

2025 Sustainability Report

Version 1.0 – July 2025

Public

A|M|S



Contents

Introduction

People

Planet

Progress

Policy

Client Spotlight



A message from Gordon Stuart

“

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

Staying ahead means more than speed – it requires thoughtful strategy and purpose. Delivering people powered partnerships is at the heart of who we are and what we do, and when it comes to sustainability it is no different. Our people play a critical role in progressing our ESG agenda. We understand our responsibility; to reduce our environmental impact, uplift communities, and maintain the highest ethical standards and this is only possible through our people bringing their passion and human touch to make a real impact.

This report is a moment to reflect on how far we’ve come and recalibrate for the road ahead. Over the past year, we’ve fine-tuned how we measure our carbon footprint, accelerated our efforts in diversity and inclusion, created new lanes for social mobility, and backed local initiatives that reflect our values and the UN Sustainable Development Goals that AMS align to. We’ve made real progress — but there is still more to be done.

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
Chief Executive Officer, AMS

Introduction

AMS has a strong history of corporate social responsibility. We power talent strategies for leading organizations around the globe and value our reputation for reliable, integral, ethical and legally compliant business practices in all countries we operate in.

Our focus on the importance of protecting our people and our planet demonstrates our commitment to clients, partners, communities and ourselves that we 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 2024 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, recognizing 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 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

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

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

Since 2022, we have continued our journey to strengthen and mature our sustainability program as shown in this report.

This 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 talent solutions business, powering talent strategies that deliver results for leading organizations around the globe. Partnering with them to re-define a new era of talent, driven by people, process, data and technology.

Our mission: To be the trusted partner of our clients, propelling success by connecting their vision with the people who turn it into reality.

AMS has **8,500+** 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 2024:

270,000+ client hires per year	8,500+ Colleagues	27,000+ Client Early Career hires
190+ Outsourcing clients	50+ Languages spoken	646 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' sustainability and social value needs.

Our Sustainability function continues to support the wider business and ensures 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 organizations 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, Inclusion & Belonging programs.

Our understanding of the interconnecting programs which bring a transformative sustainability agenda together has allowed us to deliver strategies for our clients which address their core goals.

In 2024 we launched our "Global Recruitment Trainee Program", designed to enable the recruitment of entry-level talent. These recruits are trained via an 8-week academy to become Junior Recruiters. After the 8 weeks, they will be placed onto accounts as Junior Recruiters, supported by an apprenticeship to support their ongoing development. We held 41 Global Recruitment Trainee Programs globally.

Thought leadership

- [Tackling the skills crisis for a sustainable future – AMS](#)
- [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?](#)
- [Making supplier diversity part of your business strategy - in five steps](#)
- [Fostering a thriving workplace: Embracing Diversity, Inclusion & Belonging](#)
- [Disability Pride Month – Shining a Spotlight on Evenbreak](#)



Our suppliers



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



We have a 3rd Party Assurance program in place which forms part of the AMS Risk & Compliance function and aims to mitigate risk within our supply chain. It requires all suppliers to be engaged by AMS to meet mandatory 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 programs.

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 mitigating 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 2024 highlights:



Across AMS, we focus our sustainability activities on six of the United Nations Sustainable Development Goals – specifically those where we believe we can have the most impact. In 2024 we made significant progress against each goal:



Further reading

- DEIB Annual Report
- Gender, Ethnicity, Class & Disability Pay Gap Report

Gender Equality and Reduced Inequalities

- Rose to #12 in the Social Mobility Foundation Employer Index (up from 39th place)
- First talent solutions business to re-sign our Armed Forces Covenant after ten years
- Skills Creation won Highly Commended & Gold Award for Recruitment Program of the Year at the UK Social Mobility Awards (SOMOs)
- Marked global Milestone Moments, including Black History Month, Pride Month, World Mental Health Day and World Menopause Day
- Held our boldest and most successful DEIB Week in April 2024, with participation numbers in excess of 8,000
- Launched our first 'EmBue' development program in the UK to support the career growth of mid-level ethnically underrepresented colleagues
- Embedded refreshed ERG structure to improve governance and increase global engagement
- Held an Alliance roadshow in Fall 2024 to introduce our DEIB partners to clients across the UK, with nearly 150 stakeholders in attendance
- Developed our diversity supplier strategy in the UK and US, identifying 124 suppliers classifying themselves as diverse-owned
- Held 4 x DEIB Knowledge Exchange webinars, with over 251k social impressions and over 1k registrations

2024 DEIB Awards



AMS aligned United Nations Sustainability Goals 2024 highlights:

Decent Work and Economic Growth

- 160,000+ lives positively impacted globally through multiple worker types (including Early Careers hiring and Experienced hiring) and industry sectors
- Further 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 AMS Skills Creation
- Collaborated with clients to address key questions relating to our sustainability program, fostering alignment on common goals and driving impactful, shared solutions.
- Delivered hiring programs via our key location strategy to positively impact lives globally via multiple worker types and industry sectors

Good Health and Wellbeing

- We're taking proactive and conscious steps to further foster our health and wellbeing culture across AMS, by engaging with our Health and Safety Champions more closely to create meaningful content and learning
- Health and Safety training matrix across key AMS geographies to ensure relevant H&S training is available and offered to colleagues
- Health and Safety employee representation matrix across key AMS geographies to drive compliance with legal requirements and to ensure employee voice is heard in matters pertaining to Health, Safety and Wellbeing
- Maintained ISO 45001 certification
- Further development of country-specific H&S arrangements
- Implemented paid AMS Volunteer Day in India
- Improved reporting and take-up of the AMS Volunteering Day globally by 8%
- Celebrated Mental Health Day
- Established a global Health and Wellbeing ERG
- Celebrated AMS' first Global Day of Giving

Climate Action and Affordable & Clean Energy

- Maintained **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, specialists 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
- Maintained ISO 14001 certification
- Continued to improve our score in relation to EcoVadis
- Celebrated environmental events including: World Earth Hour offering all employees an extra hour to take part in a 'digital switch off' and World Cleanup Day as part of our AMS Global Day of Giving
- Continued our partnership with Plant-for-the-Planet, growing our AMS Forest to over 31,000 trees



A message from Gordon Bull

“

As Chief Legal, Risk & Compliance Officer, I am proud of the progress we have made toward our sustainability ambitions.

This year, we took significant steps forward, enhancing our UK carbon emissions reporting to capture all relevant Scope 3 emissions. Additionally, we invested in Energy Attribution Certificates to actively reduce our Scope 2 emissions. Looking ahead, we are preparing to fully measure and report on all company carbon emissions globally in 2025, alongside setting targets for validation with the Science Based Targets initiative (SBTi).

In 2024, we also marked a major milestone with the launch of our first-ever Global Day of Giving. Building on our commitment to community impact, we offered all employees an additional day beyond their company-paid volunteering day to come together and give back to local communities.

The event was a tremendous success, with participation across the globe, setting the stage for even greater volunteer initiatives in the future.

Sustainability is fundamental to our collective future, and I remain dedicated to embedding it within our corporate strategy. Together, we are providing the resources and support needed to drive meaningful progress towards a more sustainable world.”



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 AMS Skills Creation, social mobility, talent development, and our volunteering and charity efforts.



People are at the heart of everything we do.

We recognize that through our recruitment programs we are in a unique position to support our clients in 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 8,500 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 programs that are most important to them and their local communities.

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. 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 have access to our Appreciate platform where they can send ecards and be nominated by managers for Star, Regional or Global Awards, and each award level is associated with a redeemable number of points. Points can be spent through our global catalogue in the Appreciate platform.

During 2024, our colleagues:

- Sent 83,287 ecards, a 50% increase on 2023 thanks to our ecard lotto scheme which allows recipients to be entered into a lottery to win points to spend in the Appreciate platform
- Received 2,654 star awards a 39% increase on 2023
- Celebrated 95 Global Excellence Award winners
- Received over 1,822,655 points to spend on gifts

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



Menopause in the workplace: our commitment to support

Menopausal women represent the fastest-growing demographic in today's workforce. With the average age of menopause at 51, nearly 8 in 10 women are working during this stage of life. Around 75% experience symptoms, and as many as 1 in 4 consider leaving their jobs as a result.

We are committed to creating an environment where all employees can thrive. That means offering the right support at the right time. In 2024, our Executive Committee proudly signed the Menopause Friendly Employer Pledge, reaffirming our dedication to building a supportive and inclusive workplace for those experiencing menopause.

Our **Menopause Friendly Accreditation** reflects this commitment—demonstrating that we are serious about raising awareness, offering education, and providing tailored support to our people.

We aim to ensure menopause is not a standalone initiative but fully integrated into our day-to-day operations. We want it to be part of “how we do things” at AMS, embedded in our culture through inclusive policies, informed practices, and empathetic leadership. Our managers are empowered to foster a supportive environment that meets both individual and team needs, locally and across the organization.

As part of this effort, we marked **World Menopause Month** with a calendar of events focused on perimenopause and menopause. These sessions offered practical guidance on recognizing symptoms, making the most of our Employee Assistance Program, and accessing policies and resources designed to support both employees and managers.

Supporting menopause is not just an initiative—it's a key part of how we grow and care for our people.



Spotlight on Skills Creation: driving social impact through talent creation

Who are Skills Creation?

Social Mobility underpins the ethos of Skills Creation. Every element of this service is designed to impact social value and give opportunity to untapped talent in the market.

Through our Recruit, Train, Deploy service, to the extensive Skills for Life campaigns that we run, we have given opportunity, support and care to over 2500 individuals through in the last 2 years. The skills gaps across many businesses continue, and we work with clients to build their talent and future leaders through our solutions, while positively impacting their social value propositions.

Through our network of Social Mobility partners and our extensive client network we can offer opportunity to those most needing support.

Our tailor-made campaigns target, attract, and support the most deprived regions and demographics in the UK. This, coupled with our ethical skilling practices, dedicated Skills Creation Care support and Skills Creation Associate Community maximizes our social value impact at every opportunity.



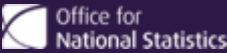
UK
SOCIAL
MOBILITY
AWARDS

**Winner of Highly Commended
& Gold Award for Recruitment
Programme of the Year at the
UK Social Mobility Awards
(SOMOs)**

A|M|S

Who we work with:

Rolls-Royce



Deloitte.



Skills Creation & King's Trust



Skills Creation are proud to be part of the King's Trust, Million Makers scheme.

In keeping with the ambitions of both the King's Trust and Skills Creation, we are creating opportunity, now and long term, for young adults, improving and influencing social mobility.

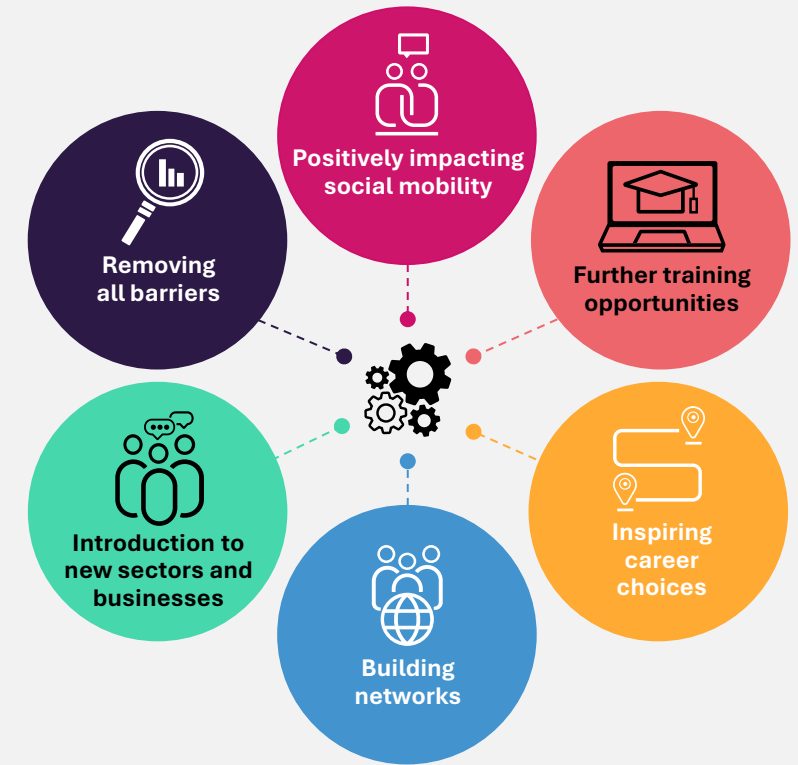
We are creating fully sponsored virtual events, across a network of clients in 5 key regions across the UK, targeting the most deprived towns and those who need the opportunity most. Initially we will be running one for 16-19-year-olds and a smaller event for year 6 students. These will come under the banner - **Limitless Horizons**.

Through sponsorship and fundraising events, we are aiming to generate more than £15,000 for the Million Makers scheme to support with the Prince's Trust enterprise.

Virtual Client Events

Creating Opportunity and Inspiring Young Adults in the areas that need it most:

- Utilising our extensive client network across 5 key regions, we are offering the opportunity for businesses to speak at one of our events at the end of Q1 2025.
- Scaled sponsorship options to fit both SME and Enterprise organizations
- Offering further opportunity to train in Skills for Life Bootcamps as timing and funding is available
- Targeting the most deprived areas in each, using data from The English Indices of Deprivation report
- Currently connecting with colleges, and schools to offer the opportunity for the most in need of support
- 100% sponsorship funds received will go to the Prince's Trust



Fundraising

We will raise additional money through low cost, fun and engaging initiatives:

- AMS Raffle – Due to be launched in Q4, with a variety of prizes!
- Art Exhibition – One of our Skills Creation Associates, is an exceptional artist. She has offered to run and donate the proceeds of an art exhibition in London later this year
- Glasgow event - Using our connections, we have secured a large space, with entertainment for Q4. All proceeds from the entry on the door will be given to the Million Makers Scheme!

Gender equality and 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 and Belonging (DEIB), but we know that we still have more work to do.

AMS continues to report on DEIB data and in 2024, reported on disability pay gap for the first time, along with class, gender and ethnicity to continue closing the gap on reduced inequalities. You can read more in our DEIB Report [here](#) and our Pay Gap Report [here](#).

Diversity, Equity, Inclusion & Belonging in brief

In 2024 AMS:

Built belonging

- › First talent solutions business to re-sign our [Armed Forces Covenant](#) after ten years
- › Held our boldest and most successful DEIB Week in April 2024, with participation numbers over 8,000
- › Won 3 Awards at the Tiara Talent Solutions Awards, including DEI – joint recognition for the DEIB COE and PSR
- › Skills Creation won the Highly Commended and Gold Award for Recruitment Program of the Year at the UK Social Mobility Awards (SOMOs)

Enabled Employee Resource Groups (ERGs)

- › Marked 20 global Milestone Moments including US Black History Month, Pride Month, World Mental Health Day and World Menopause Day
- › Appointed a new role into the COE to support ERG growth strategy and enablement
- › Embedded a refreshed ERG structure to improve governance and increase global engagement

Embedded equity

- › Rose to 12th place in the Social Mobility Foundation Index – up from 39th
- › Launched our first ‘EmBue’ development program in the UK to support the career growth of mid-level ethnically underrepresented colleagues
- › Developed our diversity supplier strategy in the UK, identifying 124 diverse-owned suppliers

Drove representation

- › Introduced a new partner to the D&I Alliance – BYP Network, supporting careers of Black talent
- › Held an Alliance roadshow in autumn 2024 to introduce our DEIB partners to clients across the UK, with nearly 150 stakeholders in attendance
- › Signed an enterprise agreement with 55/ Redefined signaling our commitment to age inclusion
- › Held 4 x DEIB Knowledge Exchange webinars, with over 251,000 social impressions and over 1,000 registrations

A year in numbers

76 out of 100

Belonging score in our employee engagement survey (Every Voice Matters) in Dec 2024, against target of 69

Over 8,000

Participation numbers in 2024 DEI Week

Nearly 150

Client delegates attending our Alliance roadshow

500,000

Hours of part-time flexible work delivered for military spouses through our Recruit for Spouses partnership

17%

Ethnicity representation in global leadership at end of 2024 (up from 4% in 2020)

1 in 3

Colleagues actively engaged in an ERG

12th place

Ranking in the Social Mobility Foundation Employers Index (up from 39th)

4

Knowledge Exchange webinars held

2,500

Diverse learners reskilled through AMS Skills Creation over the past two years

20%

Suppliers onboarded/ assessed in 2024 self-identified as ‘diverse’

Social mobility

AMS was again recognized as a top 75 employer in the prestigious Social Mobility Foundation's Employer Index. In our third year of participation, we achieved an outstanding 12th place, climbing from #39 in 2023 and #43 in 2022. This progression reflects our deep commitment to creating opportunities, breaking down barriers and driving meaningful change in social mobility within our workforce and beyond.

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 Meals 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:

- ✓ [Celebrating Our Progress in the Social Mobility Foundation Employers Index](#)
- ✓ [Could Green Skills Unlock Social Mobility?](#)
- ✓ [An Employers Guide to Social Mobility in the UK: The Who, What, Where, Why and How](#)



AMS continued to expand the pathways for individuals from diverse backgrounds to join AMS by strengthening our alliances with key social enterprises and charities, developing 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 socioeconomic profile of our UK&I based colleagues and ensure our alignment against the national benchmark.

We successfully relaunched our Social Mobility Employee Resource Group (ERG) with a powerful World Day of Social Justice celebration, sparking a global dialogue on advancing social mobility. A key highlight was an insightful panel discussion featuring senior stakeholders from across the US, APAC, EMEA, and UK&I, alongside our DEIB partner Bridge of Hope Careers. Panelists not only shared their expertise, but also their personal commitment to this cause, inspiring action and fostering a deeper understanding of the critical role social mobility plays in building a more equitable workplace.



