO Statement

2020 has been a challenging year for businesses and individuals with the impacts of COVID being felt by everyone. Despite these challenges, PMP Recruitment has been able to adapt and transform technology and processes to make our candidate experience fully virtual and continue to provide employment through the most difficult of times. Our teams were able to make the change to virtual hiring within 72 hours; a true demonstration of our agility and flexibility as a business.

We processed a staggering 1.2 million applications last year and virtually hired over 120,000 people, providing the nation with key workers to help keep the country running smoothly. Our commitment to providing sustainable employment, looking after the welfare of our colleagues, and having a positive impact on society has grown through 2020 and we will continue this through 2021 and beyond. We will continue to work with our clients to form solid, collaborative partnerships that put colleague happiness and wellbeing at the forefront and our ICC (ideal customer criteria) will guide us to ensure that we choose partnerships that align with our values.

We are committed to upholding our responsibility as a UN Global Compact partner and continue to invest in strategies that work towards making a positive impact on the SDGs. The Principles have been embedded in our business and we are committed to ensuring they influence our vision, culture, and service delivery.

This document confirms our commitment to the UN COP Principles and Sustainable Development Goals, whilst highlighting our key achievements.



Jamie Reynolds  
CEO, Cordant Group



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# 2019 Objective Review

| Good Job Strategy  |  | Achieved | Details  |
|--|--|----------|--|
|  Labour market technology  | Implement labour market demographic technology to provide clients with accurate data and promote living wage rates | ✓        | We have implemented technology from EMSI which allows us to collate in-depth reports for clients informing them of local market data and pay rates |
|  Sustainable working hours | Increase the average number of worker hours  | ✓        | The average number of hours for each of our workers has increased by <b>4%</b> from 2019 to 2020   |
|  Sustainable employment    | Develop technology to assist job seekers in finding sustainable employment   | ✓        | We have started to implement a dedicated career site for candidates so they can find and apply for jobs quicker and easier.                        |
|  Accreditations            | Become Living Wage Foundation accredited by the end of 2020  |          |  |
| Giving Forward Strategy  |  | Achieved | Details  |
|  Volunteering opportunity  | Develop a 'second job' policy that enables colleagues to volunteer and contribute to society                       |          |  |
|  Recycling                 | Increase the recycling activities across our branches  |          | We closed 48 branches across our network.  |
|  Reward Cord               | Relaunch and increase the number of users benefiting from Reward Cord  |          | Phased out due to lack of uptake however we are looking at a replacement based on feedback from colleagues   |

# 2019 Objective Review

| Maximising Potential Strategy  | We will support underrepresented social groups to enhance their earnings and improve their health and wellbeing.      | Achieved | Details  |
|--|---|----------|--|
|  Health and wellbeing initiative | Introduce our health and wellbeing partner to one of our clients  |          |  |
|  Develop partnerships            | To establish career coaching and mentoring hubs across the UK   |          |  |
| Building Resilience Strategy   | We will develop wellbeing strategies to help people build financial and personal resilience                           | Achieved | Details  |
|  Community health & wellbeing    | Devise a solution to promote, support and encourage physical, mental, social and financial wellbeing in our community |          |  |
| Reviving Business Strategy   | We will become business role models and influence the social business debate through engagement with thought leaders  | Achieved | Details  |
|  Review fleet                    | Review of company vehicle fleet towards more environmentally friendly options   | ✓        | We have significantly reduced the number of fleet cars available and changed the remaining to electric hybrid. |
|  Review energy suppliers         | Introduce renewable energy supplier to PMP colleagues   | ✓        | We have changed to a renewable energy supplier and implemented BidEnergy to track monthly energy consumption.  |

A number of the objectives we had planned for 2020 have been put on hold due to the pandemic. The restriction in movement and colleagues being on furlough has severely affected our approach to strategies including the opportunity for colleagues to volunteer, mentoring hubs, and community health and wellbeing solutions.

