

The background of the slide is a photograph of the United Nations Secretariat Building in New York City. The building is a large, light-colored stone structure with a prominent horizontal band across the middle. On this band, the words "UNITED NATIONS" and "NATIONS UNIES" are inscribed in gold capital letters, separated by the United Nations emblem. In front of the building, a long row of flagpoles stands, each flying a national flag. The flags are arranged in a perspective that leads towards the building. The sky is a clear, bright blue.

UNITED NATIONS  NATIONS UNIES

# United Nations Global Compact

2021 Communication of Progress

# Welcome

**Welcome to PMP Recruitment's 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 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.

In Q3 of 2021, PMP Recruitment was acquired by Challenge-trg Group. This partnership will secure long-term financial stability for 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.

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

We have aligned PMP Recruitment's achievements with the relevant Sustainable Development Goals (SDGs) and included our performance in 2021, along with future commitments.



# Statement from Our Managing Director

2021 transpired to be another year of change for PMP Recruitment. As we continued to refine our processes and streamline our virtual candidate experience, we also went through an acquisition to Challenge-trg Group. This amalgamation of two prominent recruitment agencies will not only enable us to create a stronger foothold within the industry, but also offer a holistic service model that consists of recruitment, haulage solutions, and training.

Despite the continuing impact of COVID, and the uncertainties that this created, we were able to process over 600,000 applications and place more than 50,000 candidates into various temporary and permanent roles. In addition to this, we have continued to develop our Collaborative Partnership Network, which allows us to work with key organisations on both a national and local level to support the communities we operate, in addition to offering sustainable employment opportunities.

The unpredictable nature of the pandemic, alongside our acquisition, has meant that a number of planned initiatives and projects have been paused and are under review whilst we establish new and updated policies and strategies that align us with Challenge-trg Group. However through 2021, where possible, we have committed to delivering on objectives against a range of SDGs.

We are truly committed to upholding our responsibility as a UN Global Compact partner and pledge to continue making a positive difference. The UN principles are the driving factors that influence our vision of being a sustainable recruitment business.

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



**Kevin Highet**  
***Managing Director, PMP Recruitment***

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# Strategy & Vision

As PMP Recruitment is now part of Challenge-trg Group we have started to align our overall business values and strategies to reflect this. Our values unite us and define the behaviours that are critical in achieving our mission of being the integrated recruitment, logistics, and training partner of choice in the UK.

Through our disruptive innovation, high quality performance, and culture of prosperity and resilience, we have continued to focus on our candidates, clients, and our internal colleagues to make a positive impact on the communities we operate in.












We have started the journey of aligning PMP Recruitment with the vision and values of Challenge-trg Group - ensuring that 'DRIVE' is at the front and centre of all of our strategies.

As a business we aim to:

- Continue to use adaptive strategies to meet the changing needs of our clients
- Continually evolve our innovation and technology to improve the journey of our candidates and employees
- Continue to create sustainable employment opportunities for colleagues across all sites
- Build on our corporate social responsibility strategy and strive to make a difference by giving back to the community
- Continue to create a safe working environment
- Work collaboratively with new and existing clients to formulate and align strategies for the future



# 2021 Objective Review

Human Rights		Environment	
 Gender Equality	Implement 'Safety at Work' initiatives to ensure women feel safe across our network	 Recycling	Increase recycling across our network
 Wellbeing	Implement strategies that cover ways of working, wellbeing, and appreciation following feedback from the EVP survey	 Vehicles ✓	Reduce company vehicle mileage & change company vehicles to hybrid or electric
 Diversity & Inclusion	Establish a PMP Diversity and Inclusion charter	 Paper reduction ✓	Work with customers to move onboarding, assessment, and induction processes to paperfree
Labour		Anti-corruption	
 Ideal Customer Criteria	Cross share ideas and learnings to develop our ICC with specific focus on the 10 Guiding principles	 ICC ✓	Review all customers against our Ideal Customer Criteria
 Guiding Principles ✓	Work to embed the principles within the day-to-day activities of our internal teams	 Code of Conduct ✓	Ensure all suppliers have signed our "Supplier Code of Conduct"
 Suppliers ✓	Review our supplier list and partner with ones that meet our Ideal Customer Criteria	 Stronger Together ✓	All PMP staff to reconfirm commitment to the Stronger2gether Recruiter Compliance Principles

Due to the acquisition of PMP Recruitment, we have not been able to fully complete a number of our 2021 objectives. However, in 2022, we will review our objectives and align them with Challenge-trg Group.

# Human Rights

# Human Rights



## Modern Slavery

### Partnership with Unseen UK and continued utilisation of Unseen Helpline Business Portal

As market leaders in the temporary recruitment industry, we are aware of the impacts of modern slavery so we are fully committed to taking all the necessary measures to help raise awareness and reduce the number of victims. Our modern slavery strategy aims to help colleagues that may be at risk. We are an active partner with Unseen UK whereby we extend regular training and equip our colleagues with the right tools to make a positive impact on survivors of modern slavery. We were amongst the first UK based recruitment businesses to implement Unseen's Helpline Business Portal into our operations.