Skills Creation won the Highly Commended & Gold award at the UK Social Mobility Awards in the Best Recruitment Program of the Year category

Our Employee Resource Groups - 2024

Our 11 award-winning ERGs are a key enabler of our inclusive culture of belonging, creating communities amongst colleagues who are often underrepresented and allowing spaces for allies to learn. As well as delivering a calendar of global Milestone Moments to educate across the year, they are critical business resources to drive meaningful change.

Our ERGs continue to thrive, leading the way in promoting tangible, inclusive change with one in three of our colleagues globally actively engaged in an ERG, these are open to everyone.



During International Women's Day, we celebrated women's achievements with the theme 'Inspire Inclusion' and hosted a fireside chat with our Founder, Rosaleen Blair, who shared insights on leadership and her journey as a female founder in the corporate world.



7% increase of ERG membership month-on-month in Q1



During UK Black History Month, our BEN launched a book club featuring authors Dorothy Koomson and Dapo Adeola, who discussed their experiences as Black creatives and the importance of representation in literature. In US Black History Month, our CEO joined BEN to celebrate influential Black artists, highlighting their cultural impact through music, acting and historical achievements.



AMS climbed to 12th place in the Social Mobility Foundation Employer Index, up from 39th last year. We celebrated World Day of Social Justice with a panel discussion led by DEIB Managing Director Paul Modley, featuring Rosaleen Blair, Tim Campbell, Jeffrey Anderson and Leslie Contreras. They shared personal stories and discussed tackling social justice issues, highlighting the positive impact on their lives and careers.



50+ colleagues registered for IWD mentoring



In June 2024, AMS renewed the Defense Employer Recognition Scheme (Gold Standard) for another five years, marking ten years of commitment to the Armed Forces Covenant. We celebrated our partnership with Recruit For Spouses, having provided 500,000 hours of flexible work for military spouses. On Veterans Day, our Military ERG supported the unhoused in Southern Arizona, covering 36 miles and offering assistance.

6,200 employees actively joined our live sessions in DEIB Week



During Hispanic Heritage Month, our ERG Leads discussed the significance of Hispanic heritage and the ERG's role with its founder, Bianca Diehl. For AMS Global Day of Giving, the Juntos Podemos ERG supported the Monterrey community through activities like cleaning La Boca Dam, painting a learning center, distributing meals near Hospital Universitario and aiding a dog shelter.



51% attendance for our first DEIB Knowledge Exchange

Our Employee Resource Groups - 2024

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AMS celebrated Pride globally and in regional offices like London, Belfast, Manila, Monterrey and Krakow, decorating them in rainbows. Regional committee members highlighted Pride's importance. Nikki Hall hosted a trans speaker and LinkedIn Top 10 LGBTQIA+ Voice Max Siegel for a fireside chat on gender, politics and the people caught in between.



During South Asian Heritage Month in July and August, we introduced a cookbook featuring generational recipes from AMS colleagues. Anu Paavola of Jivita Ayurveda spoke on holistic self-care. On International Day for the Elimination of Racial Discrimination, our South Asian Heritage ERG shared personal stories of facing racism and discussed allyship.

7% increase of ERG membership month-on-month in Q1



Our rapidly growing Health & Wellbeing ERG, with nearly 500 members, has delivered over 50 global and regional events including collaborations with other ERGs and 40+ hours of yoga. They are working with People and Culture leads to review and influence our Fertility at Work policy and are pursuing Fertility Matters at Work accreditation.



50+ colleagues registered for IWD mentoring



On International Day of People with Disabilities, our ERG Leads hosted Dave Walsh, four-time Britain's strongest disabled man, who shared his journey from military depression to multiple sclerosis diagnosis and strongman success. During Neurodiversity Celebration Week, we held a panel on the workplace advantages of neurodiversity, featuring discussions with neurodivergent AMS colleagues and our ExCo Sponsor.

6,200 employees actively joined our live sessions in DEIB Week



We are excited to announce our 11th ERG, focused on Religion, Faith and Spirituality, following positive feedback from DEIB Week 2024. Open to everyone, this ERG aims to foster understanding, tolerance and respect among colleagues of all religious backgrounds, celebrating our diverse practices. We launched with World Religion Day 2025 and look forward to exploring this topic with an eagerness to learn.

51% attendance for our first DEIB Knowledge Exchange

Our diversity data

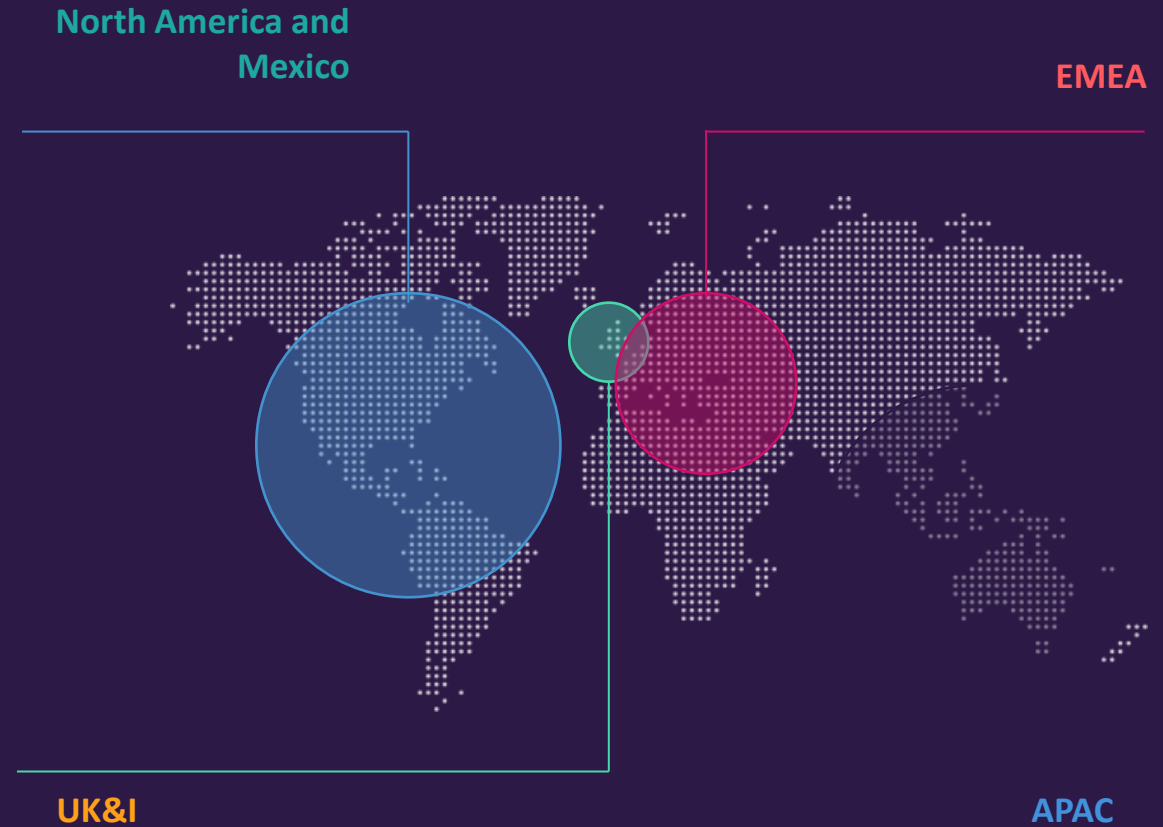
Each year we report on our global diversity data as an important benchmark of progress, meaning we can hold ourselves to account through transparency and targeted action plans to address barriers.

In a challenging business climate over the past year, our populations have decreased overall. As such, we are unsurprised to see a dip in representation in some areas. Moving forward, we have committed to striving for bias-free and equitable approaches across all core people processes – hiring, performance, promotion and attrition.

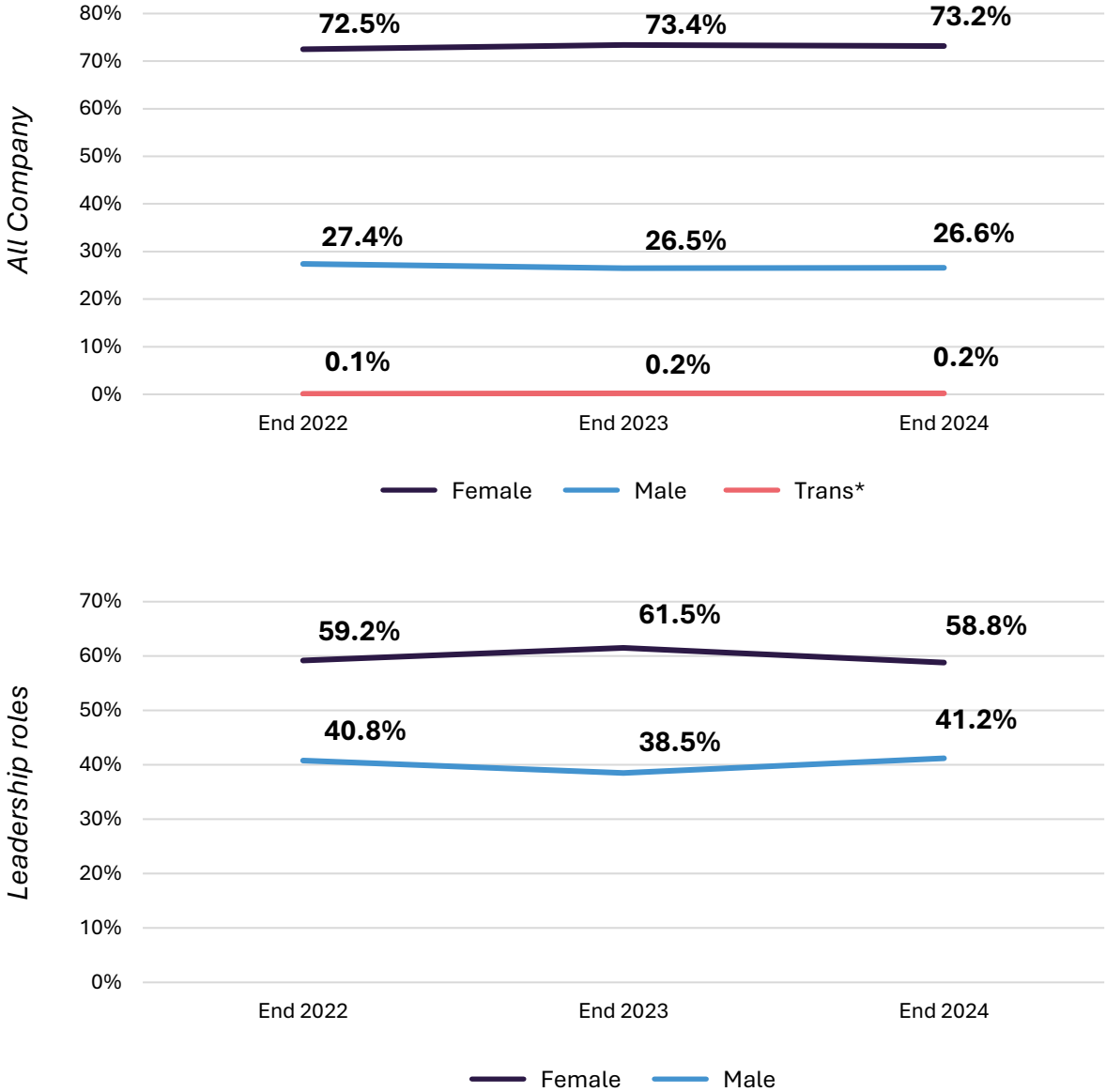
We also analyze our employee engagement scores (Every Voice Matters) by underrepresented group to understand belonging across these respective communities.

Since we first started reporting in 2021, we have made an effort to expand diversity data capture across regions where we are able to collect, now including the UK&I, USA, Philippines, Mexico, Canada, Spain and Italy.

This year we report on our India data (gender) for the first time and take an intersectional lens for the first time (see page 9). In 2024, we started gathering anonymized data in Poland, which we will explore in next year's report.



Gender



Key measures:

- Our female workforce continue to make up around three quarters of all employees (including India). Our global gender representation has remained steady since we first started reporting in 2021.
- Women make up slightly less than half of roles at our most senior levels (41.2%) and this drives our gender pay gap.
- However, our gender pay gap is lower than the UK gender pay gap of 13.8% (November 2024, ONS). Read more in our latest pay balance report here where we report on our gender pay gap, as well as ethnicity, class and disability.

73.2%

Nearly two thirds of our global business remain made up of females

41.2%

Female representation in leadership roles

10.4%

Mean gender pay gap in the UK, lower than the UK gender pay gap of 13.8% (November 2024, ONS)

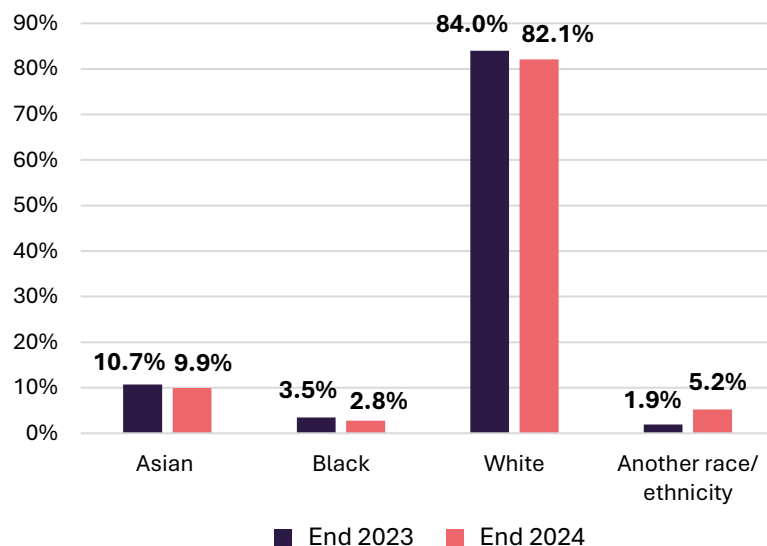
Ethnicity/ Race



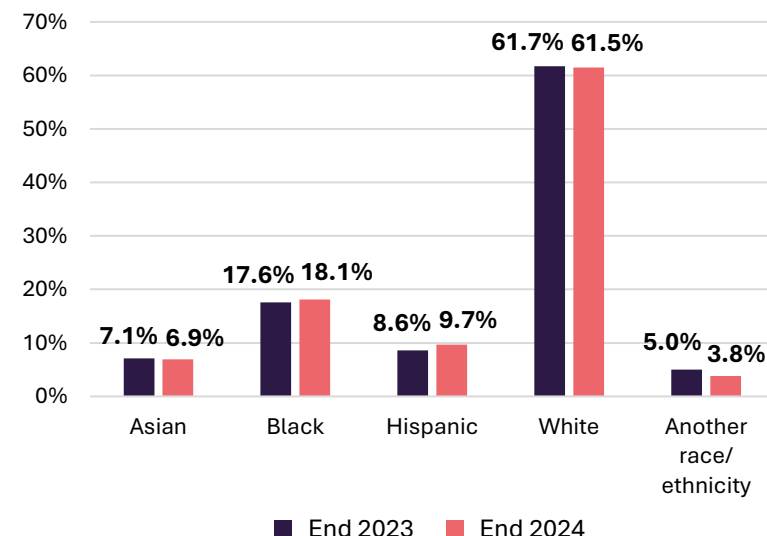
Key measures:

- After increasing our ethnicity representation in our global leadership from 4% in 2020 to 16% at the end of 2023, AMS has committed to a renewed Ethnicity Action Plan to further improve this to 20% by 2026. This forms part of our commitment to the Change the Race Ratio.
- We have unfortunately seen a decline in ethnic minority representation in some areas; our reduced employee populations globally may be a contributing factor to this.
- We have seen a slight increase in Hispanic representation in the US, which has nearly doubled since we first started reporting in 2021 (5.4% to 9.7%). We continue to see strong local talent/ethnic minority representation in Mexico and Canada.
- We also have development programs in place like Embue in the UK&I to support the career development of mid-level ethnic minority colleagues (read more on page 23).