As we progress through 2021 and we establish a new normal, we will revisit our 2019 objectives and identify which ones are still feasible or whether some need to be altered in order to be carried out.



# Strategy & Vision

PMP Recruitment's 5P strategy aligns our key objectives as a brand.

Whilst aiming to position ourselves as industry experts and managed service supplier of choice, we also want to inspire colleagues, clients, and candidates to make a difference to society.

Our key strategies are:

- Continue to improve the journey of our candidates and employees through innovation and technology
- To ensure sustainable employment opportunities for colleagues
- To promote Social Business Principles at every opportunity
- Continue to create a safe working environment
- Partner with our clients to ensure fully aligned strategy for the future



People  
Focused



Progressive



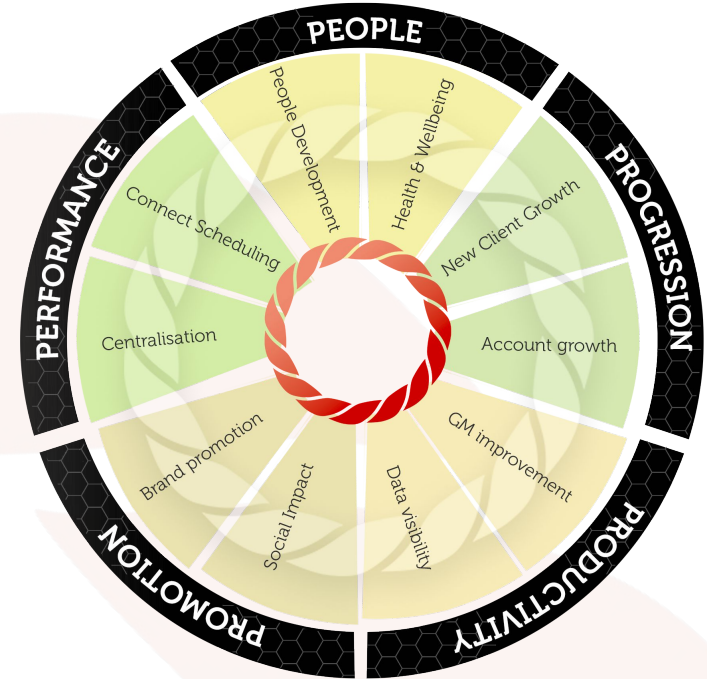
Principled  
Promoters



Productive



Performance  
Driven



# Strategy & Vision





# Human Rights

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

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



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# Human Rights



## Modern Slavery

### Unseen Helpline Business Portal

We built on our commitment to raising awareness of modern slavery in our supply chains and deepened our partnership with Unseen. We were one of the first recruitment businesses to implement Unseen's Helpline Business Portal into our operations.

The helpline portal is a secure online portal that collates real-time modern slavery reports made through the Helpline. This service is the only national resource of its kind and is paving the way to discovering victims of modern slavery earlier and abolishing the crime completely. The Helpline Business Portal will allow PMP Recruitment to instantly access any cases of modern slavery within the supply chain and help clients address and resolve any reports of exploitation that may be found within the workforce.

Since we have started using the portal we have identified:

- **5 modern slavery cases**
- **8 other exploitation cases**

Justine Currell, Director for Unseen:

"Unseen is delighted to have worked closely with PMP Recruitment over many years and it is wonderful that they are now members of the Helpline Portal. Access to this unique service will give PMP an unparalleled insight into specific concerns in real time and enable us to collaborate with them on a bespoke and sensitive response."

## Modern Slavery Case

All of our colleagues complete modern slavery training to ensure they have the correct skills and knowledge to know how to spot the potential signs of modern slavery and who to report to. An example of this occurred in September 2020 when one of our colleagues identified a victim of modern slavery at one of our client sites.

### Case study

One of our temporary colleagues, at a client food manufacturing site, had been in employment for 5 weeks with an exemplary attendance record. Their line manager, a PMP employee, noticed that the individual had not turned up for a shift with no contact from them explaining why. The following day, the line manager approached the individual who apologised and explained that their phone had been taken away and they had no means of contacting anyone.

