

HUMAN RIGHTS

ENSURING WORK IS A SOURCE OF DIGNITY AND PURPOSE FOR ALL

Why This Matters

We believe meaningful, sustainable employment has the power to change the world. For more than 70 years, we've been connecting millions of people to work and helping them develop skills to stay employable for the long-term. This way they can support their families, contribute to their communities and achieve their career goals. By respecting and promoting internationally proclaimed human rights, we can ensure that work is a source of dignity and purpose – as well as income – for the people we employ. People, governments, investors and shareholders rightly expect nothing less.

Our global reach, working with hundreds of thousands of organisations around the world, means we can influence the way people are treated across complex multinational supply chains. This isn't just the right thing to do; it mitigates risk for our clients, who can rely on us to ensure that their talent supply chains are free from child labour, forced labour and other abuses.

By engaging with organisations, governments and NGOs, we advocate for conscious inclusion so individuals from all backgrounds can participate in the workforce and bring their authentic selves to work every day. We aspire to go beyond simply complying with employment and non-discrimination laws. We advocate acceptance, respect and inclusion and are committed to do all we can to fight racism and to strengthen diversity, equality and inclusion within our company, and in the communities in which we live and operate.

Proud of Our Progress: Where We Are Today

GLOBAL COMMITMENT

ManpowerGroup was one of the first companies to sign the Athens Ethical Principles, declaring zero-tolerance for working with any entity which benefits from human trafficking. We have been a signatory to the United Nations Global Compact since 2006, publicly declaring our support for internationally proclaimed human rights and reporting on our activities annually. Through partnerships with international organisations — like the United Nations High Commissioner for Refugees, the International Organization for Migration, the Tent Partnership for Refugees, and the Valuable 500 – we actively promote the rights of individuals and provide support that enables them to connect to sustainable work.

IT'S IN OUR CODE

Our [Code of Business Conduct and Ethics](#) highlights our respect for individuals and our shared obligation to ensure fairness in the hiring and advancement of all employees without discrimination. It also outlines our mutual responsibility for maintaining safe and respectful workplaces that are free from abusive or unprofessional conduct and provides clear guidance on how to report concerns, including a 24/7 [Global Ethics Hotline](#). All employees train on the Code annually.



RESPONSIBLE BY DESIGN

Our standard recruitment, assessment, employment and talent management practices are designed to protect fundamental rights at work. We helped define the [World Employment Confederation Code of Conduct](#) and quality standards, which include not charging placement fees to job-seekers, transparent terms of employment, respect for health and safety at work, non-discrimination and ensuring that workers can report concerns without fear of recrimination or discrimination. And we cascade these standards to our suppliers through our [Supplier Code of Conduct](#).

INDUSTRYWIDE ENGAGEMENT AND SOCIAL DIALOGUE

Through our leadership role in the World Employment Confederation, we are active in our industry's engagement with the ILO's Fair Recruitment Initiative and endorsement of the ILO's Convention No. 181 on Private Employment Agencies. We cooperate with organisations like UNI Global Union, which represents more than 20 million workers from over 150 different countries in the fastest growing sectors in the world: skills and services. Most recently, we led collaborations with UNI-Europa on behalf of our industry to develop and adopt [joint recommendations](#) for protecting workers and safeguarding work during the COVID-19 pandemic, including the recognition of our industry as an essential sector, and recognition of our role in preparing for inclusive economic and social recovery.

Within our own organisation, we support the right to form employee representative councils and engage in collective bargaining. We have established European Works Councils in all our European Union country operations, which represent approximately 65% of our global reach, and over half our employees and associates in our largest markets are represented by unions or collective bargaining agreements.

EXTERNAL RECOGNITION AND VERIFICATION

We proactively seek external verification of our practices. Since 2012 we have undertaken EcoVadis business sustainability assessment at the corporate level, and in 2016 we began using these assessments in our local market operations to educate our organisation and manage performance around the world. The assessment analyses our sustainability management practices and reporting, with labour practices and human rights representing 60% of the assessment. To date, we have achieved Silver- or Gold-level ratings for labour practices and human rights in nearly every country assessed, and in 2020 we earned Platinum rating at the corporate level.

Ambitious for Improvement: What Next

The way people live and work is changing fast. We are on the forefront of predicting the future for work and the future for workers, including how this impacts human rights and working standards of new forms of work. Technology provides new opportunities – but this can also increase the threat of unscrupulous operators taking advantage of workers in an informal economy. We will continue to advocate for ethical recruitment practices and employment flexibility balanced with the security we know people need. As a leader in our industry, we have been actively engaged in the setting of standards for new forms of work including the gig economy with the World Economic Forum's [Principles of Good Platform Work Charter](#). We are also committed to scaling our programmes that help people – especially those from under-represented and at-risk populations – develop in-demand skills and experience so they can participate in the formal economy and increase their employability for the long term.

HUMAN RIGHTS PERFORMANCE INDICATORS	2017	2018	2019
Employees represented by unions and/or collective bargaining ¹	46%	53%	50%
Countries assessed by EcoVadis (cumulative)	13	20	22
Countries rated Gold or Silver for labour practices and human rights by EcoVadis	85%	95%	95%
People from vulnerable groups coached & upskilled (cumulative from 2015, rounded to nearest 100) ^{1, 2}	160,400	198,200	–
Donations to organisations serving vulnerable groups (cumulative from 2015, rounded to nearest million) ^{1, 2}	\$18 M	\$23 M	–

NOTE ON PERFORMANCE DATA

¹ In key markets representing approximately 80% of worldwide employee population and revenues

² 2019 data not available at the time of reporting





Connecting Refugees with Sustainable Work – ManpowerGroup and the Tent Partnership

Refugees and immigrants are among the populations at highest risk for human rights abuses, especially when they are forced to seek work in the informal economy. At ManpowerGroup we know that meaningful work is a passport to integration. That's why we've been helping refugees develop their employability and connect to jobs for more than ten years. And it's why we joined the [Tent Partnership for Refugees](#), an initiative to mobilise even more private sector organisations to improve the lives and livelihoods of people who have been forcibly displaced from their homes.

As part of our commitment to the Tent Partnership, we are leveraging our core activities and expertise to connect thousands of refugees to sustainable career opportunities in their new homes.

In Europe, we are training refugees to become vital interpreters in the Netherlands, creating dedicated “Welcome Centre” branches to quickly connect refugees with jobs in Germany, and providing coaching to help identify education or employment opportunities in Sweden.

In our Latin American markets, including Argentina, Mexico and Panama, we have partnered with more than 500 government, corporate and non-profit organisations to provide coaching and training to help refugees develop critical skills so they can secure jobs and achieve independence. Our [Talento Sin Fronteras](#) programme, developed in partnership with the Hebrew Immigrant Aid Society (HIAS), was featured at a recent meeting of the United Nations High Commissioner for Refugees.

We are proud to have helped over 4,800 refugees find meaningful and sustainable employment over the past few years. And through collaboration with the Tent Partnership we look forward to helping even more.



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