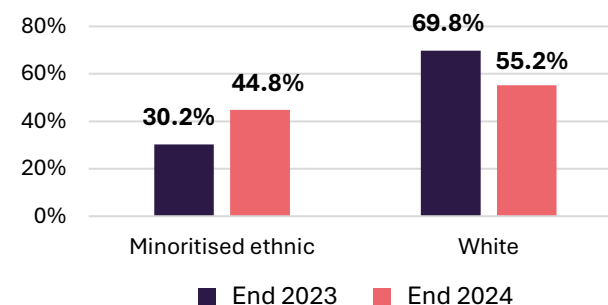
All staff, UK&I



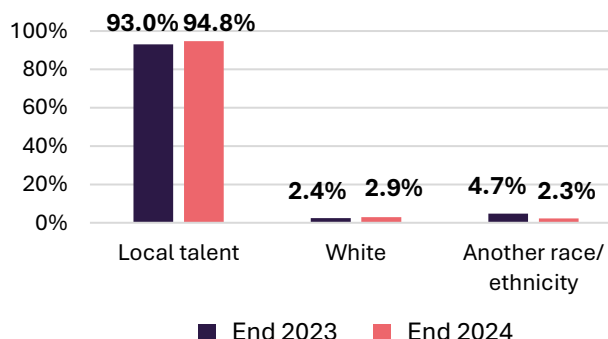
All staff, US



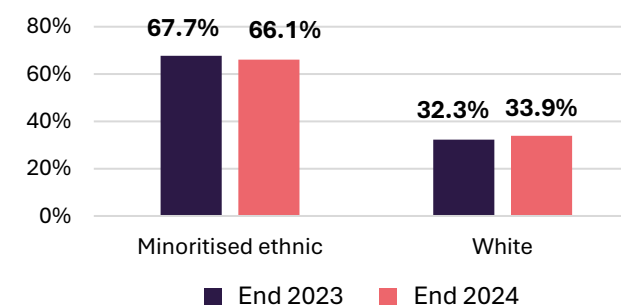
All staff, Spain



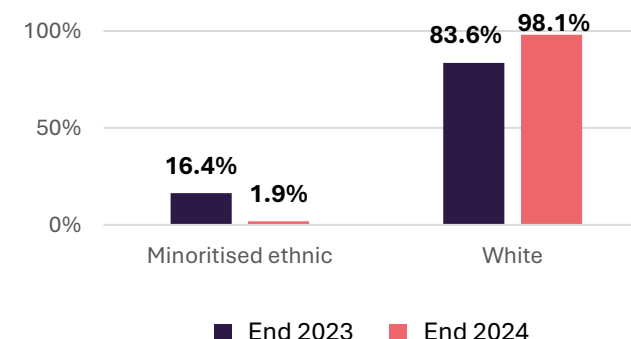
All staff, Mexico



All staff, Canada



All staff, Italy



An intersectional lens

Gender x Ethnicity – All Staff, UK&I (end 2024)

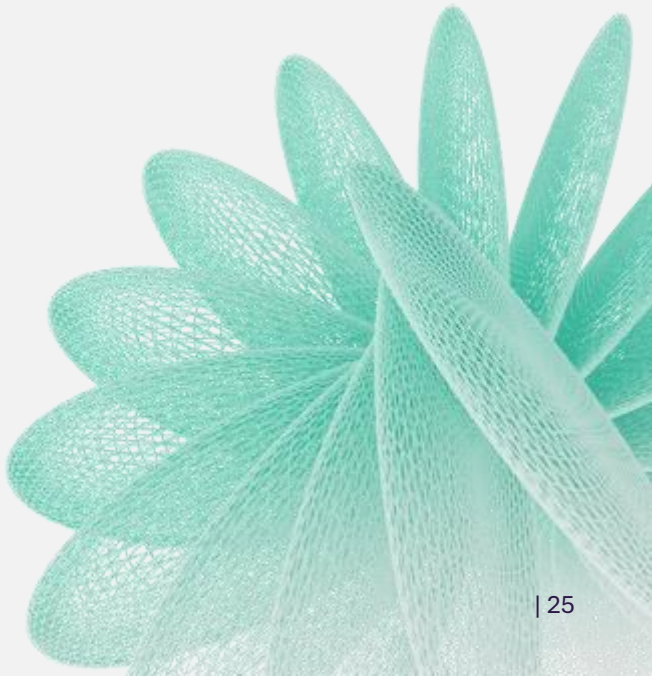
	White	Black	Asian	Other
Male	28.2%	0.8%	2.5%	3.3%
Female	53.9%	2%	7.4%	1.8%
Trans* Including non-binary	0.1%	0%	0%	0%

Gender x Ethnicity – All Staff, US (end 2024)

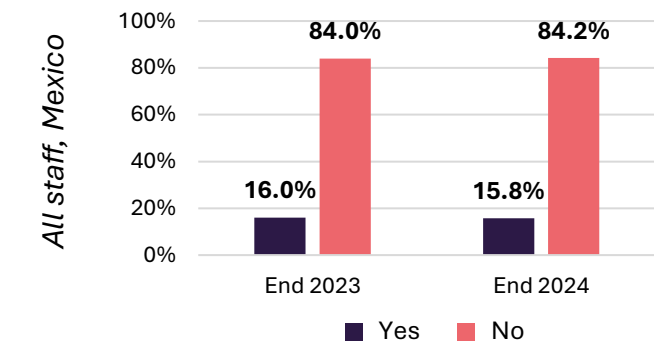
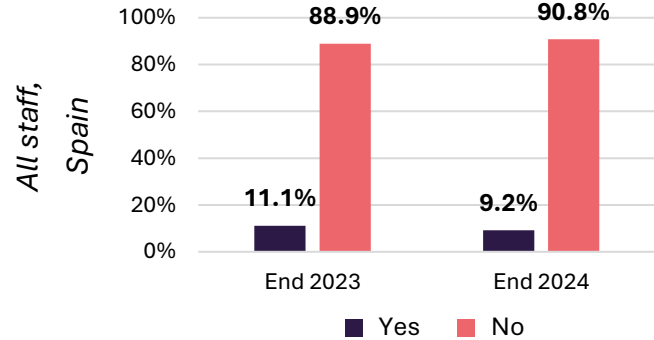
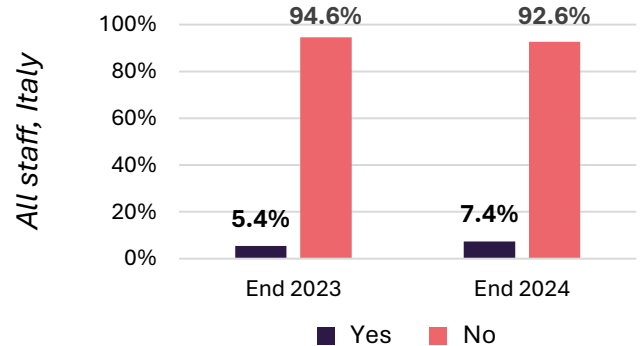
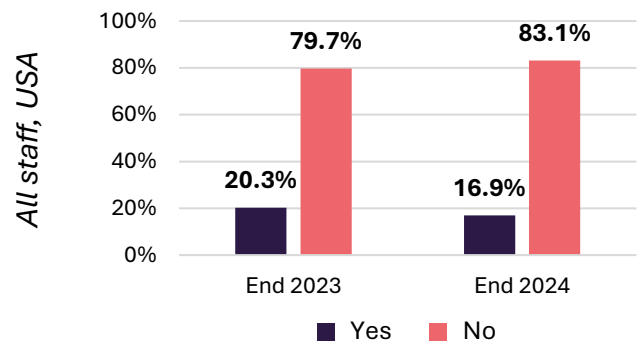
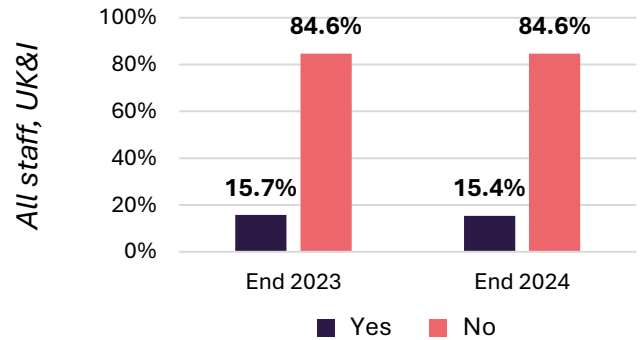
	White	Black	Asian	Hispanic	Other
Male	13.8%	2.4%	1.4%	1.9%	0.9%
Female	46.1%	15.3%	5.3%	7.6%	5.2%
Trans* Including non-binary	0%	0%	0%	0%	0.1%

Key measures:

- This is the first time we have taken an intersectional lens in our data reporting, starting with analyzing gender against ethnicity/race data in the UK&I and US, to further understand any overlaying barriers to success.
- Within the UK, AMS continues to have a larger white female representation proportionate to ethnic minority women, which mirrors in the US region.



Disability

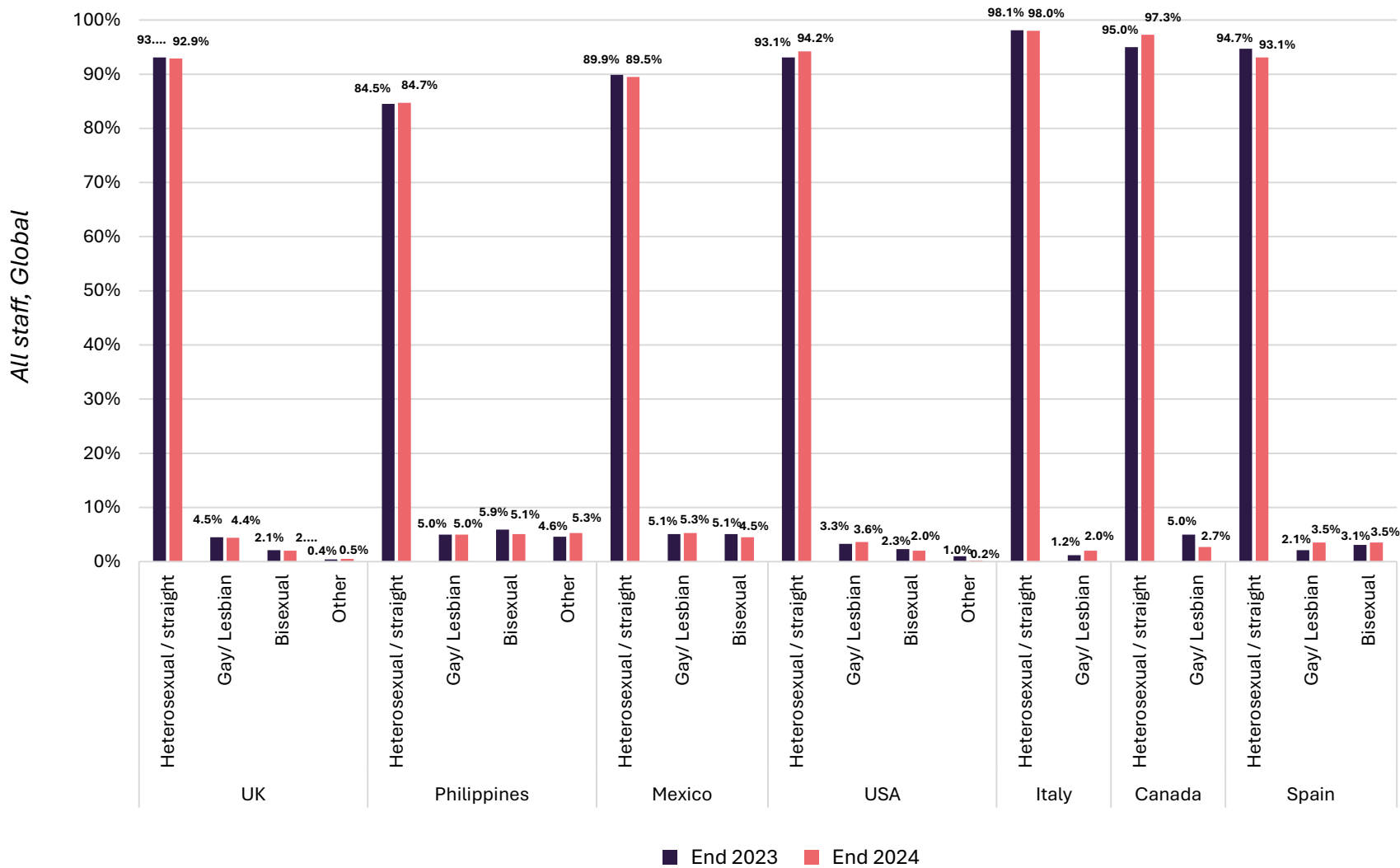


Key measures:

- In the UK&I, our proportion of colleagues self-identifying as disabled has remained consistent year-on-year since we first started reporting in 2021, even with the drop in our global population between 2023 and 2024.
- 15.4% representation of disabled colleagues in the UK&I is lower than the 23% of working age adults with a disability (ref. 2023 Government Statistical Service). We have seen a slight increase in disabled representation in Italy, but a drop in the US.
- We will continue to encourage colleagues to disclose disability status as well as seeking to expand our sourcing resources within the disabled community, providing inclusive adjustments where required as a Disability Confident Level 2 Employer (working towards Level 3).
- We reported on our UK disability pay gap for the first time in 2024.



Sexual orientation

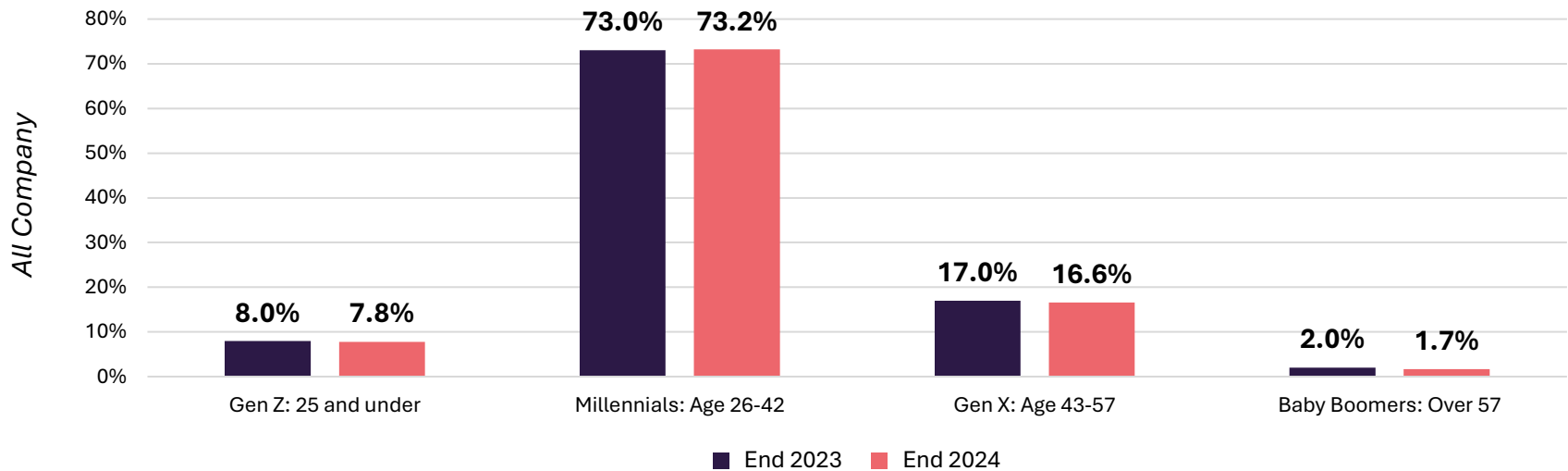


Key measures:

- We are proud to maintain strong LGBTQ+ representation in the UK&I, which is 7% in total, more than the latest England census data of 3.5%.
- We also have 15% LGBTQ+ representation in the Philippines, which has remained stable year-over-year.



Generation



Key measures:

- We are proud to report on generational data, recognizing the benefits of a multi-generational workforce.
- We have seen an increase in our millennial population and a slight increase in our baby boomer population since we first started reporting on age inclusion in 2021.



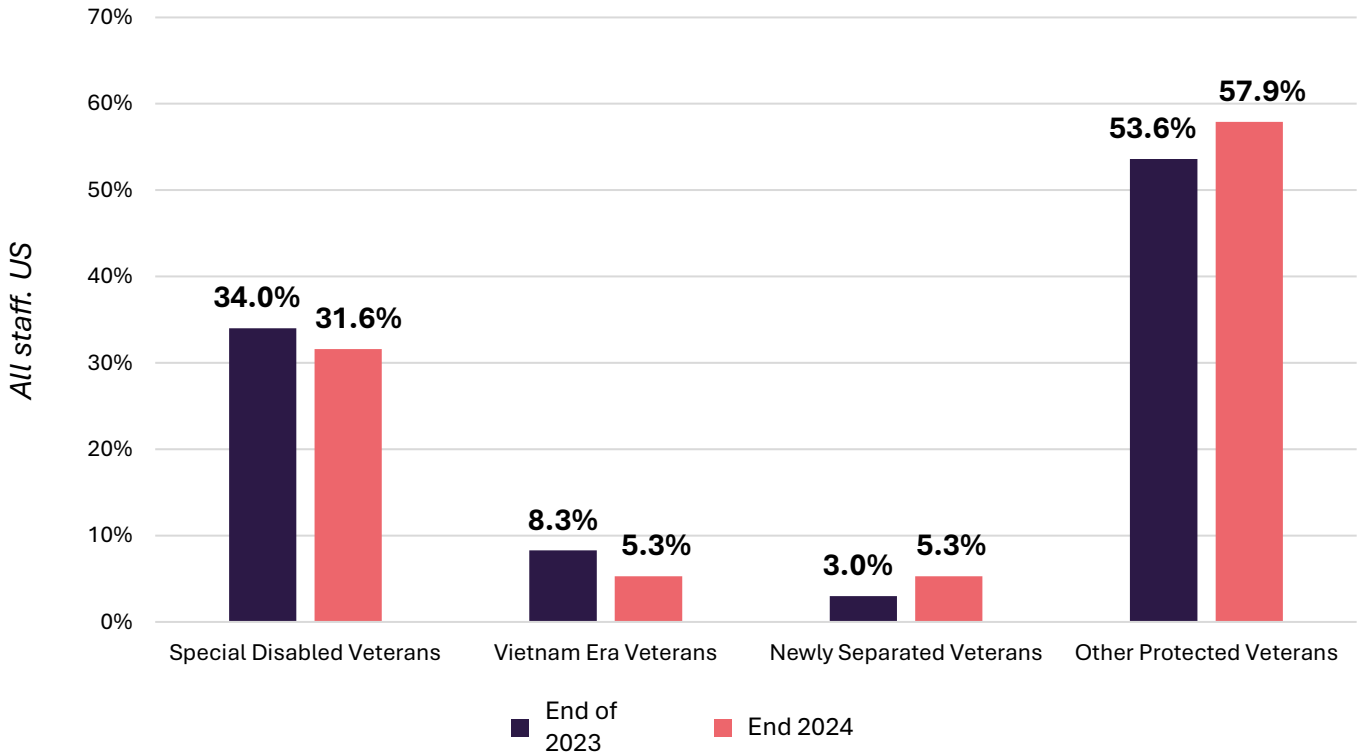
Spotlight: AMS partnership with 55/ Redefined

With an aging workforce, we understand that prioritizing over-50s talent is an essential business strategy. The 55/Redefined group of companies is a social and economic enabler, championing age diversity as a dynamic and disruptive voice for change.

