



# CSR REPORT 2017



**Group**  
YOUR JOB, OUR WORK





## Dear Stakeholders,

Almost 20 years have passed and, our Mission “to contribute to the evolution of the labour market and to emphasise the social and personal value of work” is still a core focus of our global CSR Strategy and initiatives. We grew as a global player in the human resources industry and became more and more aware of the importance we play in the labour market and the community we operate in.

In 2017, the delivery of our CSR Strategy and Mission mainly relied on the relationships and level of engagement we have with our key stakeholders, especially our own employees. According to this, in December 2017, we launched the first internal employee survey: the Gi Group Energy Matrix. The purpose of the survey was to give all Gi Group employees an opportunity to provide feedback on their own health and wellbeing, on their approach to change, on the level of trust that they have in the company and on their overall ‘energy’ levels. The results and feedback we received have been both

very positive and confirmed our efforts as an employer. Even more important, they identified the essential areas where we need to improve the overall individual Gi Group employee experience, and helping us to shape many of our future CSR initiatives.

In its 2nd year, “Destination Work” engaged about 300 Gi Group employees and helped more than 3,000 people across 11 Countries. Main objective of this global CSR initiative was to strengthen our commitment in creating value for our stakeholders by taking care of their needs, meeting their expectations and contributing to the evolution of the labour market.

To increase both the range of interactions that we have with external stakeholders and the volunteering opportunities for our employees, we carried out an internal CSR survey to ask for additional ideas on potential activities connected to our Mission and Vision. The results confirmed the major will of Gi Group employees in putting efforts on activities related to students and young people, mothers returning to work, long term unemployed orientation and employability-related training and workshops, increasing support from clients, national and global partners, NGO’s etc. We are aware of the ever-changing labour market and the role that technology plays in it. With this in mind, within our Strategy we are using technology to develop and provide learning materials, as well as career guidance tools: our aim is to help people achieve their career expectations through adequate and tailored tools.

We are proud to present you this fourth CSR Report and the initiatives that comes with it, showings you the progresses made so far, giving you an insight on the shape of our CSR Strategy and on the positive influence we are going to exert on the labour market during the next 20 years.

**Stefano Colli-Lanzi**  
CEO Gi Group



# Index

<b>1. CSR Indicators</b>	<b>6</b>
Workforce & Diversity	10
Training	16
Evolution of the labour market	22
Environment	25
Voluntary work	26
<b>2. Stakeholders' needs analysis &amp; Materiality Matrix</b>	<b>34</b>
Our Stakeholders	36
Stakeholder's needs analysis	37
Materiality Matrix	38
<b>3. Our CSR Path and CSR Governance</b>	<b>40</b>
Our Mission	43
Our Values	44
Our Presence	46
Our Numbers	48
Our Services	49
Our History	50
CSR Milestones	52
International CSR governance bodies	54
<b>4. Action plans 2018</b>	<b>56</b>

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**CSR  
Indicators**





**During 2017  
Gi Group's CSR  
priorities focused  
on 5 main areas,  
following the  
company's strategy  
and stakeholders'  
needs.**

A graphic of a target with three concentric circles and a white arrow pointing towards the center, positioned to the right of the main text.

These areas align to the overall mission of the company and its stakeholders – to have a positive social impact through the work we do.



**Workforce  
& Diversity**



**Training**



**Evolution  
of the labour  
market**



**Environment**



**Voluntary  
work**



## Workforce & Diversity

### Employee gender split was



**72.2%**

Female



**27.8%**

Male

### Gi Group's management team was made up of



**35%**

Women



**65%**

Men

In 2017, Gi Group's headcount continued to grow consistently, with an overall growth trend of 10% from January to December.

As of December 2017, Gi Group's workforce comprised more than 3,300 internal employees and was made up as follows:

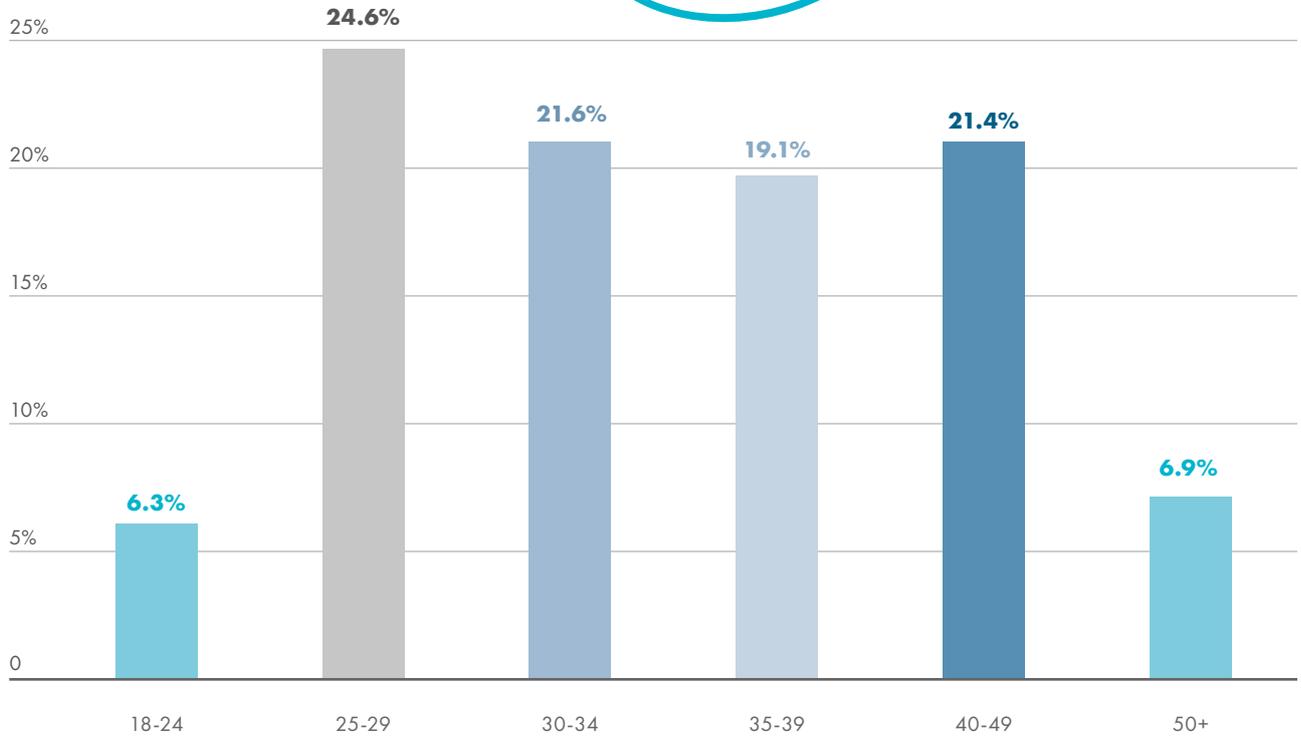
### Internal employees country percentage

Country	% on global population (December 2017)
Argentina	0.2%
Brazil	8.0%
Bulgaria	1.2%
China	6.7%
Croatia	0.0%
Czech Republic	0.7%
France	0.8%
Germany	4.6%
Hong Kong	0.1%
India	6.0%
Italy	48.0%
Lithuania	0.2%
Montenegro	0.2%
Netherlands	0.3%
Poland	3.8%
Portugal	1.2%
Romania	2.2%
Russia	0.5%
Serbia	0.9%
Slovakia	0.1%
Spain	3.4%
Turkey	0.7%
UK	10.1%
Ukraine	0.1%