The Unseen helpline business portal is a secure online platform that handles modern slavery cases and reports them in real-time. This service is one of its kind in the UK and aims to identify potential victims of modern slavery at work and put an end to it. Our association with the portal has strengthened our resilience to fight modern slavery by identifying potential cases in our supply chain and giving us the resources to work with our clients to report and resolve any cases of workplace exploitation.

We started using the portal in 2020 and to date have identified and reported:

- 1 x confirmed modern slavery case
- 4 x potential modern slavery cases
- 8 x other labour exploitation cases

## Modern Slavery Training

We make it mandatory for all our colleagues to undergo modern slavery training to impart them with the right skills and knowledge to enable them to identify signs of modern slavery and reach out to the right point of contact.



**Number of colleagues trained in 2021**

## Mental Health Support

### Partnership with Able Futures

As a business we understand how a colleague's mental health can be impacted at work and this has been particularly prevalent during the pandemic. Our partnership with Able Futures, a government-funded initiative, is enabling us to provide help and support when needed.

We have a range of resources available for both temporary and permanent employees including webinars, infographics, and a confidential referral process which allows an individual to get support from a qualified professional.

**\_able  
futures**

# Human Rights



## Pre-employment Training

PMP Recruitment continues to work with Department of Work & Pensions and has offered schemes like 'Work Trials' and 'Way to Work', allowing job seekers to work on benefits before they take up full-time employment. These training programmes and schemes can be tailored to suit the needs of clients and are designed to match the requirements of the roles on offer.

In light of the recent acquisition of PMP Recruitment by the Challenge-trg Group, we have been able to work closely with another Group business, Challenge-trg Skills, to develop talent programmes, accredited qualifications, commercial training, and upskilling e-learning courses.

We are pioneers in the creation of bespoke training programmes for MHE and FLT job roles. We have also partnered with Highfield Qualifications to offer accredited courses to colleagues to accelerate their careers.

### 2021 Results:



**Candidates that completed training**



**Candidates that progressed into employment**



**Number of colleagues that received MHE training**

## Internal Training

Our people are our greatest asset so we commit ourselves to delivering the highest quality training to our internal colleagues. Our comprehensive suite of training programmes provides the perfect opportunity to meet all learning needs across the business. We are able to provide bespoke learning paths, mandatory training, upskilling, and personal development directly from our in-house L&D team.

### Key statistics for 2021

- 1,190 colleagues attended 80 webinars that covered 42 topics
- 1,535 colleagues completed bespoke e-learning programmes
- 6,960 pieces of e-learning were completed covering over 100 topics

## Temporary to Permanent Contracts

From January - December 2021, internally we had:

- **99 temporary to permanent colleagues**

Across our client network, we had:

- **2,915 temporary to permanent colleagues**

# Human Rights



## Colleague Survey

In 2020, PMP Recruitment participated in an EVP survey conducted by Cordant Group. Following this, our objective was to “implement strategies that cover ways of working, wellbeing, and appreciation following feedback from the EVP survey”. However, due to the acquisition and our move away from Cordant Group, we were no longer able to fulfil this objective.

Since our merge with Challenge-trg Group in Q3 of 2021, we have established a new objective in relation to participating in a new EVP survey across the Group and identifying focus areas following feedback we receive from colleagues.

In Q3 of 2021 PMP Recruitment was acquired by Challenge-trg Group, therefore we are in a phased process of establishing joint policies, procedures, and strategies across all parts of the business.

## 2022 Objectives

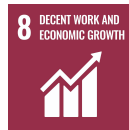
Integrate values and ethos of Challenge-trg Group within PMP Recruitment

Participate in a new EVP survey conducted through Challenge-trg Group

Work collaboratively with colleagues across all the brands to strengthen the Challenge-trg Group position

# Labour

# Labour



## Virtual Hiring

As we brought changes to our technology platforms to facilitate the virtual hiring process during the pandemic, we are proud to say that we are still successfully recruiting candidates virtually. We have determined that by doing so, not only are we creating a safer workplace for all our employees, but also making it easier for candidates to apply from a remote location and making the whole recruitment process quicker and more efficient.

While adopting the virtual hiring process, we have been able to abide by and uphold all legal requirements and we also have a dedicated compliance team that support our efforts to recruit in a safe and secure manner.

Our Retain, Retrain, & Redeploy (RRR) strategy allows us to not only create meaningful jobs, but also invest in training and upskilling programmes for our colleagues to help them position themselves better in the job market after their contract with us comes to an end. By doing so, we are not just making our colleagues more prepared and market ready, we are also adding value to our clients by giving them the access to a pool of more experienced and skilled workforce.

## Onepay

We use Onepay as a payment solution to support temporary workers, who do not have access to a UK bank account, to get paid timely and accurately. Supporting our temporary workforce is important to us and using Onepay as an effective payment system reduces the risk of exploitation.

