

2024

# Sustainability Report

A|M|S





# Contents

- > Introduction
- > People
- > Planet
- > Progress
- > Policy
- > Client Spotlight





# A Message from Gordon Stuart

I am proud to present our annual sustainability report which reflects our ongoing commitment to creating a more sustainable future for all.

To ensure we continue to be the world's leading technology-enabled talent outsourcing and consulting company, our ESG agenda has to be at the heart of how we operate. We understand that we have a responsibility to minimise our environmental impact, support the communities in which we operate and uphold the highest ethical standards in everything we do.

This report details our progress towards achieving our sustainability goals and outlines our forward-looking strategy. We have made significant strides in quantifying our carbon footprint, advancing diversity and inclusion in our workforce, facilitating social mobility and supporting local initiatives that align with our values and the UN Sustainability Goals we believe we can add the most value towards. However, we recognise that there is still much work to be done, and we are committed to continuing our sustainability journey.

I want to extend my sincere thanks to our colleagues, clients, suppliers and wider stakeholders who have contributed to our sustainability efforts. Your support and feedback have been invaluable in helping us identify areas for improvement and chart our course towards a more sustainable future.

We are excited about the progress we have made so far and we are committed to building on this momentum in the years to come. Together, we can create a more sustainable and equitable world for future generations.

**Gordon Stuart**  
Interim Chief Executive Officer, AMS

# Introduction

AMS has a strong history of corporate social responsibility and continues to enable business success and progress future careers. We value our reputation for reliable, integral, ethical and legally compliant business practices in all countries we operate in, along with the importance of protecting our people and our planet. We have a responsibility to our clients, partners, communities and ourselves to conduct our business with the highest level of diligence. We hold ourselves accountable to our progress, delivering updates to our key stakeholders.

This annual report reflects our global efforts throughout 2023 and celebrates our regional individuality. We operate across multiple geographies, our diversity sets us apart, but we are one AMS.

**This report, compiles our advancement across four strategic areas of our sustainability strategy:**

- > People**  
who are at the heart of everything we do, recognising what can be achieved through diversity and social value alongside promoting good health and wellbeing
- > Planet**  
our steps to ensure our commitment to becoming Carbon Neutral by 2025 and Carbon Net Zero by 2050
- > Progress**  
the recognition we have received throughout the year
- > Policy**  
ensuring a strong foundation of corporate governance to future-proof our business and ensure we continue progressing with sustainable solutions for our stakeholders



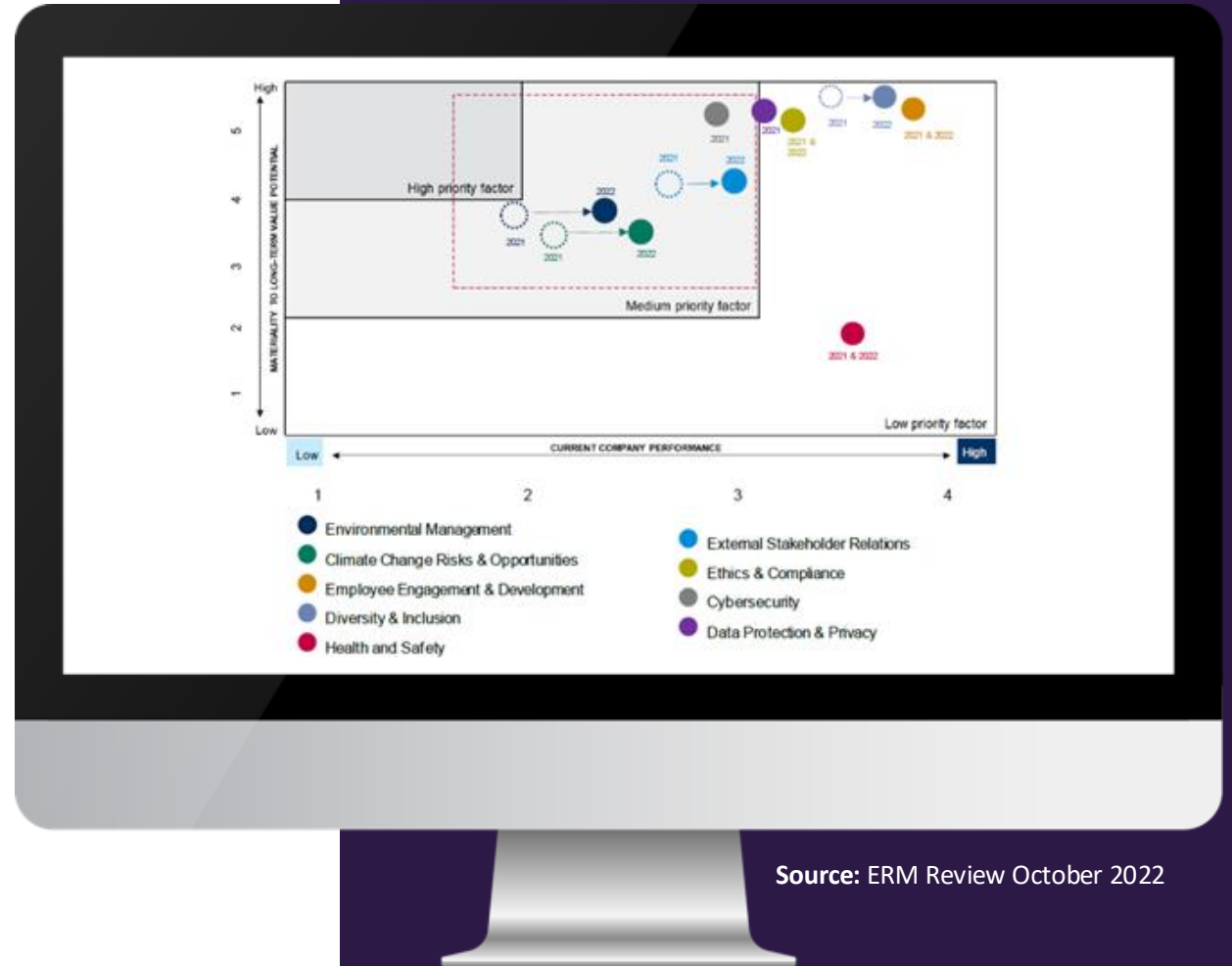
# Materiality Assessment

In order to map out our sustainability priorities, AMS engaged with Environmental Resources Management (ERM), the largest global pure-play sustainability consultancy, to complete our baseline sustainability scorecard assessment. This comprehensive exercise has allowed us to assess our sustainability programme and identify our core strengths which included Ethics & Compliance, Diversity & Inclusion, Cyber Security and Employee Engagement & Development.

We implemented ERM recommendations to further strengthen and improve our position and maturity and made strong progress across several key areas.

Since, we have continued our journey to strengthen and mature our sustainability programme as evidenced in this report.

The following diagram shows the areas reviewed, the level of baseline performance and materiality and the progress that we've made:



Source: ERM Review October 2022

# We Are AMS

AMS is a leading global provider of talent acquisition services, providing unrivalled experience, driven by technology and underpinned by innovation. We help our clients to attract, engage and retain the talent they need for business success. We have three core areas of service: acquisition, advisory and digital, mainly delivered as an outsourced model, and spanning our clients' permanent and contingent workforce, and internal mobility requirements. Our dedicated teams of experts are deeply embedded with our global blue-chip clients, enhancing talent acquisition processes and driving projects which align with overall strategic objectives. This relationship driven approach is supporting our clients to redefine how they hire and retain top talent.

AMS has **8,000+ experts**, across **120+ countries** with core office locations in Belfast, Cleveland, Toronto, Gdansk, Krakow, London, Manila, Shanghai, Mumbai and Delhi. We operate a hybrid working policy and our workforce speaks more than **50 languages**, delivering projects for the world's most admired companies.

## Key statistics in 2023:

**300,000+**

client hires per year

**8,000+**

Colleagues

**27,000+**

Client Early Career hires

**200+**

Outsourcing clients

**50+**

Languages spoken

**531**

Promotions

**120+**

Countries

### Our Values

are what make us tick. They come to life in our interactions with clients and colleagues. They guide our actions and the decisions that we make. They represent who we are today and who we aspire to be in the future.

### Passionate

We always act with enthusiasm, curiosity, conviction and the belief that what we do makes a difference to our clients, our people and the communities we work with.

We are committed to doing our best work every day.

### Bold

We know it takes courage to make positive change and innovate to shape the future.

We believe in our deep expertise and experience, it gives us the confidence to thoughtfully challenge ourselves and our clients to go further.

### Authentic

We are true to ourselves and our beliefs, always acting with the highest integrity.

We respect everyone's individuality and contribution while also valuing what we can only achieve together.



# Our Clients

We are proud to work with and alongside some of the world's leading and most admired brands. We understand the importance of sustainability for our clients and it is our duty to support their individual aspirations. We have a global track record in understanding our clients' needs. Our Sustainability function continues to support the wider business and ensure our clients' and our own objectives are met.

We achieve this by bringing together our capabilities and our values, collaborating with our clients to meet their needs and expectations as well as empowering our people by providing them with a voice to partner, educate and inspire.

Sustainability strategy has been a core part of many of our partners' activities and as organisations continue their own journeys towards a more sustainable and equitable future. The breadth of our approach has allowed us to support clients who are part of the Carbon Disclosure Project (CDP) and EcoVadis as well as deliver our industry renowned training in Diversity, Equity and Inclusion programmes. Our understanding of the interconnecting programmes which bring a transformative sustainability agenda together has allowed us to deliver strategies for our clients which address their core goals.

This year, in addition to our core service offering, we introduced AMS Talent Lab. Integrated, sustainable and cost-effective models that address DE&I hiring & the growing need for skilled technology & digital talent. Talent Lab closes the skills gap through bespoke upskilling and re-skilling initiatives. Whether it be emerging talent, returners, or even experienced technicians we can help create a bridge to landing job-ready candidates where our clients struggle to find them.

A|M|S

## Further reading

- [How to support people with disabilities to thrive at work](#)
- [Driving culture and enhancing career mobility](#)
- [Closing the autism employment gap](#)
- [Fixing the ladder: How all businesses benefit from better social mobility](#)
- [Neurodiversity: Understanding the barriers to work equity for those who are neurodivergent](#)
- [Why prioritising older workers is essential for today's workforce?](#)
- [Disability Pride Month – Shining a Spotlight on Evenbreak](#)
- [Fostering a thriving workplace: Embracing Diversity, Inclusion & Belonging](#)



Microsoft



BAE SYSTEMS

Diebold Nixdorf



Rolls-Royce

Marriott INTERNATIONAL

Johnson&Johnson

DELTA

McKinsey&Company

Santander

Medtronic

WELLS FARGO

Deloitte.

Ministry of Defence

Department for Environment Food & Rural Affairs

HM Revenue & Customs



# Our Suppliers



**Our outlook is to use our own experience to support and drive sustainable procurement.**

---

We have a 3<sup>rd</sup> Party Assurance programme in place which forms part of the AMS Risk & Compliance function and aims to mitigate risk within our supply chain by requiring all suppliers to be engaged by AMS to meet required standards across areas that include Information Security, Data Privacy, Business Continuity, Ethics and Legislation.

---

Prospective suppliers must complete a due diligence assessment prior to delivering services or products to AMS and/or our clients. This assessment contains questions that relate to their own sustainability programmes.

---

The supplier's assessment outcome, along with the information and/or documentation provided by suppliers allows AMS teams to apply risk-based assessment criteria and act as required, with a view to mitigate supply chain risk to AMS and our clients.

All suppliers are required to attest to our [Supplier Code of Conduct](#).



# AMS Aligned United Nations Sustainability Goals 2023 Highlights:

## SUSTAINABLE DEVELOPMENT GOALS

Across AMS, we focus our sustainability activities on six of the United Nations Sustainable Development Goals – being those where we believe we can have most impact. In 2023 we made significant progress against each goal:



### Further reading

- [DEIB Annual Report](#)
- [Gender, Ethnicity & Class Pay Gap Report](#)

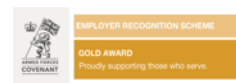
A|M|S

## Gender Equality and Reduced Inequalities

- Renewed our Ethnicity Action Plan for 2024-2026 with the leadership of our Ethnicity Board
- Led the delivery of our 2023 Global Milestone Moments Calendar, celebrating milestones such as Disability Pride Month, where 3,000 colleagues participated, and South Asian Heritage Month for the first time.
- Launched our D&I Alliance to PSR and our UK&I accounts, securing opportunities with clients such as the Land Registry
- Partnered with CEO Action in the USA to provide DEIB support and resources to our colleagues in the Americas and signing the CEO Race Equity Fellowship to support racial equity activity in the USA
- Worked with our Regional and ERG Leads to agree a refreshed global DEIB governance processes to create accountability
- Published our Annual DEIB Report and continued to expand diversity data capture across regions, including Canada, the USA, and EMEA. Along with our Gender & Ethnicity Pay Gap Report which also included Class Pay Gap for the first time
- Progressed our Accessibility Roadmap across the organization, including moving to a more accessible business font.
- Launched our DEIB Toolkit in the Americas region to create balanced shortlists for our internal hiring
- Retained 'Diversity Commitment' as one of our top three strengths as an organization in our Every Voice Matters Survey
- Launched Omnis platform for Public Sector Resourcing to support DEIB data capture in contingent hiring
- Launched Domestic Abuse Resource Hub and focus on building awareness of the role of an employer
- Risen through the ranks in the Social Mobility Employer Foundation Index to #39 and renewed our 'Gold' Defence ERS Status

## 2023 DEIB Awards & Partnerships

CEO **ACTION** FOR  
DIVERSITY & INCLUSION



55/REDEFINED



# AMS Aligned United Nations Sustainability Goals 2023 Highlights:

## Decent Work and Economic Growth

- Secured over 300,00 hires for our clients.
- Developed supply chain engagement on sustainability commitments. Collaborating with clients to upskill or reskill existing tech talent to help grow their workforce and fill the gaps with our Talent Lab
- Implemented additional sustainability questions as part of our third-party assurance supplier due diligence programme
- Delivered hiring programmes via our key location strategy to positively impact lives globally via multiple worker types and industry sectors

## Good Health and Wellbeing

- Maintained high health & safety standards across our office locations
- Now operating to ISO 45001 standards across all AMS office locations
- Improved reporting & take-up of the AMS Volunteering Day globally by 8%
- Celebrated Mental Health Day 2023
- Established a global Health and Wellbeing ERG. Employees benefitted from webinars on a variety of topics delivered by experts along with, experiential activities such as Yoga, Mindfulness and Sound Bath.
- In December 2023, we acknowledged the hard work and commitment demonstrated by our colleagues by offering them three gifted days of annual leave to be taken during the month of December.