55/ Redefined are a founding member of the AMS Diversity & Inclusion Alliance. Now in our second year of being an Age Accredited organization, AMS are firmly committed to leading the charge on age inclusivity. In 2024 we signed an enterprise partnership, embarking on a renewed journey to deepen client relationships through thought leadership and introducing tools such as the Age Readiness Benchmark Score to attract, engage, retain and retrain over 50s talent. It also means that AMS are headline sponsor for the 2025 Age Pioneers Series. Reach out to diversityandinclusion@weareams.com to find out more.



Veterans



Key measures:

- Veteran hiring is a focus globally, we report on this in the US. Our Military ERG group helps to provide ongoing support and to help veterans find new vocations.

EMPLOYER RECOGNITION SCHEME

GOLD AWARD

Proudly supporting those who serve.

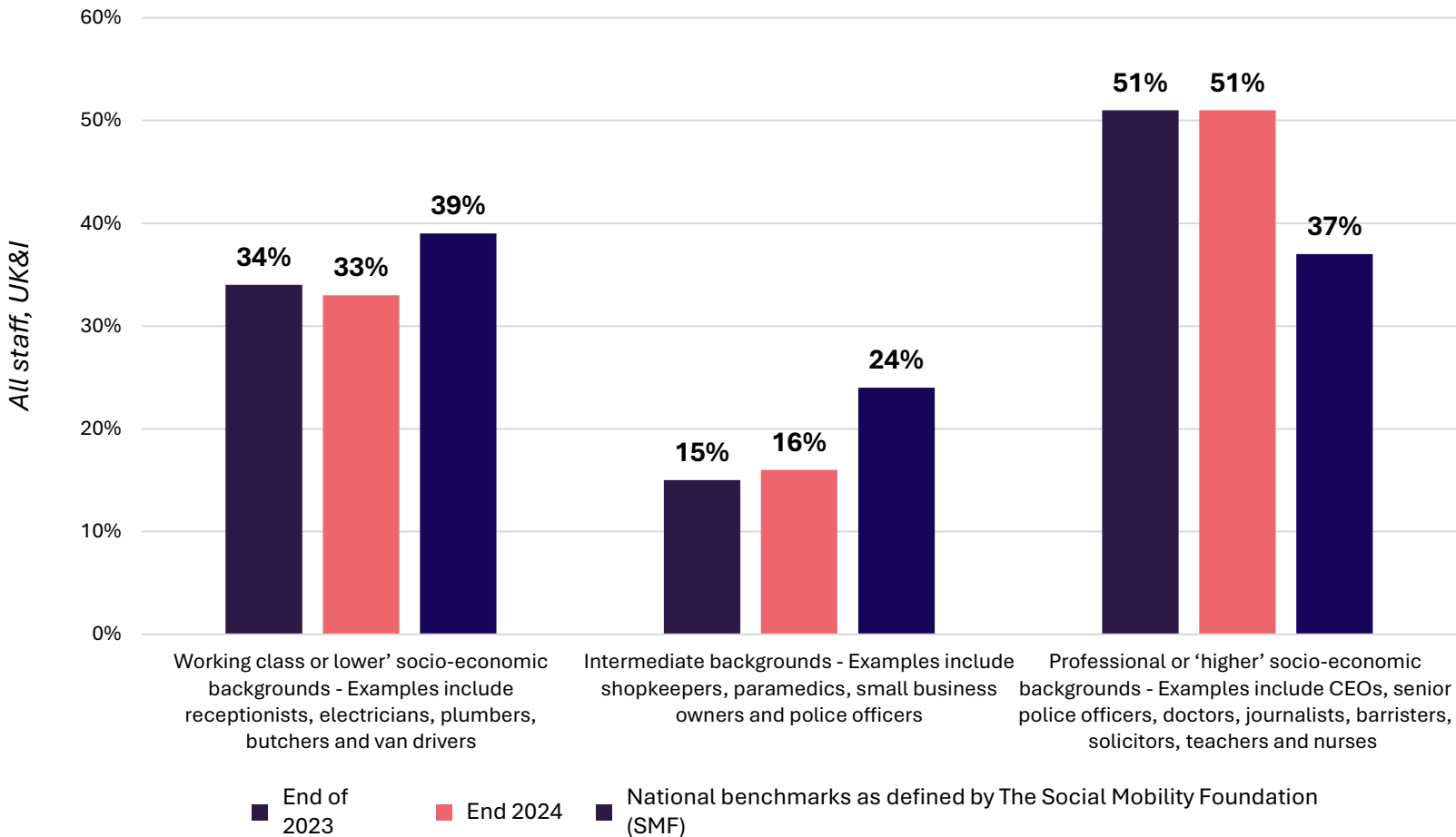


Social mobility



Key measures:

- Analyzing socio-economic data within our organization is an important part of our annual benchmarking in the Social Mobility Foundation Index, where we are placed at #12. An individual's socio-economic background is defined by their highest earning parent's occupation, according to the National Statistics Socio-economic Classification (NS-SEC).
- We are proud to have an impressive 78% completion rate in social mobility data for the UK&I. This data is compared against national benchmarks as defined by The Social Mobility Foundation (SMF).
- Our socio-economic make-up is comparative to the SMF benchmark, and we are actively working to increase our representation of employees from under-resourced backgrounds.



AMS training and development

We understand the importance of training and development for both our business and our people. In 2024, AMS made 646 employee promotions and AMS colleagues completed over 163,560 hours of training, across a range of topics including our Compliance Mandatory Awareness training program (covering subjects such as Preventing Fraud, Bribery & Corruption, Information Security, Global Code of Conduct, Data Protection, Occupational Health & Safety, Preventing Human Trafficking, Forced Labor 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 organizations mission-critical priorities.



AMS Ignite Week

We are passionate about building meaningful careers and investing in the growth of our people. For the second consecutive year, AMS hosted **Ignite Week** — a dedicated week of career development and learning designed to boost engagement, strengthen retention, and inspire long-term commitment.

In 2024, **Ignite Week** featured a dynamic mix of virtual and in-person sessions, including fireside chats and guest speakers, all centred around the theme “**The Power of Connecting.**” This theme closely reflects our focus on **Belonging** and highlights the value of nurturing a dispersed yet deeply connected network. By fostering these connections, we are empowering our employees to grow their skills, share ideas and take ownership of their personal and professional development.

Fireside chats included:

- Building meaningful connections
- Leveraging technology to enhance our learning
- Resilience, adaptability, & embracing change
- Engaging in powerful partnerships
- Cultivating a growth mindset

Virtual sessions included:

- Supporting growth together with our talent development team
- Expert insights on enhancing connections
- Exploring Ignite & training programs
- Connecting & collaborating through inclusivity with our talent development team

Ignite week resulted in:



14 Virtual sessions across 5 days



7057 logins to the AMS Ignite learning platform



66 new users on the AMS Mentoring platform, totalling to 2000 users



14 onsite F2F meetings globally



549 New registrations for training sessions



31 new Mentors & 59 new Mentees



43 guest speakers



186 onsite participants



37 blog posts on myAMS and Viva Engage

Spotlight

Global Trainee Recruiter Program

Hiring experienced sourcers and recruiters can be extremely challenging as the talent landscape constantly evolves and demand can fluctuate quite drastically at any given time. Our 'grow your own' strategy enables us to overcome these challenges by hiring talented individuals with the potential, aptitude and behaviors to become successful sourcers and recruiters at AMS. This approach also allows us to hire diverse skills into our organization, particularly language capabilities, while offering a new career proposition for individuals who can lend their expertise to talent acquisition and are eager to reach their full potential in a new industry.

The program 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. In 2024, based on feedback from our trainee alumni and to align with business requirements, we restructured some aspects of the program which involved the following:

- 1) Reducing minimum criteria
- 2) Implementing an assessment process that would focus on evaluation of core skills and behaviors that would be transferable to the remits of a recruiter and sourcer in our business and that would offer candidates a chance to simulate some of the activities that would typically fall within their operational scope
- 3) Reducing the 6-week training program to a 3-week intensive curriculum with a blended learning experience, covering the end-to-end recruitment lifecycle, followed by on the job learning and continued development from Week 4, with skills coach support until month 6
- 4) Providing the Trainees and their Line Managers with tools to help them monitor progress and help them to achieve their incentivized development milestone objectives

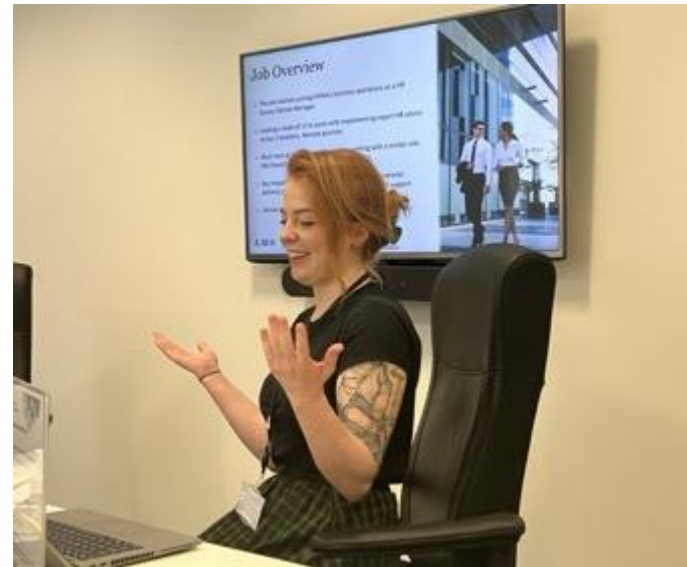
These adjustments are intended to help trainees reach full proficiency in their respective operational roles within their first 12 months.

By the end of 2024, we hired 175 new colleagues across the globe via the new structure and 90% are currently operating in recruiter or sourcer remits and are on track with their development milestones.

Pathway to Sourcing Skills reskilling program

We are committed to developing our talent and do this in a meaningful way. We understand that while it is important to help our colleagues strengthen the skills that are required in their current roles, it is also important to help them develop skills that would align with their career aspirations and make a transition to another function feel more tangible. To enhance opportunities that would address the latter, the 'Pathway to Sourcing Skills' reskilling program was initiated in November 2024 with the aim to equip internal employees with new skills that would enable them to pursue internal opportunities within our Sourcing Operations function. The program is designed to increase internal career mobility and foster professional development.

With eight participants set to complete the program by May 2025, the curriculum covers the entire sourcing process, including passive search techniques, how to leverage AI compliantly and engaging key stakeholders effectively. By learning and mastering proficiency in these skills, the program participants can optimize the candidate experience throughout the recruitment process, ensuring a seamless and efficient talent acquisition process. Ultimately, this program not only broadens the skill sets and capabilities of the participants but also strengthens the organization's ability to adapt to evolving employee needs, whilst enabling a dynamic and agile workforce. We plan to roll out additional reskilling programs in 2025.



Spotlight

DEIB training modules

Diversity, Equity, Inclusion & Belonging is embedded in everything we do at AMS and we are 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 organizational effectiveness. In 2024, this training module had a 96% completion rate.

✔ Inclusive leadership

As a global multicultural organization with diverse colleagues, we want our leaders to be aware of their bias, demonstrate inclusive behaviors, 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 2024, this training module had an 83% completion rate.

✔ Microaggressions

We recognize 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 behavior first before addressing it with their manager, this is because we recognize 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 2024, this training module had a 91% 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 2024, this training module had an 87% completion rate.

✔ Allyship

Allyship is a lifelong process of building relationships based on trust, consistency and accountability with marginalized individuals and/or groups of people and an opportunity to grow and learn about ourselves, while building confidence in others. In 2024, this training module had an 89% completion rate.

✔ DEIB training for recruiters

The aim of this program 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 organization succeed against our competitors. In 2024, this training module had an 84% 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 regulations in every aspect of their roles.

Our new joiners 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 2024, this training module had a 99% completion rate.

✔ Preventing modern slavery

At AMS, we recognize 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 Labor and Modern Slavery. As a UK-headquartered 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 behaviors 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 2024, this training module had a 96% completion rate.

Spotlight

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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, behaviors, 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 expects colleagues to follow, provided guidance on how to conduct our business activities in fair and ethical ways and where to seek further information and support. In 2024, this training module had a 99% completion rate.

✓ Health, safety & wellbeing

This training summarizes 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 2024, this training module had a 97% completion rate.

✓ Global workplace anti-bullying and harassment Training

Everyone has the right to work in an environment that is respectful, inclusive and free from bullying and harassment. During our daily interactions, behaviors and language can sometimes have an unintended impact on others. We all have a responsibility to be mindful of how our actions may be perceived. This training provides an overview of the forms bullying and harassment can take, the standards of behavior expected, and the policies and procedures in place to support our zero-tolerance approach at AMS. In 2024, this training module had a 98% 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 2024, this training module had a 99% completion rate. As part of the Information Security Culture Program, 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 recognize 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 2024, 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 removing the stigma linked to poor mental health and for this reason we create a number of opportunities to support all levels of the organization . All people managers have to undergo training to support the health and wellbeing of their direct reports, and we organize webinars to educate the business on key aspects of health and wellbeing, such as webinars led by external scientists and psychologists.

For the fourth 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.

In 2024, we marked key global awareness days and campaigns across the organization to support employee wellbeing, mental health, and inclusion. Notably, we celebrated the **International Day of Happiness** and **Earth Hour** by giving all employees time off to participate in a company-wide **digital switch-off**, encouraging everyone to disconnect from screens and spend time on activities that support their personal wellbeing.

Throughout the year, we also recognized a broad range of wellbeing-focused events including:

- World Health Day**
- Mental Health Awareness Week**
- Pride Month**
- International Self-Care Days**
- World Suicide Prevention Day**
- World Mental Health Day**
- Movember** (men’s health awareness)
- Financial Wellbeing Initiatives**
- Making the Most of the EAP** (Employee Assistance Program)

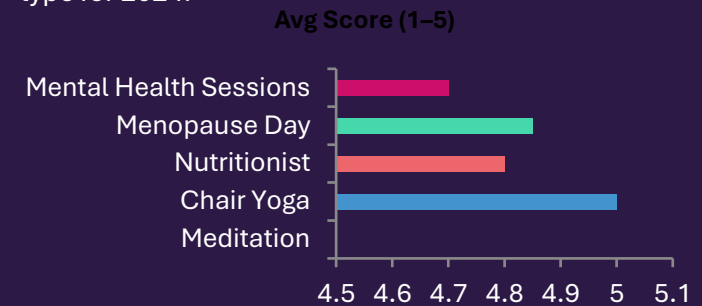
Our program included a mix of educational resources, panel discussions (such as on cancer prevention) and practical wellbeing activities like **yoga, chair yoga and guided meditation sessions**—offered regularly throughout the year to help employees prioritize their physical and mental health.

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.

This year, we’ve taken further steps to consolidate the various offerings available to our colleagues, by looking at our overall psychological stress management approach from the point of view of Health and Safety. We are working with external partners to help us drive a holistic approach to employee wellbeing and awareness of programs aimed at supporting our colleagues.

We regularly gather feedback from our employees to ensure that our wellbeing content and activities align with their needs and preferences. The table below shows the average satisfaction scores by session type for 2024:



Social dialogue

We believe that open and meaningful dialogue between employees and leadership is essential for a positive, inclusive and high-performing workplace. Social dialogue includes formal and informal ways for employees to voice concerns, share feedback and contribute to decision-making. While trade unions and collective bargaining agreements may not be common in all the countries where we operate, we are committed to fostering engagement and acting in accordance with local legislation where required. Through structured employee forums, regular leadership communication and dedicated feedback channels, we ensure that every voice matters.

To support our commitment to open dialogue and continuous improvement, we provide a variety of channels through which employees can share their views, stay informed and engage with leadership. These include:

Every Voice Matters (EVM) Survey

Our annual, confidential employee engagement survey—run by an independent third-party provider—is shared with all employees and plays a vital role in shaping our culture. It highlights both our strengths and areas for improvement, informing targeted action at local and global levels.

In 2024, we introduced shorter, more frequent **pulse surveys** in response to employee feedback that the longer format was time-consuming and repetitive. This hybrid approach enables quicker sentiment checks, helping us respond in real time and reinforce our culture of continuous listening.

Works Councils and Collective Bargaining Agreements

Where legally required, we engage with employee representatives through local works councils and formal collective bargaining agreements. These mechanisms enable structured social dialogue on key employment matters, such as working conditions, organizational changes and employee wellbeing. While not present in all locations, we fully comply with local legislation and foster cooperative relationships wherever these structures are in place.

Quarterly all-company updates

Held virtually by our senior leadership team, these updates provide a transparent overview of business performance, strategic direction and major developments. They are also an opportunity to highlight achievements, align on company goals and reinforce our shared purpose.

Local town halls and Q&A sessions

Hosted at regional and team levels, these sessions create informal spaces for employees to hear updates, ask questions and raise topics that matter to them. They are designed to encourage two-way dialogue and build stronger local connections between employees and their leaders.

Supporting our communities - Poland

AMS Career Center is a charitable initiative driven by AMS volunteers, dedicated to empowering refugees and other vulnerable groups by providing necessary tools to seek and secure work by leveraging AMS's language skill, knowledge of the labor market and expertise in recruitment.

Our mission is to provide sustainable, ongoing support, ensuring not only positive changes in the lives of our participants by facilitating their equal access to the labor market, but also contributing to a more equitable and inclusive society, enriching the cultural tapestry and enhancing the diversity of talents within our communities.

