

# Sustainability Report 2023



**A|M|S**



## A Message from David Leigh (CEO)

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

At AMS, we believe that sustainability is at the heart of enabling business success and progressing future careers. We understand that we have a responsibility to minimise our environmental impact, support the communities in which we operate and uphold the highest ethical standards in everything we do.

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

I would like 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.

**David Leigh**  
Chief Executive Officer, AMS

A handwritten signature in white ink that reads "David" with a horizontal line underneath.



# Introduction:

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

This annual report reflects our global efforts throughout 2022 and celebrates our regional individuality. We operate across multiple geographies, our diversity sets us apart, but we are one AMS. We have always held ourselves accountable to our progress, delivering updates to our key stakeholders and for the first time, we present our sustainability report, compiling our advancement across four strategic areas of our sustainability strategy combined with the effective governance:

- **People** – who are at the heart of everything we do, recognising what can be achieved through diversity and social value alongside promoting good health and wellbeing
- **Planet** – our steps to ensure our commitment to becoming Carbon Neutral by 2025 and Carbon Net Zero by 2050
- **Progress** – the recognition we have received and our plans that we are currently delivering in 2023
- **Policy** – ensuring a strong foundation of corporate governance to future-proof our business and ensure we continue progressing with a sustainable solutions for our stakeholders

# We Are AMS

We are a talent solutions business. Working with clients across the globe we have learnt what it takes to build a high performing employer. It starts with talent: sourcing, selecting and keeping the right people in the right jobs.

To do this well, you need unmatched expertise in digital innovation and a deep understanding of the complex needs of the talent you are seeking to engage – whether that talent is external to your business or already inside it.

Taking a holistic approach to the HR value chain and to attracting and retaining a world class team enables business success. AMS has **10,000+ experts**, across **120+ countries** with core office locations in Belfast, Cleveland, Toronto, Gdansk, Krakow, London, Manila, Shanghai, Mumbai and Delhi. We operate a hybrid workforce, speaking more than **50 languages**, delivering projects for the world’s most admired companies.

We are AMS. This is what we do. Talent is our world.

## Key statistics in 2022:

**270,000+**

Permanent hires

**40,000**

Workers under management

**25,000+**

Early Career hires

**190+**

Outsourcing clients

**10,000+**

Colleagues

**1284**

Promotions

**50+**

Languages spoken

**£10.9m (\$13.6m USD)**

Technology investment

**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

AMS is proud to work with and alongside some of the world’s leading and most admired brands. We understand the importance of sustainability for our clients and it is our duty to support their individual aspirations. We have a global track record in understanding our clients’ needs, which is why in 2022 we created a Sustainability function to support the wider business and ensure our clients’ and our own objectives are met.

This function encompasses our sustainability efforts across AMS, allowing us to support our clients alongside our own objectives. 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 during 2022 as organisations continue their own journeys towards a more sustainable and equitable future. The breadth of our approach has allowed us to support clients who are part of the Carbon Disclosure Project (CDP) and EcoVadis as well as deliver our industry renowned training in Diversity, Equity and Inclusion programmes. Our understanding of the interconnecting programmes which bring a transformative sustainability agenda together has allowed us to deliver strategies for our clients which address their core goals.

## Further reading

- › [How to support people with disabilities to thrive at work](#)
- › [Driving culture and enhancing career mobility](#)
- › [Closing the autism employment gap](#)

Featured Clients:



Microsoft

BAE SYSTEMS

Major US Bank

Rolls-Royce®

DELTA



WELLS FARGO

Deloitte.

McKinsey&Company

Medtronic



Global Investment Bank

Multinational Energy Leader

# Our Suppliers



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

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

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AMS applies risk-based criteria for assessing prospective suppliers who must complete a due diligence assessment prior to delivering services or products to AMS and/or our clients. This assessment contains questions that relate to their own sustainability programmes.

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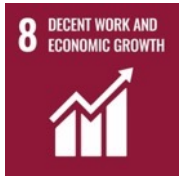
The supplier's assessment outcome, along with the information and/or documentation provided by suppliers allows AMS teams to review and act as required, with a view to mitigate supply chain risk to AMS and our clients.

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

# AMS Aligned United Nations Sustainability Goals



Across AMS, we focus our sustainability activities on six of the United Nations Sustainable Development Goals – being those where we believe we can have most impact. In 2022 we made significant progress against each goal:



## Decent Work and Economic Growth

At AMS decent work is our business. In 2022, we secured over 270,000 permanent hires, over 40,000 workers under management and over 25,000 Early Career hires for our clients. AMS continued to focus on the location strategy – expanding the number of available locations for office working to allow our hybrid workforce meet with their colleagues and clients.

## Gender Equality and Reduced Inequalities

AMS launched a Diversity, Equity and Inclusion (DEI) Centre of Excellence within our global Innovation function, and in the UK&I region, we launched our Diversity and Inclusion Alliance in conjunction with eight key DEI partners. We delivered our DEI Knowledge Exchange series, available to all to participate in, achieving 306,364 social impressions and 2,033 registrations. In addition, we delivered our own DEI learning programme for colleagues, including Bias and Conscious Inclusion training, now completed by over 75% of our workforce, and launched our ‘Passport to Hire’ training course for all AMS hiring managers.

AMS placed 43<sup>rd</sup> in the Social Mobility Foundation Employer Index and achieved Disability Confident Employer Status – Level 2 in the UK. Our work was also recognised in external DEI awards – including winning at the RIDIs in the Disability Confident category, being Highly Commended in the European Diversity Awards and finalists at the UK Social Mobility Awards.



## Climate Action and Affordable & Clean Energy

AMS achieved ‘Management’ level status in our 2022 Climate Action submission to the Carbon Disclosure Project (CDP), moving up two levels from the 2021 ‘Disclosure’ status and bypassing ‘Awareness’ status.