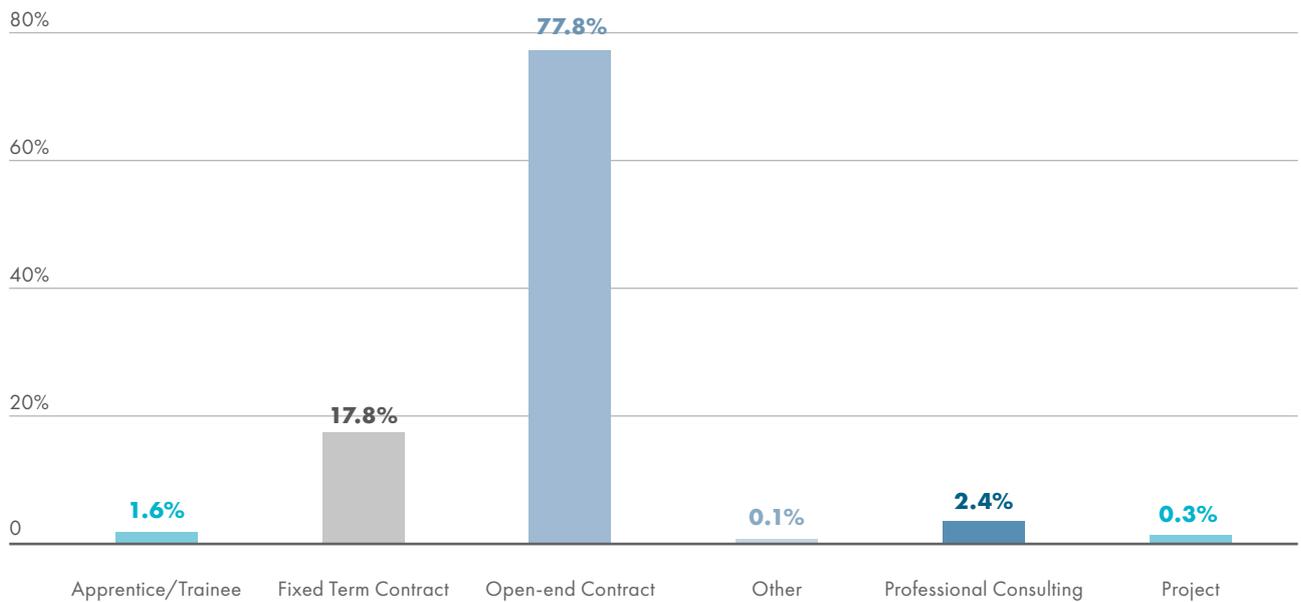
## Gi Group workforce by age

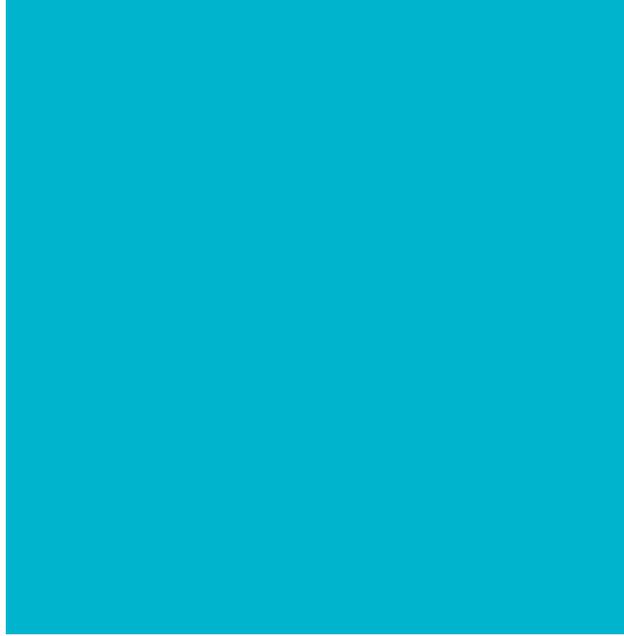
**35.2**  
Age Average

**4.01**  
Average length of service



## Gi Group workforce by contract type





**Some specific local initiatives were also developed in 2017 concerning diversity and employees' wellbeing.**

# Gi Group Energy Matrix

In December 2017 we launched our first global internal employee survey – the Gi Group Energy Matrix. Its purpose was to measure the level of **Energy, Engagement, Trust** and the **Approach to change** of Gi Group People at both global and local level; allowing us to define the company's strengths and identify areas where action may be required to improve the Energy, the Engagement and the Trust of Gi Group people.

The survey was conducted across the 24 countries in which Gi Group operates, excluding Italy where the survey will be conducted in early 2018.

We were encouraged by the overall high level of participation in the survey, 67.3% – with some geographies hitting an outstanding 100%. Gi Group Energy Matrix focused on a number of different factors.

- **Organizational Wellbeing:** the evaluation of employees' views on the organisation's performance against key criteria which included:

Management and leadership  
 Professional development  
 Quality of worklife  
 Communication  
 Identity and values  
 Internal organisation  
 Assessment and rewards

- **Employee Wellbeing:** the overall "wellbeing" of our employees. This area evaluated:

Psychological wellbeing  
 Physical wellbeing  
 Interpersonal wellbeing  
 Value based wellbeing

- **The Level of Trust,** with regards to:

Colleagues  
 Direct manager  
 Management team  
 Company as a system

- **The approach to change**

Respondents were then grouped into one of four areas based on organisational and individual wellbeing.

Overall findings were extremely positive: 78.9% of Gi Group International's population is made up of people who actively "Spread Energy"; contributing to the development of the company.

Detailed results of the survey will be shared within the organisation in early 2018, followed by the launch of focus groups and initiatives to further build on these results.

During 2018, initiatives developed by each single country will be monitored on a quarterly base; Country Managers and local HR Managers will boost action plans aimed to increase the level of employees' engagement and develop specific projects to improve targeted areas (i.e. performance and rewards).

We will repeat the Gi Group Energy Matrix in two years' time to allow us to continue to assess the level of energy, engagement, trust and approach to change of Gi Group employees.

**Employees who actively spread energy**

**78.9%**



		Organization Wellbeing	
		Low	High
People Wellbeing	High	Hold Energy Back	Spread Energy
	Low	Waste Energy	Absorb Energy

# Italy

## Gi Well

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Continuing its commitment to wellbeing in the company, Gi Group Italy extended this project throughout 2017. Aimed at improving the work life balance of its employees, Gi Well is a welfare program for Group employees in Italy. It offers services across a wide range of areas, which meet the needs of employees and their families (loans, health, sport, culture, free time, welfare workers, home repair services, online tax returns, public transport, etc.)

## Family Project

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This service, offered by Gi Group, recognizes the complexity of balancing work with family life. It provides families with a range of services to make their lives easier. Covering elderly care, babysitting, housekeeping and cooking, Gi Group takes care of all aspects of recruitment of these important services.

In 2017, 2,849 contracts were finalized with regard to caretakers; among these, 1,971 were related to non self-sufficient people.

# Brazil

## Inclusion & Diversity

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On the 27th February 2017 Gi Group Brazil held an event at its Sao Paulo headquarters aimed at raising awareness for inclusion and diversity, The Gi Group team was joined by senior managers from ONG Rede Cidadã's Project Trabalho Novo (New Job), Tokyo Marine and Google who shared insight into socio-economic issues including homelessness, best practice around women in leadership and the importance of creating a culture of inclusion and diversity.

## Inclusion & Diversity: Challenge Accepted

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Our Brazilain team led by Country Manager, Paulo Canoa, held a second event in Rio de Janeiro on the 09th March 2017. Titled **Challenge Accepted**, and supported by senior HR professionals from Enel, the Brazilian Paralympic Committee and respected athlete Clodoaldo Silva, speakers highlighted the importance of inclusion and diversity and shared their thoughts and experience on best practice.



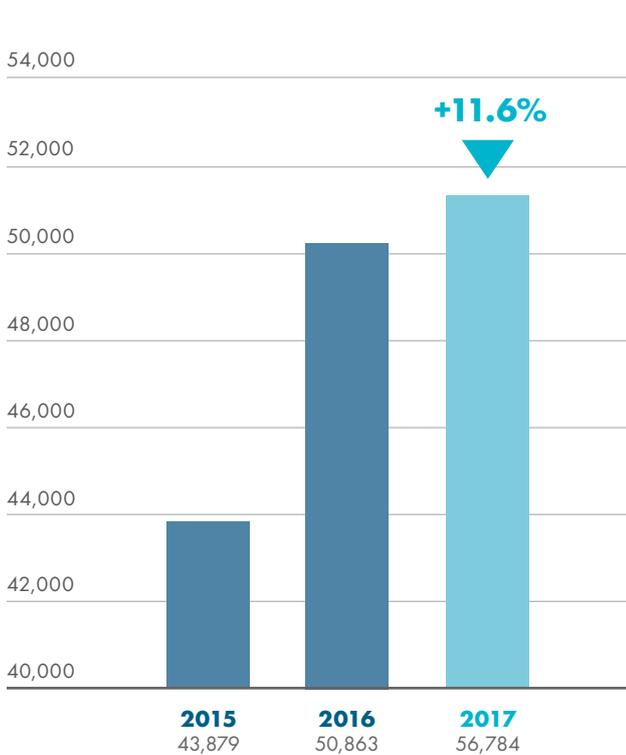




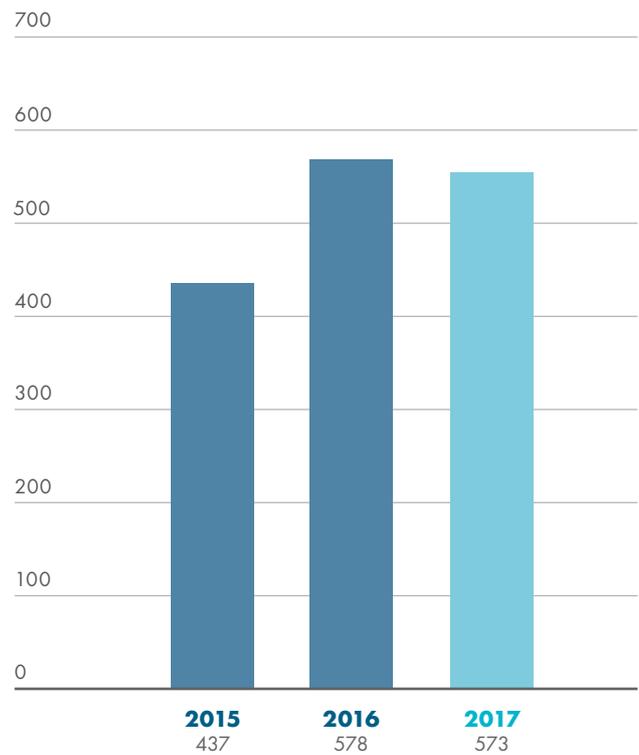
## Training

Learning activities aimed at developing the professional competencies of Gi Group's largest stakeholder population – its employees – remained a strategic CSR priority for the organisation throughout 2017.