It is an honor and a privilege to be part of this journey, in which our participants gain a pathway to independence, security and certainty. Moreover, the project also brings a wealth of inspiration to our daily lives, it offers us opportunities to share knowledge and experiences, develop or acquire new skills and build meaningful connections—making it a truly rewarding endeavor

*...I would like to sincerely thank everyone for the support and dedication shown to us during this difficult time. **Your help not only makes our lives easier but also gives us hope and motivation to keep improving ourselves.** I believe that projects like yours are invaluable, and I hope they can continue, bringing support and hope to those in need....*

*...My sincere gratitude to Agata, **thanks to her support I found a new job and felt again that I have the power to influence my life and can rebuild it [...]** even though this is not my dream job yet, Agata taught me to respect my journey and never stop on the way to what I want!..*

*...AMS became not only a place to learn language but also a place where you could always **find understanding, support, warm communication, and a sense of security...***

*...I am very grateful that such help and support are nearby. I don't know why, but **here I always feel safe**, and I don't want to miss any classes...
...Conversations in Polish with Mrs. Joanna, Agata, and Gosia, Excel lessons with Mrs. Weronika, and English speaking classes with many people **gave me the chance to feel much more confident in my new life situation...***

*....Career Center become a place of comfort for us, a place where people with big hearts gather, sharing their experience and support, **helping us to put the pieces of our new life together...***

...I joined a wonderful group led by Ms. Katarzyna, who has been putting her whole heart and energy into our classes for over two years now...

AMS Career Center in numbers

5205

Visits to the career center were registered in 2024 both on-site and online

DIRECTIONS OF SUPPORT

Support with adaptation

- Regular Polish and English language courses conducted both on-site and online
- One-off or regular speaking classes

Job search support

- Job search Mentorship and one-off personal career counselling
- Workshops about job search, Career Days and Career Coaching projects
- Courses for developing soft skills or gaining hard skills

Creating a safe space for integration

- Space for remote work, job search and studying
- Integrational meetings and creating a safe space for communication and knowledge sharing



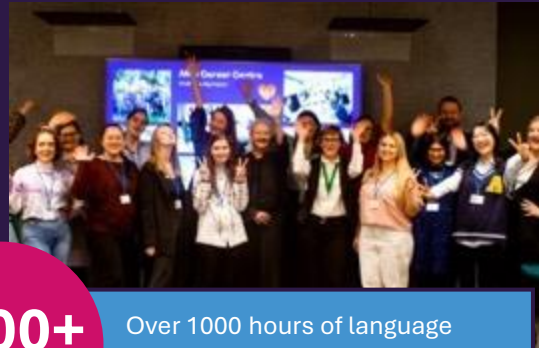
200+
hours

Over 200 hours of personal mentorship and career coaching sessions were held in 2024



72
AMS employees

72 AMS employees were volunteering with Career Center in 2024, over 30 of them were engaged on regular basis



1000+
hours

Over 1000 hours of language classes were conducted in the AMS Career Center in 2024



10+
Countries

The project brings together participants from 7 countries and volunteers from over 10 different countries

Supporting our communities

2024 volunteering and charity highlights

“

AMS offers all colleagues a paid day of leave each year dedicated to volunteering, empowering them to make a difference in causes they care about. Across the organization, team members have embraced this opportunity—taking part in community clean-up initiatives, supporting animal shelters, helping out at schools and working with local charities.

Building on this commitment, we proudly launched our first Global Day of Giving—a company-wide initiative that unites our global team in giving back to our local communities. It’s a day not only to contribute meaningfully to the world around us but also to strengthen our bonds as colleagues.

We believe that stepping away from our desks to engage in emotionally fulfilling, purpose-driven activities helps nurture existing relationships and spark new ones—while providing valuable support to the communities we’re part of.

As a people-powered business, our first Global Day of Giving was a powerful reminder of what we can achieve when we come together. Seeing our teams across the globe unite to give back speaks to the heart of who we are—fostering a sense of belonging, purpose and shared humanity. It’s through these moments that we build stronger connections with each other while making a meaningful impact in the places we live and work.”



Nikki Hall

Chief People Officer

UK&I volunteering highlights

- Our employees are dedicated to supporting local animal shelters via donations, clean up events and socialization sessions.
- Our commitment to community impact enables AMS to extend employment and career mentoring opportunities to individuals from diverse backgrounds and underserved communities. In 2024 colleagues supported with in-person and virtual employability workshops, disability advocacy, youth development & engagement, racial equality and employment access. This commitment is strengthened through strategic long-term partnerships with The King's Trust, Extern, GoodWork, Your Game Plan, The Stephen Lawrence Foundation, Cumbernauld Academy, MyGWork, Bridge for Hope, BEAM, Astriid, Kickstart, Recruit for Spouses, Evenbreak and Worktree.
- Throughout 2024 we supported many fundraising efforts including a spinathon for Marie Curie (£360 raised), Alzheimer's Walk (£1,422.86 raised), Dementia Friends Session, Belfast City Marathon Relay Team (raised £520 for NI Hospice), Macmillan Coffee Morning and a festive wine tasting raising money for Whitechapel Mission (£380, plus an additional £95 through Gift Aid raised) and £467 raised for Crohn's & Colitis UK through quizzes and bake sales and Save the Children Christmas Jumper Day (£125 raised).

- Our teams also support great causes with seasonal community outreach and hold annual donation drives for book donations to Time To Read (75 books donated to Key Stage 2 pupils in Northern Ireland), 200+ Easter Eggs to local children's charities and hospitals in Northern Ireland and London, Christmas toy appeals, donating essential items for shoe box appeals and homeless shelters.
- Colleagues also supported clean-up activities in local schools, community centers, Shiekh Temples, botanic gardens, care homes and hospitals as well as charities such as the YMCA, The National Trust and The Conservation Volunteers.

- Colleagues also supported with restoration projects for Habitat for Humanity Toy Restoration and local baby banks.
- Colleagues support critical healthcare needs by completing the Stem Cell Donor Registration and donating blood and platelets.
- Colleagues provided humanitarian assistance for organizations such as The Welcome Organization, Belfast Homeless Shelter, Hillingdon Foodbank, The Trussell Trust, The YMCA, Ealing Soup Kitchen.



UK&I volunteering highlights

Charity and volunteering

Conservation - beach cleans/
litter picks/allotments/
community gardens



UK&I volunteering highlights

Charity and volunteering

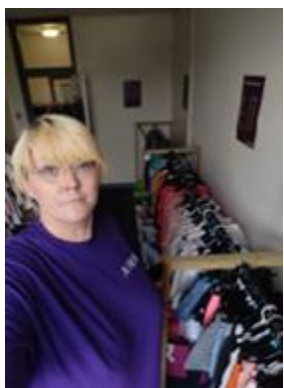
Conservation - beach cleans/
litter picks/allotments/
community gardens



UK&I volunteering highlights

Charity and volunteering

Working wardrobe/
charity shops/
toy restoration



UK&I volunteering highlights

Charity and volunteering

Easter egg donations,
book donations &
shoe box donations
& warehouse sorting



UK&I volunteering highlights

Charity and volunteering

- Bake sales/
- Spinathons/
- Talks & memory Walks



UK&I volunteering highlights

Charity and volunteering

Food banks/Soup Kitchens



UK&I volunteering highlights

Charity and volunteering

Animal Shelters/Blood Donations/Fundraising Initiatives

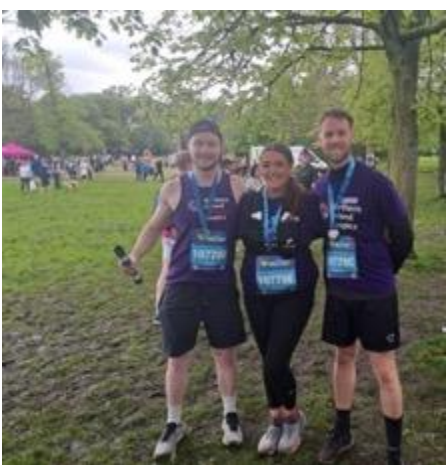


UK&I volunteering highlights

Charity and volunteering

Fundraising initiatives

Festive wine tasting £380, plus an additional £95 through Gift Aid for Whitechapel Mission.



EMEA volunteering highlights

Charity and volunteering

March 29 marked a memorable day for our team in **Serbia** as they took part in a tree planting event, making strides toward a greener planet. This initiative was generously supported by AMS through the donation of oak saplings.



The team in **Italy**, among 30,000 individuals gathered near the Colosseum for the Run Rome Marathon on 16 March. This event allowed participants to immerse themselves in the beauty of Rome while also contributing to charitable causes through the charity program organized alongside the marathon.



On 8 March, International Women's Day, AMS colleagues from various regions of **Italy**, including Cagliari, Milan, Genoa, Rome and Pordenone, joined forces as volunteers to raise funds in support of AISM, the Associazione Italiana Sclerosi Multipla.



AISM is dedicated to enhancing the quality of life for individuals and families affected by multiple sclerosis (MS), striving to find a cure and improve support systems for those impacted by the condition.

EMEA volunteering highlights

Charity and volunteering



Our dedicated AMS team in **Prague** took part in a meaningful volunteer event at a local elderly care facility. Spending the day cleaning and painting, making a significant impact on the lives of the residents.



Our colleagues from Brno took part in a family run, ADRAběh, as part of the Family Week initiative in Brno. Nekonečný příběh pomoci - A running story of help - commemorated the 20 years of ADRA volunteering activities in **Czech Republic**. This event was organized by and in support of ADRA, a Czech humanitarian organization with a focus on supporting seniors, disabled people and those in need locally and abroad.



On May 14, colleagues had an amazing volunteering day in **Opava**, visiting Městský útulek pro psy Opava and Moravskoslezský spolek na ochranu zvířat (MSSOZ). With the enthusiastic support of their client, a huge collection of dog food and accessories was donated. Employees delivered donations, cleaned pens, fed the animals and took the dogs for a long, joyful walk. Next, they headed to Opava's town shelter, where the staff was incredibly grateful for the donations.

EMEA volunteering highlights

Charity and volunteering



Despite the rain dampening plans for dog walks, the **Slovakia** team's volunteering day at a local animal shelter was a resounding success. They brought along food, blankets and duvets, making a significant contribution to the shelter.

A highlight of the day was their insightful chat with the shelter's coordinator. Inspired by this positive experience, they are already planning a return visit next year to continue supporting the animals and carers that work so hard to support them.



Colleagues in **Croatia** also spent time donating food, treats, sheets, towel and their time at a local dog shelter, "Sigurna kućica" ("Safe House") in Jagodno (near Zagreb). This enriching experience left them with cherished memories and a promise to return.



During May, a group of dedicated colleagues from AMS participated in the "Run for Down" race in **Zagreb**, making the most of their Volunteering Day. They spent the day running, walking and actively raising awareness for Down syndrome. Their involvement in this event underscores their commitment to supporting inclusive communities and promoting understanding and acceptance. By coming together for this cause, they not only contributed to a meaningful initiative but also exemplified the spirit of teamwork and social responsibility.

EMEA volunteering highlights

Charity and Volunteering



Our AMS **Berlin** team had the pleasure of spending a day at Prinzessinnengarten Kollektiv, where they rolled up their sleeves and got their hands dirty in the community garden. Employees felt it was a rewarding experience to contribute to such a vibrant community project and were proud to play their part in keeping this urban oasis thriving.



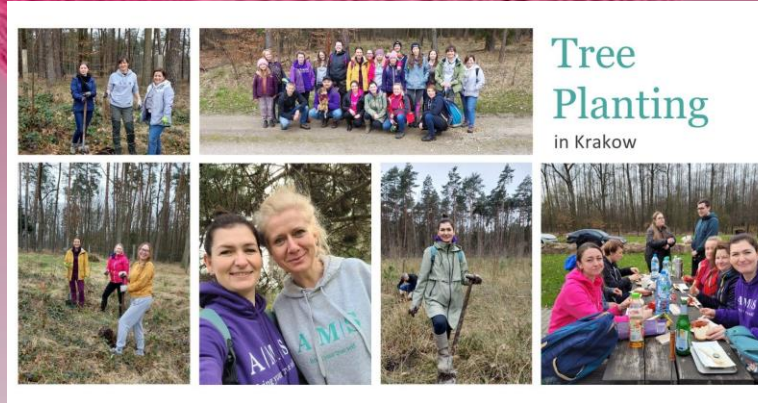
In **Norway**, employees headed to *Tasta Sykehjem*, a local nursing home. Where they stepped in as chefs for a barbecue, served as waitstaff, led a quiz, and most importantly brought some much-needed friendly interaction to the residents.

Poland volunteering highlights

Tree planting in Brodla near Kraków– March 2024 - 34 enthusiastic individuals participated in our Green Patrol initiative at the Brodla forest nursery near Krakow on 22 of March. Together, they planted a total of 550 trees, including 200 elms and 350 sycamores, fostering biodiversity and enriching the environment.

Plant sale in the Krakow office – March - Green Patrol and CSR Board initiative – the team managed to collect 1,920 PLN. The money was donated to support a colleague’s family whose house recently burned down.

Monthly blood donation in Gdansk organized by the Global Citizenship committee.



Community Garden initiative – September - As part of a Green Patrol initiative in the Szklane Domy housing estate in the XVIII New Huta district in Krakow, a community garden was created to foster local engagement, enhance the area’s aesthetics and promote eco-friendly practices. The garden features eco-friendly materials, such as a permeable wood chip path for easy access, a compost bin and six raised beds for growing vegetables and herbs, allowing residents to harvest their own produce.

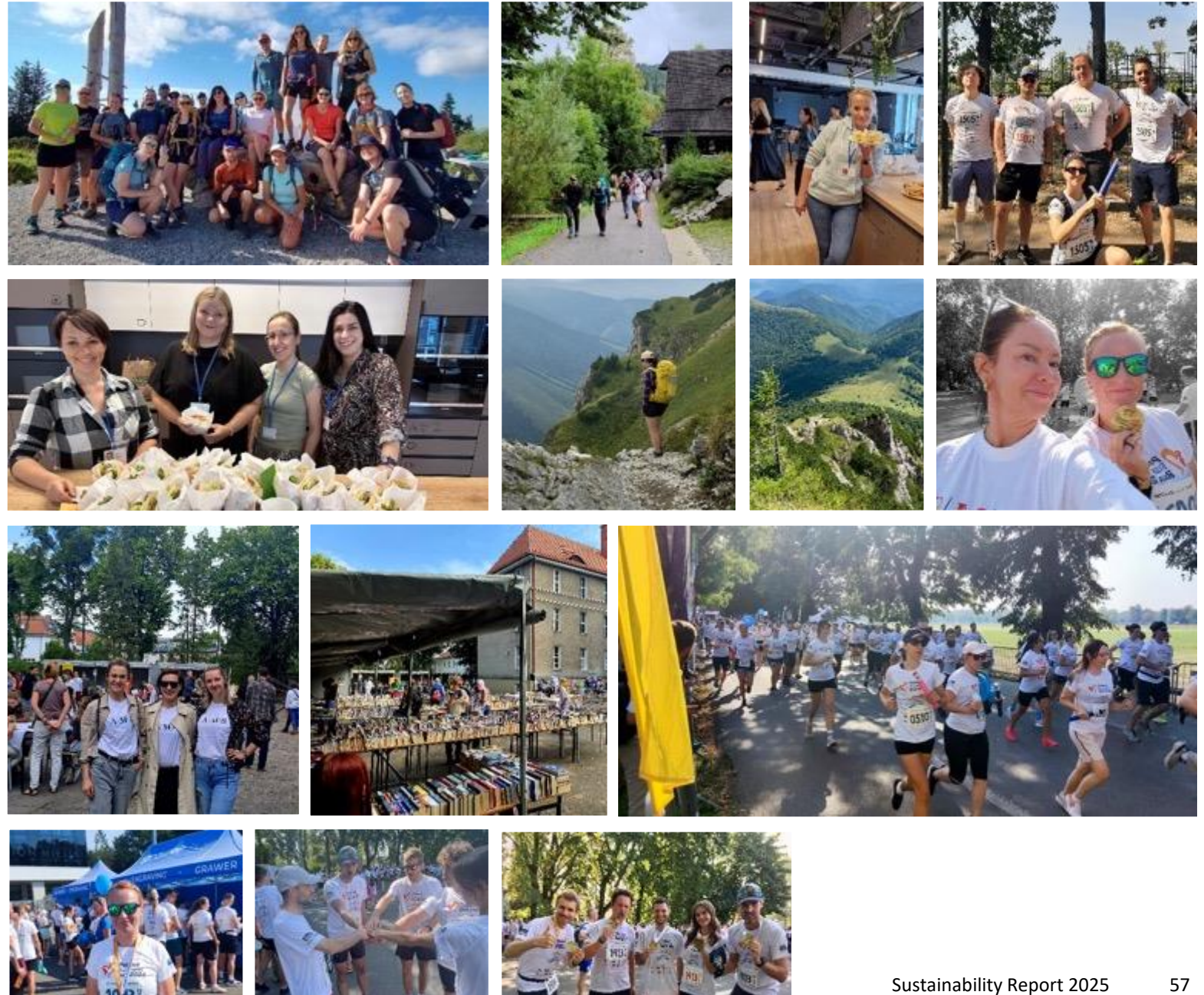


Poland volunteering highlights

Raise and Give Month and Three Peaks Challenge – In June, our team organized many incredible opportunities to collect funds for Dajemy Dzieciom Siłę foundation. From cake and sandwich sales, to dog walking, a macrame bracelet workshop and an Old Town excursion. Thanks to the incredible efforts of our employees, we were able to raise **over 8,600 PLN!**

Book and Help Charity Event – In June, our Gdańsk Global Citizenship team organized a vibrant fundraising event to support the local children's hospital (**Szpital Dziecięcy Polanki w Gdańsku**).