In 2022, our overall carbon emission figure was 2012.64 tCO<sub>2</sub>e for the UK. We invested in moving our Bracknell office to a location that provided green energy, contributing to a decrease in our Net Carbon across our Scope 2 emissions. This supported an overall gross reduction of 172.63 tCO<sub>2</sub>e and net reduction of 183.58 tCO<sub>2</sub>e in 2022 from the 2021 UK carbon emission figure. As we progress in 2023, we will start reporting global carbon emissions to drive down reductions in other areas of our business too.

## Good Health and Wellbeing

In 2022, AMS continued to promote good health and wellbeing and supported a range of events and webinars, including Manager Mental Health Training. Promoting our Employee Assistance Programme offering our colleagues help with topics such as health, family and money. All colleagues have access to a paid ‘volunteer day’ and in December 2022, we acknowledged the hard work and commitment demonstrated by our colleagues by offering them three gifted days of annual leave to be taken during the month of December.



## A Message from Gordon Bull

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

2022 represented a period of recovery from the effects of the COVID-19 pandemic, both for our clients and our own organisation. As the post-COVID resurgence continued AMS doubled in size globally over a short period of time as our teams supported our clients with their increased hiring needs.

It is this unique backdrop which makes me very proud of our key achievements in 2022. We initiated a number of global environmental activities, hit our DEI targets and were nominated as a finalist for the Environmental, Social, Governance TIARA Talent Solutions Award Category, all of which have contributed to our overall sustainability strategy and helped us make a positive impact on our valued colleagues, clients and the wider community.

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

I am proud of the strides we have made towards achieving our sustainability goals. We have made considerable progress in 2022. There is more for us to work on and I look forward to building on our achievements in 2023.

**Gordon Bull**, Group Managing Director, Legal Risk & Compliance



# Materiality Assessment

In July 2021, AMS engaged with Environmental Resources Management (ERM), the largest global pure-play sustainability consultancy, to complete our baseline sustainability scorecard assessment. This comprehensive exercise has allowed us to assess our sustainability programme and identify our core strengths which included Ethics & Compliance, Diversity & Inclusion, Cyber Security and Employee Engagement & Development.

Throughout 2022, we implemented ERM recommendations to further strengthen and improve our position and maturity. We have made strong progress across several key areas including:



**Environmental Management along with Climate Change Risks & Opportunities as evidenced by our improved CDP 2022 Climate Change score**



**Diversity & Inclusion by meeting and exceeding our goals and objectives in 2022**

The following diagram shows the areas reviewed, the level of baseline performance and materiality and the progress that we made in 2022:



Source: ERM Review October 2022

People

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# People are at the heart of everything we do.

We recognise that through our recruitment programmes we are in a unique position to support our clients with delivering on their own social value priorities. We greatly value the importance of providing opportunities for our people and understand the influence we, via our team of 10,000+ colleagues, can have on our clients, candidates and suppliers.

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

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

## Supporting Our People

At AMS we understand the importance of social responsibility and are committed to promoting diversity and inclusion within our organisation alongside ensuring social mobility and high standards for health and wellbeing.

From 13<sup>th</sup> to 17<sup>th</sup> December 2022, AMS celebrated the Global Recognition Week. During this week, AMS colleagues awarded peers 6,280 recognition stars to celebrate and recognise them. This event took place in sync with the launch of the new AMS Appreciate platform which allows colleagues to send recognition and praise to their peers, as well as award points. Points can be redeemed for gifts from the country specific catalogue. Colleagues can also be nominated by managers for Bronze, Silver and Gold Awards. Each level is associated with a redeemable number of points.

In 2022, AMS relaunched our internal employee engagement survey 'Every Voice Matters' to ensure colleagues have the opportunity to provide confidential and regular feedback.

Across the organisation, we celebrated World Mental Health Day, an international day for global mental health education, awareness and advocacy against social stigma. We provided our people with information from the World Health Organisation on stress management and shared a range of podcasts on topics such as: loneliness, kindness, friendship and mental health, body image, trauma and mindfulness.

We understand the importance of training and development for both our business and our people. In 2022, AMS made 1,284 employee promotions and AMS colleagues completed 286,337 hours of training, across a range of topics including the Compliance Mandatory Awareness training programme (covering subjects such as Preventing Fraud, Bribery & Corruption, Information Security, Global Code of Conduct, Data Protection, Occupational Health & Safety, Preventing Human Trafficking, Forced Labour and Modern Slavery) and DEI related training modules (Bias & Conscious Inclusion, Microaggressions, Allyship, Inclusive Leadership, DEI Recruiter Training).

# Social Mobility

AMS has been recognised as a top 75 employer in the Social Mobility Foundation’s Employer Index, this was our first submission, and we were placed at #43.



The Index is the authority on employer led social mobility and is a vital tool for any organisation seeking to build a social mobility strategy to attract top talent.

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

“For AMS, social mobility fits perfectly into our DEI strategy. Unfortunately, it is still the case in the UK that where you grew up, what your parents did and where you went to school are huge predictors of career outcomes. AMS is perfectly placed to make a real and measurable difference in this space both for our customers and for our colleagues. At AMS, we are proud of the work we have done to date around social mobility which has included external client engagement activities such as roundtables, articles in our flagship publication Catalyst Magazine and the important and selfless work many of our colleagues do in partnership with social enterprises and charities throughout the UK. Going forward, and in order to focus our efforts, and to work as ‘One’ AMS, we have developed a Social Mobility Working group. We will be partnering with the Social Mobility Foundation (SMF) over the coming months which will help us to position ourselves to further help our customers and our colleagues.”

