



# Sourcing and Supply Chain

**Driving responsibility and transparency with our partners and suppliers**



## Why This Matters

Business is about collaboration. Every organization relies on partners to provide the goods and services needed to conduct business and deliver for customers. When supply chains function well, companies can focus on core business and creating value for stakeholders. As a result of the health, economic and social impacts of COVID-19, world businesses continue to deal with supply chain shocks while looking to reduce over-dependence and build sourcing resiliency for the future.

As a global organization, our reach is extensive, and we take this responsibility seriously. We operate in over 75 countries and territories and work with thousands of suppliers, with services ranging from technology and financial services to facilities management and office supplies. We can directly amplify our sustainability impact and drive social change by setting high standards for our this extended network. Transparency means reducing risk (for ourselves and clients) while raising standards to positively impact millions of lives. These new approaches, such as the shift to Electric Vehicles, position our organization — and the planet — to emerge stronger as economies continue to recover from the events of 2020 and beyond.

Working with suppliers is also central to our emissions reduction strategy. Today, the goods and services we purchase make up 15% of our Scope 3 emissions and are another opportunity to reduce our GHG footprint. All new suppliers are required to sign our Supplier Code of Conduct as part of the contracting process. The Code includes the principle of environmental responsibility based on the UN Global Compact, which promotes climate-related considerations of product and service development.





## Proud of Our Progress: Where We Are Today

### Ethics at the Heart of Our Decisions

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

### Setting High Standards for Our Suppliers

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

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

### Zero Tolerance and Anytime Anywhere Reporting

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

Our Business Ethics Hotline is available 24 hours a day, seven days a week, allowing any employee or third party to raise a business ethics concern. The hotline is available globally with over 20 languages supported. All the reports are reviewed by the Ethics & Compliance Team for action and shared with the Audit Committee of the Board of Directors.

### Growing Supplier Diversity

We are committed to championing supplier diversity, ensuring that those we work with represent diverse and inclusive talent pools. Through our annual Supplier Diversity Forum, we've been dedicated to supporting the capacity of diverse suppliers for more than 20 years. Our reach is substantial; we have had years with more than \$1.5 billion of supplier spend managed through the program and more than 200 diverse-owned businesses benefiting from increased opportunities. Our commitment has led to recognition by the Women's Business Enterprise National Council for 10 consecutive years.



## **Ambitious for Improvement: What's Next**

Partnering with EcoVadis, a global provider of business sustainability ratings, we are assessing our practices in key markets and aim to achieve Platinum, Gold or Silver ratings in 24 countries and at the global level.

In two of our largest markets, North America and France, we have developed additional tools that help assess diversity and ethical risks inherent in categories of services like technology and real estate, to determine when additional actions and assurances might be required before we can commit to certain supplier relationships. We are now looking to expand the use of these tools to additional markets and supplier categories to further mitigate risk.



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