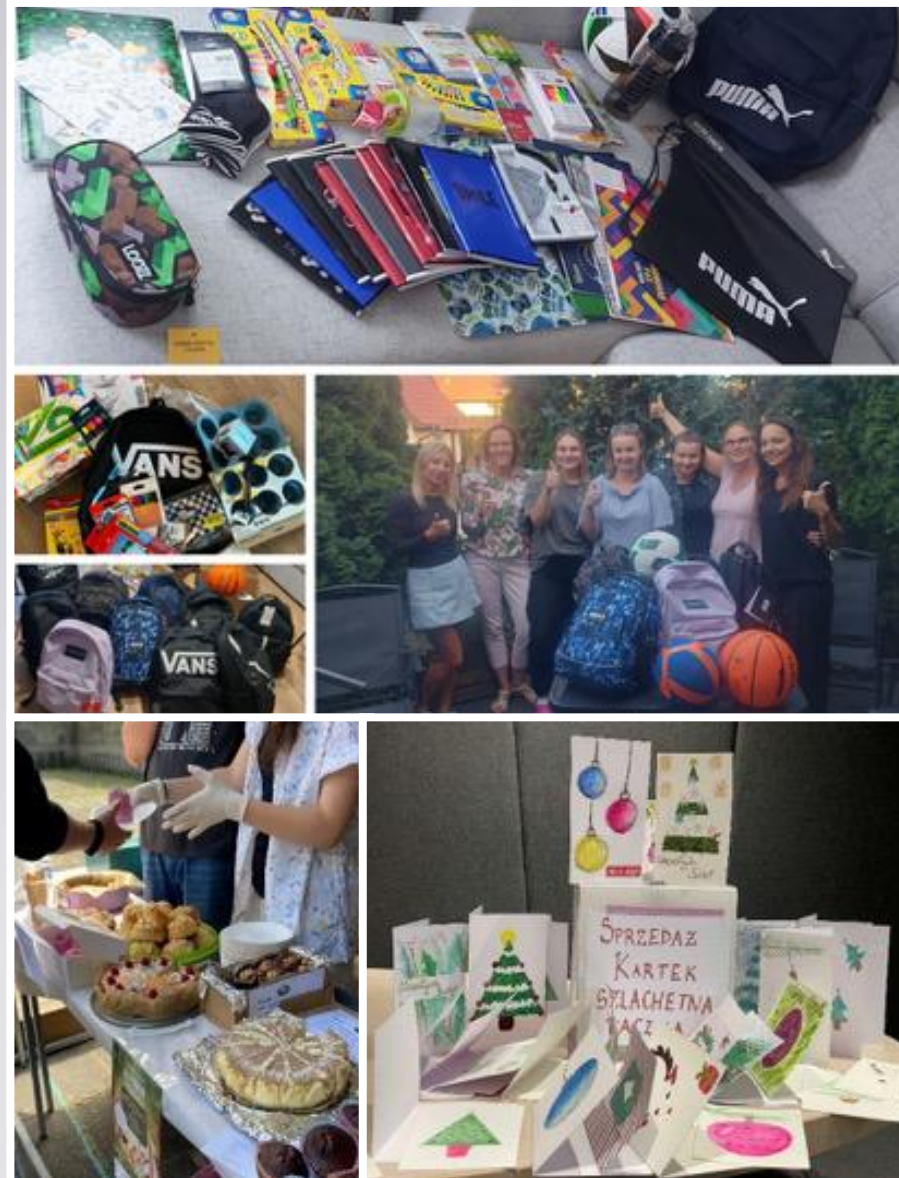
Poland Business Run 2024 - September 7 - This year's run aimed to support individuals with mobility disabilities and those recovering from mastectomies, raising vital funds for prosthetics, wheelchairs and rehabilitation. We are proud to share that AMS was represented by three fantastic teams in the relay race.



Poland volunteering highlights

Back to School Charity Action – September – Each year, Family Friendly, one of the local committees in AMS Poland, organizes the "Back to School" charity initiative, aimed at collecting school supplies for children in need. This year, we proudly supported children from the Specialized Therapeutic Care Home in Janów, Rumia, Poland. Thanks to their generosity, we successfully collected school starter kits for 10 teenagers.

Christmas Cake & Sale Event/Cards workshops – December – An action organized by our Local Committees to support Szachetna Paczka Charity foundation.



Poland volunteering highlights

A total of **nine regions across Poland** took part, engaging in a variety of initiatives, including **environmental clean-ups, volunteering at animal shelters, supporting charities, preparing sandwiches for the homeless, online initiatives** and much more. Activities included:

Clean-up in Kraków (4 locations), Gdańsk, Warsaw, Poznań and Tarnów – In various regions, groups of volunteers came together to clean up green areas. Thanks to their teamwork, they collected dozens of bags of trash.

Community Garden initiative - led by our AMS Green Patrol team

Zespół Szkół Społecznych - A group of volunteers helped out at the school by cleaning classrooms and hallways. Their dedication and teamwork made a real difference — and they're already motivated for future actions!

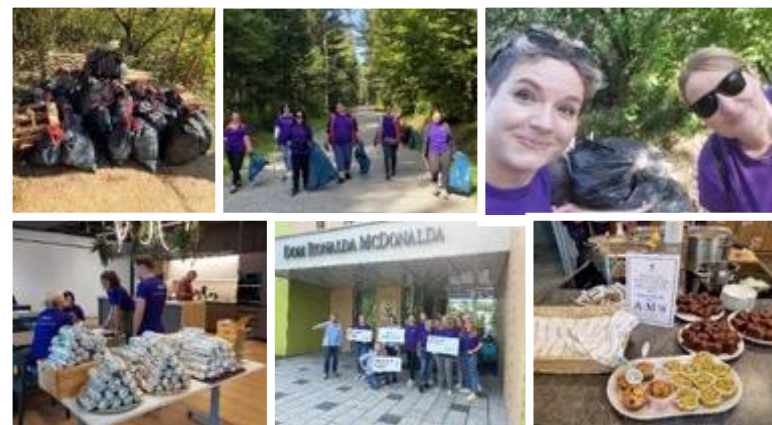
Supporting foundation “Zupa na plantach” - Our volunteers prepared 150 baguettes for people experiencing homelessness by supporting “Zupa na Plantach” foundation.

Fundacja Ronalda McDonalda - Our volunteers also supported the Ronan McDonald Foundation by preparing meals for the residents and cleaning the facilities. This marked the beginning of a lasting partnership that continues to this day.

Radwanowice - Fundacja Anny Dymnej - Our volunteers visited the Support Center in Radwanowice to help clean the area around the facility — focusing on tidying up the lawns, collecting leaves and completing other necessary tasks.

Animal Shelters - Volunteers also visited several animal shelters — for dogs, cats, rabbits, and even turtles. Our team helped by painting or cleaning animal enclosures, feeding the animals, and taking them out for walks.

Supporting International Bund Foundation - supply for flood sufferers.



APAC volunteering highlights

Charity and volunteering

In 2024, our local communities in the APAC region took part in various volunteering efforts, including:

- Colleagues in India volunteered for a tree plantation drive in Mumbai
- Our Philippines local volunteering group, GleAMS, organized outreach activities including:
 - Visit to the Makati Youth Home
 - Visit to the Oasi di Guoia per Bambine Orphanage
- Colleagues from the Philippines GCSC conducted a series of fund-raising activities to support the full year of education for the full school year for four grade school children under Project PEARLS, an organization with a mission to help the poorest of the poor children in the Philippines
- In line with the AMS Global Day of Giving, over 900 volunteers from communities in Australia, Shanghai & Wuhan, Hong Kong, India, Philippines, Japan and Singapore volunteered to create positive impact



APAC volunteering highlights

Australia

Our Australian teammates are widely dispersed but jumped into the Global Day of Giving with open hearts.

Sydney:

- Employees volunteered at Monika's doggy rescue, a no-kill shelter, along with individuals giving blood via the Red Cross

Melbourne

- Employees collected food donation for food banks and gave blood

Perth

- Employees volunteered at a local animal shelter

Brisbane and Sunshine Coast

- Employees volunteered at local schools and sporting clubs, bringing their skills to give back to the community



APAC volunteering highlights

Shanghai & Wuhan

AMS China team joined 3 events in Shanghai and Wuhan to contribute their best to the city in which they live and love.

Shanghai:

- Stray Cats Adoption:** Around 13 members participated to support the adoption day led by a Stray Cats charity group - H2. During the event, they met over 10 cats which were abandoned and then rescued by the group. Employees accompanied the kittens and took photos to spread their story to increase more adoption possibilities. Some of our employees even filled out the adoption form to apply
- Trash Run:** Employees started their route at SiHang Warehouse which is a historical building in Shanghai. Although the weather was pouring rain because of the typhoon, it didn't dampen the enthusiasm of their volunteering. They collected plastic bags, tissues, cigarette butts and even wine bottles along the city road and spent a wonderful time cleaning and laughing

Wuhan

- Five members in Wuhan spent a clean-up day at Yangtze River Beach Park. To the team's surprise they ended up collecting half a sack of wrapping paper, food waste, cans and cigarette butts



APAC volunteering highlights

Hong Kong

- AMS Hong Kong employees gathered for enthusiastic participation in the Hong Kong Stanley beach clean-up event. their objective was to remove trash/debris from beaches, increase awareness of the extent of the marine debris problem and to promote a clean, healthy, and sustainable environment
- The event was a success, with the help and collaboration of 17 passionate participants, they were able to gather 12 bags of garbage/debris. These included bottles, glass bottles, plastics bags, food wrappers, styrofoam pieces and soda cans

- Employees finished the event with a refreshments and drinks session allowing employees to network, strengthened their bonding, chemistry and community spirit



APAC volunteering highlights

India

AMS India collaborated with Samarthanam Trust for the Disabled in Hyderabad, Pune, Bangalore, Mumbai and Delhi; Snehalaya in Pune and Prayas in Jaipur, where our colleagues spent joyful time with the children as they engaged in interesting activities like storytelling, singing, dancing and more, and shared tokens of appreciation that brought smiles to their faces.

It was indeed an honor for AMS India to contribute towards the Global day of Giving and bring the gift of time to the less fortunate.

It was truly humbling to see the overall generosity and passion shown by our colleagues. Participating in such volunteering initiatives reminds the team that love and kindness can brighten the hearts of those around us.



Pune



Jaipur



Bangalore



Delhi



Hyderabad



Mumbai



APAC volunteering highlights

Philippines

- Over 500 employees from the Philippines joined the AMS Global Day of Giving through organized and individual volunteering activities
- **Manila blood donation** – Through the help of the Philippine Red Cross, more than 190 lives will be helped from the blood donated through the help of over 80 volunteers during the activity
- **Manila charity donation drive** - Eight 20x20” boxes of school supplies, packed food, and hygiene items were collected from over 250 volunteers and were brought to Project PEARLS supporting the education and nutrition of hundreds of families in Tondo, Manila
- **Manila haven for women outreach** – Over 40 women and 30 of their dependents under the care of the Department of Social Welfare and Development were visited by our team who organized clean-ups, art therapy activities, career counseling and playtime with children
- **Cebu outreach** – Our team from Cebu brought in donations and spent time with children with cancer and their families at the Everlasting Hope center in Cebu
- **Individual volunteers** – Over 100 individual and group volunteers supported their local communities through local clean-ups, visits to elderly homes, and animal shelter visits across the country



APAC volunteering highlights

Japan

- AMS Japan joined the AMS Global Day of Giving – with both individual contributions and the Shibuya Ward Clean-up Activity
- Shibuya Ward Clean-up** – Through a volunteer activity organized by the City of Shibuya, 13 members of the AMS Japan Team came together to help remove litter throughout the busy and famous streets of Shibuya. Although the heat and humidity were high, so was their determination to make a difference. In just over an hour, they collectively removed approximately 15 large bags of litter! From cigarette butts, plastic bottles, empty cans, to baby and adult shoes, numerous umbrellas
- Individual Volunteers** – Colleagues also joined local volunteering groups to help exchange students experience Japanese culture through kimono wearing and the Japanese tea ceremony



APAC volunteering highlights

Singapore

- Twenty-one colleagues from Singapore and one from Manila, joined our Global Day of Giving event at the **Society for the Prevention of Cruelty to Animals (SPCA)**
- The team spent the day doing various tasks such as: cleaning cat and dog kennels, helping at the clinic and updating volunteer records
- But the most popular task was "Cuddle Time", playtime with their furry friends
- They also spent time discussing with the operations team and the volunteers about their current challenges and needs. This gave the AMS team a good idea on how they could provide more support in the future



AMERICAS volunteering highlights

Monterrey highlights

Colleagues in our Monterrey community came together to make an impact in their community.

Activities included:

Shelter Renovation – They painted dormitories at a shelter for children living on the streets, benefiting over 30 kids

Park Clean-up – Employees collected a significant amount of trash from public parks and green spaces

Nuevo Amanecer – The team spent time with children with cerebral palsy, learning about their condition and raising awareness in our community



AMERICAS volunteering highlights

Toronto Highlights

Our Canadian team members participated in various activities to give back to the community:

- **Terry Fox Walk for Cancer Research** - Our team participated in the annual Terry Fox walk in support of cancer research. They successfully surpassed the fundraising goal of \$3,000 by raising a total of \$3,805
- **Canadian Blood Services (CBS)** – Our team bravely donated blood to CBS, which is the national supply of blood products across the country. It was the first time donating blood for the majority of the team
- **Seva Food Bank and Milton Bible Church Community Food Programs** – Colleagues worked together to organize shelves, pack food hampers and re-pack bulk staple items like lentils, flour and diapers to ensure a larger population of the community can utilize the Food Bank services
- **Warden Woods Community Center** - Our team engaged with approximately 60 seniors, assisting with food preparation and service for both breakfast and lunch. Afterward, they participated in the clean-up and enjoyed meaningful interactions with the seniors, making it a truly rewarding experience
- **Daily Bread Food Bank** – During the Holiday Gathering, our team ensured to bring their holiday cheer and a non-perishable food item to donate to the Daily Bread Food Bank.



AMERICAS volunteering highlights

Colleagues in Cleveland participated in the Global Day of Giving. Initiatives included:

Perk Plaza Cleanup - Together employees gathered fifteen bags of debris to help clean and spruce up the city!

Pet Shelter – It was an incredible day spent with the amazing animals and staff at NEO SPCA Animal Shelter! From walking dogs to cuddling cats, every moment was filled with love, joy, and connection. A heartfelt thank you to the dedicated shelter staff who helped coordinate the day and to all the AMS volunteers whose compassion made a real difference.

Cultural Gardens – The team was lucky to have a beautiful, sunny day in Cleveland—perfect for the Cultural Garden cleanup! The Cleveland Cultural Gardens are a powerful symbol of the rich diversity that makes the city so special. Our AMS team rolled up their sleeves and got to work clearing trash, leaves, branches, and refreshing the flower beds. It was a great day of giving back to our community and celebrating the cultures that bring Cleveland to life!

Cleveland Kids’ Book Bank – Twenty volunteers from the Cleveland community came together to support the Cleveland Kids' Book Bank! The team helped sort and pack books that will be distributed through local partners to kids across Greater Cleveland. The Book Bank’s mission is to ensure every child has access to books—whether at home or in school—and they’ve already distributed 4.4 million free books to over 100,000 kids with 45,000 more going out each month.

Cleveland Food Bank – The team supported the Greater Cleveland Food Bank in preparation to distribute food and non-food items to over 1,000 partner agencies, including pantries, meal sites, shelters, and other organizations. Their mission is to ensure everyone in these communities has the nutritious food they need every day!



Global Day of Giving
Pet Shelter
Perk Plaza Hotel
Kids Book Bank
Cleveland Food Bank



AMERICAS volunteering highlights

The good work didn't stop at our Annual Global Day of Giving and other Volunteer Activities took place across 2024, with employees taking advantage of their paid volunteer day.

Camp Cheerful -With the sun shining down on them, employees rolled up their sleeves and got to work—raking, trimming, painting and cleaning to help prepare the camp for the upcoming summer season. Thanks to everyone's hard work and teamwork, they checked off everything on the to-do list and left the camp ready to welcome a new season of memories!

Pride Parade – Employees proudly marched for equality and love at the Pride in the CLE parade! It was truly inspiring to see the city come together with the LGBTQ+ community to celebrate diversity, inclusivity, and the freedom to be our authentic selves. The parade was bursting with color, positivity and energy—and it was made even more special by everyone who joined. The team pledged to keep spreading love, acceptance and inclusivity—both in the workplace and throughout their community.

Fisher House – Fisher House is a home away from home for military and veteran families to stay while loved ones are receiving treatment at a military or VA medical center. This organization builds and maintains these homes, providing a place for families to stay without worrying about lodging costs. The Cleveland Community came together to support the Fisher House by providing handwritten cards along with household goods.



Pride Parade



Camp Cheerful – Volunteer Day

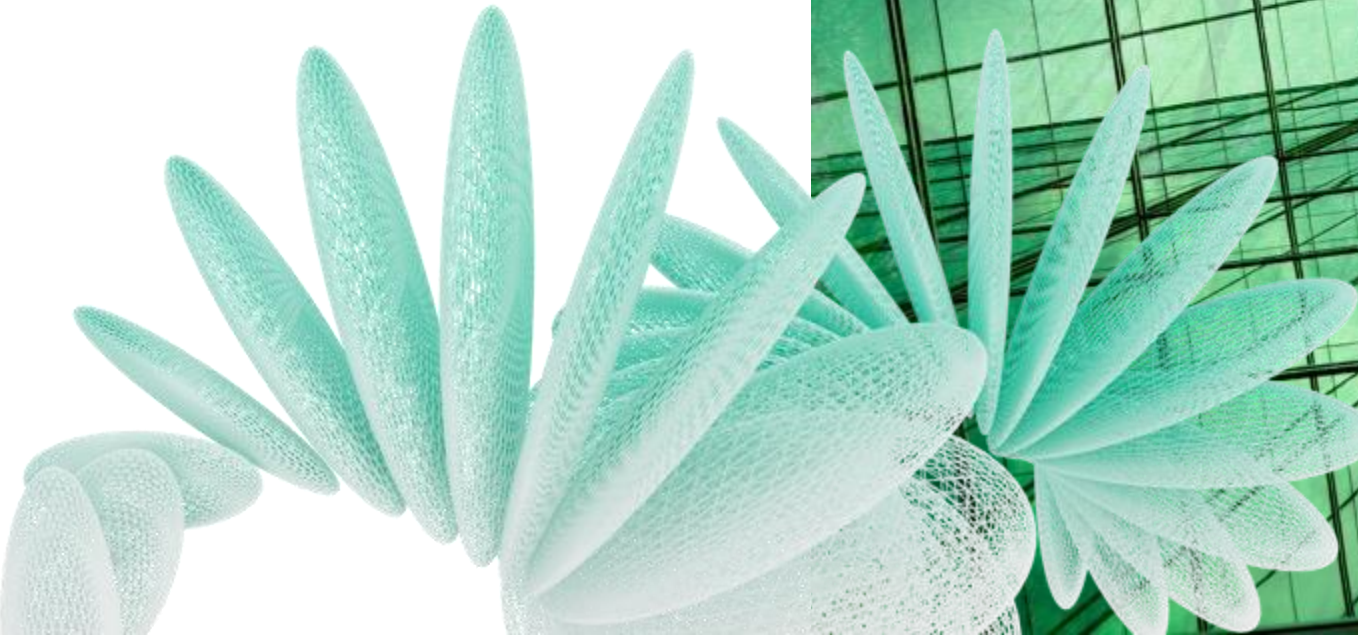


Fisher House – Volunteer Event – Veterans Day



Planet

In this section, we examine our unwavering commitment to achieving 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 wellbeing of our people, as we recognize that a sustainable environment is the foundation of a thriving and 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.