## Climate Action and Affordable & Clean Energy

- Achieved **CarbonNeutral® division certification** in the UK, in accordance with The [CarbonNeutral Protocol](#), the leading global framework for carbon neutrality. To achieve CarbonNeutral® certification, AMS is working with Climate Impact Partners, specialist in carbon market solutions for climate action, and had an independent assessment of the greenhouse gas emissions produced from our UK operations as per our [UK Carbon Reduction Plan](#). As well as taking actions to reduce our footprint through our UK Carbon Reduction Plan, unavoidable emissions have been offset through projects including [Solar Water Heating, India](#) and [Clean Water and Cooking, Guatemala](#).
- Further improved GHG Reporting by measuring employee commuting methods
- Now operating to ISO 14001 standards all AMS office locations
- Celebrated World Earth Hour offering all employees paid leave to take part in a 'digital switch off'
- Celebrated World Environmental Day 2023, #BeatPlasticPollution – highlights included a beach clean-up event in Mumbai and a breakfast meeting in Hungary, discussing how to reduce single use plastics
- Celebrated World Cleanup Day with events taking place across AMS and via our Strava Move & Improve challenge
- Highly Commended in the ESG Category at the Tiara Recruitment Awards “They [AMS] saw the benefit of showing the business world they are running a long-term environmentally sustainable business”
- Planted over 12,000 trees with Plant-for-the-Planet in our [AMS Forest](#)



A portrait of Gordon Bull, a middle-aged man with short brown hair, wearing a dark suit jacket, a light blue shirt, and a yellow tie with blue polka dots. He is looking directly at the camera with a slight smile.

## A Message from Gordon Bull

As the Chief Legal, Risk & Compliance Officer, I am proud of the strides we have made towards achieving our sustainability goals.

This year we achieved CarbonNeutral® division certification in the UK, in accordance with The CarbonNeutral® Protocol, the leading global framework for carbon neutrality, taking us one step closer to achieving our global target of being Carbon Neutral globally by 2025, as we drive down our emissions to achieve Carbon Net Zero by 2050.

We initiated a number of global environmental activities, improved on our volunteering initiatives, hit our DEIB targets and were nominated as a highly commended for the Environmental, Social, Governance TIARA Talent Solutions Award Category, all of which have contributed to our overall sustainability strategy and helped us make a positive impact on our valued colleagues, clients and the wider community.

This is an agenda which is integral to all of our futures and I remain committed to ensuring our sustainability programme is embedded within our corporate strategy and providing our teams with the resources and support required to drive our progress towards a more sustainable future.

### **Gordon Bull**

**Chief Legal, Risk & Compliance Officer**

# People

In this section, we explore the initiatives and strategies that drive our commitment to our People and the support we provide to them and our local communities. You will discover how we are enabling success through initiatives including the AMS Talent lab, social mobility, talent development, along with our volunteering and charity efforts.





# People are at the heart of everything we do.

At AMS, we recognise that through our recruitment programmes we are in a unique position to support our clients with delivering on their own social value priorities. We greatly value the importance of providing opportunities for our people and understand the influence we, via our team of 8,000 colleagues, can have on our clients, candidates and suppliers.

Enabling our teams' personal development is critical to AMS. We support volunteering opportunities, social mobility initiatives and frequently engage our people to understand programmes that are most important to them and their local communities.

## Our colleague initiatives include:

- Global Recognition Week
- AMS Appreciate Platform
- Every Voice Matters Survey
- World Mental Health Day
- Training and Development



## Supporting Our People – Celebrating Success

Celebrating success and showing appreciation for the efforts of our people is integral to the way we operate and is embedded in our Values. It is critical to leading an engaged, productive and motivated workforce. At AMS, we believe recognition should be frequent, spontaneous and 'in the moment', supporting a culture where we all feel proud of our achievements and inspired by the work of others. Colleagues can also be nominated by managers for Star, Regional or Global Awards, and each award level is associated with a redeemable number of points.

### During 2023, our colleagues:

- > Sent 55,000 e-cards.
- > Received 1900 Star Awards.
- > Celebrated 35 Global Excellence Award winners.
- > Received over 1,845,592 points to spend on gifts.

Alongside gifts and experiences, colleagues can use their AMS Appreciate points to give back to sustainability causes and charitable organisations, including the ability to donate AMS Appreciate points to charities such as World Wildlife Fund, the Red Cross and UNICEF



# Spotlight on AMS Talent Lab

Promoting Social Impact through every element of what we do

## Embedding Ethical Skilling across Talent Lab

At AMS Talent Lab, we are **committed** to building a **diverse, equitable, and inclusive workforce**, fostering an environment where everyone can **thrive** and **succeed**. We embedded our Ethical Skilling practices across every element of Talent Lab. This foundation for our DEIB value proposition centres on creating social mobility and offers unparalleled opportunities for underrepresented groups.

### How do we do this?

#### Diverse attraction channels

Partnering with market leading organisations, promoting opportunity to under-represented and disadvantaged groups



#### Inclusive Hiring Practices

Fair and equitable assessment and selection processes focusing on aptitude and potential rather than experience.



#### Ethical Training

Our trainees are paid on day 1 of training, ensuring equity in opportunity for all. We do not have punitive exit fees or clauses in our contracts.

#### Talent Lab Associate Community

Each member of the community plays an integral role in fostering a culture of inclusivity, continuous learning & development.



AMS Talent Lab working in partnership



## We launched our Talent Lab Associate Community!

**Our mission** is for all our 'Talent Lab Associates' to feel engaged, included and inspired; building outstanding future talent for our clients.

### Building a community based on belonging

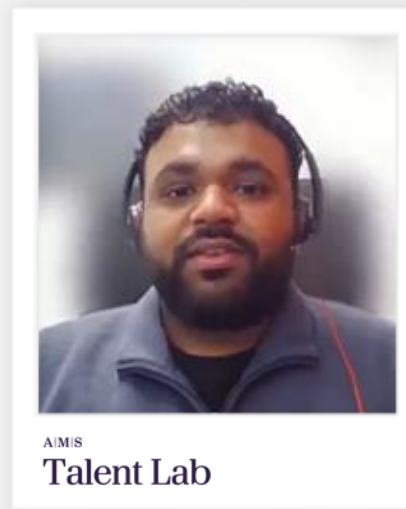
Our team engage from the very beginning of the candidate journey to build deep and trusted relationships

### Supporting the move into new roles & locations

Our team provide full support through the learning journey, helping diverse candidates into new careers, as well as support with relocation where required.

### Our community giving back

AMS offer a paid charity day each year. We use this opportunity to help our cohorts, in partnership with our clients, to support a charity that the community choose. Through 2023 our Associates took part in opportunities to volunteer and give back with **BEAM** and **BelEve!**



AMS Talent Lab

### Our Talent Lab Associate Community

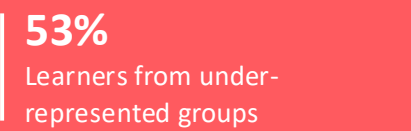


**We'll train you. We'll pay you. It was like, you know, I have to go for this.**

We are proud to work in partnership with the DFE on **Skills for Life** campaigns across England. In **2023 AMS Talent Lab trained over 1400 learners!** This programme enables us to support Learners who want to re-skill or enter the Digital market with opportunity that may not have been available to them otherwise. This results in a **higher % of female Learners**, an **increased number of Learners from lower socio-economic backgrounds** and **under-represented ethnic groups** than in the current Digital marketplace.

### Who we work with:

Talent Lab work with a wide portfolio of clients, all fully supportive of the initiative and offering fantastic opportunities for our Learners. These have included Graduate and Apprenticeship roles.



# Social Mobility

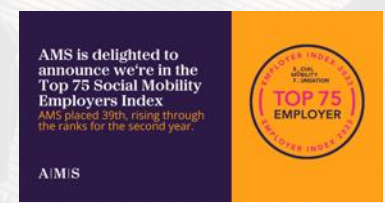
AMS was again recognized as a top 75 employer in the prestigious Social Mobility Foundation’s Employer Index. This was our second submission, rising through the ranks to #39. In 2022 we were ranked at #43.

The Index is the UK’s leading authority on employer-led social mobility and the bellwether of best practice within the social mobility space for UK businesses.

We are committed to providing a level playing field of opportunity and career mobility. We believe that the socio-economic background of your family – where they went to school, if they were in receipt of Free School Meal’s or if their parents went to university – should play no part in our career opportunities and future career development.



**Matthew Rodger**  
**Chief Growth & Commercial Officer & AMS ExCo Lead for Social Mobility**



**Further reading:**

- ✓ [AMS & World Day of Social Justice 2024](#)
- ✓ [Could Green Skills Unlock Social Mobility?](#)



AMS continued to expand the pathways for individuals from diverse backgrounds to join AMS by strengthening our alliances with key social enterprises and charities, development of our Social Mobility Alliance as well as establishing outreach initiatives with a number of schools, colleges and universities nationwide. Additionally, we conducted our annual internal AMS Social Mobility Survey to better understand the socio-economic profile of our UK&I based colleagues and ensure our alignment against the national benchmark. We relaunched our Social Mobility Employee Resource Group (ERG) with an incredibly successful World Day of Social Justice celebration, concluding with an impactful panel event showcasing a number of senior stakeholders speaking candidly about the importance of social justice and social mobility and why it matters to them.

We expanded our data reporting to include pay gap reporting, as well as taking steps to review our socio-economic data against both gender and ethnicity. We also remained committed to globalising our Social Mobility activities with significant expansion planned for 2024.

**AMS Ignite Week**

For the first time, we launched Ignite Week, which was a week of career and learning activities to drive greater engagement, retention, and commitment. Over 7000 participants across AMS joined at least 1 of the 19 available sessions. Topics varied from openness to learning and taking control of your growth and development to mentoring and supporting other in their growth. 37 guest speakers shared with the audience their personal stories and best practices that helped them to grow and develop professionally and personally.

**Beam & Your Game Plan**

We continue to partner with UK&I charity Beam, a non-for-profit organisation who give homeless people careers, homes and true independence. To date we have impacted 449 individuals of which 147 were individuals supported into work, 253 were individuals supported into housing and have donated £15,000. We established a new partnership with ‘Your Game Plan’, supporting National Interview Week, which provides 5000 children with one-to-one interview guidance and a trial interview. 54 of our AMS colleagues supported a total of 468 students.



# Supporting Our Communities

## 2023 Volunteering and Charity Highlights

AMS provides all colleagues with the opportunity of taking a paid day's leave dedicated to volunteering. Team members from across our organisation have supported volunteering events, from clean-up days within their local communities, to supporting animal shelters, schools and charities.

**In 2023 AMS improved the global utilisation of the AMS Paid Volunteer day by 8% and set further ambitious targets for 2024.**

### Donation Drives:

In addition to volunteering, our colleagues raised funds for various local and national charities. AMS Marked International Volunteer Day by completing a Global Donation Drive during the month of December.

The Shanghai office ran a charity auction where they asked colleagues to provide unique and interesting auction items and packages in order to be able to donate money to a local charity in Shanghai.

Our colleagues in India ran donation drives across all of the offices in collaboration with Goonj, a non-governmental organization that undertakes humanitarian and community development initiatives across the country. Colleagues donated household items, clothes and stationery to spread a little joy and give back to their local communities.

Colleagues in Croatia, supported the Ozan association to help make advent wreathes which the charity went on to sell to raise funds to support the association, which support people with disabilities and their families.



# Supporting Our Communities

## 2023 Volunteering and Charity Highlights

### Donation Drives continued:

The local Bracknell Network also supported The Salvation Army, collecting food clothes and toiletries to support those in need.

Our London head office, supported a nearby homeless shelter, Whitechapel Mission collecting 'Socks 'n' Chocs'. AMS employees visiting the London head office were able to drop off a pair of new socks wrapped around a small bar of chocolate.

AMS Japan joined together for a planned Engagement/Charity/DEIB day and ran a donation collection to support children locally.

The Belfast office got busy with their collection drive, supporting 4 different charities, (Cash for Kids, The Salvation Army, Assisi Animal Sanctuary and Cancer Research).

Our colleagues across the Americas region also ran donation drives with some drives starting in November for Thanksgiving, where the Cleveland office collected food and personal care items for a local shelter. Our Toronto team partnered with Toronto's Daily Bread Food Bank, A charity dedicated to eliminating food insecurity advocating for solutions to end poverty.

Our team in Manila held a mini auction for team-created artwork. The amount collected from the action was donated to the AMS Project Pearls Scholar's families.

In Poland, AMSers supported the "Helping Hand" action – a structured way of donating necessary items to mostly the elderly. Teams in Krakow also supported 'Zwierzeta Krakowa' (Animals of Krakow) by fundraising and collecting pet food.





# UK&I Highlights

## Charity and Volunteering

Over 30 colleagues in Northern Ireland headed to Assisi Animal shelter to help and improve the temporary homes of cats, dogs and small animals.

MacMillan Coffee Mornings were hosted in our London and Belfast office.

Colleagues in Belfast held a charity week and completed a sponsored cycle, with colleagues continuously cycling between 9am to 4pm to raise funds for Marie Curie.