### Number of training hours

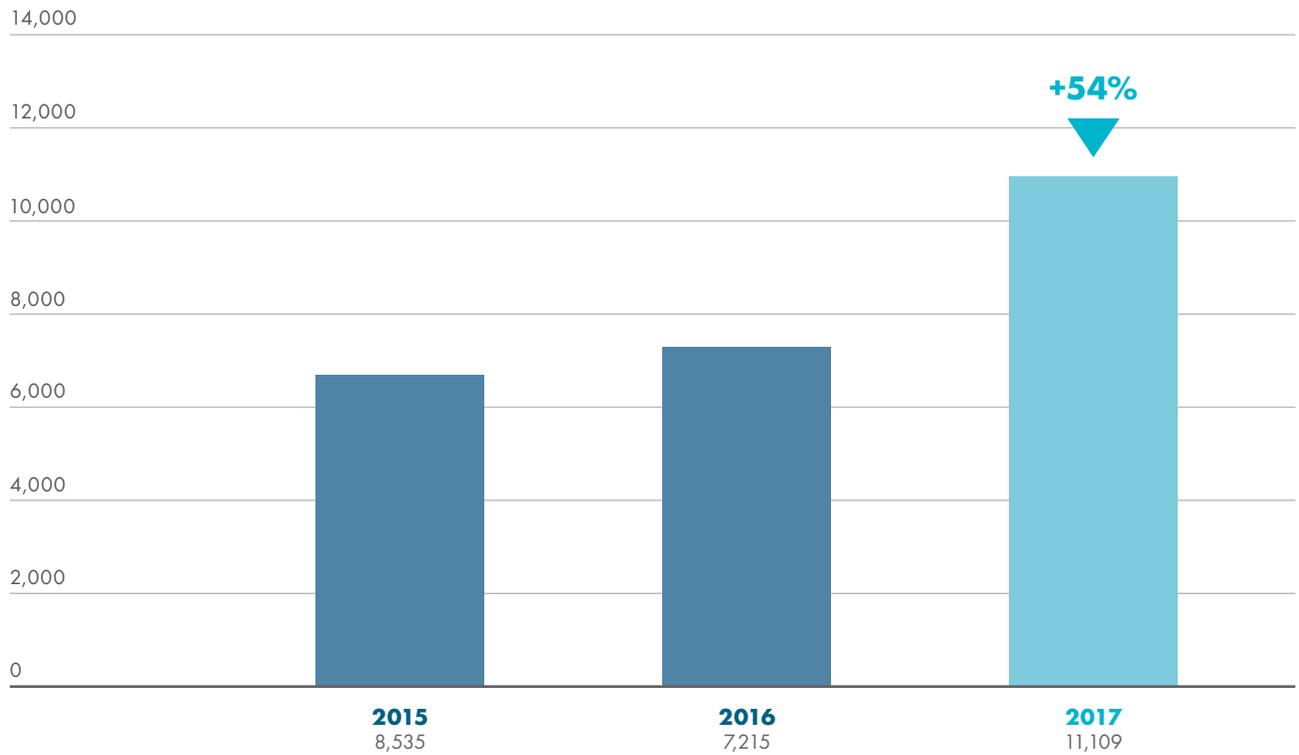


### Number of training courses



**Number  
of participants**

In 2016  
**7,215** VS In 2017  
**11,109**

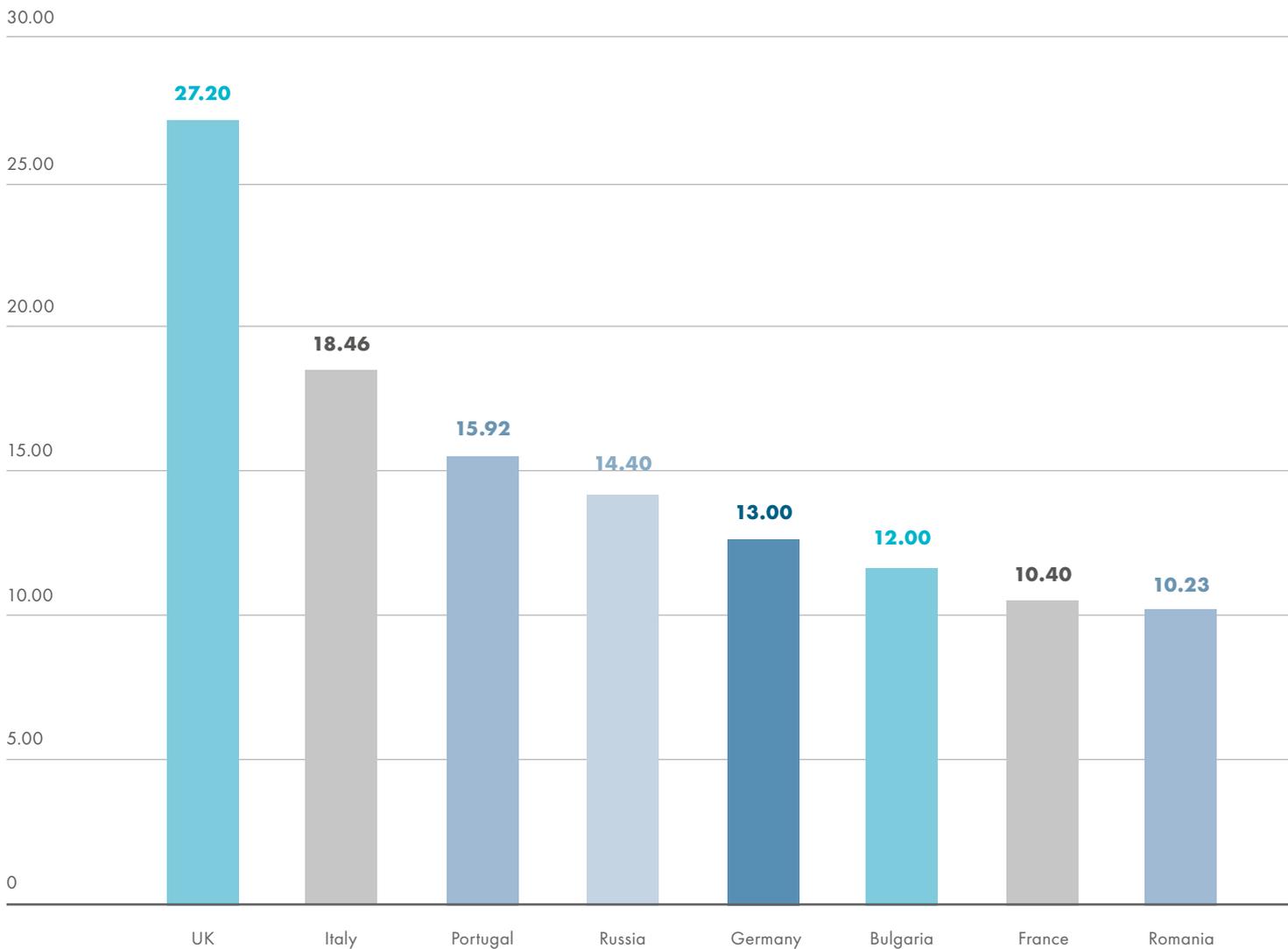


A total of 56,784 training hours were delivered globally to internal employees in 2017, representing an 11.6% improvement on 2016 and an increase of 29.4% compared to 2015.

11,109 employees attended training activities, a 54% increase vs 2016 and a 30.2% increase vs 2015.

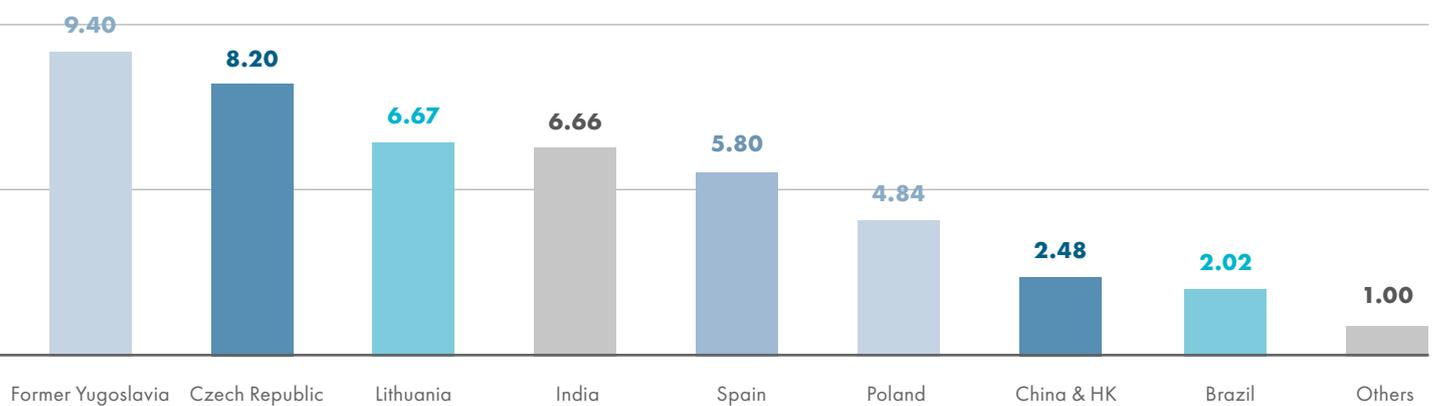
Number of training hours delivered to each internal employee (global average) increased from 14.8 in 2016 to 15.1 in 2017.

