

 **HEWETT**
RECRUITMENT

IMPACT

REPORT 22/23

RECRUITMENT AT ITS BEST



LAURA HEWETT **OWNER, DIRECTOR**

“One of our company Values is “We Create Value”, which means that we believe in creating a sense of community by being generous of spirit, time & resources. As a business we seek to leave people and planet a little better than we found them.

For us, becoming a B Corp is the perfect way of holding ourselves accountable against our values every day.”



BEN MANNION **OWNER, DIRECTOR**

“B Corp evaluates a company’s engagement with and impact on the communities and environment in which it operates. Preparing for our B Corp Certification has ensured we have rigorously sense-checked our business practices, formalising a wide range of activities that we have always done but never documented.”

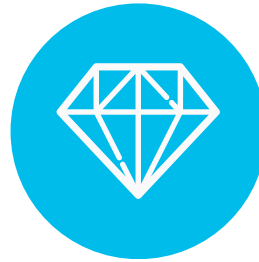
BUSINESS PILLARS

We measure our Impact across 5 Key pillars...



1. GOVERNANCE

- Mission & engagement
- Ethics & transparency
- Governance metrics
- Mission locked



2. OUR WORKERS

- Financial Security
- Health, wellness, safety
- Career development
- Engagement & satisfaction



3. OUR COMMUNITY

- Diversity, Equity & inclusion
- Economic impact
- Civic engagement & giving
- Supply chain management
- Local economic development



4. OUR CUSTOMERS

- Customer stewardship



5. THE ENVIRONMENT

- Environmental Management
- Air, climate, water, land & life

GOVERNANCE

In January 2023 we changed the Articles of Association for Hewett Recruitment to adopt the B Corp wording:

“The objects of the Company are to promote the success of the Company;

1. for the benefits of its members as a whole; and
2. through its business and operations, to have a material positive impact on (a) society and (b) the environment, taken as a whole.”

OUR MISSION STATEMENT:

We believe in doing business the right way, providing Good Work and following an ethical approach that has a proactive and positive impact on people. We invest in our local community and are committed to delivering our services in a sustainable way; helping to develop the skills of the next generation and conserve the world that they will inherit.

We believe that communication is key to getting the engagement of our team to deliver against our Mission Statement. We hold Quarterly Town Hall meetings to allow our employees to hold the Directors of the business to account on this. We also hold Quarterly Review Meetings with each individual to ensure accountability both ways.



OUR WORKERS

We internally hire largely based on personality fit, with the belief that skills can be learnt, but being a 'people person' comes naturally. This allows us to have an amazing team of honest, kind individuals who genuinely care about helping others.

Our average length of service is 7.9 years. When Client and Candidates alike reach out several years after initial contact, as they regularly do, they are able to speak to the same Consultant that originally supported them, enhancing the customer experience. Our people ARE our business, so we invest heavily to keep them happy and to develop them to be the best they can be!

FINANCIAL SECURITY:

- May 2022: Introduced Income protection
- July 2022: 'Cost of living' bonus
- Dec 2022: Inflationary pay-rises

CAREER DEVELOPMENT:

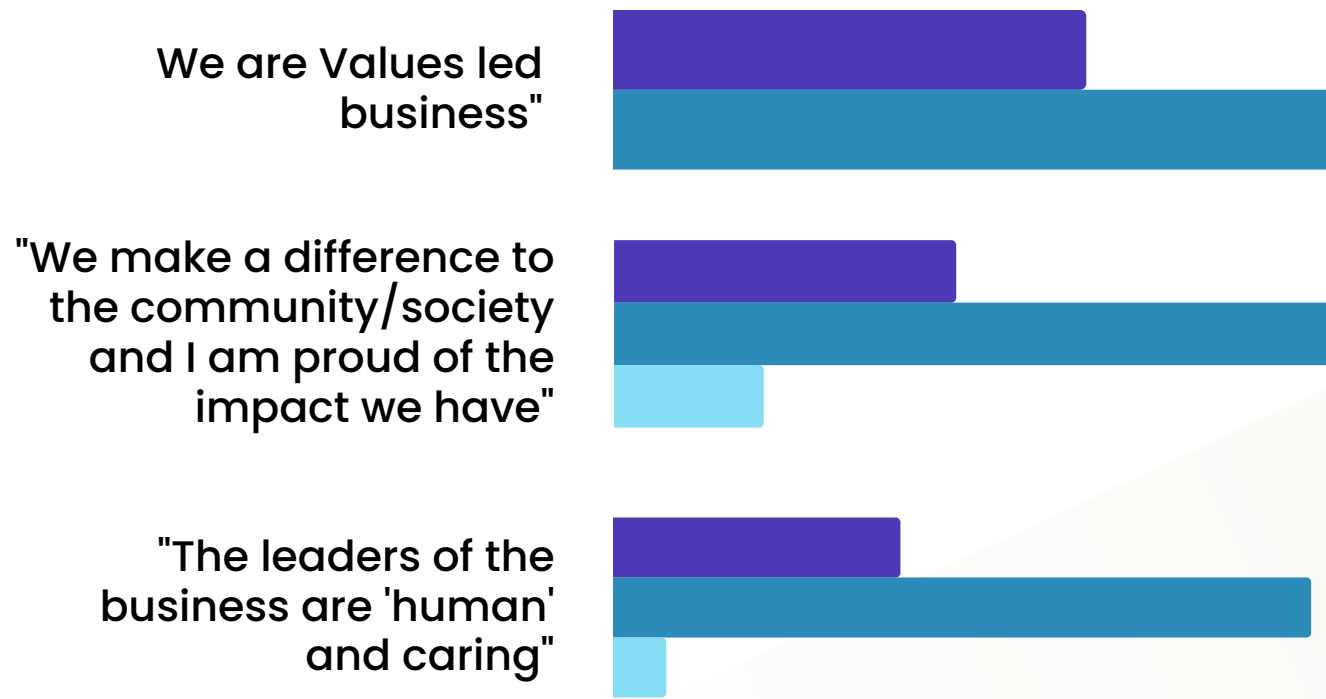
- Mar 2022 & 2023: Developed our transparent career progression map
- Sept-Nov 2022: Directors & Team-Leaders trained as coaches
- 2022: Developed & delivered In-house Training for all SOPs
- Maintained 2 online training platforms
- REC: all Consultants qualified to Level 3 in Recruitment Practice

HEALTH, WELLNESS, SAFETY:

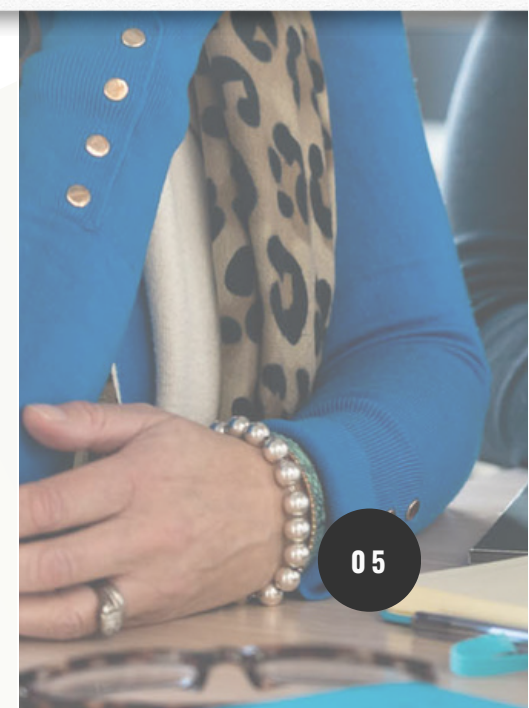
- 2022 Introduced Volunteer day
- Healthcare cash plan
- EAP phonenumber
- Private health insurance
- 3 'Mental Health First Aiders'
- Flexible working hours and hybrid working
- 28 days leave +BH
- Quarterly company socials

EMPLOYEE ENGAGEMENT SURVEY

We carried out quarterly 'Motivational Check-ins' and an annual employee engagement survey. It's important to us that we take a regular 'temperature check' as well as a more in-depth survey on an annual basis.