Our temporary colleague felt comfortable enough to report to their line manager that they were paying back a "friend" who had given them a loan to get into the UK. This individual had also taken their passport, ID documents, and bank cards in addition to threatening that their belongings would not be returned unless the money was paid back, with interest.

The PMP line manager spoke to Unseen and the police on behalf of the colleague as they were too frightened to report their situation. The police helped our colleague retrieve their belongings and alternative accommodation arrangements were made to keep our colleague safe.

# Human Rights



## Pre-employment Training

PMP has strengthened current partnerships with DWP, training providers, and our clients to offer workers pre-employment training before they start their contract. These training opportunities are bespoke to our clients and designed to match the requirements of the roles and include qualifications such as production principles or lean techniques.

In 2020 we partnered with Phoenix Training Services and DWP to fund license acquisition for the unemployed. Rather than candidates having to complete a Sector Based Work Academy which are 10 - 15 days in duration, the funding allowed candidates to only complete the FLT training. PMP sourced a short term warehouse facility to set up the school and our client provided the trucks, pallets, and equipment for the training. The programme ran for 5 days over 7 weeks and on the final day of training each week PMP interviewed and inducted all trainees to site to ensure the training to work journey was seamless.

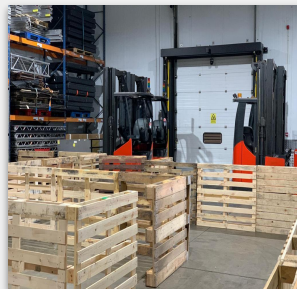
### Results:

53

Candidates completed training

32

Progressed into employment



## Internal Training

We are fully aware of the value of our people and in order to attract and retain the best talent we are committed to providing and delivering the highest quality training to all of our colleagues. We are committed to giving all our colleagues the opportunity to learn and develop not only in a professional capacity but also from a personal development point of view.

### Key statistics

- March - Dec 2020 - 1681 webinar sessions attended with 98 webinars delivered over 23 topics
- 981 completed bespoke e-learning programmes completed designed by the business
- 254 e-learning programmes completed

## Temporary to Permanent Contracts

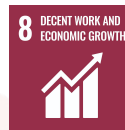
Internally we had:

- 109 temporary to permanent colleagues

Across our client network, we had:

- 3,085 temporary to permanent colleagues

# Human Rights



## Weetabix Supplier Awards 2020

In December 2020, PMP Recruitment won 2 awards - **Best Service and Responsible Business**.

We were recognised for consistent service, continuous improvement, and demonstrating business excellence and innovation in relation to corporate social responsibility. Despite the difficulties and unpredictability of COVID, our site team has been able to deliver outstanding service for Weetabix and implement a number of strategies and initiatives that not only supported Weetabix, but also the temporary workforce we recruit.

### COVID-19

We worked in partnership with Weetabix to ensure COVID-19 protocols and procedures were followed by all colleagues onsite. During the first wave of COVID-19, PMP and the Weetabix HR team worked together to ensure we were providing the best candidates to meet the short notice uplift in requirements. We were in part able to do this through having access to the Weetabix recruitment portal as well as utilising our virtual onboarding and induction technology to recruit the additional workers quickly and efficiently.

### Modern Slavery

Since launching the 'Stronger Together' campaign, PMP has worked in partnership with Weetabix at Burton and Corby, highlighting the risks of modern slavery and ensuring that human rights are at the forefront of operations. The following initiatives have been rolled out:

- Multilingual BE SEEN, BE HEARD posters on site
- Promote details of authorities and charities who support victims
- Completion of the BE SEEN, BE HEARD Recruiter Compliance training by all PMP management associated with Weetabix
- Mandatory modern slavery and document check training for all PMP employees, including those who work with Weetabix
- Continued education and communication of BE SEEN, BE HEARD
- Redraft of the Weetabix worker handbook to include references to BE SEEN, BE HEARD and the tools workers may need.