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



**Further Reading:** [Catalyst article - The UK needs to talk about why social mobility and social value matter](#)

[Digital attraction, increasing social mobility - Santander case study](#)

Measures taken by AMS in 2022 included increasing the variety of routes for people of all backgrounds into the organisation, engaging with a number of schools, colleagues and universities across the country, collaborating with key social enterprises and small businesses and a laser focus on data collection allowing AMS to understand the socio-economic makeup of their colleagues based in the UK&I region. In 2022, we undertook an internal AMS Social Mobility Survey to understand the socio-economic profile of our UK&I based colleagues and we achieved an 80% growth in our Social Mobility Employee Resource Group (ERG), allowing AMS colleagues who share a common identity to meet and support one another in building their community and sense of belonging.

In 2023 we also intend to further analyse the socio-economic profile of our organisation against external benchmarks to help further shape our social mobility agenda and we are committed to globalising Social Mobility activities.

## AMS Global Trainee Recruiter Programme

AMS offered a brand-new pathway for ambitious people to be introduced to the recruiting profession through virtual and practical training, hands on apprenticeship and mentoring. The concept of the programme was to hire individuals who had no previous recruitment experience, who underwent an initial intensive 6-week training programme and on week 7, they joined a client account where they develop in-role for another 12 months.

The trainees are provided with development milestone objectives / goals and the ultimate objective of the programme is for them to be promotion ready, from Trainee Recruiter to Recruiter, when they have been in their role for 12 months.

## Beam

Beam is a community platform whereby companies are able to support homeless people and refugees into jobs and homes via crowdfunding technology. Our Beam partnership was established in 2022. Since then, we have donated £15,000 to the platform, and supported 170 people in finding homes and work, and we’re looking forward to enhance our partnership in 2023.

# Supporting Our Communities

## ✓ 2022 Volunteering Highlights

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

In April 2022, AMS colleagues, using their volunteer leave day to support the planet and AMS sustainability goals, planted 400 trees in Poland near our Krakow offices.

In November 2022, AMS organised a seminar for the HR Management Course at the University of Siena in Italy entitled 'A day on Bias: how to look for a job and survive to it!'. Our team also attended an event titled 'Fai La Mossa Giusta [Do the Right Thing] 2022', alongside Italian universities (IULM, UPO, Polytechnic of Turin), industries including CCIA, Aleramo Foundation and the Piedmont Region and The City of Casale Monferrato. This roundtable event discussed the working future of their region.



# Supporting Our Communities

## ✔ Supporting Ukraine

When the news broke in February 2022 about the Russian invasion of Ukraine, AMS immediately joined the international volunteer movement, participating in various initiatives. Colleagues from our Krakow location supported by volunteering at Rest Points set up for those travelling from Ukraine and needing somewhere to stay and rest.

AMS Krakow volunteers supported the set up and the first months of operations of one of the biggest local shipping points organised by the City of Krakow coordinating shipments of goods from Europe to Ukrainian cities.

Fundraising activities were organised across the EMEA region led by our Krakow and Gdansk offices to support refugees locally and raise goods and funds for cities in Ukraine. These included organising shipments of goods to Lviv and Kyiv, supporting local refugee centres and supporting a charity in Poland that took care of animals from Kyiv zoo.

Volunteer days were used to facilitate a truck full of medical supplies for hospitals in Ukraine.

In April 2022, AMS Krakow opened its AMS Career Centre; located on the ground floor of our Krakow office, the Centre was run by colleagues volunteering their time, offering Ukrainian refugees CV writing and job search support along with teenager engagement camps and Polish and English language classes. In October 2022, our team in Gdansk joined the Career Centre's initiative.

AMS colleagues also ran several other initiatives including organising psychological, legal and financial support to help our Ukrainian colleagues as well as all other affected AMS colleagues. Over 100 colleagues from AMS took part in volunteering to support those affected by the war in Ukraine. The AMS Career Centre continues its support in 2023.





## World Clean-up Day

Clean-up events took place across 2022 and throughout the month of September AMS supported World Clean-up Day. Colleagues across the globe joined together in an international movement by arranging and participating in clean-up activities from Cleveland Ohio, down to Monterrey in Mexico, across to the beaches near Belfast and the bay of Manila.



- Americas**
  - Cleveland
  - Monterrey
  - Texas
  - Georgia
  - Florida
- UK & Ireland**
  - Ballingtoy Castle
  - Donington
- EMEA**
  - Gran Canaria
  - Madrid
  - Barceloneta Beach
  - Krakov
  - Gdansk
  - Croatia (Slijeme Peak)
- APAC**
  - Enoshima
  - Manila Bay
  - Singapore





## Charity Donation

We take a global approach to charity management and recognise that our local teams are the experts when it comes to understanding their local communities and charities. At AMS, we empower our people to make their own decisions on which charitable activities are supported to enable our people to feel truly connected to their local community, giving colleagues the freedom to make a difference where it matters most.

During the 2022 financial year, AMS made charitable donations of £132,000 (\$165,000 USD), an increase of 125% from 2021. £50,000 (\$61,900 USD) was donated to local initiatives to support people impacted by the war in Ukraine and AMS pledged to match additional funding for The British Red Cross Society and raised over £25,000 (\$30,950 USD).

Our offices in Poland donated to two separate foundations, [The Ukraine Foundation](#) and [Women Rights Foundation](#). In addition, our teams donated two trucks of goods including medical devices, military shoes and first aid equipment to support those affected by the war in Ukraine. Our Poland office continued an annual end of year fundraising event, AMS Helping Hand, aimed at supporting charities in our local communities across Krakow, Gdansk and Lodz with funds and goods donated to five local charities nominated by our colleagues.

Our Cleveland office raised money via a charity raffle, supporting a local initiative [The Hunger Network](#). The donation provided 8,000 meals to those in need.

Our team in Berlin organised a children's gift donation for 'Schenk doch mal ein Lächeln' (Donate a smile). Our Hungarian team supported the Red Cross by organising a 'shoebox collection' and food collection. Our Croatian team organised the Secret Santa for children for Mali Zmaj – a society for improving quality of life of poor and neglected children.