- Strongly Agree
- Agree
- Slightly Agree
- Neither Agree Nor Disagree
- Slightly Disagree
- Disagree
- Strongly Disagree

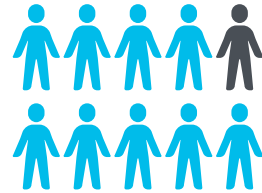


OUR COMMUNITY

ANNUAL IMPACT REPORT 22/23

Our Values

-  Never Stop Learning
-  Love What We Do
-  Create Value
-  Have Grit
-  Act With Integrity



85%
OF EMPLOYEES TOOK
PART IN VOLUNTARY
ACTIVITY

17 CAREERS FAIRS
SUPPORTED

1,047
people placed into
employment

[ST PAUL'S]
CHARITY OF
THE YEAR
(FY22 - 23)



400+ HOURS
OF VOLUNTARY WORK
COMPLETED
(OVER 10 WORKING WEEKS)



Sustainability Questionnaire

16 suppliers engaged with our
sustainability questionnaire

33 clients engaged with our
sustainability questionnaire



0%
GENDER-PAY GAP



3 MENTAL HEALTH
FIRST AIDERS

Workforce Planning
Workshops
delivered to for
29 Worcestershire
Companies

PARTNERSHIP WITH ST PAUL'S HOSTEL FY23

Bringing together Hewett Employees, Clients, the wider business community and local community in support.



THE BIG WORCESTER SLEEP OUT



SHOE BOX APPEAL

St Paul's Hostel was our Charity of the Year in 2022/23.

We raised over £5,000 for them as well as using our HR Conference to gather over 100 boxes of Christmas presents for residents of the hostel.

Employment advice:

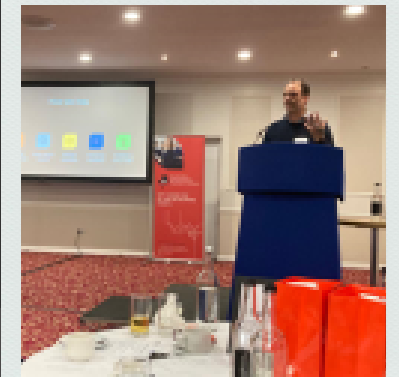
- Recruitment advice & JD reviews
- Employability skills workshop



PAINTING THE HOSTEL



'HEWETT FEST'



SPEAKING OPPORTUNITIES

THE LOCAL BUSINESS COMMUNITY

Hewett Recruitment are actively engaged with the local Business Community



Patron member
Herefordshire
& Worcestershire
Chamber of Commerce

Patron Member
Worcestershire Area Council Member
Board Member 2016 - 2022
President 2020 - 2022