**Training hours delivered to each internal employee (country average)**





## Training delivered in 2017 included a mixture of locally organised courses as well as global initiatives.

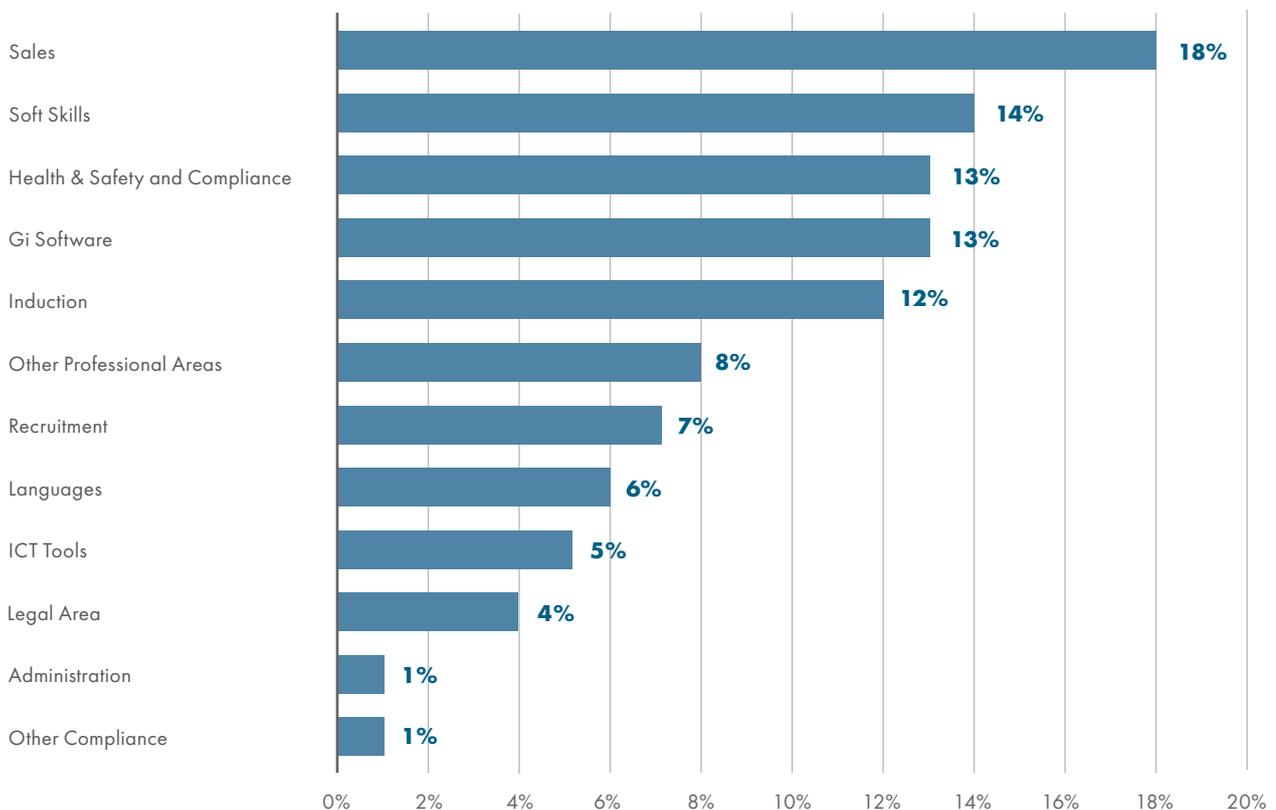


# Training Mix

Training courses delivered to Gi Group employees were focused on the following areas:

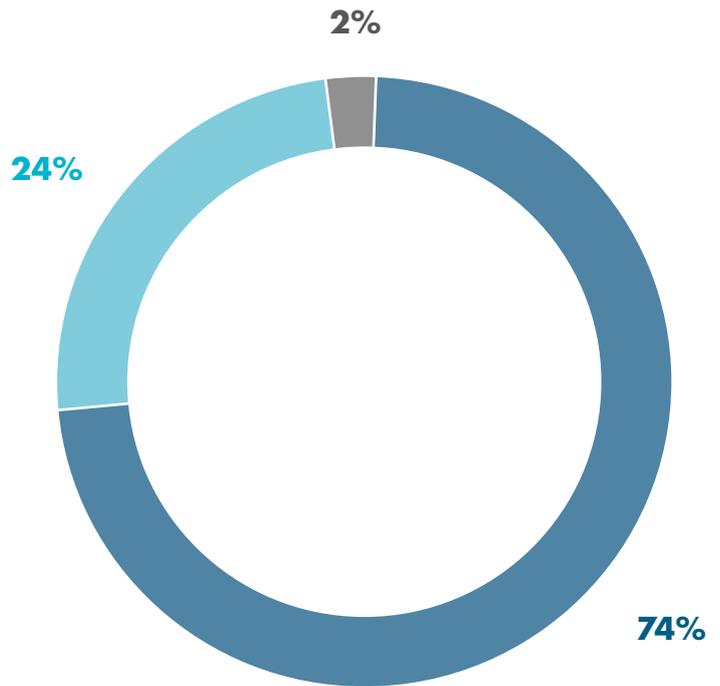
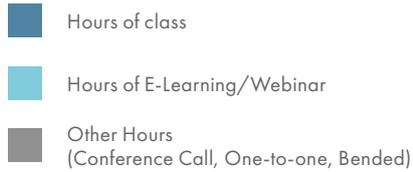
- **Sales:** sales skills.
- **Soft Skills:** management development.
- **Health & Safety and Compliance:** safety protection in the workplace and other local mandatory courses.
- **Gi Group Software & ICT Tools:** to develop the technical knowledge around internal ICT tools.
- **Induction:** onboarding activities to provide all new employees with information on the Group (at international and local level) – focusing on our Mission, Values, Core Competencies and organisational models.
- **Professional:** courses relevant to specific internal roles.
- **Recruiting:** technical skills focused on recruitment activities.
- **Languages:** as part of Gi Group internationalization program.
- **Legal:** knowledge relating to local labour laws.
- **Administrative:** skills required for the management of temporary workers.

## Training hours delivered (% on total)



## 2017 Training methodologies

Digitalization of learning activities is happening, with a 2% increase in the use of distance learning initiatives (2017 vs 2016):



Training of temporary workers and the unemployed continued during 2017 as part of Gi Group’s focus on learning activities.

A summary of results and improvements compared to 2016 figures is given below:

### Courses delivered

**3,530**

In 2017

(made up of 1,947 for unemployed people, 1,275 for temporary workers with fixed term contracts, 308 for temporary workers with open-ended contracts)

**+31.6%**

vs 2016

### Participants

**30,158**

In 2017

**+37.6%**

vs 2016

### Number of training hours delivered

**148,403**

In 2017

**+16.1%**

vs 2016



## Evolution of the labour market

# 801

Number of Gi Group  
employees directly  
involved

# 1,261

Number of projects  
related to the evolution  
of the labour market

# 7,848

Number of beneficiaries  
from schools

## One of the core elements of Gi Group's Mission is to contribute to the evolution of the labour market.

This occurs daily through the delivery of our services, aimed at creating value by meeting candidates and clients' needs.

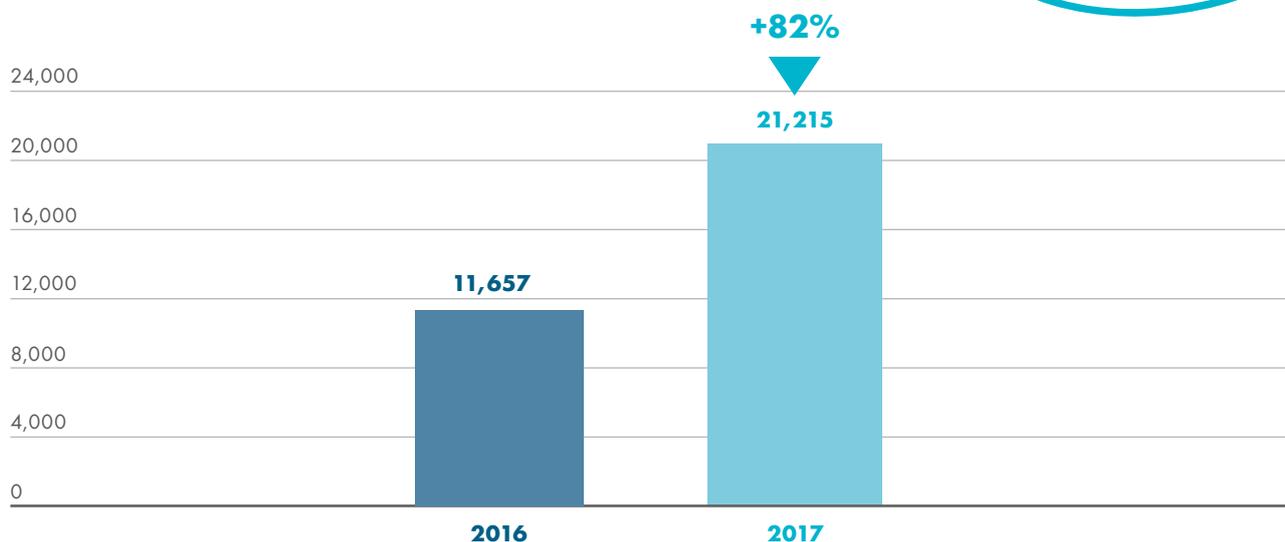
Initiatives focused specifically on promoting the development of the labour markets in the countries in which Gi Group operates continued throughout 2017.