AMS was awarded Corporate Fundraiser of the Year 2022 by Combat Stress, the UK's leading charity for veterans' mental health raising £10,000 (\$12,400 USD). To raise this money, AMS competed in [March for March](#) and a team of AMS colleagues entered the [GRIM challenge](#) in December 2022 running either 4 or 8 miles through mud and puddles.

In 2022, our Manila office supported [Project Pearls](#), an organisation formed to support economically deprived children in providing them PEARLS: Peace, Education, Aspiration, Respect, Love and Smiles through education, empowerment, nutrition, nourishment and healthcare. Our support allowed for three scholars' education, helped with feeding programs as well as donation drives.





# Decent Work & Economic Growth

“AMS continues to deliver a compelling value proposition to clients, with its global presence and deep hiring expertise in key industries such as BFSI, life sciences and manufacturing. AMS' organic and inorganic investments in strengthening its technology suite, consultative offerings and multi-country delivery network have helped it retain its position as a Leader and Star Performer on Everest Group's Recruitment Process Outsourcing (RPO) Services PEAK Matrix® Assessment 2023 - Global and a Major Contender and Star Performer on Everest Group's Recruitment Process Outsourcing (RPO) Services PEAK Matrix® Assessment 2023 - North America.” - **Arkadev Basak, Partner at Everest Group**

AMS operates out of the following four regions:

## UK & Ireland

The heart of our global business since 1996

## Americas

Present in 13 markets, delivering in all 50 states

## Europe, the Middle East, and Africa

Local solutions from Gdansk to Dubai

## Asia Pacific

Powered by a multilingual, 1,500-strong team

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

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

### Some highlights of our accomplishments in 2022 include:

**270,000+**

Permanent hires

**40,000+**

Workers under management

**25,000+**

Early Career hires

**190+**

Outsourcing clients

**50+**

Languages spoken

**10,000+**

Colleagues

**1284**

Promotions

**£10.9m (\$13.6m USD)**

Technology investment

## Our Approach to Responsible Business

AMS is committed to doing business in a responsible and transparent manner and 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.

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

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

# Gender Equality & Reduced Inequalities

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

In 2021, AMS produced its first DEI report, we continued reporting in 2022 allowing us to demonstrate the progress we are making each year and identify where there is still room to improve. You can read more in our DEI Report [here](#).

## Diversity, Equity & Inclusion in Brief

Our teams across AMS participated in local regional Pride events and other local events for example the Transgender Day of Remembrance (Arcigay & Euphoria Trans) in Italy.

Over September 2022, we held our biggest and boldest DEI & Citizenship Week on the theme of 'Belonging' – attended by over **7,500** colleagues globally, compared to 2,469 in 2021. **9 in 10** attendees agreed this activity enhanced their feeling of belonging at AMS.

While the numbers are important, our DEI & Citizenship Week is first and foremost an opportunity for our internal teams to come together to feel heard and seen, to connect and share their values and to celebrate all things DEI & Citizenship.



We aligned closely with our AMS People & Culture and AMS Talent Acquisition teams to ensure transparency of DEI data around hiring and retention of our own colleagues.



We held '**Diversity in Conflict**' sessions to raise awareness of the impact of the war in Ukraine on our colleagues. We shared perspectives from women, the military, and LGBTQ+ communities.



Partnering with external experts, we hosted **roundtable events** with panellists from Deloitte and Morgan Stanley, as well as **DEI partners** at Bridge for Hope, Recruit for Spouses, Social Mobility Foundation and Evenbreak.



Our **first cross-ERG collaborative sessions** were held in 2022 to create intersectional narratives. This included a joint session with the Juntos Podemos and LGBTQ+ ERGs on the **importance of allyship** to kick off Hispanic Heritage Month.

## Our Employee Resource Groups

Our Employee Resource Groups (ERGs) provide a central platform to amplify and support underrepresented communities. Supported by Exco Sponsors, they help to drive our DEI initiatives forward and keep us accountable to our goals for making meaningful change. The establishment of eight inaugural ERGs in 2022 has been a measurable success globally, with at least a 13% membership growth rate over the year.



Further sessions were held across all our ERGs in 2022 and we expanded the leadership teams of our ERGs to ensure Americas specific leadership representation allowing further diversification. In 2022, the Americas region focused on collaboration partnerships between our ERG communities to host events throughout the year. For example, Juntos Podemos partnered with the Black Employee Network to host one of our first 'fireside chats' with Americas Regional Managing Director. We also saw collaborations with Health and Wellbeing Americas and several of the ERGs in response to an increased focus on Mental Health awareness throughout the year, and partnerships between the Women's ERG and our Neurodiversity and Disability ERGs to host various coffee chats and other activities.

# Spotlight on AMS Military Employee Resource Group

The Military Employee Resource Group (ERG) was launched in May 2022 and throughout the year AMS held monthly ERG meetings and marked occasions on Viva Engage (an enterprise social networking service used for internal communication within AMS) such as Armed Forces Day and D-Day Remembrance posts. The ERG joined in on the AMS Diversity Equity & Inclusion week where colleagues shared their own personal experiences, including one of our colleagues sharing about their time in the US Coast Guard and their battle with the post-traumatic stress disorder (PTSD). During this week a round table on the war in Ukraine also took place, which included a guest speaker, who was in Ukraine to give her experience.

November 2022 saw AMS mark a week of Remembrance, the week was kicked off by the ERG lead talking through their experience in the Military Service and battle with PTSD, along with adjusting to life outside the Military. AMS also had guest speakers from [Combat Stress](#) and [Recruit For Spouses](#). This was replicated in the Americas region too with members of the ERG telling their service stories, the week concluded a remembrance service at 11am to mark a 2 min silence to pay our respects for all fallen Service colleagues from WW1 to present day.

A CV workshop was also hosted in the UK by members of the ERG, supported by team from our Americas region as well, for service leavers to attend and gain knowledge on CV writing and interview preparation.