# Human Rights



## EVP Survey

In September 2020, the Cordant Group conducted an Employer Value Proposition (EVP) survey across all of the brands to identify what aspects of the current employment offering are of value to colleagues and areas of improvement. The survey covered a range of topics including ways of working, health and wellbeing, pay, personal benefits, and recognition.

The results of the survey were separated out by brand and below we have detailed the focus areas our colleagues would like us to improve on:



### Ways of Working

Leadership, career and personal development, and access to training.



### Wellbeing

Confidence, positivity, health and wellbeing, and environmental impact.



### Appreciation

Monetary rewards, recognition, regular pay review, and personal benefits.

## 2021 Objectives

Gender Equality SDG - implement 'Safety at Work' initiatives to ensure women feel safe at work

Implement strategies that cover ways of working, wellbeing, and appreciation following feedback from the EVP survey

Establish a PMP Diversity and Inclusion charter



# Labour

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**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.

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



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# Labour



## Virtual Hiring

Following the economic and social changes brought about by the pandemic, we have utilised and developed our technology platforms to change our hiring process and remove all face-to-face contact. Our priority is to keep colleagues, candidates, and clients safe, in addition to providing sustainable employment, so our ability to alter the hiring process has given all parties a greater degree of safety and protection.

Previously we would have had a number of physical touchpoints with candidates however we have been able to adapt our technology and processes to accommodate a fully virtual hiring process. We are able to abide by and uphold legal requirements throughout the process and our efficiency means we can place candidates into roles quicker than ever before.

Due to COVID-19 we have had a number of clients that have had to release their staff, however we have been able to utilise our national network and place people into roles with clients such as H&M, Amazon, and XPO Logistics. We have been able to redeploy staff and ensure they still have sustainable employment in these uncertain times.



Applications received in 2020



People hired in 2020



Time it took to go virtual

## Onepay & Wagestream

### Onepay

As part of a Group strategy to support our temporary workers to get paid accurately and on time and help to decrease the risk of exploitation, we decided to implement Onepay.



Onepay is a leading provider of alternative payment solutions for temporary workers who can't open a UK bank account. It is a fast and efficient way for workers to receive their wages and works in the same way as a UK bank account. They are able to use a chip and pin prepaid card which means that their wages are safe and secure.

Through 2020 we have supported and paid 442 workers through a Onepay account.

### Wagestream

In order to support our permanent colleagues with their finances we implemented Wagestream, an app which gives people more control over their wages and the ability to get access to their pay before the end of the month. Colleagues are able to draw out money as they earn it which allows them to effectively manage their finances.



# Labour



## Sustainable Employment

As part of our commitment to the UN guiding principles, we continually work with our clients to create sustainable employment opportunities whenever possible.

We have been able to take the opportunity to offer candidates longer employment contracts with one of our food manufacturing clients.

Initially our client only offered candidates contracts that lasted 6 months however we explained the need to offer people longer contracts as this gave them sustainable employment and regular income for longer and the opportunity to build their skills and experience. This strategy would benefit the client as they would have colleagues that are fully trained and skilled, and it removes the need to re-recruit and retrain new people. In addition to this, the longer contract length had the potential to reduce attrition levels.

New offering:

- 100 fixed-term assignments on full-time hours lasting 8-9 months

Results in 2020:

- 70 assignment places filled
- Attrition reduced

## Kickstart Initiative

The Cordant Group, and PMP Recruitment, is supporting the government's kickstart initiative, aiming to offer 100 young people an opportunity to gain work experience across the group. The Kickstart scheme forms part of the government's plan for job strategy, supporting employers to offer paid work experience placements to young people aged 24 years and under, who are at risk of long term unemployment.