**In 2021, we supported and paid 404 workers through a Onepay account.**

# Labour



## Sustainable Employment

We are committed to the UN guiding principles and strive to create sustainable employment opportunities for all employees wherever possible. We develop and build talent plans to upskill our site colleagues and add more value to our clients' recruitment needs. We offer employer focused, learning centric courses, quality training, accredited qualifications, HGV bootcamps, and government-funded upskilling programmes in various roles.

As a business we support our clients with their peak periods which fluctuate and occur at different times of the year depending on the industry in which they operate. In order to keep our temporary colleagues in employment for as long as possible, we work with clients to transfer workers to and from different sites to support with any additional headcount requirements – not only does this ensure that client operations continue but our workforce is also continuing their employment.

**In 2021, 3.2% of our workforce worked at more than one client site.**

### Case study

Whilst one of our retail distribution clients had reduced headcount requirements over a peak period in 2021, we were able to retrain 80 colleagues and re-deploy them to another client site. In addition to being able to support them with the required training, we were able to provide transport in partnership with the client. We were also able to bring those original colleagues back to the initial site once the original client entered into another peak period.

## Kickstart Initiative

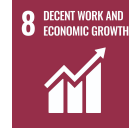
PMP Recruitment supports the government's kickstart initiative by extending employment opportunities to candidates between 16 and 24 years of age on universal credit within the company.

The kickstart scheme is a job strategy plan of the UK Government that aims to provide employment to those who are at risk of long-term unemployment. Through the Kickstart initiative, we have created a wide range of exciting roles in areas of recruitment, marketing, social media, HR, L&D, administration, sales, and various other head office and support functions. In 2021, we have been able to place **22 candidates** in PMP Recruitment through this kickstart scheme.

All our kickstart placement holders are required to undergo a comprehensive 12-week onboarding programme. They are offered regular support from mentors along with work based learning and development before getting placed into roles and responsibilities that match their capabilities.

As an employer, through the kickstart scheme, we have created a range of meaningful roles that support our digital transformation programme. The placements offer candidates the opportunity to transition into full-time roles and they are also awarded an apprenticeship on completion.

# Labour



## Back to Work Initiatives

As part of our sustainable employment strategy, we have implemented a sector-based work academy programme (SWAP) that aims to create a skilled workforce ready for employment. Through this scheme, jobseekers receiving unemployment benefits can easily apply for jobs in a range of industries. SWAPS placements offer pre-employment training, work experience placements, and a guaranteed job interview to candidates.

The SWAP programme is implemented under the Collaborative Partnership Network (CPN), a group of organisations that mutually benefit from one another.

Our CPN network consists of **41 partners** and collectively they support this initiative and make our skills academy more robust. We have also implemented 'Work Trials' and 'Way to Work' schemes that allow job seekers to work on benefits whilst receiving training.



# Labour



## Collaborative Partnership Network

## 2022 Objectives

Expand our training and employment offering through the CPN

Establish a Group wide strategy focused on volunteering and charity fundraising to support local communities

Work to embed the principles within the day-to-day activities of our internal teams

# Environment

# Environment



## Company Vehicle Reduction

Following the restrictions of the pandemic, PMP Recruitment has continued to encourage and support working from home where possible. We have invested in hardware and software that allows our colleagues to complete all functions of their job role from their own home. This in turn has continued to reduce the number of company and personal cars on the road.

## Paperless Office Initiative

The move to virtual hiring through COVID has had a positive change on our environmental impact as we have been able to introduce a “paperless office” initiative across our network. We have made significant investments in our in-house technology platforms which include PMP Connect and Scheduling.

- PMP Connect - this is our onboarding technology which enables candidates to complete their application from wherever they are. Meaning that they are able to start their first shift in their new role without the need to fill out large amounts of paperwork - all forms are electronic.
- Scheduling - this technology platform has removed the need for paper records between PMP and our clients. All information regarding pay, shifts, and candidate details are all securely stored electronically.

## 2022 Objectives

Work with the Group to establish an environment strategy

Investigate the use of renewable and clean energy across our office network

Establish a recycling strategy at office and client sites to reduce environmental impact

# Anti-Corruption

# 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

## Stronger Together Business Partner

In 2021 we renewed as a business partner with Stronger2gether, a non-for-profit organisation that helps businesses deliver practical training and resources to employees to ensure that everyone is aware of responsible recruitment practices and how to protect workers from potential exploitation.

This partnership allows us to not only educate internal employees but also our clients and stakeholders. We have been able to continue the implementation of key policies and processes to ensure we are all working together to tackle hidden labour exploitation.

## 2022 Objectives

Establish a new ICC in partnership with Challenge-trg Group

Ensure all suppliers have signed our "Supplier Code of Conduct"

All PMP & Group staff to confirm commitment to the Stronger2gether Recruiter Compliance Principles

Challenge-trg Group

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