Our Manchester community held a sponsored walk for Christie Cancer Hospital, along with supporting the Manchester Food Bank, Cancer Research and Comic Relief.

Colleagues also supported clean-up activities, local schools, community centres, care homes and hospitals as well as charities such as the YMCA.

### Assisi Animal shelter



### MacMillan Coffee Morning



### CWS Marie Curie





# UK&I Highlights

## Charity and Volunteering

### Manchester Community



### YMCA UKI





## Germany



## EMEA Highlights

### Charity and Volunteering

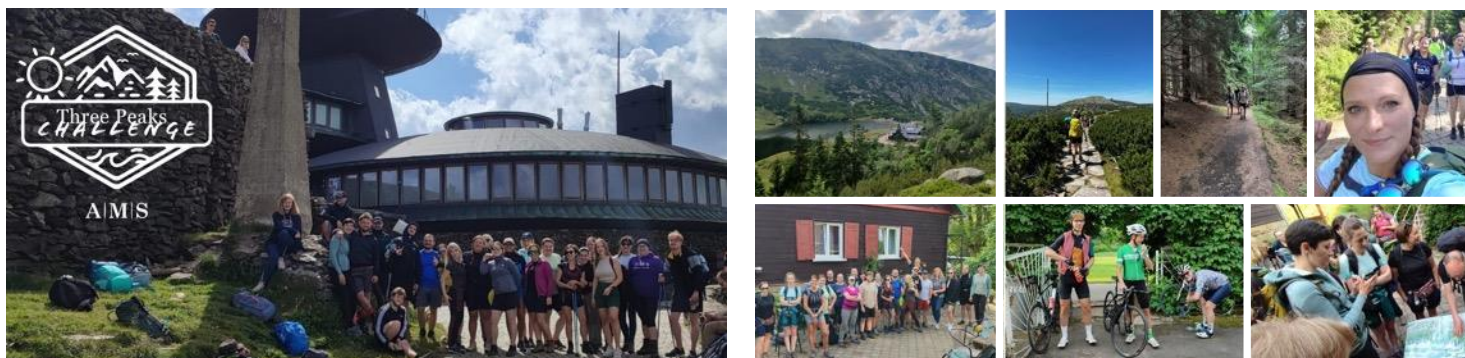
Our colleagues from the EMEA region also participated in various charity and volunteering events.

Colleagues in Germany supported an animal farm for children in the suburbs of Berlin. They built wooden houses for the bunnies, set up a fence for the sheep and goats and helped to dismantle an old shelter.

In addition, AMS Germany participated in the Indeed Refugee Job Fair in Berlin by offering their recruiting expertise for a good cause and supporting refugees from all over the world with creating and reviewing their CVs, giving them useful advises for interviews and updating their LinkedIn profiles.

For the 15th year running, our colleagues in Poland participated in the Three Peaks Challenge. Raising 8,427zł (£1,686/\$2164) for Przytulisko sw. Brata Alberta dla Bezdomnych Kobiet - a shelter for homeless women in the vicinity of the AMS Krakow office.

## Poland





# EMEA Highlights

## Charity and Volunteering

Colleagues in Poland also donated various school supplies for local children to use to help develop their creativity and art skills.

AMS Croatia planted trees near the Caritas home for neglected children in Donji Vugrovec as well as taking part in charity races in Bundek park. Colleagues donated blood and supported a dog shelter in Dumovek as well as a local homeless charity.

Colleagues in Italy came together for a fundraising event to support AISM (Associazione Italiana Sclerosi Multipla) AISM is an organization that works to improve the quality of life for individuals with Multiple Sclerosis and their families.

### Italy



### Croatia





# APAC Highlights

## Charity and Volunteering

In 2023, our local communities in the APAC region took part in various volunteering efforts, including:

- Team clean-up activities in Singapore, Philippines and China
- Colleagues in China conducted a Charity Auction
- Our Philippines local volunteering group, GleAMS, organised a Visit to an Elderly Home in Manila
- Colleagues from the Philippines GCSC conducted a series of fund-raising activities to support the full year of education of 4 grade school children under Project PEARLS, an organization with a mission to help the poorest of the poor children in the Philippines.





# APAC Highlights

## Charity and Volunteering

“ I participated in an annual event celebrated at PremaVasam - Home for Disabled Children. I helped the children prepare for the celebrations along with a group of friends. I felt truly grateful and content to be a part of the event. It is wonderful to share my experience with you all.”

**Deepa Saravanan,**  
Pune – India



“ I dedicated my leave towards feeding the stray dogs in my locality. It felt great to spend time with them and cuddle them, especially when they have their own means of communicating with us, humans. I will be doing that more often now and try to listen to their feelings too.”

**Arpita Coutinho,**  
Mumbai – India





# AMERICAS Highlights

## Charity and Volunteering

Colleagues in Miami and Atlanta rallied together to support local cleanup events, whilst colleagues from New York attended the Ronald McDonald house to package up gift bags via 2 "assembly lines", where one contained snacks and treats for family members and younger kids and the other was for new babies including bibs, diapers, rattles, etc., Most importantly, there were small note cards of good vibes and positive wishes and sentiments that were then added to each bag.

Our colleagues in Cleveland headed to Camp Cheerful (Ohio's first camp with recreation programs for children and adults with disabilities), in Strongsville, Ohio and were set to work raking, trimming, painting and preparing the camp for their summer season. The AMS Cleveland community then partnered with Downtown Cleveland to make their local community merry and bright for the holiday season. Downtown Cleveland is an organisation whose sole focus is strengthening and building Downtown – the heart of Cleveland They work from sidewalk to skyline and everything in between, leading efforts to accelerate engagement in downtown Cleveland's environment, economy, and experience.

Our AMS Texas community spent time supporting a local foodbank

Colleagues in Canada took part in the Terry Fox Run for Cancer. The annual Terry Fox Run has become a fall tradition in Canada, with more than 650 communities, big and small, urban and rural, English and French, fundraising for cancer research.





# Supporting Our Communities

## Supporting Ukraine

The AMS Career Centre opened its door to refugees from Ukraine in April 2022. Since then, we are continuously sharing our warmth and energy as well as knowledge and experience for making a real impact on lives of those, who are affected by the war and need support. We are constantly expanding the social groups we support and sincerely believe that all our efforts contribute to the equity and inclusiveness of our society, that all our efforts contribute to enriching cultural tapestry and diversity of talents

Our mission: Is to provide sustainable support to vulnerable social groups in Poland, empower them by providing with necessary tools to seek and secure work by leveraging our local country knowledge, our language skills and expertise in recruitment.

We truly believe, that we help people not only rebuild their lives and ensure equal access to the labour market, but also help them to bring fresh perspectives and unique talents to their new communities in which they settle.



**A|M|S**  
Career Centre

Допомога у пошуку роботи  
Job hunting support for refugees



**A|M|S**  
Career Centre

Допомога у пошуку роботи  
Job hunting support for refugees



# AMS Career Centre in numbers:

WE STAND WITH

UKRAINE

**5268**  
visits

Visits made to the  
Career Centre **in 2023**

**25+**  
AMS  
employees

Over 25 AMS **employees are  
volunteering on regular basis**  
in AMS Career Centre

**30+**  
hours/week

Over 30 hours of **language classes**  
are conducted in AMS Career  
Centre **every week in 2023**

**89**  
participants

Over 89 participants received  
personal support with job  
search in 2023

**11**  
countries

The project **brings together  
participants from 7 countries**  
and volunteers from 4 countries

# Gender Equality & Reduced Inequalities

Our vision is to foster a culture of inclusion and belonging. We want AMS to be a place where everyone can succeed. We draw on the differences within our workforce to drive innovation, growth and strive to support the communities we operate in. We're constantly making progress on Diversity, Equity, Inclusion & Belonging (DEIB), but we know that we still have more work to do.

For the 3<sup>rd</sup> year in a row, AMS produced its DEIB report, and in 2023 our Gender & Ethnicity Pay Gap Report also included Class Pay Gap for the first time. You can read more in our DEIB Report [here](#) and our Gender, Ethnicity & Class Pay Gap Report [here](#).

## Diversity, Equity & Inclusion in Brief

### In 2023 AMS:

#### Made our workforce more closely representative of the communities in which we operate

- ✓ Increased ethnicity representation in our global leadership team from 4% to 16% via our 3 year Ethnicity Action Plan – with a new commitment for 2024-26
- ✓ Expanded diversity data capture across regions, including Canada, the USA, and EMEA
- ✓ Signed [CEO Action for Diversity & Inclusion](#)

#### Leveraged expertise

- ✓ Launched our AMS Diversity & Inclusion Alliance across Public Sector Resourcing (PSR) and our UK&I accounts – with a first win for the HM Land Registry
- ✓ [Risen up the ranks to #39](#) on the Social Mobility Employer Index
- ✓ [Renewed our 'Gold Status' for the Defence Employer Recognition Scheme](#) for the next 5 years
- ✓ Progressed AMS Accessibility Roadmap – moving to an accessible business font

#### Celebrated and educated where it mattered

- ✓ Celebrated 20 Milestone Moments across the year – including Disability Pride Month (over 3,000 colleagues participating) and South Asian Heritage Month for the first time
- ✓ Held DEIB & Citizenship Week on the topic of belonging in a global community
- ✓ Attended a record number of 10 Pride marches globally
- ✓ Added to our track record of DEIB awards

#### Cultivated inclusive leaders

- ✓ Developed refreshed DEIB global governance structure
- ✓ Launched plan to set ERG Leads up for success, including an agreed 10% time allocation
- ✓ Awarded LGBTQIA+ Great Place to Work Certification in Mexico
- ✓ Continued to see ERG growth – as high as 62% for our Disability ERG
- ✓ Strong DEIB training completion stats – including Passport to Hire (97%), Recruiter DEIB training (90%), Bias & Conscious Inclusion (81%), Allyship (81%) and Microaggressions (87%)

## Our Employee Resource Groups

#WeAreAMS  
Disability

#WeAreAMS  
Women

#WeAreAMS  
Social Mobility

#WeAreAMS  
Military

#WeAreAMS  
Neurodiversity

#WeAreAMS  
LGBTQ+  
+Allies

#WeAreAMS  
Juntos Podemos  
Hispanic/Latinx+Allies

#WeAreAMS  
Black Employee Network  
Black+Allies

Launched in 2022, our ten ERGs are a key enabler of our inclusive culture of belonging, creating communities amongst colleagues who are often underrepresented whilst acting as 'critical friends' to the business to drive meaningful change. They deliver a calendar of Milestone Moments each year. Last year we refreshed our ERG governance structure to create global accountability and set ERG Leads up for success – including an agreed 10% role allocation, improved regional representation, and a two-year ERG Lead tenure to reduce burnout. Each have a dedicated budget and an ExCo Sponsor to ensure consistency of ERG strategy globally and accountability at leadership level. Our ERGs continue to go from strength to strength – many are now award-winning, and spearheading tangible inclusive change.



# Celebrating with Pride

AMS celebrate Pride all year round and in 2023 our colleagues marched in a record number of 10 Pride Marches globally including London, Belfast, Monterrey, Warsaw, Sao Paulo, Cleveland, Rome and Berlin.





# Disability Pride Month

In July 2023, AMS celebrated Disability Pride Month by hosting several events including:

Unapologetically Disabled, The need for Disability Pride – A panel discussion about Disability Pride Month. Why we recognise it, its meaning and significance and the importance of creating a sense of belonging for Disabled and/ or Neurodivergent Individuals.

**The Intersect of Disability** – A panel discussion with members of the Black Employee Network and LGBTQIA+ Employee Resource Groups, discussing intersectional experiences of being Disabled and how this intersects with our pieces of our identity.

In addition, we held celebration sessions with external guest speakers **August Rocha**, **Karan Nagrani** and **Celia Hensman**



**Celia Hensman** is a disabled founder and investor, having founded multiple disabled led organisation including the first think tank in the UK dedicated to the development and advancement of policy, ensuring that accessibility is at the heart of legislation and Access2Funding the campaign committed to improve the outcomes and opportunities for disabled entrepreneurs. Celia is a disabled women with multiple disabilities including Loeyes-Dietz Syndrome, Marfans, POTS and most significantly she lives with a permanent central line in her chest receiving daily blood infusions and complete artificial nutrition. She is an advocate for disabled representation, inclusion, and accessibility, and has worked with prominent organisations such as, The House of Lords, The United Nations and Councils across The United Kingdom. In addition to this, Celia is also an experienced social entrepreneur, national policy developer, campaigner and senior consultant in diversity and inclusion and has spent a great deal of time working across various sectors including private, public, employment, legal, and policy sectors. Celia has never known her life without her disability and takes pride in her disabled identity, working hard to promote education against systematic ableism, discrimination, inter sectioning identities and archaic stereotypes about the talents, potential, and ability of disabled people.



**Karan Nagrani** The Blind Marketer – Disability Advocate – Nominee for Blind Australian of the Year, Karan Nagrani has had an extensive career in marketing and graphic design, working across mining, energy and not-for-profits in a career spanning almost two decades. He is also blind. Diagnosed at 11 with Usher Syndrome, a rare degenerative and incurable condition leading to complete blindness, Karan’s perspective is very unique. Pretty Fly for a Blind Guy – Karan’s take on life and the world around us is fresh, real and extremely relatable. A natural comedian, Karan’s communication style, whether through his various social media channels or public speaking is raw, unfiltered and from the heart. A proud member of the LGBTQIA+ community, Karan is deeply passionate about breaking down misconceptions about vision loss, the “invisible disabilities” and ableist stereotypes. Karan says that blind people can be gay, person-of-colour and don’t have to have six pack to live a full and rewarding life.



**August Rocha** (they/them) is an adopted Chinese-American, disabled, non-binary advocate, DEI practitioner, speaker and writer.