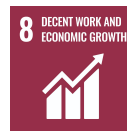
**KICKSTART  
SCHEME**

We have used the Kickstart scheme to create a range of exciting roles to support our digitalisation and transformational change programme and the placements have been designed to offer each candidate the opportunity to transition their placement into a full-time role and an apprenticeship on completion.

Each placement is supported by our comprehensive 12-week onboarding programme and regular support from mentors, work based learning and learning and development, in addition to meaningful and substantive work experience designed to stretch their capabilities.

The placements available include entry into recruitment, engagement officers, marketing, social media, HR, L&D, Administration, sales, and head office functions. So far, in 2020, we have placed 18 across the Group and 12 within PMP.

# Labour



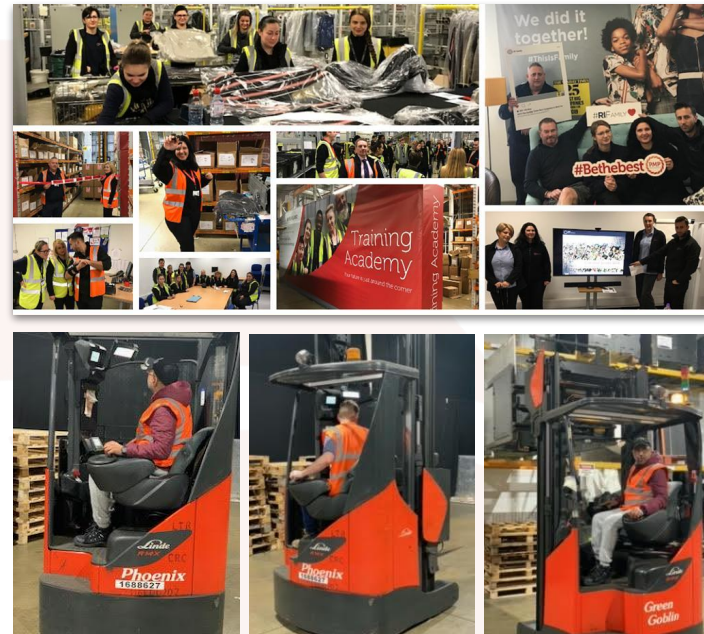
## Back to Work Initiatives

Since the start of 2020, we launched the collaborative partnership network to expand our ability to support candidates with training and access to job opportunities. We have **grown our network to 53 partners** to support this initiative (detailed on the next page).

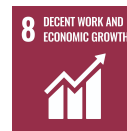
Expanding our partners has enabled us to build the Skills Academy. The Skills Academy is a learning model which identifies industry skills gaps and purposeful qualifications to support sustainable employment. In addition to this it will give people key skills and experience needed as well as developing workplace resilience. The Skills Academy learning journey is mapped into our industry leading recruitment and onboarding processes - allowing every candidate who engages with us the opportunity to access learning content. Programmes range from English and Maths, Team Leading, Customer Service, and Mental Health Awareness to name just a few.

### 2020 Achievements

- 2720 completed pre-employment training
- Delivered MHE training academies to train unemployed or existing staff - we have trained 251 people
- We have supported 32 colleagues to achieve an English qualification as part of the The Skills Academy and further colleagues will be supported in 2021



# Labour



## Partner Network



## 2021 Objectives

Review our supplier list and partner with ones that meet our Ideal Customer Criteria

Cross share ideas and learnings to develop our ICC with specific focus on the 10 Guiding principles

Work to embed the principles with the day to day activities of our internal teams

# Environment

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**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.



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# Environment



## Achievements

### Reduction in mileage

The restrictions of the COVID lockdowns has meant that we have adapted and changed our processes to incorporate more virtual strategies when it comes to communicating internally and externally.

In 2020, we saw a large decrease in the number of miles driven and journeys completed by our colleagues. In 2019, we drove nearly 4 million miles however this decreased to just over 1.2 million in 2020. In addition to this, we completed over 115,000 journeys in 2019, reducing to 49,000 in 2020.