The most significant projects were:

- **Workshops** organised by Gi Group that covered the local and international labour market situation and its evolution, and where best practices were presented;
- **Job fairs and job talks** to directly facilitate employment and boost employability through proactive matching of candidates with job offers;
- **Research and publications** on the labour market and on temporary work best practices, supported by Gi Group Academy;
- **Training and career counseling activities** in schools and school/work balance programs to prepare students to successfully enter the labour market;
- **Active labour market policies** aimed at supporting career transition (outplacement) activities (government-funded projects).

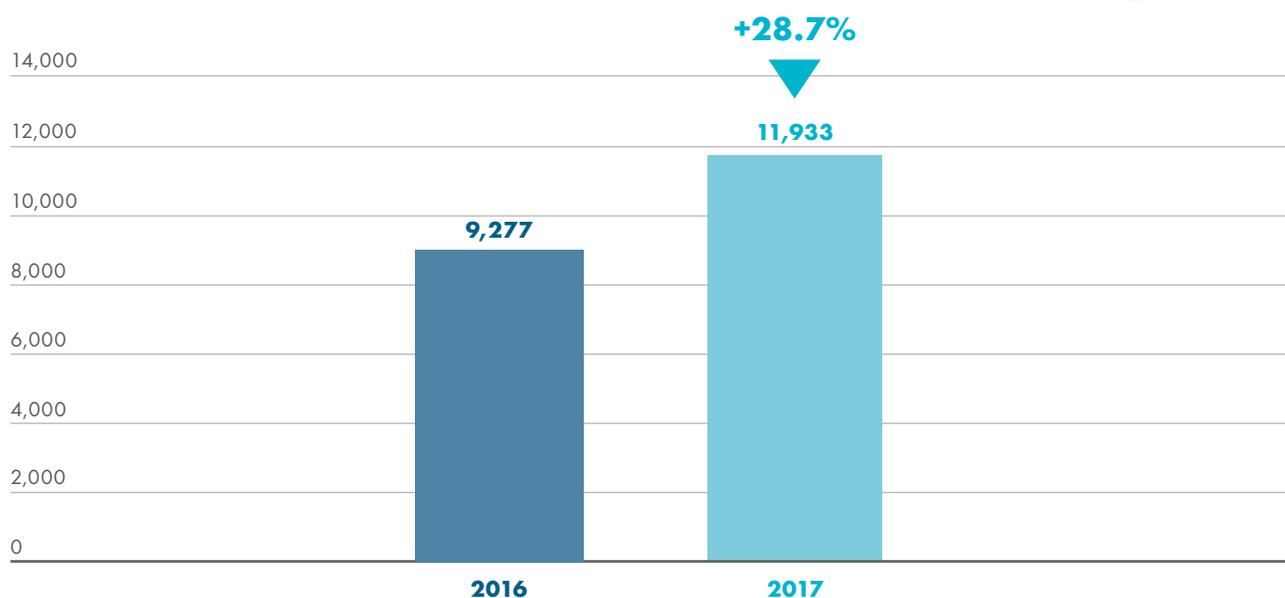
**Number of beneficiaries  
from workshops,  
job fairs and job talk**

In 2016 **11,657** VS In 2017 **21,215**



**Number of beneficiaries  
of active labour  
market projects**

In 2016 **9,277** VS In 2017 **11,933**



# Some of the most significant programs delivered at country level included:

## Brazil

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- Workshops on trade marketing and retail trends.
- Workshops on the importance of team engagement and the power of storytelling.
- Workshops on new labour laws.

## India

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- Workshops on how to enter the employment market – with a key focus on students and young people.
- Workshops aimed at boosting young people’s digital skills (Excel and other tools).

## Italy

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- CV Tram: the third year for this initiative aimed at providing advice and guidance to those wanting to improve the quality of their CV (traditional or digital-based). A Gi Group branded tram travelled through Milan city center between 23 to 26 October, allowing the public to hop on and get their CV and LinkedIn profile reviewed by experts.
- Books, events and research managed by Gi Group Academy.
- Events for candidates: Gi Talent Days, Career Days, Recruitment Days, Gi Talks.
- Events for companies – dedicated to sharing ideas and insights with regard to the labour market.
- Partnerships with universities to facilitate students transition from studying to finding a job.
- Training initiatives in schools (with a particular focus on HoReCa sector).

## Serbia

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- Partnerships with schools (lectures and individual meetings with students) to prepare students for entering the employment market.
- Mentor and coaching sessions for young talent.

## Poland

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- Workshops in universities covering core topics such as time management, how to successfully enter the labour market, managing stress and work-life balance.
- Workshops dedicated to developing core professional and soft skills in high demand in today’s labour market.

## Romania

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- Workshops on labour law legislation and employee rights.
- Events in schools and universities to boost students skills in readiness for the labour market.

## Spain

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- Organization and participation in traditional and virtual job fairs.
- Workshops on cybersecurity and employability in the digital era.

## UK

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- Employability workshops and career days run in schools and universities covering core job search skills: mock interviews, applying for jobs, language skills and CV writing.
- Workshops and online training to identify how to prevent modern day slavery.



## Environment

Protecting the environment is an important part of the Group's CSR strategy, despite the relatively low environmental impact of the market sector in which Gi Group operates.

## The most significant efforts to protect the environment in 2017 focused on:

**Reduction of paper usage**

**Re-cycling activities**

**Energy consumption saving**

### **Reduction of paper and ink-cartridge use has been strongly championed across the Group.**

Countries that have dramatically reduced their consumption include Brazil and Romania, where paper consumption fell by 180kg vs 2016 while the use of ink cartridges reduced by 110. In Italy we also saw improvements with the average consumption of paper per employee decreasing from 18.88 paper-boxes in 2016 to 18.85 in 2017 (in 2014 it was 24.08). A double digit reduction in paper usage was also achieved in Spain and the UK.

### **Other impactful recycling initiatives implemented across the Group included:**

- **Brazil** – reduction in the consumption of electricity, water plastic (plastic cups);
- **Portugal** – the use of filtered water instead of bottled water in all branches;
- **Romania** – recycling of plastic across the entire branch network;

- **Russia** – recycling of batteries;

- **Serbia** – collecting plastic bottle lids for recycling and using saved funds to buy aids for disabled people.

### **Energy consumption savings were achieved through many local activities; the most significant were:**

- New car policies, fostering the use of low-emission cars in Italy, Spain and UK;
- Business travel policies which support the use of low emission means of transport, with specific projects in Italy and UK;
- Encouraged and increased the use of ICT tools (MyGiGroup digital portal, Skype, Video Conferencing etc);
- Continued the transition towards Gi Group buildings using green (renewable) energy (Italy alone saved 1,094.07 tons by having all branches and HQ offices use green energy sources).



## Voluntary work

**Volunteer activities are one of the pillars of Gi Group CSR strategy.**

# DESTINATION WORK

Powered by **GI GROUP**

# 300

**Gi Group  
internal employees  
involved**

# Destination Work

**During 2017 the second edition of Destination Work, Gi Group's global volunteering project, took place.**

The purpose of this initiative is to organize events that boost the employability skills of specific social groups (young people, students, long-term unemployed, over 50) through the organisation of workshops, training, presentations – all delivered by Gi Group employees.

This happened either at Gi Group premises (branches or Headquarters) or, typically, inside schools.

More than 300 Gi Group internal employees dedicated their time to support people looking for a job by increasing their employability skills.

More than 3,000 young or unemployed people visited our offices and attended training sessions and workshops specifically designed to improve their chances to securing a job.

**3,000**

**young or  
unemployed  
people helped**

**11**

**countries  
involved**



**Countries involved  
in Destination Work in 2017  
included:**

**Brazil  
China  
Germany  
India  
Italy  
Portugal**

**Poland  
Romania  
Russia  
Spain  
UK**



## Below is a summary of the main Destination Work events:

### Brazil

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On September 13 and November 30 two events were organised in Rio de Janeiro and Recife in partnership with Coca Cola and the **Coca Cola Institute**.