Bringing lived experience to the table, they have worked with large-scale organizations and agencies such as NASA and the U.S. Department of Labor. August specialises in advocating for their perspective communities. and is an online content creator on TikTok and LinkedIn.



# Gender, Ethnicity & Class Pay Gap Report

We stand firm in our unwavering commitment to DEIB, and pay equity is integral to this.

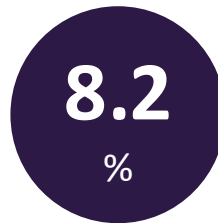
Gender pay is about measuring gender balance throughout an organisation. As of April 2023, our UK&I mean gender pay gap reduced for the 3<sup>rd</sup> consecutive year (from 8.8% to 8.2%). Although the median has slightly increased (from 3.3% to 4.7%), it is the 2<sup>nd</sup> lowest since we began monitoring our pay gap in 2017.

Whilst women continue to make up about two thirds of our total workforce, they make up less than half of roles at our most senior levels and this drives our gender pay gap.

In 2023 we published our Ethnicity Pay Gap for the second time, and Class Pay Gap for the first time. Whilst Ethnicity and Social Mobility Pay Gap reporting are not currently mandated by the UK Government (at time of publication), we are committed to being both open and accountable in these areas.

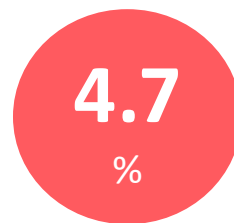
Our full UK&I Gender, Ethnicity & Class Balance and Pay Report can be reviewed [here](#).

## Our **mean** gender pay gap is



This is lower than the UK gender pay gap of 10.7% (November 2023, ONS)

## Our **median** gender pay gap is



This is considerably lower than the UK gender pay gap of 14.3% (November 2023, ONS)

## In 2023 AMS have:

- ✓ Embedded our Values of Authentic, Passionate and Bold into everything we do.
- ✓ Continued to improve our diversity data disclosure, with targeted campaigns to encourage colleagues.
- ✓ Increased our position in the Social Mobility Employer Index Top 75 Employers by four places, to 39th place
- ✓ Relunched our Ethnicity Action Plan with actions around:
  - ✓ Increasing representation in our global leadership community (Career Level 6 and above) – 18% by end of 2024
  - ✓ Committing to increasing our pipeline of ethnically minoritized and local talent colleagues at Career Levels 4 & 5
  - ✓ Senior Leadership commitment to actively support race equity
- ✓ Ensured a high enough socio-economic background data disclosure rate to allow us to calculate our social mobility pay gap for the first time.
- ✓ Started work to contextualise our DEIB-related priorities within region



# Spotlight on AMS Military Employee Resource Group

The Military Employee Resource Group (ERG) continued into its 2<sup>nd</sup> year, and continues to spotlight topics such as Mental Health in the Military community, with members discussing their own personal battle with Mental Health. Milestones are observed throughout the year with Armed Forces day and Military appreciation month posts taking place on our AMS Social Media platform.

The main Milestone observed was in November 2023 with the week of Remembrance. At AMS we had guests speakers from the Army Cadets discuss becoming adult volunteers and the opportunities it provides. We also heard from an AMS employee who came to the company through the [Recruit For Spouses](#) Scheme, share her story on being a Spouse within the Military and the challenges they face. The week ended with a Remembrance service at 11am to honour and remember all those that have made the ultimate sacrifice past and present.

In February 2023, Gordon Bull - Chief Legal, Risk & Compliance Officer and the ERG Co-Lead Luke Hollands were invited to London by Combat Stress, for the Extra Mile Awards night held to acknowledge AMS' fundraising efforts over the last year.

AMS were awarded Corporate fundraiser of the year for raising £10,000 in donations, which were raised by AMS colleagues taking part in the March in March event and the Grim Challenge in December. The money raised will help support the mental health of Veterans and their families in the time of need.

## Military Leads



**Luke Hollands**



**Luciano Reyes**



**Gordon Bull,  
Chief Legal, Risk &  
Compliance Officer**

**Luke Hollands,  
ERG Co-Lead**

Members of AMS took part in the Grim challenge in December 2022, which seen the team run 4 or 8 miles through cold and wet mud and puddles in Aldershot Army Training Area.





# AMS Training and Development

We understand the importance of training and development for both our business and our people. In 2023, AMS made 531 employee promotions and AMS colleagues completed 134711 hours of training, across a range of topics including the Compliance Mandatory Awareness training programme (covering subjects such as Preventing Fraud, Bribery & Corruption, Information Security, Global Code of Conduct, Data Protection, Occupational Health & Safety, Preventing Human Trafficking, Forced Labour and Modern Slavery) and DEIB related training modules (Bias & Conscious Inclusion, Microaggressions, Allyship, Inclusive Leadership, DEIB Recruiter Training).

We provide the resources and opportunities to enable our colleagues to achieve their personal and professional aspirations. We provide structured learning, development planning and empower ownership, along with mentoring and access to resources including Gartner – who provide expert guidance and tools to enable faster, smarter decisions and stronger performance on an organisation's mission-critical priorities.



## Spotlight

# Global Trainee Recruiter Programme

Hiring experienced Sourcers and Recruiters can be extremely challenging as the Talent Landscape constantly evolves. Our 'Grow Your Own' strategy enables us to overcome those challenges by hiring talented individuals with the potential, aptitude and behaviours to become successful Sourcers and Recruiters at AMS. This approach also allows us to hire diverse skills into our organisation, particularly language capabilities, whilst offering a new career proposition for individuals who can lend their expertise to the world of Talent Acquisition and are eager to reach their full potential in a new industry.

This programme offers a new career pathway for ambitious individuals, who are keen to develop essential skills and experience, that would enable them to become our next generation of Talent Acquisition professionals. The concept of the programme is to hire individuals who had no previous recruitment experience but would complete an initial intensive 6-week training programme with a blended learning experience covering the end-to-end Recruitment Lifecycle. On week 7, the Trainees join one of our client accounts, where they develop in-role for another 12 months via exposure to peer expertise, availing of upskilling opportunities and taking accountability for operational delivery in their business areas. To support their development, the Trainees are provided with development milestone objectives and the ultimate goal of the programme is for them to be promotion ready, from Trainee Recruiter to Recruiter, once they have been in their role for 12 months.

By the end of 2023, of the 253 Trainee hires we had made globally, 92% of those who were still operating in Recruiter remits were promoted within 12 months.



## Spotlight

# DEIB Training Modules

Diversity, Equity, Inclusion & Belonging is embedded in everything we do at AMS and we are incredibly passionate and committed to progressing DEIB at all levels of our business. We focus on fostering a culture where all colleagues have a sense of inclusion and belonging, and can bring their true, authentic selves to work every single day. We provide the following training modules at AMS relating to DEIB:

### ✔ Bias & Conscious Inclusion

To understand more about what makes an inclusive culture we need to understand more about ourselves and our own bias. Bringing inclusion into our conversations and decisions is critical.

Throughout the session, we talk about what we have learned about unconscious bias, taking it to the next level, to conscious inclusion. Not only does conscious inclusion allow us to reflect on our own uniqueness, but it also facilitates an appreciation for the diverse identities of others. When applied to the workplace and teams, there is a strong business case that diversity has multiple benefits on organisational effectiveness. In 2023, this training module had an 80% completion rate.

### ✔ Inclusive Leadership

As a global multicultural organisation with diverse colleagues, we want our leaders to be aware of their bias, demonstrate inclusive behaviours, and have cultural competence. This session covers all these topics so that our leaders can be inclusive and help engage and retain our people. In 2023, this training module had an 86% completion rate.

### ✔ Microaggressions

We recognise that micro aggressive instances occur on a daily basis in the workplace, and we strive to foster an environment that encourages our colleagues to discuss occurrences openly. We want our people to be able to feel they are in a safe place to discuss micro aggressive instances with those who may have demonstrated this behaviour first before addressing it with their manager, this is because we recognise that micro aggressive instances are often unintentional. The objective of this training is not to blame anyone, but to make our people aware of these occasions and equip them with the tools to address them. During this course, our people learn more about what microaggressions are, how do microaggressions affect people, how to respond to a microaggression and what to do if they witness or overhear a microaggression. In 2023, this training module had an 78% completion rate.

### ✔ Passport to Hire

Dedicated to all AMS people managers, this training supports our DEIB Promise to champion inclusive recruitment. By equipping our AMS hiring community with the capability and confidence to deliver best practice hiring, we are committing to a culture of inclusivity. In 2023, this training module had an 93% completion rate.

### ✔ Allyship

Allyship a lifelong process of building relationships based on trust, consistency, and accountability with marginalised individuals and/or groups of people and an opportunity to grow and learn about ourselves, whilst building confidence in others. In 2023, this training module had an 80% completion rate.

### ✔ DEIB training for Recruiters

The aim of this programme is to enhance the capability and confidence of our AMS Recruiters in Diversity, Equity and Inclusion. It provides resources and tools to enable Recruiters to attract and recruit diverse talent which can help our teams grow efficiently, create happier colleagues, build strong teams and help our organisation succeed against our competitors. In 2023, this training module had an 85% completion rate.

## Spotlight

# Mandatory Awareness Training Modules

Awareness of our key AMS policies enables our colleagues to ensure they know how to act consistently and ethically in day-to-day routines, complying with legislation and regulation in every aspect of their roles. Our new joiner's complete compliance essentials training, within the first two weeks of joining AMS, to ensure they are aware of minimum requirements. All colleagues receive global annual mandatory compliance awareness training\* on the following subjects:

### ✔ Prevention of Fraud, Bribery and Corruption – What you need to know

In this training colleagues dive into AMS's Policy on Prevention of Fraud, Bribery and Corruption. The fight against different types of fraud, corruption and bribery is endorsed and supported at the most senior level within AMS and we have a zero-tolerance attitude to criminal breaches of business practices, within our business and our supply chain. This training explains what fraud, bribery and corruption are and what forms they might take, the damage those can do to AMS and society as a whole, actions all must take to prevent fraud, bribery and corruption at AMS, and how to report prohibited acts at AMS and where to seek further support. In 2023, this training module had a 99% completion rate.

### ✔ Preventing Modern Slavery

At AMS, we recognise that we have a significant role to play in the prevention of modern slavery by managing our business carefully and responsibly. We take a zero tolerance approach to any form of Human Trafficking, Forced Labour and Modern Slavery. As a UK head-quartered business, this policy is in direct response to the UK's Modern Slavery Act of 2015. We apply this policy globally because AMS is committed to acting responsibly in all relationships with clients, employees and communities around the world, including the protection of human rights. Acting with integrity is fundamental to the values and behaviours set out in our Global Code of Conduct. We operate in a transparent environment and continuously focus on driving corporate social responsibility through adopting appropriate policies, not only within AMS, but also within our global supply chain. To demonstrate our commitment to the prevention of modern slavery, our anti-slavery and human trafficking statement is available on our corporate website and is reviewed and updated annually. This training brings AMS policy to life to support our colleagues further in their understanding of preventing modern slavery. In 2023, this training module had a 94% completion rate.



## Spotlight

# Mandatory Awareness Training Modules

Awareness of our key AMS policies enables our colleagues to ensure they know how to act consistently and ethically in day-to-day routines, complying with legislation and regulation in every aspect of their roles. Our new joiner's complete compliance essentials training, within the first two weeks of joining AMS, to ensure they are aware of minimum requirements. All colleagues receive global annual mandatory compliance awareness training\* on the following subjects:

### ✔ AMS Code of Conduct

Our Global Code of Conduct (the 'Code') is a framework that guides all colleagues to better understand our values, behaviours, responsibilities, and basic standards of ethical business conduct that all colleagues are expected to demonstrate in their roles both at work and in any situation where they act as representatives of AMS. This training is designed to provide a reference of standards in delivering our services to clients and candidates, whilst being compliant with applicable legislative and regulatory requirements. Our Code helps to understand the rationale behind the importance of the principles and practices that AMS expect colleagues to follow, provide guidance on how to conduct our business activities in fair and ethical ways and where to seek further information and support. In 2023, this training module had a 99% completion rate.

### ✔ Health, Safety & Wellbeing

This training summarises basic Health and Safety obligations applicable to our company globally, as well as arrangements AMS has implemented to ensure safe working conditions for all colleagues. In 2023, this training module had a 99% completion rate.

### ✔ Information Security

This training helps colleagues understand what an Information Security Management System is, what consequences may result from not adhering to it, their role in an Information Security Management System and its practical applications. In 2023, this training module had a 99% completion rate. As part of the Information Security Culture Programme, additional bite-size mandatory training tasks focused on different aspects of information security / cybersecurity are assigned to colleagues on a monthly basis.

### ✔ Data Protection

Everyone has rights with regard to how their personal data is obtained, stored, handled, processed, transferred, retained and destroyed. During the course of our activities we will collect, record, store and process personal data about our staff, clients, candidates, suppliers and other third parties. We recognise the need to treat it in an appropriate and lawful manner. This training provides an overview of how data is protected at AMS along with the policies and procedures that must be followed. In 2023, this training module had a 98% completion rate.

## Good Health & Wellbeing

The health and wellbeing of our people is paramount to the success of AMS. A happy workforce leads to better productivity, with lower absenteeism and reduced attrition.

We are committed to remove the stigma linked to poor mental health and for this reason we create a number of opportunities to support all level of the organisation . All people managers have to undergone training to support the health and wellbeing of their direct reports, and we organise webinars to educate the business on key aspects of health and wellbeing, such as webinars led by external scientists and psychologists.

For the third year in a row, AMS acknowledged the hard work and commitment demonstrated by our colleagues by offering colleagues three gifted days of annual leave to be taken during the month of December, to spend time away from the business, in a true effort to encourage self-care.

We have concentrated efforts to map regional' health and wellbeing activities in preparation to launch a 'Health and Wellbeing Employee Resource Group' championed by a member of the Executive team.