Member



Board Member



Chair of the 'Future Skills'
Board



Worcestershire
Local Enterprise Partnership

Employment and
Skills Board



Business School
Round Table Advisory
Group



LSIP Advisory Board
Memeber



Carer Friendly
Employer Network



Member of the Nmite
Partnership Advisory
Group



Chair of the Cornerstone
Employer Group

OUR CUSTOMERS

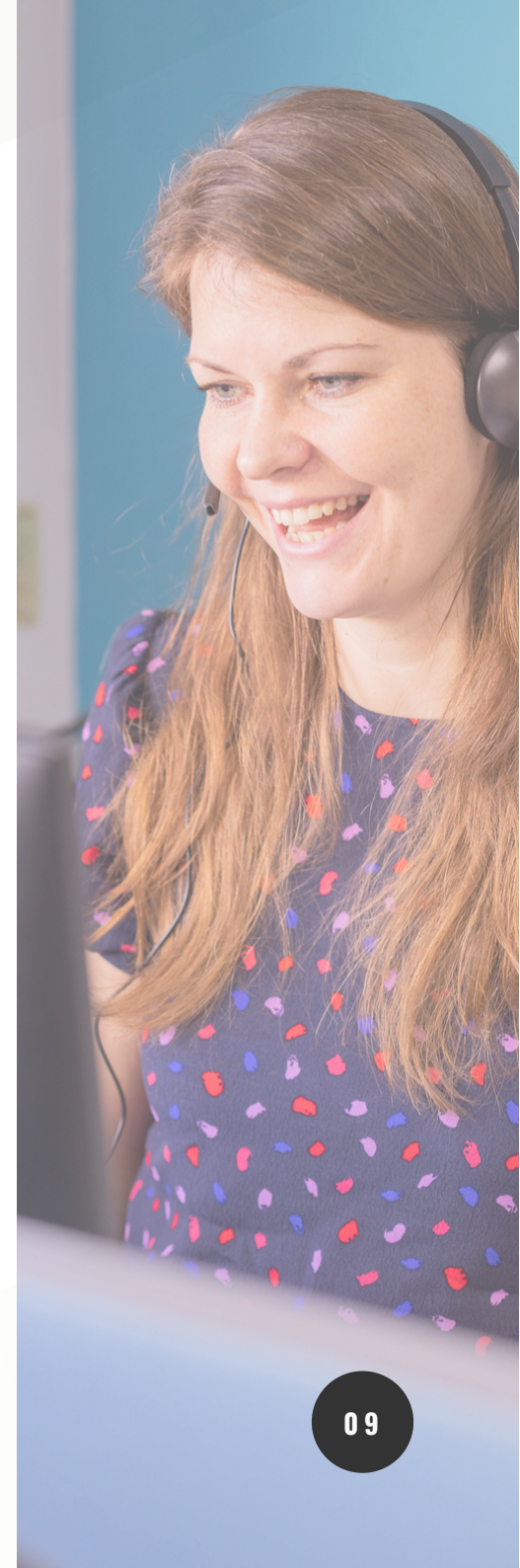
Our mission is to provide THE BEST customer experience.

Being in recruitment – we have 2 sets of customers – the client (company paying for our services) and the candidate:

- The client wants us to deliver results – filling roles with pace and quality.
- For the candidate, a great experience means us understanding that a new job is a significant life event for them and supporting them through that with empathy.

For both clients and candidates, we achieve this through our 4 pillars of customer experience: Communication, Compliance, Discipline & Best Match.

We have developed SOPs for each step of the recruitment process ensure that our Consultants are clear on how to deliver the Best Customer Experience at each touchpoint



KIMAL

"I really value their thorough knowledge of the local market and local candidates, they are truly a part of the community... I have always found everyone in their team to be friendly, warm and passionate about what they do. Their customer service is exceptional."

- Rebecca Dunlea, HR Business Partner

Net Promoter Score 69

(Dec 2022) vs a Professional Services industry average of 40.

Trust Pilot score is 4.7 stars



THE ENVIRONMENT

This has been our first year of really focusing on measuring and reducing our carbon footprint. We are very much at the start of this journey and have introduced new policies and programmes to help us make a difference.

- Using Natwest Carbon Planner to calculate and set targets for our carbon footprint
- Funding Carbon offset projects through [Ecologi](#)
- The use of recycled, non-bleached paper and eco-friendly cleaning products
- Environment and Local Purchasing Policy means that preference is given to suppliers physically located within a 50 miles radius of our Head Office
- Corporate travel policy



HEWETT RECRUITMENT'S IMPACT VISUALISED





NEXT STEPS...

Plans for FY23 to Improve our Impact

- Set Carbon-Neutral date & improve mechanisms to pro-actively reduce our impact
- Work with landlord of our new Worcester office to improve energy efficiency
- Engage further with customers and suppliers about how we can work together in a more sustainable manner
- Further develop D&I strategy
- Formalise Employee Loan scheme
- Formalise flexible & hybrid working policy with additional details