### Reduction in fleet

On the back of a Group initiative, PMP has reduced the number of fleet cars from 150 to 15. Not only has this contributed to the reduction in mileage, it has also reduced our carbon emissions from both a single brand and Group perspective.

### Reduction in office space

Our move to virtual hiring has meant that the office premises that we previously required, both within PMP Recruitment and across the Group, were not longer needed. Therefore we reduced the number of office locations from 89 to 41. The closure of these offices has allowed us to reduce our carbon footprint and overall reduce the amount of paper that we previously used during the induction and recruitment process.

### BidEnergy

We have implemented BidEnergy, a piece of software that allows us to monitor our energy usage on a monthly basis. This data visibility allows us to effectively monitor energy efficiency and implement reduction strategies if they exceed our specified limits.

## Key Statistics



Reduction in mileage  
(2019 'v' 2020)



Reduction in journeys  
(2019 'v' 2020)



Reduction in fleet cars  
(2019 'v' 2020)



Reduction in premises  
(2019 'v' 2020)



# Environment

## Sustainability

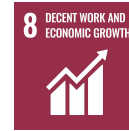
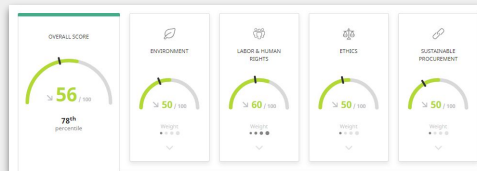
As part of our ongoing commitment to one of our client partnerships, we take part in an annual assessment through Ecovadis. This assessment looks at our environmental, ethical, and performance; allowing us to view our strengths and improvements areas. We can use this data to see where we rank with other organisations in our industry and use strategies of best practice to make improvements.



There are 4 main themes that are assessed:

- Environment
- Labour & Human Rights
- Ethics
- Sustainable Procurement

In 2020, we were awarded the **silver medal** in recognition of our achievements.



## Virtual Hiring

Through our move to a fully online recruitment process, it has been made apparent that we have been able to reduce our environmental impact significantly.

Previously we had a large amount of paper documentation for each individual that applied for a job with us.

Our virtual hiring technology has managed to remove nearly **5.3 million pieces of paper** from our processes.



## 2021 Objectives

Increase recycling across our branch network

Reduce company vehicle mileage, change company vehicles to hybrid or electric

Work with customers to move onboarding, assessment and induction processes to paperfree

# Anti-Corruption

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

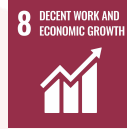
**Principle 8:** Undertake initiatives to promote greater environmental responsibility.

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



**PMP**  
Recruitment

# Anti-Corruption



## Our Ideal Customer Criteria

Our ICC (Ideal Customer Criteria) is a checklist that we use to identify whether a company holds our values. We also use it as a guideline to continually assess our current clients against to ensure they are operating in an ethical way. There are a number of factors we consider including:

- Commitment to modern slavery and exploitation
- Offer of fair wages in line with NMW/NLW
- Offer of sustainable employment
- Fair treatment of colleagues

In 2020 we walked away from a number of clients because their actions and operations did not align with our values. Some examples can be found below:

- One client was reluctant to take our advice in regards to a modern slavery case. An individual within the workforce was a victim of exploitation and the client decided to follow an internal disciplinary process rather than reporting the incident to the GLAA and the police.
- At another client site there were a number of incidents of poor treatment of PMP colleagues. Even though this was escalated to management a number of times, there was no investigation or resolution.

## 2021 Objectives

Review all customers against our Ideal Customer Criteria

Ensure all suppliers have signed our “Supplier Code of Conduct”

All PMP staff to reconfirm commitment to the Stronger2gether Recruiter Compliance Principles

Suite 3.02 | Third Floor | Lakeside House | The Lakes  
Bedford Road | Northampton | NN4 7HD  
01604 602700 | [www.pmprecruitment.co.uk](http://www.pmprecruitment.co.uk)

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