### China

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On November 18, dozens of pupils attended an experience event, jointly run by Gi Group China and **Combi Health Corporation**. After presenting the entire production cycle including design, manufacturing, storage and delivery of products, students were able to better integrate their understanding and insights into their daily working and study practice.

In addition, students also learnt the key components of an effective business: attention to detail, importance of efficient coordination and workflow. At the same time, thanks to the friendly atmosphere, pupils were encouraged to share their opinions and ideas with staff members to further consolidate their own learning and understanding. They consisted of workshops to help unemployed people to boost their chances of finding work.

### Germany

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On January 14 workshops and job coaching meetings were organized in Dortmund. They were targeted to a group of people who specifically needed help in finding jobs: refugees.

### India

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Destination Work 2017, held in November 30, saw the culmination of the 3 month long program that focused on preparing 40 undergraduate students for the next stage in their careers. Covering a range of core jobs search techniques: career counselling, resume writing, job boards, dress code and interview skills, members of Gi Group India's management team coached students through real life examples of success & excellence.

### Italy

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Destination Work was held on Saturday, November 18 and focused specifically on boosting the employability of young people. Specific workshops were delivered in Gi Group's Headquarters – Milan, Rome and Turin offices.

Furthermore, 12 Gi Group branches opened and workshops were delivered there too.

Topics covered included:

- How to write an effective CV;
- How to be successful during job interviews;
- How to exploit LinkedIn's functionalities;
- How to actively manage your career – this was organised in partnership with AC Milan;

- Web reputation, social recruiting and new professions in the digital era;
- Work and work life balance for women going back to work after maternity leave.

Further initiatives were delivered in schools across 9 different cities, and through 4 non-profit associations located in 5 cities.

A total of 35 locations were involved in Destination Work Italy 2017.

## Poland

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On November 11th Gi Group Poland participated in an important employment fair. The event was titled **The start to your career** and was targeted towards high school pupils and students.

Gi Group contribution focused on organizing the **recruitment zone** where our consultants provided advice and guidance on CV writing, job interviews, Polish labour market and a host of other topics.

## Portugal

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In response to the aggressive wild fires that spread across Portugal in 2017, Gi Group's local management team decided to adapt Destination Work to help those directly impacted by this national emergency. Every branch participated in the collection and donation of non-perishable material for fire victims over the period October-December.

## Romania

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Destination Work in Romania focused on helping high school students from Iolomita County to develop core employability skills. This included specific workshops on how to find a job and broader career planning sessions.

## Russia

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During October and November workshops and individual interviews focused on employability skills were delivered by local Gi Group employees to students and young people around the Moscow region.

## Spain

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In Spain, Destination Work 2017 employability events and workshops were held at the Gi Group branch in Burgos.

## UK

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Destination Work 2017 ran from Monday 20th to Friday 24th November, coinciding with **European Skills Week**. Various employability-themed events were organised, including:

- In-house recruitment open days;
- External job fair and recruitment events;
- In-house Employability Workshops – delivered to candidates, school and university students and/ or under-represented groups. Workshop topics included:

**Apprenticeships**

**CV Writing**

**Interview Skills**

**Skills Assessment Centre**

**Modern Slavery Awareness**

**Food Hygiene Training**

- Off-site Employability Workshops – delivered at schools, universities, training centres, job centres and prisons etc, covering similar topics as above.

# Here are some pictures of this special day...



From top to bottom:  
Romania, Spain, Poland and India.





...from  
the country  
who  
participated.



From top to bottom:  
China, Brazil, Italy and UK.

# Other volunteering and charity activities were carried out by Gi Group countries during 2017; among these, the most significant projects have been:

## Brazil

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Organisation (on December 19) of a Christmas campaign for orphans; 80 Gi Group employees took part and 25 orphans benefitted from the initiative.

## Italy

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In Italy over 120 employees volunteered a total of 4,972 hours to support various charities, non-profit organisations and associations. These included:

- **Homo Faber** – a non-profit social cooperative operating in the “Bassone” prison in Como as a training centre and press office, to support detainees.
- **Biteb** – a non-profit organization that supports social projects by replacing computers and hospital equipment with up-to-date technology.
- **Cometa** – an association that hosts and supports the education of young people.
- **Centro Culturale di Milano** – an association that organizes events on topics like philosophy, art, culture and literature, science, the economy and medicine.
- **Officina Giotto** – a social cooperative which supports detainees of the Padova’s prison, by setting up a pastry laboratory.
- **Banco Alimentare** – a non-profit organization focused on reducing food waste.
- **Aslam** – a non-profit organisation that delivers industrial and manufacturing skills courses.
- **Comunità Monastica dei SS. Pietro e Paolo alla Cascinazza di Buccinasco** – with a special focus on helping the production of beer.
- **Two Donations** – to support the education and training of young people from disadvantage backgrounds.

## Poland

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- Participation at a charity run (held in Warsaw in May) to support for children suffering from cancer.
- Participation at the **Silesian Business Run** (held in Katowice in September) to support local residents suffering from illness.

## Romania

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Donations to a children hospital in Roman county, to a kindergarten in Cosereni and to other humanitarian non-profit organizations in Bucharest

## Spain

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- Collaboration with **Accion Contra el Hambre**, partnering on local employability projects, including the Solidarity Race held on October 29 in Madrid and on November 5 in Valencia.
- **Food Collection – El hambre no se va de vacaciones campaign** in collaboration with Mutua Universal – held from 19 to 23 June.

## UK

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- **Give & Gain Day:** is a dedicated day for Gi Group UK staff to get out from behind their desks and make a difference to various communities across the UK.
- Gi Group volunteers took part in the **Big Picture project** with pupils and teachers at **DaVinci school** in Derby, St. Gregory the Great Catholic school in Oxford and Goole Academy near Hull. The projects started with a competition for the pupils to design an “employability” related picture. The winning picture from each school was developed and painted on to large canvasses which are now displayed in the reception or conference areas of each school.
- **Charity fundraising**

In 2017 we continued to raise funds for Macmillan Cancer Support. Events that took place during the year included:

**The Samworth Brothers multi-event challenge**  
(cycling, rowing, hiking)

**Dragon Boat Race**

**The “Mighty Hike”**

**Cake sales**

**Coffee mornings**

**Annual Christmas charity auction**



**Total figures related to 2017 volunteering activities were:**

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**443 Gi Group employees involved.**

**Thousands of people benefitted from the activities.**

**2,931 hours of voluntary work have been delivered.**

# 2

## **Stakeholders' needs analysis and Materiality Matrix**



# Our Stakeholders

Individuals, groups or institutions whose engagement is needed to achieve Gi Group's Mission, and those parties with a stake in the company, can be considered as our stakeholders.

## Gi Groups main stakeholders are:

### Employees

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The 3,300 plus employees in Gi Group who support the company to achieve its objectives. Gi Group people are strongly involved in the CSR projects and they share their professional expertise, commitment and motivation during their daily work. We are proud to state that our CSR strategy is fully embraced by all our employees.

### The community and the environment

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The communities where Gi Group operates represented by their institutions and associations and by the people living and working in those communities. The environment, which is protected by developing initiatives that preserve and defend natural resources.

### Clients

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The more than 20,000 companies that rely on Gi Group to manage their workforce thanks to a wide range of services. This involves every aspect of the relationship between a person and a company: recruitment and selection (IN phase), management and development (BETWEEN phase) and outplacement inside or outside the organisation (OUT phase).

### Candidates and workers

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The thousands of candidates and workers that, every day, in all countries in which Gi Group operates, expect a reliable service offering solutions that meet their specific needs.



# Stakeholder's needs analysis

In 2017 Gi Group further engaged its people to better understand the types of CSR initiatives they were passionate about as well as suggestions for how we could develop existing ones such as Destination Work.

Results from our global employee survey on CSR and future focus are detailed in the last chapter of this report.



# Materiality Matrix

The Materiality Matrix links Gi Group's main priorities with regards to CSR and its Stakeholders' (employees, workers, candidates and institutions) priorities.

Gi Group's CSR strategy is therefore developed starting from the matrix below:





# 3

## **Our CSR Path and CSR Governance**







# Our Mission

Through our services we want to contribute, as a key player and on a global basis, to the evolution of the labour market and to emphasise the personal and social value of work.

Gi Group's mission represents the foundation of the company's **Corporate Social Responsibility** and it shows the direction Gi Group needs to follow. It describes the way Gi Group wants to manage its business

and the way in which the company wants to play a part in the development of society.

Above all, it describes the undeniable value of people and their daily activity at work.

# Our Values



**Our  
responsibility**

**Work**



**Continuous  
learning  
& innovation**



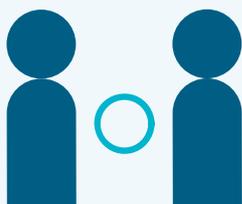
**Economic  
efficiency**



“With our work, we try to participate in the struggle that men and women and all populations go through in the pursuit of their happiness.”