In 2024, AMS refined its environmental strategy to ensure we are focused on the right priorities and are well-positioned for long-term impact. This year saw significant changes to the scoring methodologies used by leading sustainability benchmarks, including the Carbon Disclosure Project (CDP) and EcoVadis. These updates raised the bar for performance and transparency, offering us a valuable opportunity to re-evaluate our own program. In response, we strengthened the foundations of our approach in preparation for our global carbon footprint assessment in 2025. As part of this work, we revised our UK carbon emissions data for 2023 and 2022, enhancing both the quality of our reporting and the breadth of our Scope 3 emissions coverage. Notably, in 2024, we achieved full reporting across all relevant Scope 3 categories—marking a key milestone in our journey toward more comprehensive climate accountability.

Environmental continuous improvement 2024 – office relocations

As part of our commitment to continuous improvement, we are placing greater emphasis on environmental considerations when opening new offices or relocating. While we do not own our office spaces, we actively collaborate with landlords and property managers to identify opportunities to enhance environmental performance.

We relocated our London Head Office to 60 London Wall, significantly improving energy efficiency and sustainability. The new space has achieved a prestigious BREEAM “Outstanding” rating, reflecting substantial advancements in reducing energy consumption. Key upgrades include energy-efficient LED lighting with daylight sensors and automated controls, as well as high-efficiency HVAC systems featuring advanced thermal zoning, demand-controlled ventilation and enhanced monitoring. These measures not only cut energy usage but also improve indoor air quality and occupant comfort.

Additionally, the building’s WiredScore “Platinum” certification highlights its cutting-edge digital infrastructure, which actively manages IT-related energy consumption. Smart systems optimize power usage for servers, networking equipment and other IT infrastructure. In comparison, our previous office, rated Energy Performance -C, lacked these efficiencies, leading to higher energy consumption. This transition supports our sustainability ambitions by reducing energy use across lighting, HVAC and IT systems, positively impacting our environmental footprint.

That same year, we also moved our Krakow office to The Park, Krakow, taking another step towards improved energy efficiency. The new office holds a BREEAM “Excellent” certification, demonstrating significant progress in energy management. Advanced LED lighting, occupancy sensors and automated controls help minimize unnecessary energy use, while high-efficiency HVAC systems optimize energy consumption and enhance comfort.

While our former office was a well-connected and sustainable building, it did not hold the same level of environmental certification, resulting in higher energy use. By relocating to The Park, Krakow, we are achieving greater operational efficiency, aligning with our sustainability goals and significantly reducing our environmental impact.

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 2024 we revised our UK carbon emissions working with an external provider to support us with the assessment.



Scope	Reporting Year: 1 st January 2023 – 31 st January 2023		
	Emissions Source Category		tCO ₂ e
1	Direct emissions from owned, leased or directly controlled stationary sources that use fossil fuels or emit fugitive gases		4.8
2	Emissions from the generation of purchased electricity, heat, steam, or cooling	location-based	38.1
		Market-based	26.6
3	Purchased goods and services		4934
	Capital goods		830.4
	Fuel & energy related activities (upstream emissions from purchased fuels 0.0 tCO ₂ e) (Upstream emissions from purchased electricity 9.4 tCO ₂ e) (Transmission and distribution (T&D) losses 3.4 tCO ₂ e)		12.8
	Waste generated in operations (Wastewater 0.1 tCO ₂ e) (Other waste 2.1 tCO ₂ e)		2.2
	Business Travel (All transport by air, public transport, rented/leased vehicle, and taxi 815.9 tCO ₂ e) (Emissions from hotel accommodation 38.4 tCO ₂ e)		854.3
	Employee Commuting (Employee transport between home and places of work 17.4 tCO ₂ e) Emissions arising from employee homeworking and remote work 577.3 tCO ₂ e)		594.7
Total	Total location-based		7271.3
	Total market-based		7259.8

Climate action and affordable & clean energy

Scope 3 Summary

Scope 3 Category	2023 tCO ₂ e	2022 tCO ₂ e
Purchased goods and services.	4934	Not assessed in 2022
Capital goods	830.4	Not assessed in 2022
Fuel- and energy-related activities (2023 only - upstream emissions from purchased fuels) (2023 only - Upstream emissions from purchased electricity) (2022 and 2023 - Transmission and distribution (T&D) losses)	12.8	4.2
Waste generated in operations (2023 only - Wastewater) (2022 and 2023 - Other waste)	2.2	2.1
Business travel (incl. hotel) (including WTT)	854.3	611.4
Employee commuting (incl. homeworking) (including WTT) (2023 only - Employee transport between home and places of work) (2022 and 2023 - Emissions arising from employee homeworking and remote work)	594.7	461.3
Total Scope 3 emissions	7228.4	1079

(Other Scope 3 categories are not applicable to AMS)

As part of our commitment to continuous improvement, we expanded our carbon accounting to include all relevant Scope 3 categories. While this led to an overall increase in our reported UK carbon emissions, it marks an important step towards greater transparency and completeness. This enhanced understanding of our full emissions footprint lays a strong foundation as we prepare to undertake a global carbon footprint assessment and set science-based targets in alignment with the Science Based Targets initiative (SBTi) in 2025.

Intensity Ratio: Per full time employee	GHG Emissions tCO ₂ e			
	2023 Location-based	2023 Market-based	2022 Location-based	2022 Market-based
Total GHG emissions	7271.3	7259.8	1130.2	1109.4
GHG emissions per FTE (UK HC in 2023 - 2380.5) (UK HC in 2022 - 2028)	3.1	3.0	0.6	0.5

Further reading:

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



Carbon Disclosure Project (CDP): Reporting our environmental data through 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 2024, 10 clients requested us to complete the CDP Climate Change questionnaire, a 37.5% decrease from 2023.

What is CDP? CDP is a global environmental disclosure platform that helps organizations measure and manage their environmental impacts. It provides critical data on climate change, water security and deforestation.

2024 changes to scoring methodology: In 2024, CDP introduced changes to its scoring methodology, further aligning it with evolving global standards and best practices for climate action. This year, AMS received a **C Awareness Level** rating, indicating our commitment to transparency and climate action.



EcoVadis: EcoVadis provides a comprehensive sustainability ratings platform, assessing companies across four key areas: Environment, Labor & Human Rights, Ethics, and Sustainable Procurement.

What is EcoVadis? EcoVadis evaluates and rates companies on their sustainability practices, helping organizations improve and communicate their commitment to sustainability in a standardized way.

2024 changes to scoring methodology: EcoVadis also updated its scoring methodology in 2024, refining criteria to better reflect global sustainability trends.

Our improvement: AMS improved our score from **50/100** in 2023 to **55/100** in 2024, earning a **Committed** badge, which showcases our continued progress and dedication to enhancing our sustainability performance.



Our impact with Plant for the Planet

We continued our partnership 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

32,000+

Total trees planted
across since 2022

Visit our [AMS Forest](#)



“AMS recognizes 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

World Earth Hour

For the second year running, we celebrated World Earth Hour, 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.

Bridging the green skills gap: the role of talent acquisition

As the world pivots toward a sustainable future, the demand for green skills is skyrocketing across industries. We conducted an in-depth study to explore how talent acquisition can be a driving force in closing this gap—revealing both the urgency and the opportunity at hand.

Urgency of green skills

- Green skills are critical to achieving climate goals and embedding sustainability across sectors.
- 84% of talent leaders say the gap must be closed within 5 years.

Key challenges

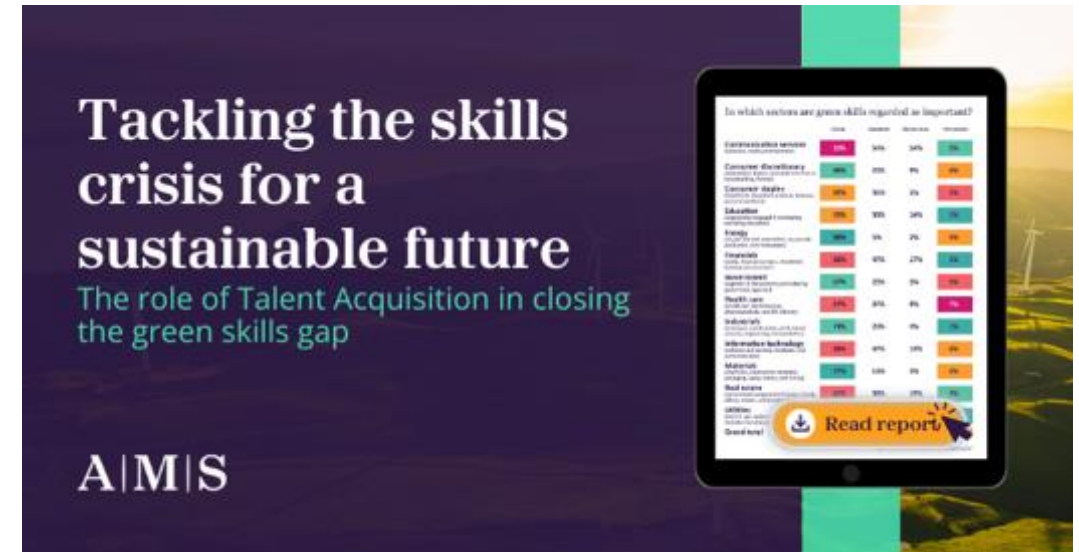
- Shortage of green-skilled talent.
- Barriers: limited training, high costs and weak cross-sector collaboration.

Opportunities

- Policy, education and business must align.
- Strategies include:
 - Curriculum reform
 - Employer branding
 - Specialized training

AMS recommendations

- **Think long-term:** Foster a culture of lifelong learning and innovation.
- **Collaborate widely:** Co-create with educators and policymakers.
- **Embed green skills:** Apply them across all roles and functions.
- **Elevate employer brand:** Use sustainability as a talent magnet.
- **Invest in training:** Tailor programs and mentorship pathways.



[Further Reading: Tackling the skills crisis for a sustainable future](#)

Green Yatra Trust

As part of our commitment to environmental sustainability, we have partnered with the Green Yatra Trust to conduct a large-scale plantation drive in Mumbai. This initiative not only addresses urban ecological challenges but also reinforces our dedication to fostering a greener and healthier planet. Interestingly, our teams in Mumbai came together to plant 2200 saplings as part of the Afforestation by Miyawaki Plantation project



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 sustainable organization

Industry recognition

We are focused on maintaining the momentum of our sustainability program 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 program. Here is an outline of some of the recognition we have received throughout 2024:



2023 Great Northeast Ohio Workplace for Top Talent – NorthCoast 99

Cleveland Office wins NorthCoast 99 for 11th straight year



2023 Best Places to Work for LGBTQ+ Equality in Mexico



2023 The Great Place to Work® Giving Back Award



2023 Best Workplace in Ontario Managed by Women



2023 Great Place to Work® certification in Canada



2022 Top Workplaces Award

EMEA Awards & Accreditations



2024 Family Friendly Company Award



2023 Best RPO Provider – HR Flag Awards



2024 Investor in Human Capital – Great Place to Work®



2024 PSR: MSP of the Year – APSCO OutSource Awards for Excellence



2023 Krakow Employer of the Year



2024 Recognized as a Disability Confident Level 2

Global 2024 Awards & Accreditations



Leader in Everest Group RPO Services PEAK Matrix®



The Talent Solutions Provider of the Year Award

Employer Brand Award

The DEI Award



CPD Accreditation, Enhancing Leadership Excellence Training for its Global Talent Acquisition

Industry recognition

APAC Awards & Accreditations



2024 Leader and Star Performer – Everest Group RPO PEAK Matrix® Assessment



Best HR Services Provider
Philippines APAC

Most Trusted Talent Acquisition
Solutions Provider



AMS has been named as a winner in “The RPO/MSP/Talent Solutions Company of the Year” category



Most Trusted Talent Acquisition
Solutions Provider – Philippines



Best Banking and Finance Talent
Acquisition Specialist

Best Banking and Finance
Talent Acquisition Specialist
– Southeast Asia



‘Best 100 HR Service Brands in China 2024’ and is celebrated in the ‘Recruitment Process Outsourcing’ sub-category

Best 100 HR Services Providers in HRoot Spark Award’ and is celebrated in the ‘Human Resources Outsourcing’ category.

UK&I Awards & Accreditations



Highly Commended and Gold award in
Best Recruitment Programme of the Year
category - 2024



MSP of the Year 2024:
Public Sector Resourcing (PSR)



Become a signatory for the
Tech Talent Charter



Best D&I' category



Finalist - Best DEI category

Finalist - Fair Chance for All

Shortlisted D&I Awards Northern Ireland

Decent work & economic growth

AMS operates out of the following four regions:

-  **UK & Ireland**
Operating since 1996
-  **Americas**
Present and delivering in all 50 states with operations in 13 markets
-  **Europe, the Middle East, and Africa**
Local solutions from Gdansk to Dubai
-  **Asia Pacific**
Powered by a multilingual, 2,600-strong team

“Congratulations to AMS for placing in the top 75 in this year's Social Mobility Employer Index, coming 12th. This significant achievement, improving on last year's placing, speaks to the firm's sustained commitment to social mobility and creating a culture where everyone can thrive.

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, labor practices, environmental sustainability and anti-corruption measures.

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

Our programs 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 organization 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 2024 include:

270,000+ Hires per year	646 promotions	27,000+ Early Career hires
50+ Languages spoken	8,500+ Colleagues	120+ Countries
190+ Outsourcing clients		

Sustainability: Our 2025 business outcomes

Read more:

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



Champions of diversity, equity & inclusion

- Expand the remit of the DEIB COE in 2025 to include Social Impact and Value as a core focus, ensuring alignment with the "S" in ESG
- Continue to develop our 11 global Employee Resource Groups to build belonging across the business
- Strive for bias free and equitable people processes – reviewing performance, attrition and promotion data by underrepresented group
- Work towards becoming representative of the communities where we operate – with a target to further improve ethnicity representation in our global leadership to 20% by end 2026



High standards for health & wellbeing

- Continue to develop safety culture in AMS with wellbeing at its core so that best practice in Health, Safety and wellbeing becomes second nature
- Build on our holistic approach to Health, Safety, and wellbeing by advancing proactive initiatives across teams and geographies. Continuing to raise awareness, promote best practices via our network of colleagues who are passionate about wellbeing
- Foster mental health of employees by evolving protocols around stress and psychological safety
- Continue to evolve H&S framework across key countries, leveraging both internal and external partnerships



Environmental

- Track and report on Carbon Emissions Globally
- Move forward with our commitment and submit our Science Based Targets to the SBTi for validation, to drive our Net Zero performance
- Further improve our Carbon Disclosure Project and EcoVadis Rating
- Collaborate with applicable suppliers to understand their Environmental plans and provide guidance where appropriate
- Engage with employees on how to support clients with Green Skills & Green Jobs hiring



Decent work & economic growth

- Maximize 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 Skills Creation
- Inspire our employees to meet our 2025 commitment to reach our volunteering targets



Policy

In this section, we underscore the critical role that strong governance plays in driving sustainable success. 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 supports and safeguards 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

We believe that effective governance serves as the bedrock of sustainable and responsible business practices. We are focused on progressing the sustainability of our organization under the oversight of the relevant organizational 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 organization.

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 recognized 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 organizational 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 center of excellence for sustainability whilst promoting achievements and progress across AMS.

The Committee is chaired by our 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 program.

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 Organization Strategy and Plans and ensure the business is organized to execute those plans. Responsible for ensuring decisions are appropriately made on the deployment of corporate assets to optimize business performance whilst effectively managing corporate risk.

Risk & Compliance Committee – to identify, assess and monitors 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 center 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 organization.

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, behaviors 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. In 2024, 99% of employees attested to having read this policy.