**#WeAreAMS Military**

**ERG Co-Leads**

- Kevin Morrison
- Luke Hollands

**Mission Statement**

The Military ERG is a place where the camaraderie of military service can be shared within AMS by connecting veterans, military spouses/families, and military allies. It is a place where others who have navigated a similar terrain can aid those that are at the beginning of their journey exiting the military.

**2022 Goals**

- Develop** – build out the framework of the group while growing membership of the Military ERG.
- Mentor** – Identify opportunities to pair those that are newly transitioned with those that have firmly established themselves within the civilian workforce.
- Support** – Bring awareness to mental health by championing initiatives across AMS through honest conversations by bold individuals.
- Recruit** – Recognise the value and talent members of the military community bring to AMS, and develop opportunities to attract, hire, and retain veterans, military spouses, and military families.



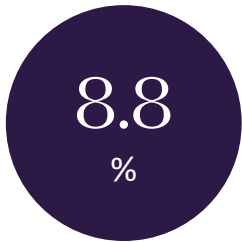
**A|M|S Remembrance Week, 2022 Nov. 7<sup>th</sup> – 11<sup>th</sup>**

<u>Monday</u> Nov. 7 <sup>th</sup>	<u>Tuesday</u> Nov. 8 <sup>th</sup>	<u>Wednesday</u> Nov. 9 <sup>th</sup>	<u>Thursday</u> Nov. 10 <sup>th</sup>	<u>Friday</u> Nov. 11 <sup>th</sup>
<b>2pm GMT</b> —Luke Hollands shares his experience serving in the British Army, what his service has meant to him, and living with PTSD  <b>4pm EST</b> —Carol Hayman shares her experience serving in the U.S. Army Reserve, highlighting the realities of managing a reserve career in the military and a civilian career.	<b>2pm GMT</b> —Combat Stress discusses their calling to support Veterans in the UK living with mental health disorders.  <b>2pm EST</b> —Give an Hour discussing their mission of providing pro-bono mental health support across the U.S. for anyone in need.	<b>2pm GMT</b> —Recruit for spouses discusses their mission of providing meaningful career opportunities to military spouses.  <b>2pm EST</b> —Joint ERG Session between Juntos Podemos and Military ERG highlighting the realities of managing a reserve career in the military and a civilian career.	None Planned	<b>10:45-11:15am GMT</b> —Remembrance Ceremony UK with 2 min. moment of silence.  <b>10:45-11:15am EST</b> —Remembrance Ceremony CAN/US with 2 min. moment of silence.

# Gender Balance and Pay Report

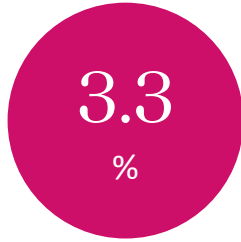
We stand firm in our unwavering commitment to DEI, and gender equality is integral to this. We work hard to remove the barriers that female professionals have historically faced in their careers, and we see our talent thrive as a result. As a global leader in talent acquisition and management, we take seriously our responsibility to promote a culture of inclusivity. Gender pay gap reporting plays an important part in this.

Our **mean** gender pay gap is



Compared to 8.9 % in 2021 and considerably lower than the UK gender pay gap of 15.4% (April 2021, ONS)

Our **median** gender pay gap is



Significantly reduced from 6.2% in 2021

The mean pay gap is the difference in what males and females receive. It is calculated by comparing the average paid to males with the average paid to females. The median pay gap is the difference between the midpoints (middle value) in the ranges of males' and females' pay. It is calculated by ordering colleagues from those paid the lowest, to those paid the most. It then compares the pay of the middle person in the female line, with the pay of the middle person in the male line. Our full Gender Balance and Pay Report can be reviewed [here](#).

## The Regional Ambassador Program for the Americas

This program gives colleagues at all levels the opportunity to serve as a volunteer advocate for Diversity, Equity and Inclusion within AMS. In the Americas region, the ambassador acts as a business resource between colleagues and the leadership team, providing feedback and suggestions on how to improve DEI practices within the organization and giving voice to our employee population. Our ambassadors are supporting a wide variety of events and encouraging colleague participation. In 2022, we redefined the requirements to be an Ambassador to ensure active participation in at least one or more ERGs and to establish the Ambassador's as a 'go-to' in the organisation for DEI feedback from colleagues.

## US Hiring Our Heroes

Hiring our Heroes is a US Chamber of Commerce organisation that connects the military community, including active service members, military spouses, and veterans, with American businesses to help them transition from military life to the corporate world. AMS volunteers are able to work directly with participants looking for resume or interview advice.

## Our Global Mentoring & Step Ahead Programmes

Our Mentoring Programme has been set up to engage, excite and enthuse our colleagues at all levels to be paired with a Mentor and/or Mentee to build a dispersed network and have meaningful development conversations with someone outside of their team. At AMS, we offer both Career Mentoring, an individual with expertise in a particular area who shares that learning experience with a Mentee. The Mentor is typically more senior/at a high career level than the Mentee and provides guidance, knowledge, and encouragement on topics such as personal growth, development, stretch goals and assignments, networks and knowledge sharing. And Reverse Mentoring, a mentoring partnership in which the Mentee is a more senior leader (Senior Manager level upwards) and is paired with a more junior Mentor (Team Leader to Senior Manager level) who can bring diversity of thought, help challenge their thinking and assumptions and gain new perspectives or knowledge. Often around an area of special interest in the DEI field.

# DEI Training Modules

Diversity, Equity & Inclusion is embedded in everything we do at AMS and we are incredibly passionate and committed to progressing DEI 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 DEI:



## 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 are talking about what we have learned about unconscious bias and taking it to the next level, to conscious inclusion. Not only does conscious inclusion allow us to reflect on their 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 2022, this training module had an 80% completion rate.



## Inclusive Leadership

As a global multicultural organisation with diverse colleagues, we want our leaders to be aware of their bias, demonstrate inclusive behaviours, and have cultural competence. This session covers these topics so that our leaders can be inclusive and help engage and retain our people. In 2022, this training module had an 85% completion rate.



