

SOURCING AND SUPPLY CHAIN

DRIVING RESPONSIBILITY AND TRANSPARENCY WITH
OUR PARTNERS AND SUPPLIERS



Why This Matters

Every organisation relies on partners to provide the goods and services needed to conduct their business and deliver for customers. When supply chains function well, companies can focus on core business and creating value for stakeholders. As the health, economic and social impact of COVID-19 continues to be felt around the world businesses are dealing with supply chain shocks and looking to reduce over-dependence and build sourcing resiliency for the future.

As a global organisation, our reach is extensive and we take this responsibility seriously. We operate in over 75 countries and territories and work with thousands of suppliers whose services range from technology and financial services to facilities management and office supplies. By setting high standards for our extended network, we can amplify our sustainability impact and drive social change: improving transparency, reducing risk for ourselves and our clients, raising standards and positively impacting the lives of millions of people.

As the COVID-19 pandemic drove overnight lockdowns, hampering economic activity globally, many companies delayed or cancelled projects with suppliers, putting jobs and even entire businesses at risk. In contrast, we continued critical transformation projects with strategic suppliers, enabling hundreds of consultants to continue working safely while positioning our organisation to emerge stronger as economies recover.



Proud of Our Progress: Where We Are Today

ETHICS AT THE HEART OF OUR DECISIONS

The [ManpowerGroup Code of Business Conduct and Ethics](#) outlines our principles and guides our people in selecting business partners: objective selection criteria; guidelines for performing proper due diligence; reinforcement to never allow decisions to be influenced by personal relationships or inappropriate gifts. All of our employees globally train and certify annually on the Code.

SETTING HIGH STANDARDS FOR OUR SUPPLIERS

Our [Supply Chain Business Partner Policy](#), communicated to all our sourcing professionals worldwide and available on our corporate website, outlines our requirement that business partners be committed to principles, culture and values aligning with our own commitment to ethical, responsible and sustainable business.

We expect supply chain partners to adhere to our [Supplier Code of Conduct](#), which is based on the United Nations Global Compact, the ILO Declaration on Fundamental Principles and Rights at Work and the Athens Ethical Principles. The Supplier Code clearly outlines standards for legal compliance, employment practices, client and customer value, sustainable communities, environmental practices and business integrity. We communicate the Supplier Code during the proposal and/or supplier onboarding process and expect suppliers to positively declare their commitment to abide by these principles.

ZERO TOLERANCE AND ANYTIME ANYWHERE REPORTING

We have a zero-tolerance policy on forced labour, child labour, human trafficking and abusive treatment of workers. All suppliers are held to the strictest standards of compliance. We will not knowingly do business with any company that benefits in any way from the trafficking or abusive treatment of workers.

We provide a global, 24-hour [Ethics Hotline](#) for employees, suppliers and the public to report concerns or suspected violations of our Code and other policies. Reports received via the Hotline are reported to the Board of Directors, thoroughly investigated and resolved at the most appropriate level.

Ambitious for Improvement: What Next

Partnering with EcoVadis, a global provider of business sustainability ratings, we are assessing our practices in key markets and aim to achieve Gold or Silver ratings in 30 countries. To date more than 20 countries have been assessed, with most rated Gold or Silver on sustainable procurement.

In two of our largest markets – North America and France – we have developed additional tools that help assess risks inherent with particular categories of services, such as technology and real estate, and determine when additional actions and assurances are required before engaging in supplier relationships. We are now looking to expand the use of these tools to additional markets and supplier categories to further mitigate risk.





Annual Supplier Diversity Forum: Embracing the Future of Work and the Future for Workers

In 2019 we hosted our 17th Annual Supplier Diversity Forum to share insights on the future of work and the future for workers with over 200 women-, minority-, veteran-, and LGBT-owned businesses, clients and community partners. The two-day event shared insights around world of work trends from digital disruption to talent shortages, and solutions to help diverse-owned businesses succeed via expert coaching, one-to-one sessions, panel discussions and presentations from industry experts.

“The skills employers are looking for are changing at an exceptional rate, and we expect this to continue in the years ahead as new waves of technologies create demand for new skills – digital and otherwise,” said Becky Frankiewicz, President of ManpowerGroup North America. “That’s exactly what our Supplier Diversity Forum is about – bringing together our partners to collaborate on innovative solutions to drive growth and development of their diverse businesses.”

The annual Forum is just one aspect of our award-winning Supplier Diversity Initiative. We’ve been dedicated to supporting the capacity of diverse suppliers for nearly 20 years. Our reach is substantial – in 2019, more than \$1 billion of supplier spend was managed through the programme, with 560 diverse-owned businesses benefitting from increased opportunities. And we’re committed to growing: we have launched a dedicated mentoring programme and plan to expand the Supplier Diversity Initiative globally.

By sharing our knowledge and resources with diverse partners, we accelerate their growth and profitability, while helping our clients meet their supplier diversity goals. The end results are optimal client solutions and thriving communities.

Our commitment has led to Platinum recognition by the Women’s Business Enterprise National Council for 10 consecutive years.



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