Across the organisation, we celebrated Movember, Menopause Awareness Month and World Mental Health Day, an international day for global mental health education, awareness and advocacy against social stigma. We provided our people with a webinar on pros & cons of psychological diagnosis, experiencing a mindfulness lunch, chair yoga, a sound bath, and a Time to Talk with our Mental Health Ambassadors.

We have continued to create a culture where employees feel comfortable discussing mental health concerns and reaching out to Mental Health Ambassadors for support.

The Mental Health Ambassadors are individuals within AMS who are trained to provide support, resources, and a listening ear to their colleagues experiencing mental health challenges. They help reduce stigma around mental health, promote awareness, and connect employees to available resources.





# Planet

In this section, we delve into our unwavering commitment to achieving carbon neutrality globally by 2025 and reaching our 2050 net-zero targets. You will learn about the strategies we're deploying to reduce our environmental impact. But our journey toward a greener future doesn't stop there. We're actively engaging with our people, fostering a culture of environmental stewardship through education, awareness campaigns, and collaborative initiatives. Our efforts to protect the planet are deeply interconnected with the well-being of our people, as we recognise that a sustainable environment is the foundation of a thriving, resilient workforce. As you explore this section, you'll see how our dedication to the planet is both a company-wide mission and a personal commitment for everyone at AMS.



# Climate Action and Affordable & Clean Energy

As a responsible global corporate citizen, we hold ourselves accountable for our impact on the environment and the communities in which we operate. In 2023, AMS achieved CarbonNeutral® division certification in the UK, in accordance with [The CarbonNeutral Protocol](#), the leading global framework for carbon neutrality. We are committed to become Carbon Neutral globally by 2025, whilst we drive down our emissions to become Carbon Net Zero by 2050.

## AMS UK Carbon Reduction Plan

We are currently working to a Global Carbon Reduction Plan and at present report UK Carbon Emissions.

2023



62%

Scope 1



2%

Scope 2  
(Gross)



36%

Scope 3

Scope 1 – Homeworking

Scope 2 – Energy supplied from our leased offices

Scope 3 – Business Travel & Employee commuting

### In 2023 AMS:

- ✓ Achieved CarbonNeutral® division certification in the UK
- ✓ Implemented improved reporting on employee commuting by capturing this information when colleagues sign into AMS offices
- ✓ Worked with our AMS colleagues to raise awareness around sustainability
- ✓ Reviewed our location strategy to ensure that environmental performance is taken into consideration regarding any AMS office moves.

A|M|S

Reporting Year	2020 tCO <sub>2</sub> e	2021 tCO <sub>2</sub> e	2022 tCO <sub>2</sub> e	2023 tCO <sub>2</sub> e	2023 Comments
Scope 1	858.773	2066.821	1281.34	1487.75	An increase in scope 1 emissions for 2023 due to an increase in AMS headcount.
Scope 2	106.849	<b>Gross:</b> 72.852 <b>Net:</b> 39.405	<b>Gross:</b> 50.02 <b>Net:</b> 5.65	<b>Gross:</b> 36.50 <b>Net:</b> 3.76	Energy supplied in our Belfast office for 2023 supplied from green energy. Our Bracknell office closed at the end of 2022 which is why a reduction has been made compared to 2022.
Scope 3	459.2516	89.99178	725.65	865.83	An increase in scope 3 emission due to more business travel & employee commuting and an increase in AMS headcount, in addition post pandemic business as usual activities resumed.
Total Emissions	1424.8736	<b>Gross:</b> 2229.63778 <b>Net:</b> 2196.21778	<b>Gross:</b> 2057.01 <b>Net:</b> 2012.64	<b>Gross:</b> 2390.08 <b>Net:</b> 2357.25	Overall, there was an increase in our emissions from 2022 to 2023 due to an increase in UK AMS headcount. For 2023 the emission net total figure equates to approximately just over 1 tonne of tCO <sub>2</sub> e per AMS employee.

We recorded an overall gross increase of 333.07 tCO<sub>2</sub>e in 2023 from the 2022 figure. This is due to an increase of AMS headcount.

### Further reading:

<https://www.weareams.com/carbon-reduction-plan/>



# UK Carbon Neutral Certification



“ We are delighted to work with experts in this sector, Climate Impact Partners. They have over 25 years’ experience running some of the most innovative and largest voluntary carbon offsetting programs in the world. Working with them means all the projects we are supporting are independently verified and have a real and positive impact on the climate.”

**Gordon Bull, Chief Legal, Risk & Compliance Officer**



We are proud to have achieved **CarbonNeutral® division certification** in the UK, in accordance with The [CarbonNeutral Protocol](#), the leading global framework for carbon neutrality.

To achieve CarbonNeutral® certification, we are working with Climate Impact Partners, specialist in carbon market solutions for climate action, and had an independent assessment of the greenhouse gas emissions produced from our UK operations as per our [UK Carbon Reduction Plan](#).



As well as taking actions to reduce our footprint through our UK Carbon Reduction Plan, unavoidable emissions have been offset through projects including [Solar Water Heating, India](#) and [Clean Water and Cooking, Guatemala](#).



We have selected to support these projects based on the locations in which we operate and on the United Nations Sustainability Development Goals that we support.

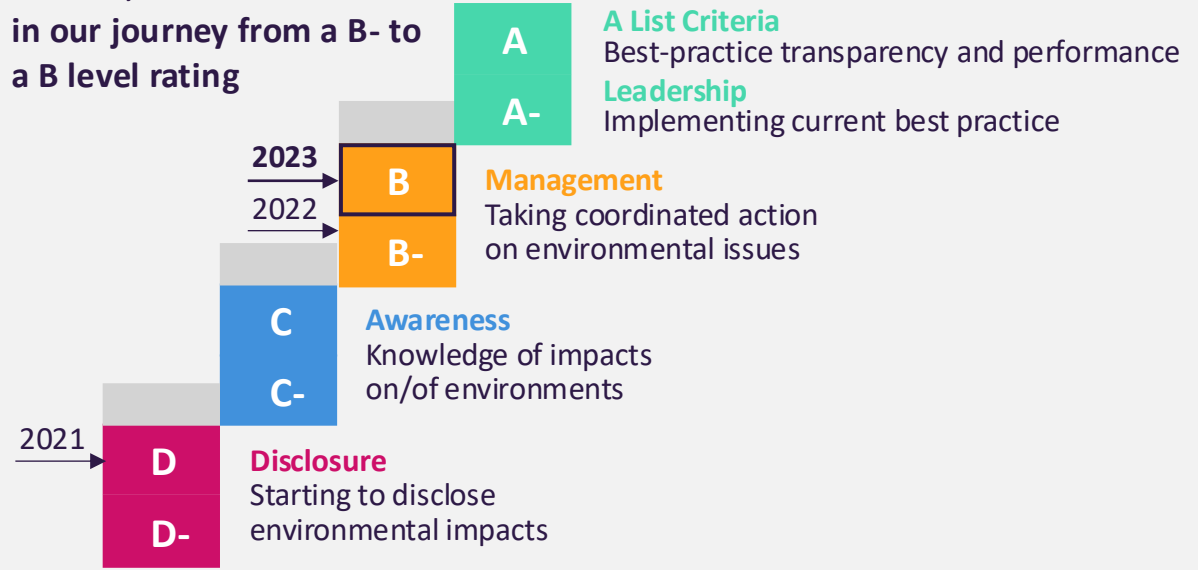


“ We work with leading organisations to deliver action on climate change and create a more sustainable world. Our joined-up approach helps organizations address their environmental impacts through high-quality carbon market solutions that also deliver positive impact for nature and local communities.”

**Climate Impact Partners**

Reporting AMS' environmental data through Carbon Disclosure Project (CDP) enables us to protect and improve our reputation, boost competitive advantage, uncover risks and opportunities, track and benchmark progress and get ahead of regulation. In 2023, 16 clients requested AMS to complete the CDP Climate Change questionnaire. This is up 78% from 2022

In 2023, we moved forward in our journey from a B- to a B level rating



**We scored above average globally and in our Activity Group**

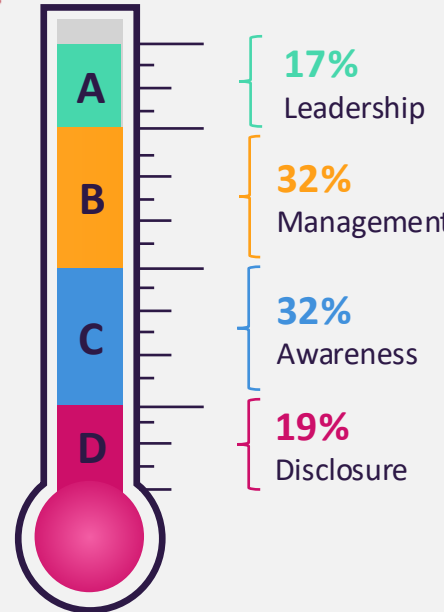
Our score compares favourably to the rest of the Specialized Professional Services category, which has an average score of 'C'

We are performing in line with organizations that have submitted across Europe, where the average is a 'B'

Our rating is above the average global score which is a 'C'



**AMS 2023 CDP Score**



We are amongst 32% of companies that reached Management Level in our Activity Group for Climate Change

Over 24,000 organizations around the world disclosed data through CDP in 2023, with more than 23,000 companies – including listed companies worth two thirds global market capitalization - and over 1,100 cities, states and regions. Click [here](#) to find out more about CDP.



# Our Impact with Plant for the Planet

We partnered with **Plant-for-the-Planet** to support the global, UN commissioned **Trillion Tree Campaign** to protect the world's three trillion trees and plant an additional one trillion. Plant-for-the-Planet vets and aggregates tree planting projects and enables its partners to seamlessly donate to various initiatives contributing to the one trillion tree goal.

## Employee Engagement Opportunities

- > Physical tree planting
- > Project voting
- > Plant tree for each new starter
- > Plant trees for internal competition winners

# 19,000

Total trees planted  
across 2022 & 2023

Visit our [AMS Forest](#)

# A|M|S



“AMS recognises that by supporting tree planting projects, we are actively contributing to reforestation and the preservation of biodiversity. These initiatives help restore vital ecosystems, provide habitats for wildlife, and promote a healthier environment. Through our commitment to these projects, we are dedicated to playing a role in combating climate change and fostering a sustainable future for generations to come.”

**Gordon Bull**

**Chief Legal, Risk & Compliance Officer**

We retained Bronze-level status with EcoVadis, a globally recognised platform that evaluates corporate sustainability performance. This achievement reflects our ongoing commitment to environmental stewardship, ethical business practices, and social responsibility. Reporting to EcoVadis is crucial for us as it provides an independent assessment of our sustainability efforts, enabling us to benchmark our performance and identify areas for improvement. For our clients, this certification offers transparency and assurance that we are dedicated to sustainable practices, reinforcing their trust in us as a responsible and forward-thinking partner.



In recognition of the importance of providing colleagues with a platform to engage and discuss their environmental passions, in 2022, we created our environmental colleague community. This brings together our teams to discuss environmental impacts, share learnings and commitments on protecting the environment within their own communities. It is evident that our colleagues want to protect our planet with many choosing to use their volunteer day to support clean-up activities in their local communities. We continued our engagement journey in 2023 with planned activities to raise awareness of the environment.

**Tree Planting**

29 AMSers took part in a tree planting event near Krakow where 500 two-year-old oaks were planted. They had perfect spring sunny weather and good moods. Our colleagues reflected on being able to meet in nature and to do something important for the planet.



**World Earth Hour**

We celebrated World Earth Hour, for the first time in 2023, by encouraging employees to take gifted leave to participate in a ‘digital switch off’ during the month of March.

We inspired colleagues to turn off all electronic devices that related to their work and then spend time focusing on their own mental health, wellbeing and reflecting on the impact they have on the environment and the steps they can take to reduce their impact.

Colleagues across AMS posted messages on our Global Sustainability & The Environment Community about how they spent their time outside enjoying the fresh air with pets and loved ones.



# World Clean-up Day

Clean-up events took place across 2023 and throughout the month of September we supported World Clean-up Day. Colleagues across the globe joined together in an international movement by arranging and participating in clean-up activities from woods of Warsaw in Poland, across the Americas, EMEA and APAC, right through to Shanghai in China.



## Americas

Georgia  
Cleveland  
Miami

## UK & Ireland

Belfast  
Reading  
Cheshire

## EMEA

Krakow  
Gdansk  
Warsaw  
Spain

## APAC

Cebu  
Manila Bay  
Singapore  
Mumbai  
Shanghai  
Delhi



“AMS colleagues, along with friends and family, collected around 650 kg of plastic waste at Girgaon Beach. The drive helped us reflect on the impact that our collective efforts can have towards the environment. It demonstrated a sense of oneness and belonging that inculcates when everyone contributes towards a noble cause. Such initiatives build up a larger sense of responsibility and a deeper connection that makes one want to nurture the environment that we are all a part of.”