## Microaggressions

We recognise that micro aggressive instances occur on a daily basis in the workplace, and we strive to foster an environment that encourages our colleagues to discuss occurrences openly. We want our people to be able to feel they are in a safe place to discuss micro aggressive instances with those who may have demonstrated this behaviour first before addressing it with their manager because we recognise that micro aggressive instances are often unintentional. This training's objective 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 2022, this training module had an 85% completion rate.



## Passport to Hire

Dedicated to all AMS people managers, this training supports our DEI 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.



## DEI training for Recruiters

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



## Allyship

Allyship a lifelong process of building relationships based on trust, consistency, and accountability with marginalised individuals and/or groups of people and an opportunity to grow and learn about ourselves, whilst building confidence in others. In 2022, this training module had an 88% completion rate.

# Good Health & Wellbeing

We recognise the importance of good health and wellbeing for our people and understand that happy, healthy colleagues are far more likely to achieve business success and progress their careers. In 2022, we hosted a whole range of webinars to support good health & wellbeing. We provided our managers with opportunities to understand how to support those who might be struggling with mental health issues, and we encouraged our teams to focus on what matters most when it comes to their own health & wellbeing. In December 2022, 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 to spend time away from the business.

## ✓ Mental Health Ambassadors

The Mental Wellness Ambassador Programme is a cohort of volunteers from across the AMS business who have received specialist training regarding mental health issues and have the skills to support positive wellbeing. The team acts as a point of contact and will listen without judgement in a confidential manner. They are in a position to reassure and respond to colleagues who may be experiencing a mental health issue, helping them to access the most appropriate AMS internal resources or external professional services locally. At AMS, we aim to have one Mental Wellness Ambassador per 100 colleagues and globally we have over 80 qualified mental health first aiders, covering all regions, based in 18 different countries.

## ✓ Health & Safety

AMS is committed to providing safe and healthy working environment and conditions for all colleagues and any other persons who may be directly affected by our activities. As with other aspects of our business, we are committed to achieving high levels of occupational health and safety performance. Compliance with legal requirements is the minimum acceptable standard and we are committed to progressive, cost-effective improvement.

AMS operates a flexible working environment via hybrid office/homeworking locations. To manage this, we have a Homeworking Policy in place to ensure health & safety components are considered outside of an office environment to keep our colleagues safe. We have appropriately trained First Aiders and Fire Wardens across our office locations and have an enhanced network of health & safety advisors across key geographies in which we operate.

At AMS, we actively track and report on any health & safety incidents to ensure future risks are minimised and to ensure our colleagues work in the safest possible conditions. We are proud of our track record, with just six minor work-related injuries recorded in 2022 from a headcount of over 10,000 colleagues.

Planet

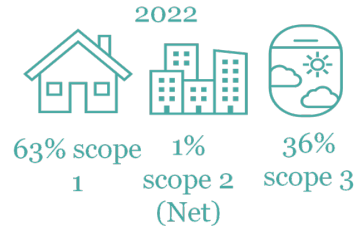
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# Climate Action and Affordable & Clean Energy

As a responsible global corporate citizen, we hold ourselves accountable for our impact on the environment and the communities in which we operate. In 2022, AMS formally committed to working with the [Science Based Targets initiative](#) and committed to becoming carbon neutral globally by 2025 as we drive down our carbon emissions to become net zero by 2050.

## AMS UK Carbon Reduction Plan

AMS is currently working to a Global Carbon Reduction Plan and at present report UK Carbon Emissions.



- Scope 1 – Homeworking
- Scope 2 – Energy supplied from our leased offices
- Scope 3 – Business Travel & Employee commuting

In 2022 AMS:

- ✔ Implemented improved reporting on employee commuting and employees working from home by updating the employee commuting average methods in line with data available from the Gov.UK website
- ✔ Set a commitment with Science Based Targets to set targets
- ✔ Reviewed and updated AMS Travel Policy
- ✔ Moved Bracknell office to a different location which was providing green energy
- ✔ Worked with our AMS colleagues to raise awareness around sustainability

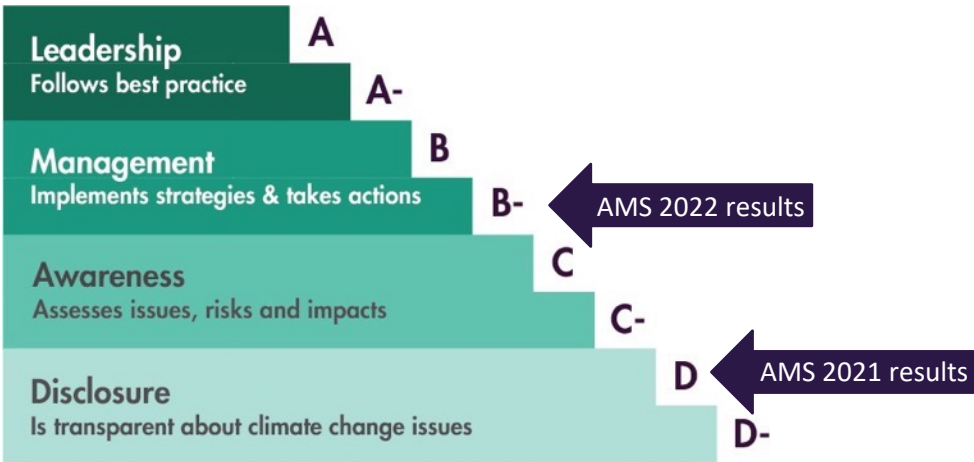
AMS achieved an overall gross reduction of 172.63 tCO<sub>2</sub>e and net reduction of 183.58 tCO<sub>2</sub>e in 2022 from the 2021 figure.