✓ 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 recognize 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. In 2024, 99% of employees attested to having read this policy

✓ Prevention of human trafficking, forced labor and modern slavery

We have a significant role to play in the prevention of human trafficking, forced labor 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](https://www.weareams.com/ethical-business-policies/). In 2024, 96% of employees attested to having read this policy



Further reading:
<https://www.weareams.com/ethical-business-policies/>

Our Risk & Compliance program is critical to our long-term sustainability. 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 operationalize 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

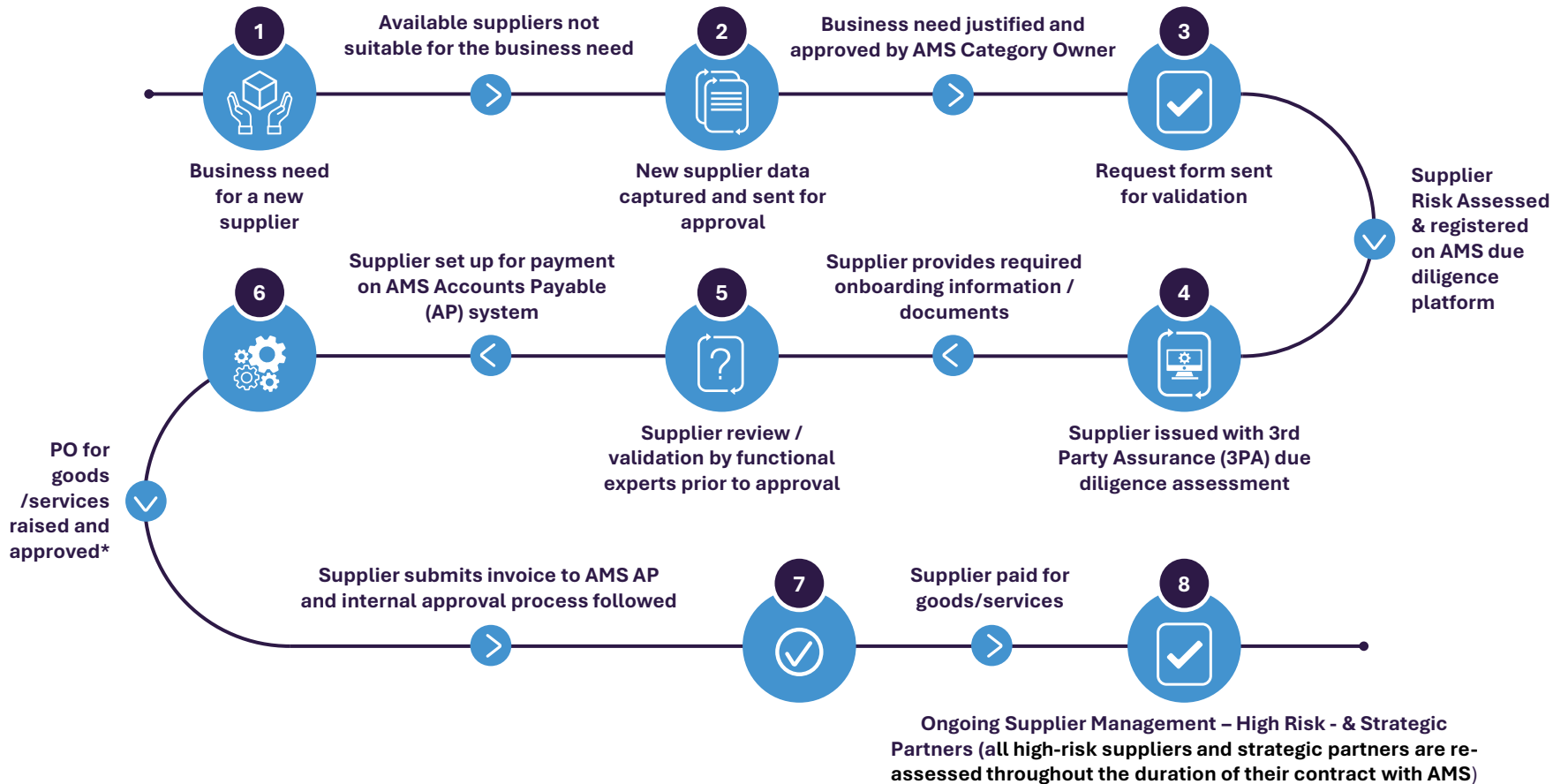
Business Assurance

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

3rd Party Assurance

Develops the 3rd 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)



In 2024:

100%

of suppliers had
a contractual
agreement in place

100% of new suppliers evaluated for inherent risk, all suppliers presenting High or Medium inherent risk completed AMS Supplier Due Diligence Assessment.

100%

of suppliers received
the Supplier Code
of Conduct

12%

of audited suppliers
received corrective
actions which were
monitored through
to completion

- 3PA focuses 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
- Labor & 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/behaviors 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

Diversity supplier strategy

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

We focus our efforts on creating diverse and SME supplier ecosystems 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 deploying 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.

Further reading:

[Making supplier diversity part of your business strategy](#)

✓ Progress in 2024

- 20% of suppliers onboarded/ assessed in 2024 were categorised as 'diverse'.
- Of these, 60% were women-owned and 21% were ethnic minority owned
- Over 2024, our spend with diverse suppliers was £1,501.5m (5.2% of total supplier spend) in the UK and £1.5m (15% of total spend) in the US. Total diverse spend in 2023 was £444.9.1m in the UK and 2.2m in the US.

> 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.

In fall 2024 we held an Alliance roadshow, taking our partners on a tour of the UK (London, Birmingham, Manchester and Edinburgh) to introduce them to our clients, attended by nearly 150 delegates.

55/REDEFINED

BYP
NETWORKEvenbreak
Talent First

auticon

RFS

BRIDGE OF HOPE CAREERS

my8work

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 license requirements review
- ✓ Supplier(s) due diligence
- ✓ Account Governance Implementation

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 maintains reports on core legislative requirements for key countries where AMS operates. The information compiled through internal research comes from an array of sources and covers requirements of key importance from the recruitment and selection perspective such as licensing, language, advertising, preventing discrimination, pre-employment screening, hiring foreign nationals, contracts and temporary workers hiring. The team works with the business to ensure conformance to local legislation.

AMS Geo Compliance Board

Chaired by our 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.

- 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 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 blueprint for new country set up and education for relevant teams

Raise Your Concerns – AMS whistleblowing channel

We encourage all relevant parties to actively call out behaviors 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 has a detrimental effect on our people, our clients, our suppliers, business partners and society. Should one become aware of any contradictory behavior 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.

Should a concern be raised, the process followed aligns with the protection provided to employees under the UK Public Interest Disclosure Act 1998 and the EU Whistleblowing Directive 2019 however, AMS recognizes the importance for the same standards to apply globally. At AMS we are committed to promoting and ensuring authenticity and bravery in all areas of our business which includes raising concerns regarding adherence to the AMS culture or the Code of Conduct. Our promise to all those who are brave and raise concerns in good faith and in the interest of authenticity will not suffer any ill treatment, retaliation, or detriment to their career or wellbeing at AMS even if they turn out to be mistaken.

AMS takes a zero-tolerance approach on intentionally false or malicious concerns being raised. Disciplinary action or termination of employment may be the consequence of such actions.

In 2024:

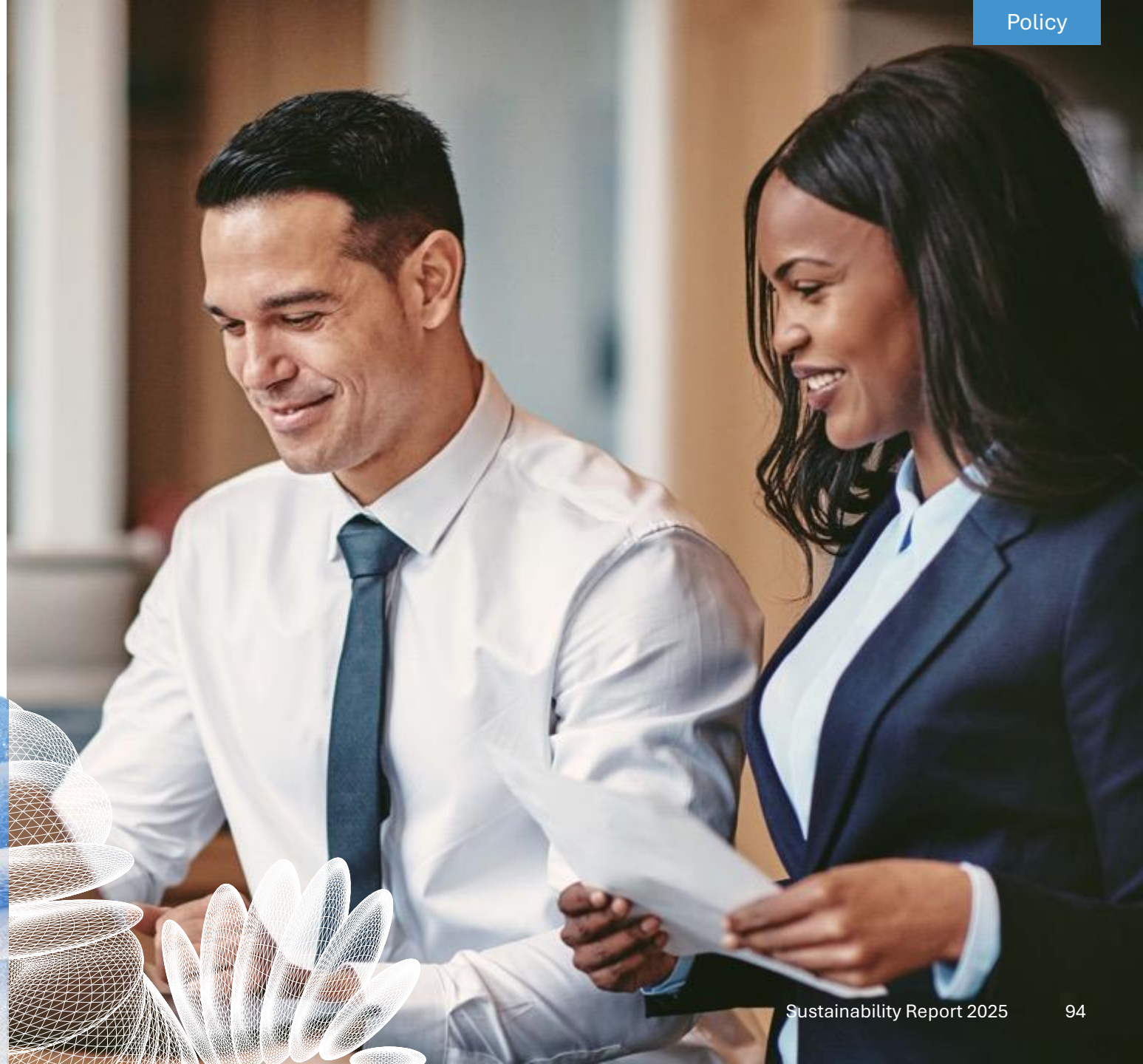
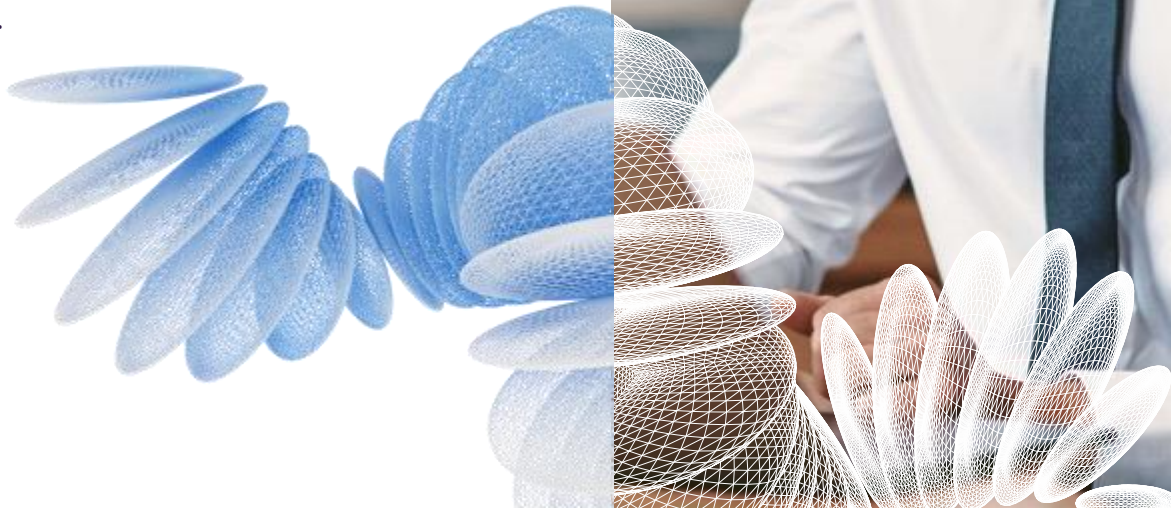
- All concerns receive an initial response within 48 hours of raising (EU whistleblowing legislation requires 7 days)
- All concerns raised were reported to the Chief Legal, Risk & Compliance Officer and the Chief People Officer
- No concerns raised related to working conditions including child labor, forced labor, or human trafficking
- No concerns raised related to corruption (including fraud, bribery, money laundering, government and a government official, politically exposed person, tax evasion and conflicts of interest)

AMS Risk management

We recognize 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 behavior when dealing with risk. We recognize 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 program 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 toward minimizing our ecological footprint and fostering positive change both within our organization and for our clients.

While we are proud of our accomplishments to date, we recognize 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 enhance 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.

Client services spotlight

AMS PSR Team

PSR Pay it Forward program

The AMS Public Sector Resourcing (PSR) team runs a volunteering Pay it Forward program, 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 has been aligned to one of the overarching key themes which align to the UK Government's Social Value Model. These contributions created **the equivalent of over £25,000 worth of social value for the UK**, a figure calculated using methodology provided by the Impact Evaluation Standard and reported using the social value software platform, Thrive.

Further reading:

[PSR Pay it Forward 2024 Impact Report](#)

[Social Value - PSR](#)

165

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

1237

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

25,843.61*

pounds worth of **social value created**

72

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

50%

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

*On the PSR client service account AMS use Thrive to measure the social value achieved across the framework. When calculating social value achieved within the UK, any non-UK activity has been removed.



Client services spotlight

AMS PSR Team

Program on a page

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.

9% of our volunteers chose to support this theme.

Wellbeing

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

59% of our volunteers chose to support this theme.



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.

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. 28% of our volunteers chose to support this theme.

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 labor and providing CV and interview workshops for schools that support young people with additional needs. 4% of our volunteers chose to support this theme.

Leading the charge

The PSR Leadership team, made up of 26 individuals from Senior Manager to Director level across all team functions, advocate for creating meaningful positive impact and using the gifted annual volunteer day to support local causes.

Here are some of the ways in which the leadership team has contributed to the program in 2024.



Creating a blueprint for work experience with APSCo OutSource

Melanie Barnett, Managing Director and Anna Crowe, Client Relationship Director and Social Value Lead, spent a day with APSCo Outsource, creating a blueprint for comprehensive and impactful work experience for young people. APSCo Outsource's Melanie Forbes and Danny Heath, founder of YourGamePlan, will consider the blueprint to further support state schools across the country, many in underprivileged areas where pupils don't have the necessary role models, mentors or parental connections to provide support in the next stages of their life.



Maintaining facilities at Romsey Opportunity Group

For the second year running, James Ramsden, Client Relationship Director, Scott Hollands, Senior Relationship Manager, Jack Forrest-Charde, Head of Strategy, Innovation and Technology and Mike Kavanagh, Business Operations Manager, supported a small charity in Hampshire, which serves as a respite center for families with children requiring end-of-life care, by maintaining its external facilities, completing manual groundworks such as clearing unwanted waste and overhauling the garden.

"It was a really great way to pay something back to a local charity, which is hugely underfunded but provides desperately needed services to families in the local area. The trustees were so thankful and are looking forward to having us back next year."

Scott Hollands, PSR Senior Relationship Manager



Connecting young people with industry professionals

Viv McCormick, Client Development Director, volunteered at a Green Skilling Networking event at a school in Hull. The event focused on inspiring students to explore green skills and careers, connecting them with industry professionals to support their future aspirations.

Raising money with a MacMillan Coffee Morning

Annie Amatt, Growth Director, hosted a coffee morning with fellow colleagues at a local Office in Castle Donington to raise funds for Macmillan Cancer Support totalling £142.20.

Tackling economic inequality

We aim to make a tangible difference in local communities by creating opportunities for individuals facing barriers to employment through skills development and enhancement.

The majority of our volunteers actively contributed to this theme, leveraging their skills and expertise to make a meaningful impact. Activities have been wide ranging, from delivering CV writing and interview workshops at local schools and colleges, to delivering mentoring and careers advice through community outreach projects and supporting charities focused on helping unemployed individuals access or return to employment.

2024 volunteer activity aligned with tackling economic inequality

14

Volunteers supported this theme

75.25

Hours spent on related voluntary activities

8

Beneficiary organizations



Fighting climate change

We aim to reduce carbon emissions and promote environmental prosperity by aligning with the decarbonization goals set out in the AMS Carbon Reduction Plan.

With volunteers spread across the UK and Poland, we were thrilled to see there were many volunteers supporting local litter picks and beach cleanups. Their efforts help to create a greener future while demonstrating the power of collective action to fight climate change.

2024 volunteer activity aligned with fighting climate change

51

Volunteers supported this theme

374.25

Hours spent on related voluntary activities





Equal opportunity

We aim to promote workforce diversity and inclusion and tackle workforce inequality by supporting schemes that drive diverse and inclusive practices and by providing mentoring and support to underrepresented groups who face barriers to employment.

Our volunteers played a vital role in supporting this mission, supporting schemes like the Recruit for Spouses Mentoring program by mentoring military spouses and partners and similar initiatives, making a meaningful difference in creating a more equitable and inclusive society.



2024 volunteer activity aligned with equal opportunity

8

Volunteers supported this theme

34

Hours spent on related voluntary activities

3

Beneficiary organizations

Wellbeing

We aim to improve health, wellbeing and community integration of our workforce and local communities.

Our volunteers supported local food banks, organizations dedicated to providing services to homeless people, a variety of school engagement activities, animal shelters and other community causes. These activities positively impacted the wellbeing of the beneficiaries but also of the volunteers delivering the activities and strengthened connections with the local community.

2024 volunteer activity aligned with wellbeing

87	753.5	53
Volunteers supported this theme	Hours spent on related voluntary activities	Beneficiary organisations





Thank you!

**For any questions regarding our
report, please contact us:**

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