**Vinod Subramanian**  
Managing Director India



# Progress

This section documents our significant achievements in sustainability, showcasing the recognition we've received. It also outlines our future aspirations, reflecting our ongoing commitment to pushing the boundaries of what's possible in creating a more







# Industry Recognition

We are focused on maintaining the momentum of our sustainability programme and understand the power of collaborating with our colleagues, clients and partners in delivering it. We continue to make strides across all areas of our sustainability programme. Here outlines some of the recognition we have received throughout 2023:

## 2023 Awards:

### UK&I



**Winner**

Outstanding Disability Network of the Year  
**British Diversity Awards 2023**



Ranked 39<sup>th</sup> in **UK&I Social Mobility Index**



**Leader**  
RPO Services 13<sup>th</sup> consecutive year as leader  
**Everest Group**



### EMEA



Ministry of Family, Labour and Social Policy

**Winner**

Family Friendly Company Award for our service centre in Krakow, Poland  
Poland Ministry of Family, Labour and Social Policy



**Shortlisted for** Disability Network of the Year  
**European Diversity Awards 2023**

**Awarded Foreigner - Friendly Employer** by Krakow Labor Office

### Americas



- Great Place to Work Certification in Canada
- 100 Best Workplaces in Canada 2023
- Best Workplace in Ontario Managed by Women
- Best Workplace with the Most Trusted Executive Team

**Great Place To Work**



**Winner**

Great Northeast Ohio Workplace for Top Talent  
**NorthCoast 99**



Downtown Cleveland Business of the Year  
**2023 Ruth Ratner Miller Awards**



Best Places to Work for LGBTQ+ Equality in Mexico  
**Human Rights Campaign (HRC) Equidad MX program**

### APAC



**Winner**

One of the Top 25 Safest Workplaces in India  
**KelpHR PoSH Awards 2023**



**Best RPO Provider** (Foreign/Joint Venture) China  
**HRflag Awards2023**



**Winner**  
Best 100 HR Services Provider  
**HRoot Spark Award 2023**



**Winner**

The RPO/MSP/Talent Solutions Company of the Year  
**TALiNT International Annual Recruitment Awards**



**Best HR Services Provider** Philippines 2023  
**APAC Insider South East Asia Business Awards 2023**

We are determined to drive forward our journey on sustainability during 2024. Our sustainability aspirations for the year include:



Read more:

- [AMS Sustainability Report](#)
- [UK Carbon Reduction Plan](#)
- [DE&I Annual Report](#)
- [Gender Balance & Pay Report](#)



### Champions of diversity, equity & inclusion

- Continue to develop our inclusive culture, building a sense of Belonging across AMS
- Set our Employee Resource Groups up for success, uplifting underrepresented voices and creating moments that matter
- Strive for bias free and equitable approaches across our core people processes - hiring, performance, promotion, and attrition
- Work towards becoming representative of the communities where we are based
- Meet our 2024 commitment to ensure that 17% of our global leadership are ethnically diverse or local talent



### High standards for health & wellbeing

- Continuously improve our Health, Safety and Wellbeing training offering across target countries
- Engage with colleagues across key countries on Health & Safety via a strengthened network of employee representatives
- Provide our employees with opportunities to support their quality of life by empowering and inspiring them to take responsibility for their overall health and wellbeing
- Develop and execute health and wellbeing events and activities at a global level, aiming to educate colleagues on techniques and skills to support their overall wellbeing



### Carbon Neutral by 2025 and Net zero by 2050

- Remain carbon neutral in the UK and prepare for global carbon neutral status in 2025
- Track and report on Carbon Emissions across core office locations
- Move forward with our commitment and submit our Science Based Targets to the SBTi for validation
- Further improve our Carbon Disclosure Project and EcoVadis Rating
- Collaborate with applicable suppliers to understand their Environmental plans and provide guidance where appropriate



### Decent work & economic growth

- Maximise technology and data to deliver best in class talent solutions and to drive improvement and innovation
- Partner with our clients to ensure fairness and diversity within the recruitment process
- Develop supply chain engagement on sustainability commitments
- Collaborate with clients to upskill or reskill existing tech talent to help grow their workforce and fill the gaps with our Talent Lab
- Inspire our employees to meet our 2024 commitment to reach our target of 20,000 volunteering hours





# Decent Work & Economic Growth

AMS operates out of the following four regions:

**UK & Ireland**

The heart of our global business since 1996

**Americas**

Present in 13 markets, delivering in all 50 states

**Europe, the Middle East, and Africa**

Local solutions from Gdansk to Dubai

**Asia Pacific**

Powered by a multilingual, 2,400-strong team

“Congratulations to AMS for placing in the Top 75 in this year’s Social Mobility Employer Index again. This shows continued commitment to ensuring people from lower socioeconomic backgrounds get in, get on and belong in your organisation. Taking action on social mobility is the right thing to do – it’s also the smart thing to do. By accessing and progressing talent from all backgrounds, firms like AMS will benefit from better decision-making, higher productivity and engagement and more innovating thinking.”

**Sarah Atkinson,**  
CEO, Social Mobility Foundation

## Our Approach to Responsible Business

We are committed to doing business in a responsible and transparent manner and this plays a crucial role in supporting our clients’ objectives, which in turn, supports the United Nations Sustainability Decent Work & Economic Growth goal. We implement fair and ethical recruitment processes and provide access to quality employment opportunities for job seekers. Our clients are enabled by our expertise in sourcing and selecting qualified candidates, which can help create a more diverse and inclusive workforce. Outsourcing recruitment allows our clients to focus on their core operations.

We place great value on the performance of our supply chain, which supports a variety of our service lines. This provides AMS with the opportunity to develop and continually improve our suppliers’ approach to ethical and sustainable business practices in their own recruitment practices. We are committed to ensuring an ethical supply chain through our comprehensive Supplier Code of Conduct that goes beyond basic compliance with laws and regulations. Our Supplier Code of Conduct has been developed in collaboration with suppliers and our stakeholders and covers a range of ethical issues such as human rights, labour practices, environmental sustainability and anti-corruption measures.

In addition to the Supplier Code of Conduct, we operate robust due diligence and monitoring programme. This includes regular inspections, third-party audits and anonymous reporting mechanisms for workers and suppliers to report any violations.

Our programmes provide global strength with local understanding, servicing some of the world’s most respected global brands.

Decent work & economic growth is a natural aspiration for our business given the purpose of our organisation and the ability we have, in partnership with our clients, to make a difference to progressing future careers. Our people are passionate about delivering great outcomes for candidates and clients globally. This is second nature to us and is at the very core of our business strategy.

### Some highlights of our accomplishments in 2023 include:

- 300,000+** Hires per year
- 531** promotions
- 27,000+** Early Career hires
- 50+** Languages spoken
- 8,000+** Colleagues
- 120+** Countries
- 200+** Outsourcing clients

# Policy

In this section, we underscore the critical role that strong governance plays in driving sustainable success. At AMS, we believe that robust policies provide a strong foundation for our long-term resilience and ethical responsibility. This section highlights the comprehensive framework of our governance, boards and committees, designed to ensure compliance, accountability, transparency, and strategic alignment with our sustainability goals. Underpinned by our company values, bold passionate and authentic our Risk & Compliance function support and safeguard our business by upholding the highest standards of legal and regulatory adherence. Together, these governance structures not only protect AMS but also reinforce our commitment to responsible and sustainable business practices.





# Policy

At AMS, we believe that effective governance serves as the bedrock of sustainable and responsible business practices. We are focused on progressing the sustainability of our organisation under the oversight of the relevant organisational leadership on both global and regional levels.

Transparent and accountable governance plays a vital role in fostering long-term value creation for our stakeholders. Guided by our firm commitment to sustainability and Environmental, Social, and Governance (ESG) principles, we are dedicated to maintaining a robust governance framework that upholds the highest ethical standards, ensures prudent risk management and promotes diversity, equity, and inclusion along with protection of our planet, across our organisation.

## ISO Standards

AMS retained certification to the following ISO Standards:

- ✓ ISO 27001 – Information Security
- ✓ ISO 9001 – Quality
- ✓ ISO 45001 – Occupational Health & Safety
- ✓ ISO 14001 – Environmental

Our Information Security, Quality, Health & Safety, and Environmental Management Systems are certified by independent internal and external auditors as meeting internationally recognised standards.

For each management system, we have a policy and tools that enable our teams to each play their part in ensuring we continue to meet the relevant standards. We perform internal audits as a control to identify areas of improvement and/or necessary corrective actions. An internal audit may be followed up with an external audit, according to a three-year schedule.

Our ISO Framework is governed by the ISO Governance Committee, which meets quarterly to ensure internally and externally identified corrective actions are progressed so that our management systems continue to meet the international standards and certifications are retained. The committee monitors organisational change to ensure the framework remains appropriate, driving action where necessary.

## AMS Corporate Governance

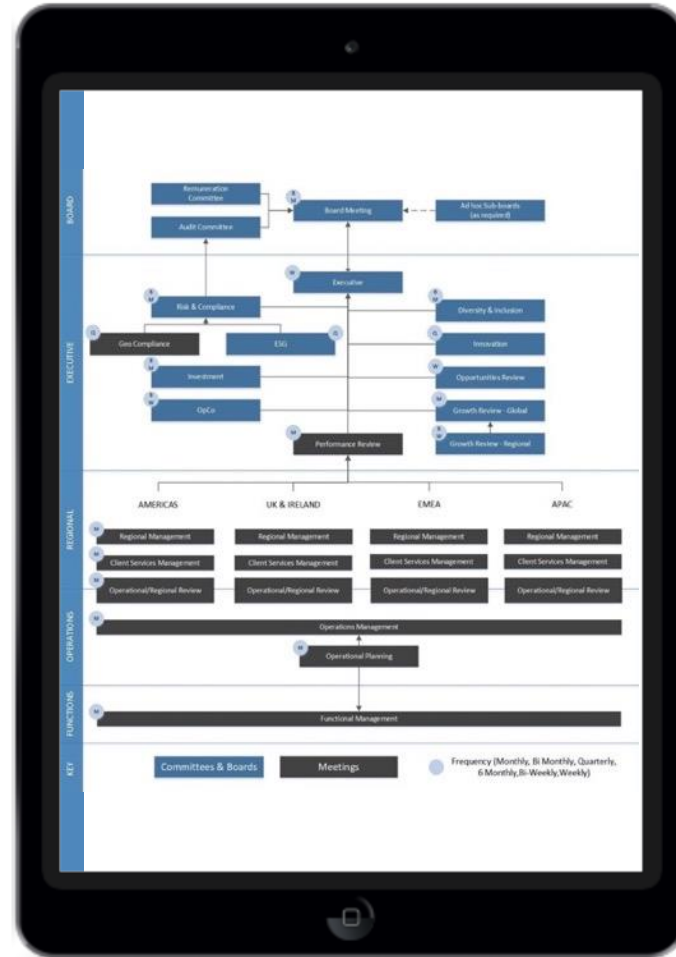
Our Quarterly Sustainability Committee forms part of our corporate governance, reporting into the Risk & Compliance Committee and ultimately the Executive Committee. It defines, agrees and monitors objectives on an ongoing basis as well as acts as the centre of excellence for sustainability whilst promoting achievements and progress across AMS.

The Committee is chaired by Gordon Bull, Chief Legal, Risk & Compliance Officer, and comprises global senior representatives and the functional owners of core sustainability initiatives. The sessions are action orientated, providing valuable oversight, steering and governance across our sustainability programme.

# Corporate Governance Policy

The AMS Corporate Governance Policy sets out the framework, standards and processes through which AMS is directed and controlled. Effective governance is a fundamental requirement in delivering our business objectives.

Our framework structure maps the governance meetings and committees and sets out the interrelationships that make up the Governance Framework. Governance focused on Operational Delivery and Client services operates at Operational and Regional levels, whilst Executive governance takes place centrally, with Board governance having independent oversight through non-executive directors.



Several committees & boards are in operation across AMS including:

**Executive Committee** – to set the Organisation Strategy and Plans and ensure the business is organised in order to execute those plans. Responsible for ensuring decisions are appropriately made on the deployment of corporate assets in order to optimise business performance whilst effectively managing corporate risk.

**Risk & Compliance Committee** – to identify, assess and monitor risk through review of the Corporate Risk Register, and ensure appropriate mitigating actions are taken across the business. To review key risk & compliance metrics and topical deep dives. To escalate areas of material risk to the Audit Committee, as required.

**Sustainability Steering Committee** – establishes governance for our sustainability strategy and framework. Defines, agrees and monitors objectives on an ongoing basis. Acts as the centre of excellence for sustainability, promoting achievements and progress across AMS.

**Diversity & Inclusion Committee** – to set the Corporate D&I strategy and ensure appropriate deployment of that strategy across the organisation.

**Geo-Compliance Board** – establishes central oversight and a collective record of all corporate activities and documentation for all AMS legal entities. Ongoing visibility and management of potential risks to the compliant operation of entities. Governance of plans and actions required to ensure corporate compliance. Centre of Excellence to support sustainable growth into new locations, establishing blueprint for new country set up and education for relevant teams.



# Ethical Business Practices

## ✔ Global Code of Conduct

Our Global Code of Conduct sets out the values, behaviours and conduct that individuals working for, or associated with us, are expected to demonstrate in their roles both at work and in any situation where they are acting as representatives of AMS. To put it simply, our Code is a guide for both how to behave appropriately and how to make decisions at work. It is the cornerstone of our policies.

## ✔ Prevention of Fraud, Bribery and Corruption

The fight against acts of fraud, bribery and corruption is endorsed and supported at the most senior level within AMS. We recognise that over and above any financial damage suffered, fraud, bribery and corruption may reflect adversely on our reputation and run counter to AMS's corporate culture. As such, we have a zero-tolerance attitude to criminal breaches of business practices within our business and our supply chain and will report them to the appropriate law enforcement authorities.

## ✔ Prevention of Human Trafficking, Forced Labour and Modern Slavery

We have a significant role to play in the prevention of human trafficking, forced labour and modern slavery by managing our business carefully and responsibly. As such, we take a zero-tolerance approach to any form of modern slavery. To demonstrate our commitment to the prevention of modern slavery, our anti-slavery and human trafficking statement is available on our [website](#).

## ✔ AMS Raise Your Concerns

We encourage colleagues to actively call out behaviours and activities that contradict AMS values and policies or breach legal or regulatory obligations. Any such activity puts AMS business at risk of reputational damage, financial penalties, or legal repercussions and have detrimental effect on our people, our clients, our suppliers, business partners and society. Should one become aware of any contradictory behaviour or activity within AMS business that has occurred, might have occurred, or has a strong possibility of occurring in the future, they are encouraged to raise it. We understand that people may wish to remain anonymous when raising their concern in which case they are able to use the [AMS Raise Your Concerns](#) channel which is operated by an independent third party with varying levels of anonymity. Concerns can be raised via the website or by phone. Any information that is provided through this channel is secure and will be treated in a confidential manner.