Reporting Year	2020 tCO <sub>2</sub> e	2021 tCO <sub>2</sub> e	2022 tCO <sub>2</sub> e	2022 Comments
Scope 1	858.773	2066.821	1281.34	A decrease in scope 1 emissions for 2022 due to a decrease in AMS headcount.
Scope 2	106.849	Gross: 72.852 Net: 39.405	Gross: 50.02 Net: 5.65	Energy supplied in our Bracknell and Belfast office for 2022 supplied from green energy which is why a reduction has been made compared to 2021.
Scope 3	459.2516	89.99178	725.65	An increase in scope 3 emission due to more business travel & employee commuting (as post pandemic business as usual activities resumed).
Total Emissions	1424.8736	Gross: 2229.6377 Net: 2196.21778	Gross: 2057.01 Net: 2012.64	Overall, there was a decrease in our emissions from 2021 to 2022 due to a small decrease in UK AMS headcount and increase of green energy being supplied to our AMS offices. For 2022 the emission net total figure equates to approximately 1 tonne of tCO <sub>2</sub> e per AMS employee.



# Carbon Disclosure Project (CDP)

Reporting 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 as well as meeting the demands of our investors and customers.



F = Fails to provide sufficient information to CDP.

## 2022 results from CDP:

- ✔ AMS moved from D rating to B- meaning AMS is now publicly recognised as a company that is showing some evidence of managing its environmental impact
- ✔ Just under 15,000 companies submitted and 66% of D- to A- scoring companies did not improve their scores in 2022
- ✔ 59% of companies scored between D- and C, making AMS in the top 41%

# Plant for the Planet



AMS, in partnership with Plant-for-the-Planet, is supporting the Trillion Trees Campaign.

[Plant-for-the-Planet](#) is a global organisation that works towards restoring forest ecosystems to tackle the climate crisis and biodiversity loss. To do so, they empower young people, restore ecosystems, conduct restoration research, provide free software tools and restoration advice for organisations around the world.

They raise awareness about the importance of protecting the world's three trillion trees and collaborate with many NGOs in an effort to [bring back a further one trillion trees](#).

In 2022, AMS supported by planting **7,000 trees** and we continue with our pledge of planting one tree per employee and are aiming to plant **10,000 trees** in 2023. You can visit our AMS forest [here](#).



## Philippines Tree Planting

Through our 'Be a Green Hero with GCash Forest' teams from our Philippines locations were able to support planting of 231 trees of more than 20 different native species (including Coconut, Avocado, Narra) in the protected regions. This was done through the GCash Application, where digital transactions were converted into 'green energy' helping in carbon footprint reduction.

# Sustainability & the Environment

## Employee Engagement

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

### UK Electric Car Scheme

In 2022, AMS launched an exciting new benefit for AMS UK colleagues, offering them an opportunity to participate in the Tusker Electric Vehicle programme, a salary sacrifice scheme, enabling access to a brand new, fully customised electric car.

## Climate Impact Partners

Towards the end of 2022, AMS began our work with Climate Impact Partners, a specialist in carbon market solutions for climate action. Together with the world's leading companies and quality project partners, they will reduce one billion tonnes of CO2 by 2030 to transform the global economy, improve health and livelihoods and restore a thriving planet.

Climate Impact Partners builds on the expertise, integrity and innovation of two companies that have led the voluntary carbon market – [Natural Capital Partners](#) and [ClimateCare](#). Fueled by a relentless drive for rapid action and results, their global team continues to pioneer the market's development and set the standards for quality that will maximise its impact.

In 2023, AMS has achieved CarbonNeutral® division certification in the UK, in accordance with The CarbonNeutral Protocol, the leading global framework for carbon neutrality taking us one step closer to achieving our global target of being Carbon Neutral by 2025, as we drive down our emissions to achieve Carbon Net Zero by 2050.



# Progress

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# Industry Recognition

We are focused on maintaining the momentum of our sustainability programme and understand the power of collaborating with our colleagues, clients and partners in delivering it. In 2022, we have made strides across all areas of our sustainability programme. The following sections outline some of the recognition we have received throughout 2022 as well as an outline of our plan for continuing our progress in 2023.

## 2022 Awards:

### UK&I

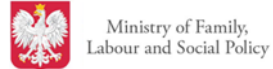


**Winner**  
**Best Diversity & Inclusion** initiative for the Rolls-Royce Early Career Power Series Recruitment Marketing Awards



**Leader**  
RPO Services 12th consecutive year as leader  
**Everest Group**

### EMEA



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



**Highly Commended**  
2022 Diversity Team of the Year  
**European Diversity Awards**

### Americas



**Best Place**  
Best place to work for Women  
**Fortune**



**Top Workplaces - Cleveland**  
AMS was selected from of a pool of more than 400 nominations  
**Top Workplaces USA**



**Winner**  
Special Category Award for DEI  
**NorthCoast 99**



**TIARA awards 2022**  
Best Talent Attraction Strategy Tiara Award (for Merck), Talent Solutions Provider of the Year 2022, Best Use of Technology Award

**TALiNT International Annual Recruitment Awards**



**Winner**  
Hourly by AMS won the Gold Talent Management Solution award and was honored with the Bronze HR Technology Solution Provider of the Year award  
**Stevie Awards for Great Employers**

### APAC



**Preferred RPO Provider**  
China 2022  
HREC Recruiting & Staffing Solution Provider Value Awards



**Best 100 HR Brands**  
China 2022  
**Best RPO Provider**  
(Foreign/Joint Venture) China 2022 – HRflag Awards  
**Best HR Solution**  
(AMS Check & Chase Automation) China 2022 – NewFlag Awards  
**HRflag**