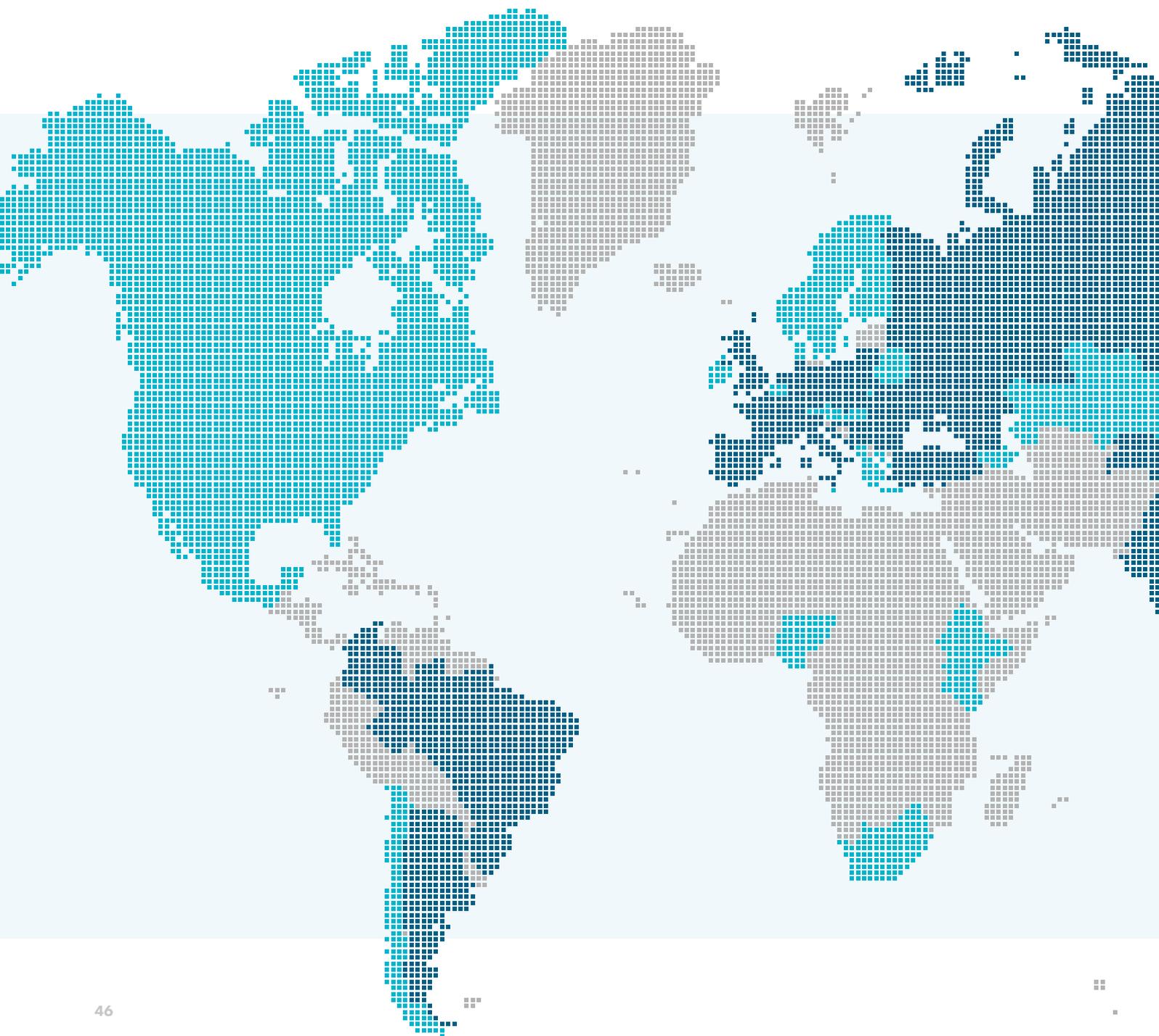
**Care**

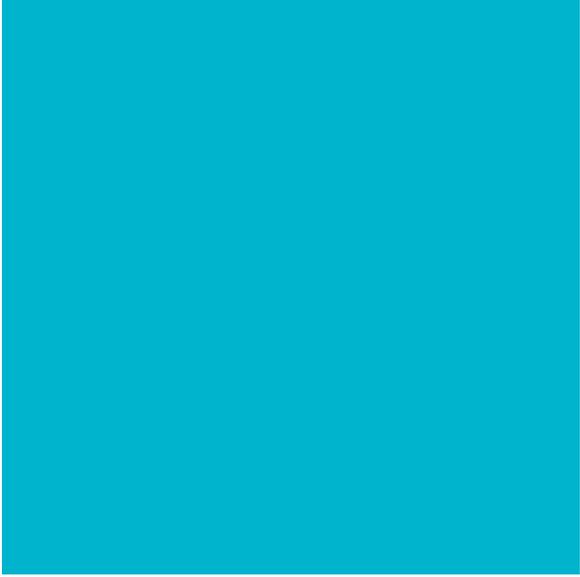


**Team spirit**

# Our Presence

Today our group is active in more than **40 countries** and has over **500 branches**, **110 SMS** locations (Site Managed Service solutions) and more than **3,300 employees**.





**More than  
40 countries.**

**Over  
500 branches.**

**More than  
3,300 employees.**



### Direct Presence

**EMEA:** Bulgaria, Croatia, Czech Republic, France, Germany, Italy, Lithuania, Montenegro, Poland, Portugal, Romania, Russia, Serbia, Slovakia, Spain, Switzerland, The Netherlands, Turkey, UK.

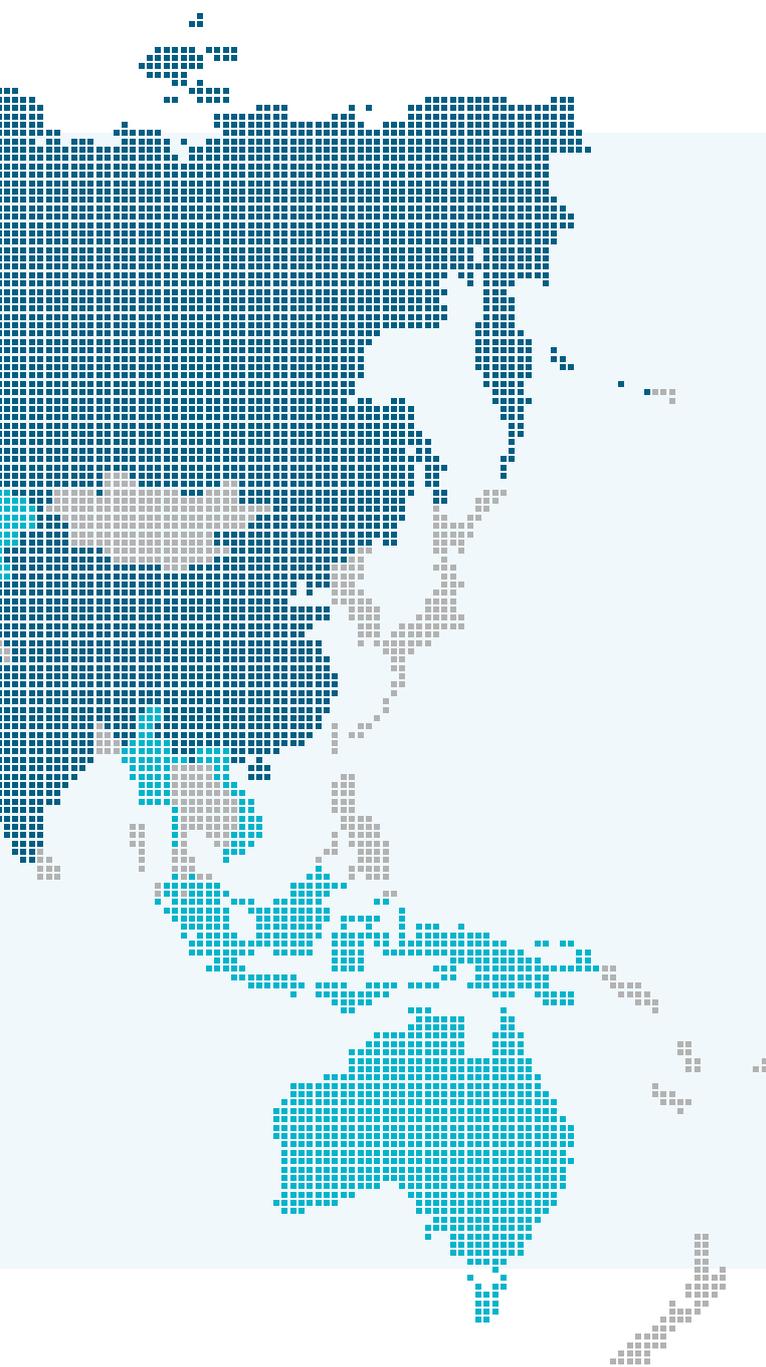
**APAC & the AMERICAS:** Argentina, Brazil, Colombia, China, Hong Kong, India.

### Indirect Presence

Thanks to partnership agreements, Gi Group is also present in:

**EMEA:** Albania, Armenia, Azerbaijan, Belarus, Belgium, Cyprus, Finland, Greece, Hungary, Kazakhstan, Malta, Norway, South Africa, Sweden, Switzerland, Ukraine, UAE;

**APAC & the e AMERICAS:** Singapore, Chile.



# Our Numbers

In **2017**, our Group  
supplied over

**20,000**  
companies

and achieved  
a **turnover** of

**2** billions €



# Our Services

Gi Group is one of the world's leading companies providing services for the development of the labour market.