We take risk and compliance very seriously with sponsorship from the Board and our CEO. This is demonstrated by an investment in a Global Risk & Compliance Programme and Function, reporting directly to the Executive team through the Global Managing Director of Legal, Risk & Compliance and the AMS Risk & Compliance Committee. The function encompasses the following sub teams:

**Regional Compliance Americas, APAC, UK&I & EMEA**

Identifies, documents, communicates and implements compliance standards to enable client services to comply with legislative and contractual requirements. Monitors legislative changes impacting client services and works in partnership to operationalise them. Supports new client implementations to ensure ongoing compliance

**Sustainability & Resilience**

Sustainability is monitored through our Environmental Performance, DEIB, Health & Safety and Governance programs.

Resilience at AMS is maintained through the Business Continuity Planning Management System; supporting the business by ensuring that guidance, documentation, and material support is available; along with crisis management capability

**CWS Compliance Assurance**

Provides assurance that compliance standards for UK&I contingent solutions are adhered to and controlled; translates compliance standards and client requirements into precise validation standards for in-scope contingent clients; provides compliance related training to in scope contingent accounts; works with contingent account teams to support continuous adherence to standards

**Internal Audit**

Owens and delivers the AMS Internal Audit Schedule, reporting to the Risk and Compliance Committee on audit results; conducts audits to assess compliance to Contractual Obligations, SLAs/KPIs, Operational Process, Commercial Terms, Legal & Regulatory Compliance, Client Policy, AMS Policy and People Screening and Governance

**Risk**

Provides a Governance Framework enabling oversight and support across corporate governance programs: Account related Change Control, ISO Governance, Policy Awareness, Risk Management and SafeGuard Standards

**Data Privacy**

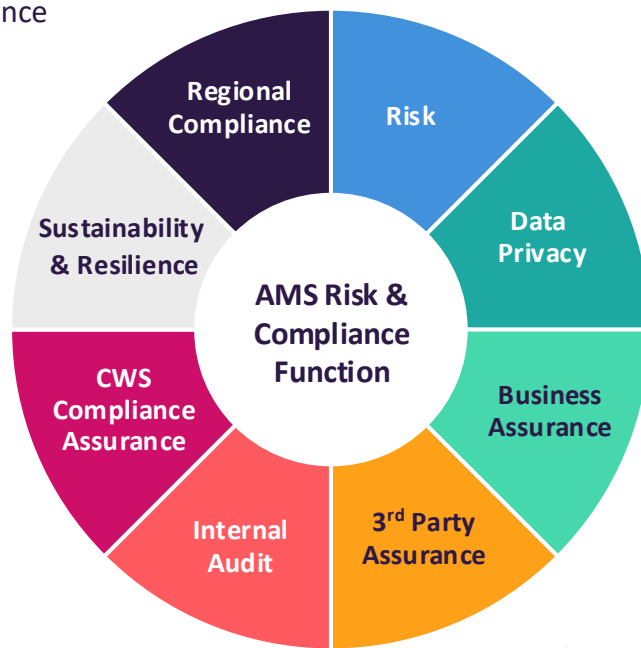
Maintains a Privacy Office that delivers a risk-based compliance approach to global data protection law by delivering legal data protection compliance obligations and providing AMS staff & clients with subject matter expertise

**Business Assurance**

This Centre of Excellence is a key point of contact and Trusted Partner across regions and Client specific solutions for operational Business Assurance (BA). BA Frameworks are in place to protect AMS and Client organizations from Legal, Financial, Regulatory and Reputational impacts

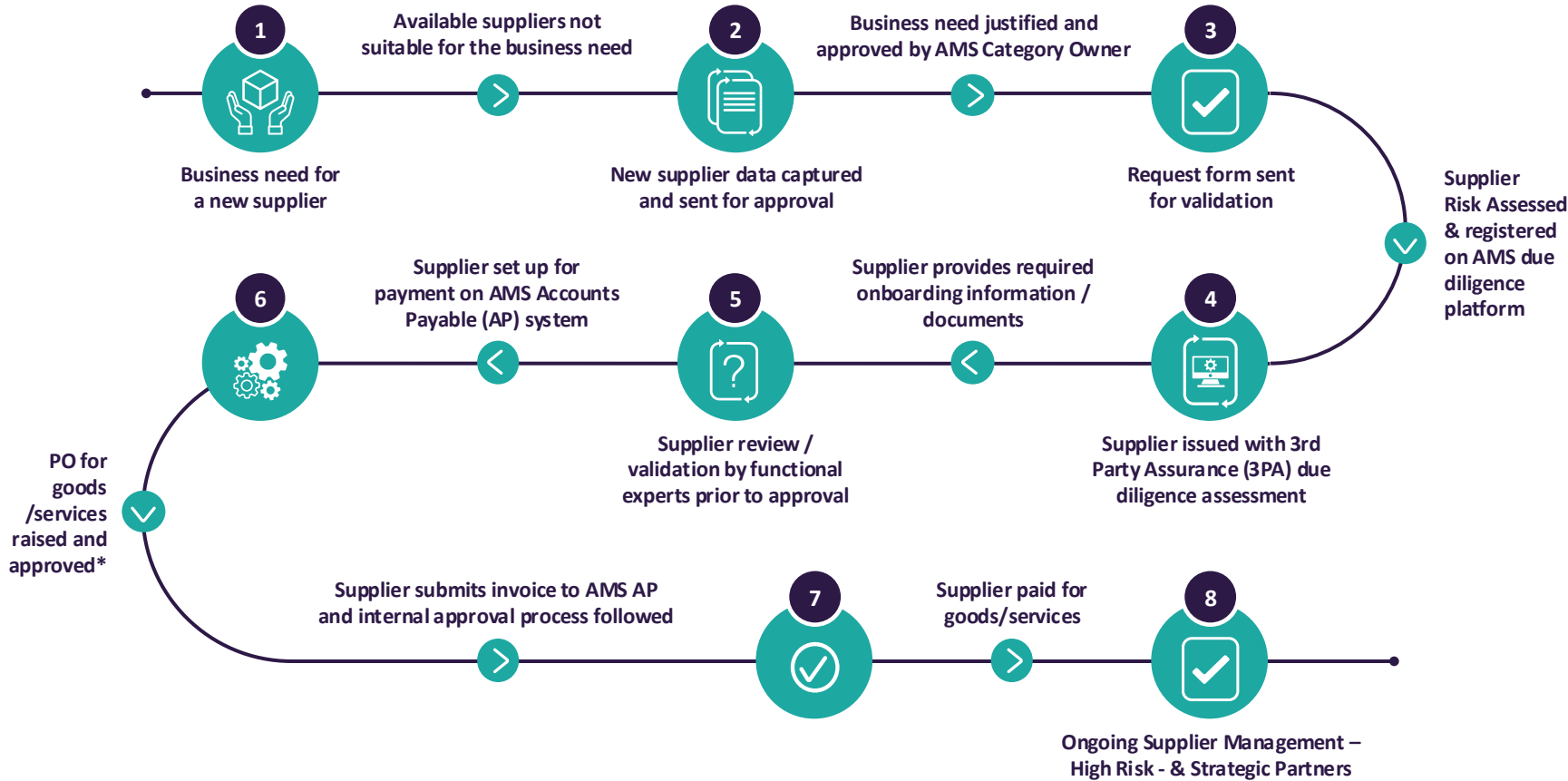
**3<sup>rd</sup> Party Assurance**

Develops the 3<sup>rd</sup> Party Assurance framework and standards for due diligence and the on-going monitoring of existing suppliers; provides support for business growth through involvement with new client implementations, ensuring the 3PA assessments are completed for any transition agencies as well as any identified key subcontractors





# A spotlight on 3rd Party Assurance (3PA)



3PA focusses on reviewing and evaluating 3rd party controls and standards across several key areas to understand and mitigate any risk to AMS and AMS's clients. These areas include:

- Sustainability
- Company's Environmental Practices
- Artificial Intelligence
- Health & Safety
- Corporate & Social Responsibility
- Labour & Human Rights
- Diversity & Inclusion (including own company diversity status)
- Charity & Volunteering
- Quality Management
- General Security
- HR Security
- Information Security
- Data Privacy
- Business Continuity & Resilience
- Governance & Compliance to legislation
- Ethical standards/behaviours including attestation to AMS Supplier Code of Conduct
- Operational procedures
- Supply Chain Management
- Adverse media/sanctions/PEPs/state owned company checks via Dow Jones
- Companies' House check (UK suppliers)
- Credit Checks

## In 2023:

<p><b>100</b> %</p>	of suppliers had a contractual agreement in place	<p><b>100</b> %</p>	of vendors who are evaluated as presenting 'high' or 'medium' inherent risk complete AMS Due Diligence	<p><b>100</b> %</p>	of suppliers received the Supplier Code of Conduct (and are contractually required to adhere to it)	<p><b>8</b> %</p>	of audited suppliers received corrective actions which were monitored through to completion
-------------------------	---	-------------------------	--	-------------------------	---	-----------------------	---

# Diversity Supplier Strategy

AMS continued to develop our supplier diversity strategy to promote inclusive practices across our supply chain, and creating more opportunity for minority owned businesses, maximising spend with these where possible.

We focus our efforts on creating diverse and SME supplier eco-systems specific to a client’s needs. Our current supply partners include a range of certified minority- or women-owned businesses who deliver certain aspects of a client’s solution such as sourcing or deploy an element of the tech stack such as talent curation.

We track Supplier Diversity spend across the UK and the US, leveraging our partnership with Supplier.io. In the US we have specific relationships with minority owned Employers of Record (EORs) for contingent workers and thus enable our clients to demonstrate their commitments in this field throughout their supply chain.



## ✓ Progress in 2023

- Supplier Diversity Working Group formed with representatives from Procurement, Risk & Compliance, and the DEIB COE
- Established clear objectives and policy statements regarding AMS supplier diversity approach
- Agreed to continue to report on Tier 1 suppliers/spend across UK/US
- Started to track and report on minority-owned businesses engaged via 3rd Party Assurance onboarding assessment,
- worked with clients to support their supplier diversity strategies, incorporating contractual requirements on diverse supplier spend reporting

## > What’s next?

- Review reporting/ spend for Tier 1 suppliers from Year 1 and refine future approach
- Enhance guidance material for our business on responsible, fair and inclusive procurement
- Develop approach for mentoring and strategizing with diverse suppliers in procurement opportunities

Since implementing our amended process unity 3rd party assessment we have identified

## 40 new suppliers

which have classified themselves as diverse-owned. Representing c.10% of suppliers engaged by AMS for business.

### Spotlight

#### AMS D&I Alliance

The AMS Diversity & Inclusion Alliance is a collaboration hub of DEIB focused partners formed to support client DEIB challenges, many of our partners are minority-owned businesses.

We developed a robust strategy for identifying diverse suppliers Alliance – continuously engaging our colleagues, clients and external contacts to build a deep knowledge of the DEIB supplier landscape. The DEIB COE and Supply Management teams developed an RFI process to onboard new Alliance partners which assess partner diversity (e.g. whether they are minority owned) and DEIB capability against consistent criteria.

Read more around how our Alliance are creating social value in our [2023 DEIB Annual Report](#).

55/REDEFINED



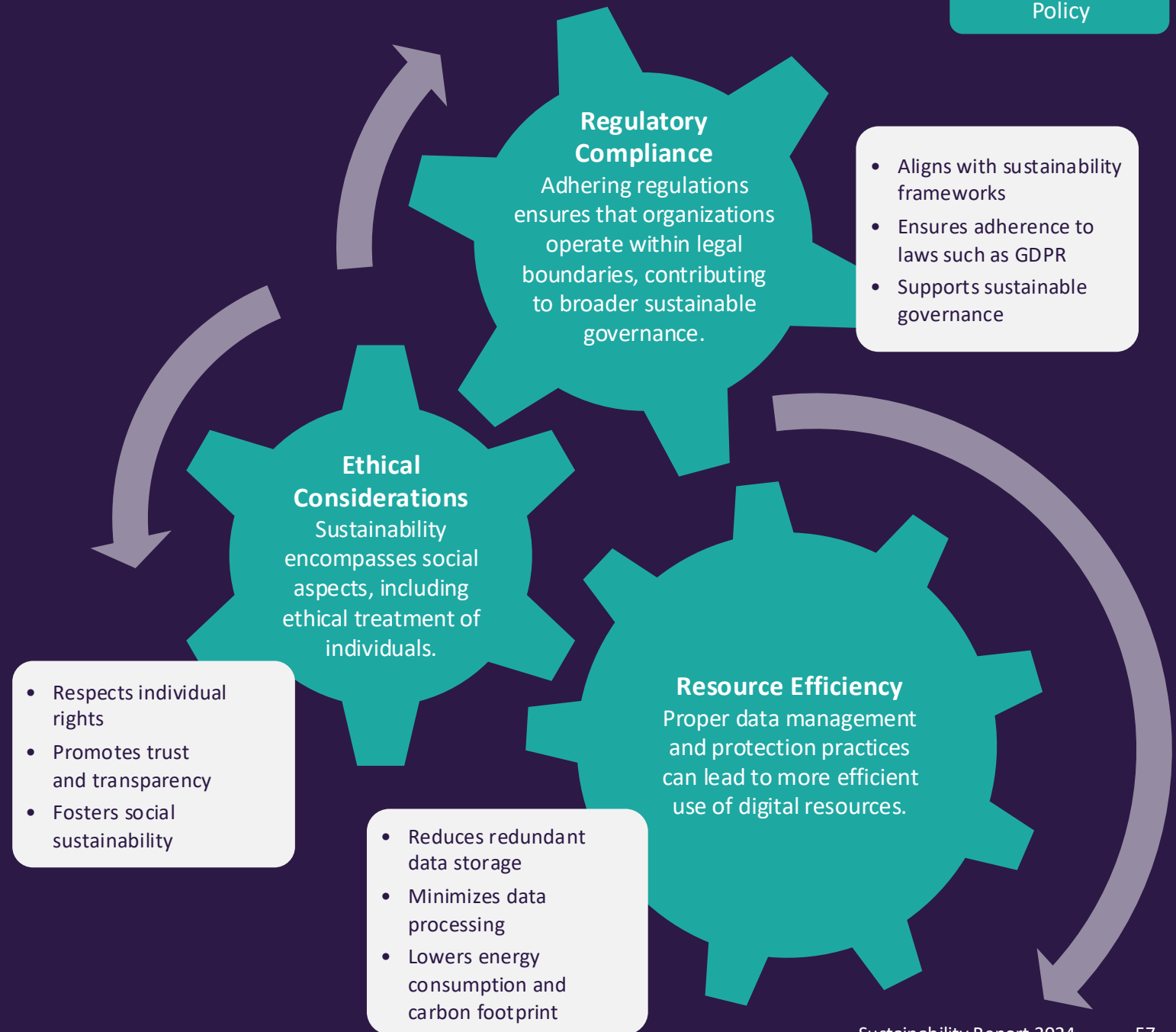


# A spotlight on Privacy and Data Protection in Sustainability

We empower our colleagues to be our champions of privacy, to take care of the personal data entrusted to them by our clients and candidates. Ensuring that everyone understands our obligations under law and also to the AMS Privacy Policy, applying the principles to everything that we do.