**Excellence in Team Collaboration** Philippines 2022  
**HR Excellence Awards**



**Winner**  
The Back-Office Team of the Year  
**TALiNT International Annual Recruitment Awards**



**Most Trusted Talent Acquisition Solutions Provider**  
Philippines 2022  
**APAC Insider**

# Progressing Our Sustainability Programme

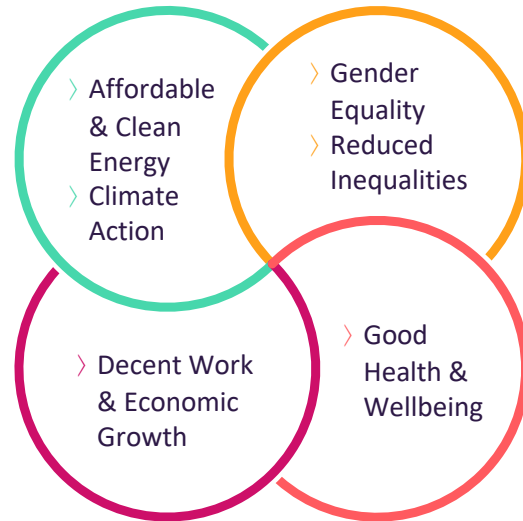
We are determined to drive forward our journey on sustainability during 2023. Our sustainability aspirations for the year include:

## Climate Action and Affordable & Clean Energy

### Net zero by 2050

#### 2023:

- Produce AMS's first Sustainability Report
- Achieve Carbon Neutral status in 2023 in the UK and global Carbon Neutral status by 2025
- Retain management level status with CDP and aim for Silver award status with EcoVadis
- Continue partnership with Plant for the Planet



## Decent work and economic growth

### Quality candidates for our clients

#### 2023:

- Maximise technology and data to deliver best in class talent solutions
- Partner with our clients to ensure fairness and diversity within the recruitment process
- Develop supply chain engagement on sustainability commitments
- Collaborate with clients to upskill or reskill existing tech talent to help grow their workforce and fill the gaps with our Talent Lab

## Gender Equality & Reduced Inequalities

### Champions of Diversity, Equity & Inclusion

#### 2023:

- Make our workforce more closely representative of the communities in which we operate
- Celebrate and educate where it matters through delivering an engaging and relevant programme of Milestone Moments
- Cultivate inclusive leaders through coaching, training and dedicated programmes
- Meet our 2023 commitment to ensure that 16% of our global leadership team are ethnically diverse, as part of our commitment to the CBI Change the Race Ratio campaign

## Good Health and Wellbeing

### High standards for health & wellbeing

#### 2023:

- Enhance our network of Health & Safety advisors and AMS champions across key geographies in which we operate
- Enhance communication to support wellbeing amongst our colleagues
- Create opportunities for our colleagues to engage in sustainability events and volunteering

## Further reading:

- › [Diversity, Equity & Inclusion](#)
- › [Why the 'S' of ESG may be the rose between two thorns for retail banking](#)
- › [UK Carbon Reduction Plan](#)
- › [Catalyst Magazine issue 10](#)
- › [DEI Annual Report](#)
- › [Gender Balance & Pay Report](#)



Policy

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# Policy

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

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

In this section, we provide a comprehensive overview of our governance structure, practices and initiatives, highlighting our ongoing efforts to cultivate a culture of integrity, board effectiveness and stakeholder engagement.



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## 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

AMS's Information Security, Quality, Health & Safety, and Environmental Management Systems are certified by independent auditors as meeting internationally recognised standards.

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

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

## AMS Corporate Governance

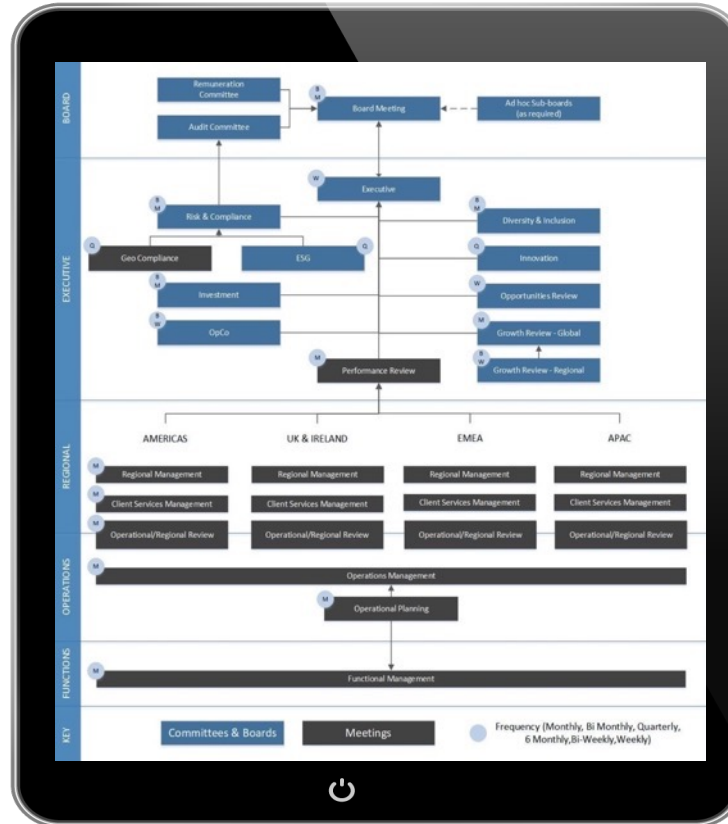
Our Quarterly Sustainability Committee forms part of our corporate governance, reporting into the Risk & Compliance Committee and ultimately the Executive Committee. It defines, agrees and monitors objectives on an ongoing basis as well as acts as the centre of excellence for sustainability whilst promoting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

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

# Corporate Governance Policy

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

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



Several committees & boards are in operation across AMS including:

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

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

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

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

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



# Ethical Business Practices



## Global Code of Conduct

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



## Prevention of Fraud, Bribery and Corruption

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



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

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



## AMS Raise Your Concerns

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



## AMS Risk Management

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

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

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

## In Conclusion

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

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

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



For any questions regarding our  
report, please contact us:  
[Ellen.Baylis@weareAMS.com](mailto:Ellen.Baylis@weareAMS.com)



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