## The Group is active in the fields of:

The image displays seven service categories, each with a blue icon and a corresponding text label below it. The icons are: 1. A clock and a document for 'Temporary, Permanent & Professional staffing'. 2. Three people with speech bubbles for 'Search & Selection'. 3. A person with a briefcase for 'Executive Search'. 4. Two arrows pointing in opposite directions for 'Outsourcing'. 5. A person pointing at a whiteboard for 'Training'. 6. A person with a circular arrow around them for 'Outplacement'. 7. A person next to a building for 'HR Consultancy'.

- Temporary, Permanent & Professional staffing
- Search & Selection
- Executive Search
- Outsourcing
- Training
- Outplacement
- HR Consultancy

# Our History

## 2004

Acquisition of **Worknet**, the employment agency of Fiat.

The new entity is now the largest Italian owned agency with a turnover of 320 million euros and 190 branches.

## 2007

Start of international expansion with acquisitions in **Germany** and **Poland**.

**Générale Industrielle** was founded.

## 1998

The group starts operations in the outplacement sector.

## 2005

**Générale Industrielle** and **Worknet** become one brand: **Gi Group**.

International expansion continues with operations in **China, Hong Kong, France, Brazil, Spain** and **India**.

## 2008

## 2009-2011

Further international expansion: **UK, Argentina** and **Eastern Europe**.

Gi Group becomes a member of **World Employment Confederation** (formerly CIETT).

## 2014-2015

Further international expansion with operations in **Turkey, Portugal, The Netherlands** and **Slovakia**.

Further development of our **partner programme**.

Start of our international practices **OD&M** - HR Consulting and Training and **Wyser** - Search & Selection of mid level staff.

## 2013

Acquisition of **TACK & TMI**, global leaders in training & development services.

Opening of **Colombia**.

## 2016



# CSR Milestones

**Starting from its Mission and Values, Gi Group has developed some global initiatives aimed at developing its Corporate Social Responsibility strategy.**



**SA8000®** measures social performance in eight areas important to social accountability in workplaces, anchored by a management system element that drives continuous improvement in all areas of the Standard. The Standard reflects labour provisions contained within the Universal Declaration of Human Rights and International Labour Organization (ILO) conventions.

**Apr 14**

International Code Of Ethics publication and adoption.

**Jun 14**

CSR Team set-up, aimed at supervising adherence to the Code of Ethics.

**Sept 14**

Internal policy "Company Procedure – Adoption of the Code of Ethics, management of requests, reports and complaints" issued.

**Jan 15**

Launch of a common volunteering activity for 2015 – aimed at organising local projects to foster employability.

**Jan 16**

Stakeholders' needs analysis: local Institutions and Associations survey launched.

**Dec 15**

Stakeholders' needs analysis: internal employees survey launched.

**Oct 15**

New CSR governance body appointed: CSR Committee, aimed at creating and implementing Gi Group CSR strategy.

**Apr 15**

First global Gi Group CSR Report issued.

**Apr 16**

Global Gi Group CSR Report 2015 issued.

**Sept 16**

Stakeholders' needs analysis: temporary workers survey launched.

**Oct 16**

Saturday, 22nd Destination Work, first global Gi Group voluntary activity aimed at promoting employability among communities

**Apr 17**

Gi Group SpA Italy is certified SA8000® by a third party organisation since April 12, 2017.\*

**May 18**

Global Gi Group CSR Report 2017 issued.

Gi Group SpA Italy published the first SA8000® Report.

**May 17**

Global Gi Group CSR Report 2016 issued.

# International CSR governance bodies

To build solid and outstanding programmes, Gi Group has developed CSR governance bodies.



**The current Gi Group CSR governance bodies are:**

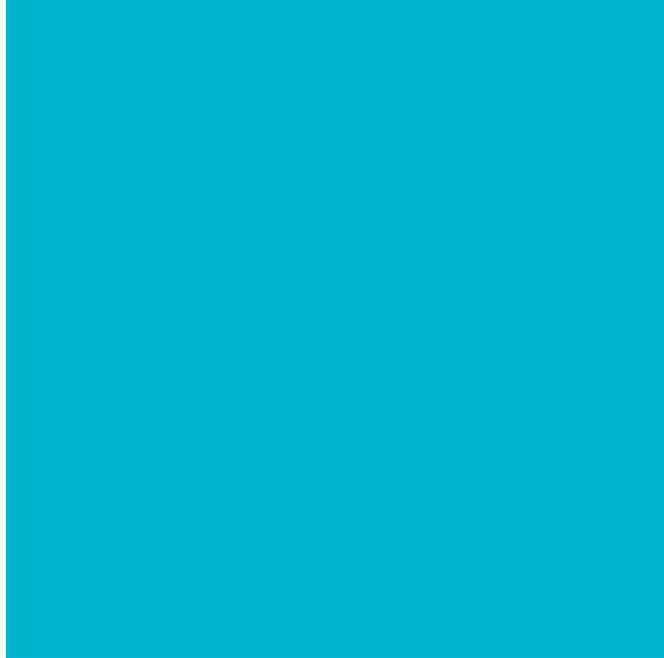
CSR Governance Body	Main responsibilities	Members
<b>International Steering Committee</b>	Approves the strategic objectives and the activities related to the Group’s CSR implementation and management	Global senior management team
<b>CSR Committee</b>	Defines/implements CSR strategy and initiatives; ensures alignment with Group strategy; implements CSR reporting; monitors KPI's; assesses investments	<ul style="list-style-type: none"> <li>▪ Group CEO</li> <li>▪ International HR Department</li> <li>▪ International Marketing Department</li> <li>▪ International Public Affairs Department</li> <li>▪ Members from at least 3 Gi Group countries</li> <li>▪ Members from T&amp;P and S&amp;S Practices</li> </ul>
<b>Country Managers</b>	Responsible for the flow of communications throughout their country and guarantee the implementation of local CSR activities	Country Managers
<b>CSR Team</b>	Supervises application of the Code of Ethics, monitors information and training, receives and deals with notifications and complaints	<ul style="list-style-type: none"> <li>▪ Legal or Public Affairs Department</li> <li>▪ HR Department</li> <li>▪ International Business Team Department</li> <li>▪ Gi Group employees’ delegate</li> </ul>
<b>Volunteers</b>	Participate in voluntary work and contribute to its formulation and organisation	Gi Group employees

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**Action Plans  
2018**







**2018 represents a very important milestone for Gi Group: it's the year the company is celebrating its first 20 years of successful activity.**

20 years during which Gi Group has always been delivering services aimed to help people and companies to match their respective needs, 20 years during which Gi Group has committed to fulfill its Mission – through contributing, as a key player and on a global basis, to the evolution of the labour market and to emphasize the personal and social value of work.

**Gi Group's 20<sup>th</sup> anniversary will not only be dedicated to celebrations, but even more to start planning the next 20 years of challenges and success.**

Gi Group CSR program will continue to be an important part of the company development – through the daily contribution of all its employees and through dedicated initiatives with a social impact.

# The most significant CSR commitments of Gi Group for 2018 are:

## Destination Work

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In 2018 **Destination Work**, Gi Group's main global volunteering project will continue for the third year.

Aiming at boosting the employability skills of specific social groups (young people, students, long-term unemployed people and over 50), Gi Group's employees across the world will deliver workshops, training sessions and presentations. This will happen either at Gi Group premises (local branches or Headquarters) or, typically, inside schools.

## E-Learning tools to boost our commitment for employability

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The enhancement of employability skills will also be achieved through the design and delivery of digital learning tools. The e-learning initiatives will be delivered either in partnership with specialized external providers, either by producing digital learning materials such as videos and vlogs aimed at sharing knowledge and tips about employability and the broader labour market.

Specific target groups will be addressed and all the learning material will be available for those interested to boost their employability skills and labour market awareness.

## Work-life balance

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Gi Group employees are a key stakeholder – being the individuals who, every day, actively contribute to fulfill the social values of the company's activities and social programs.

During 2018 Gi Group aims at promoting its employees wellbeing and raising awareness about the value of our work by organising specific initiatives such as inviting staff relatives in the offices, thus mashing up the professional side and the private life of each staff member.

## Digital transformation

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Technology and innovation are constantly changing the job market, however not everyone is aware of these trends and of how to exploit them. Therefore, learning initiatives will also be addressed to fill this knowledge gap by raising awareness on the digital transformation affecting the job market and job research strategies.

## Connection of sports and career

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The correlation between sports and career is often subtle: it's about wellbeing but also about teamwork, self-awareness and resilience. Gi Group aims at promoting the connection between these two worlds, targeting in particular disadvantaged groups, by engaging with testimonials or partnering with sports organisations.

## Environment

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In addition to local initiatives, Gi Group commits itself to implement, in 2018, an **Environmental Management System** for its Milan HQ building based on UNI EN ISO 14001:2015 requirements.



**Group**  
YOUR JOB, OUR WORK

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