Our Data Privacy team work closely with the Information Security team to deliver an environment that gives AMS the technology and tools required to provide secure services to our clients.

Integrating Privacy and Data Protection into AMS sustainability strategies ensures that technological advancements and data-driven practices contribute positively to both environmental and social dimensions of sustainability.



# A Spotlight on Regional Compliance

## Compliance in Client Wins

Supported by other sub-teams of the Legal, Risk & Compliance Team, Regional Compliance support Implementation & Transformation with new client implementations by completing the following:

- ✓ Country compliance research
- ✓ Identification of critical contractual requirements
- ✓ Identification of critical transactional requirements
- ✓ Operations Manual and standard operating process review
- ✓ Documenting Pre-Engagement Screening (PES) and CWS Compliance Assurance standards (where applicable)
- ✓ Resilience, Business Continuity and Disaster Recovery review
- ✓ Data Protection review
- ✓ AMS recruitment licence requirements review
- ✓ Supplier(s) due diligence
- ✓ Account Governance Implementation

## Quarterly Global Compliance Radar Updates

Our Global Compliance Radar presents high-level information about planned, under implementation or recently enacted legislative changes that may affect client operational teams or fitness of AMS's corporate policies owned by Risk & Compliance in the areas of fraud, bribery and corruption, international sanctions, modern slavery and ethical business standards. Updates are formed from a range of sources and research conducted by the Regional Compliance.

## Country Requirements & Standards

Operating AMS business in new jurisdictions requires careful planning and consideration of many different aspects during the expansion process our Regional Compliance Team work with the business to ensure conformance to local legislation.

## AMS Geo Compliance Board

Chaired by Gordon Bull, Chief Legal, Risk & Compliance Officer our Geo Compliance Board is governed by Regional Compliance and comprises of global representatives from Legal; Risk & Compliance; Finance; Facilities, People & Culture. Client Services, Growth & Operations representatives are also invited as required.

- Establish central oversight and a collective record of all corporate activities and documentation for all AMS legal entities
- Ongoing visibility and management of potential risks to the compliant operation of our entities
- Governance of planned actions required to ensure corporate compliance including quarterly reviews
- Centre of Excellence to support sustainable growth into new locations, establishing blue-print for new country set up and education for relevant teams



# AMS Risk Management

We recognise that to maintain a successful business we must take risks; however, we should never take a greater risk than the business can withstand. Effective Risk Management enables us to identify potential events that pose a risk to our objectives, to evaluate the likelihood of them occurring, their impact and to plan to mitigate the risk where appropriate. It facilitates the identification and tracking of risks, treatment decision-making and mitigating activity by providing the business with tools to identify and track risks, determine how they should be treated and monitor progress of mitigating actions.

All colleagues are responsible for risk management and are accountable for their own behaviour when dealing with risk. We recognise that the services we supply to our clients are critical to their business operations. By managing risk in an effective and controlled manner and by reducing risk to ourselves we support our clients' businesses.

Our risk management programme is overseen by the AMS Risk & Compliance Committee.





## In Conclusion

Our sustainability report reflects our commitment to creating a better future for our people and our planet. By embracing and incorporating sustainable practices into our strategy, we have made significant progress towards minimising our ecological footprint and fostering positive change both within our organisation and for our clients.

While we are proud of our accomplishments to date, we recognise that our work is far from complete. We remain dedicated to continuous improvement and ensuring we leverage new opportunities, embrace emerging technologies and seek innovative solutions to further reduce our environmental impact as well as enhancing our corporate social responsibility.

We will continue to monitor and transparently report our progress, inviting feedback from our own colleagues and our clients as we work towards a greener, more resilient future.



# Appendix

## Client Spotlight

This appendix section is a spotlight on one of our valued clients, Public Sector Resourcing (PSR). PSR is a government framework that provides United Kingdom public sector customers with a range of routes and services to engage talent that includes Contingent Hiring, Recruit, Train, Deploy and Statement of Work. Here, we showcase the meaningful impact of partnership, highlight the dedication and expertise of our account team, whose commitment not only drives success for our client but also strengthens ties within their local communities. Through this collaboration, we're not just enhancing our client's business; we're also creating shared value that benefits our business and fosters positive change in the communities we serve.

A|M|S



## Client Services Spotlight

### AMS PSR Team

#### PSR Pay it Forward Programme

The AMS Public Sector Resourcing (PSR) team ran a volunteering Pay it Forward programme, highlighting our commitment to improving local communities and making a meaningful difference in society.

Throughout the year, volunteers engaged in a wide range of initiatives and projects, each of which have been aligned to one of overarching key themes which align to the UK Government's Social Value Model. These contributions created **the equivalent of over £15,000 worth of social value for the UK**, a figure calculated using methodology provided by the Impact Evaluation Standard and reported using social value software platform, Thrive.

#### Further reading:

[PSR Pay it Forward 2023 Impact Report](#)

## 127

volunteer days were taken **across the PSR team**

## 15,158\*

pounds worth of **social value created**

## 889

hours were used to contribute to our **local communities**

## 26

organisations benefited from the scheme including **charities, schools, community food banks and NHS services.**

## 2,195

pounds donated to **local charities**

## 43%

of the team **participated in the programme this year**







# Client Services Spotlight

## AMS PSR Team Programme on a page

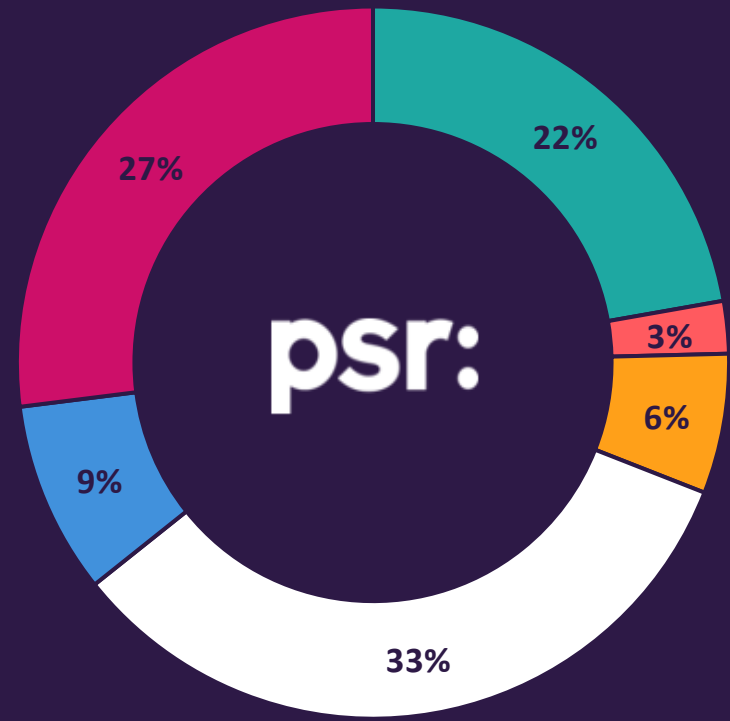
This visual presents a breakdown of the activity that was delivered against each of our key themes. Many of our colleagues took time to improve their local communities through environmental initiatives or to care for the wellbeing of their community.

### Wellbeing

Volunteers supported their local communities in a variety of ways from assisting with the planning and organisation of local remembrance and religious events to supporting schools with buying resourcing supplies and maintenance work.

### Tackling Economic Inequality

Most of our volunteers contributed to this theme by using their skills and experience to deliver CV and interview workshops to local schools and colleges, or supporting charities that are purposed to support the unemployed to access or return to employment.



### Other

Many of our volunteers have participated and made impact within their local communities and/or regions but chose not to disclose for the purposes of this report.

### Fighting Climate Change

With volunteers widespread across the UK and Poland, we were pleased to see that there were many volunteers contributing to Fighting Climate Change which included local litter picks, beach cleanups and tree planting.

### COVID-19 Recovery

Volunteers supported the most deprived areas of their communities by volunteering in local food banks and kitchens.

### Equal Opportunity

Volunteers dedicated their time to help smaller businesses make their processes more accessible, supported charities for children and adults with disabilities through events and manual labour and providing CV and Interview workshops for schools that support young people with additional needs.

## Client Services Spotlight

### AMS PSR Team

#### Freshfields Stephen Lawrence Scholarship Scheme

##### Tackling Economic Inequality

The Freshfields Stephen Lawrence Scholarship Scheme addresses the under-representation of black men from less socially mobile backgrounds within the legal and commercial professions. The initiative focuses on eligible law students at participating universities, offering opportunities for growth and mentorship. This year marked the PSR team's third year supporting the programme. A cohort of PSR volunteers dedicated their time over summer 2023 to support the programme's participants through CV workshops and interview and career coaching sessions. The volunteers supported scheme participants by providing advice on identifying transferable skills, tailoring job applications, and delving into meaningful discussions about their career aspirations.

##### Examples include:

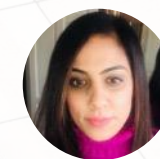
Klaudia Hall, PSR Statement of Work Advisor, facilitated numerous sessions with participants aiming for roles in IT. Her focus was on career coaching, helping individuals identify objectives, customise CVs, and navigate the nuances of different career paths. You can read her blog about the experience [here](#).

Thomas Walker, PSR Senior Sourcer, provided CV assistance and engaged in ongoing discussions with a two second-year students, offering guidance on career options and part-time job referrals.

The PSR volunteers played a pivotal role in shaping the future of the programme participants, contributing to their professional development. Many of

“The AMS volunteers generously give up their time to provide CV-writing advice that gives our Scholars an invaluable insight. Feedback this year has once again been positive. Thank you to AMS for all your support.”

**Philip Traves,**  
Senior Recruitment Manager, Freshfields





## Client Services Spotlight

### AMS PSR Team

Supporting students  
with Disabilities

#### Equal Opportunity



Maxine Duffett, PSR Account Manager, volunteered at a school that supports young people with disabilities. Over the course of two half days, Maxine supported sixth form students in their preparations to transition into college and create a basic yet effective CV, instill soft skills and build confidence, recognising the diversity and uniqueness of each individual and helping them to overcome individual barriers.

#### ✓ CV writing workshop

Maxine adopted an interactive and relaxed approach, collaborating with teaching assistants and students to craft simple yet impactful CVs using Microsoft Word. Starting with a single word to describe each student, they developed basic profiles which recognise and celebrate their achievements.

#### ✓ Soft skills and interview techniques

The second session focused on soft skills and interview techniques. Maxine encouraged the students to address any nervous energy and provided practical strategies that they could adopt to help them to remain calm, composed and still. Through multiple role-playing scenarios, the students confidence developed.

Maxine 's volunteering day at the special needs school exemplified the power of tailored support in preparing students with disabilities for future educational endeavours. The emphasis on simplicity, interactivity and creating a relaxed environment not only produced tangible outcomes but also left a lasting impact on the students' confidence and self-belief.

“The engagement from the young people was awesome, they haven't stopped talking about the time with “Max” – all did really well at interview and have been offered the courses they applied for. They also noted how their confidence had grown.”

Feedback from the school



## Client Services Spotlight

### AMS PSR Team

#### Celebrating Diwali: The Festival of Lights

##### Wellbeing

In November 2023, Urbbi Mitra, PSR's Supply Chain Manager, actively participated in a community event organized by the Registered Charity Sanskriti Reading to celebrate the Festival of Diwali. Diwali, also known as Deepavali, is a prominent Hindu festival recognized worldwide as the "Festival of Lights." The vibrant cultural celebration took place at a local community centre and drew an audience of over 1000 attendees. The festivities included lively singing, dancing, and a feast, with a special focus on a new idol of the goddess Kali, crafted in India and transported to the UK.



Urbbi dedicated her time to decorating the centre and contributed to cooking for the large gathering. Additionally, she played a role in the post-event cleanup.

This annual celebration, observed by the community for twelve years, holds significant cultural importance and Urbbi remains committed to offering her support during the festivities for the forthcoming years.



“The AMS volunteers generously give up their time to provide CV-writing advice that gives our Scholars an invaluable insight. Feedback this year has once again been positive. Thank you to AMS for all your support.”

**Sanskriti Reading Joint Secretary**

Source: Maidenhead Advertiser





For any questions regarding  
our report, please contact us:

E/ [Ellen.Baylis@weareAMS.com](mailto:Ellen.Baylis@weareAMS.com)

***Document Control***

***Copyright Statement***

*Copyright © 2024 Alexander Mann Solutions Limited  
hereafter referred to as AMS. All rights reserved.*

*This is a copyright document and AMS reserve all rights  
to both the form and content of this document.*

**A | M | S**