



25<sup>th</sup>  
anniversary

# 2022 Sustainable Work Report Mini-Book

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**25<sup>th</sup>**  
anniversary

A quarter century working towards  
a **Sustainable Labour Market**

**GI GROUP HOLDING S.p.A. - With Sole Shareholder**

Headquarter: Piazza IV Novembre, 5 - 20124 Milano  
With fully paid-up Share Capital of € 10,000,000.00  
R.E.A. n° MI - 1539598  
Registered in the Milan  
Monza Brianza Lodi Companies Register  
Fiscal Code n° 12227100158  
VAT Group "Gi Group Holding" n° 11412450964

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# 1

## Founder and CEO's Letter

Dear Stakeholders,

The last 25 years have been an incredible journey and we are proud of what we have done so far. We continue to chase our dream to create a sustainable, streamlined and enjoyable global market for candidates and companies.

I would first like to address all the people worldwide who have contributed and continue to contribute to our company every day. Together, we aim to seize the opportunity (and the responsibility) to **positively impact the evolution of society, through work.**

On occasions like these, it is also important to lay foundations for the future: Our Group, our Brands and the Fondazione Gi Group, inspired by the Sustainable Work Manifesto, want to continue being the Sustainable Work benchmark **for the labour market.**

Moreover, the **Fondazione Gi Group for Sustainable Work** represents a vehicle through which the company can monitor and study the evolution of the labour market and contribute to its development with best practices and pioneering projects. This confers on Fondazione Gi Group the role of facilitating the dissemination and implementation of the principles and values laid out in the Sustainable Work Manifesto.

In this CSR Report not only do we share all the initiatives and activities completed in the last 12 months, we also take the opportunity to explain how what we do has the power to generate incalculable personal and social value – **to change people's lives for the better.** The global initiative to support Ukrainian refugees has been one of the most important, involving directly both the company and employees with the strong support and efforts of the Polish Fundacja.

We know how difficult it is to navigate in these unprecedented times: inflation, speculation, momentary and underlying changes in market forces. Having the same mission and values for 25 years ensures we are always committed to the same purpose, together.

**Stefano Colli Lanzi**  
CEO & Founder Gi Group Holding

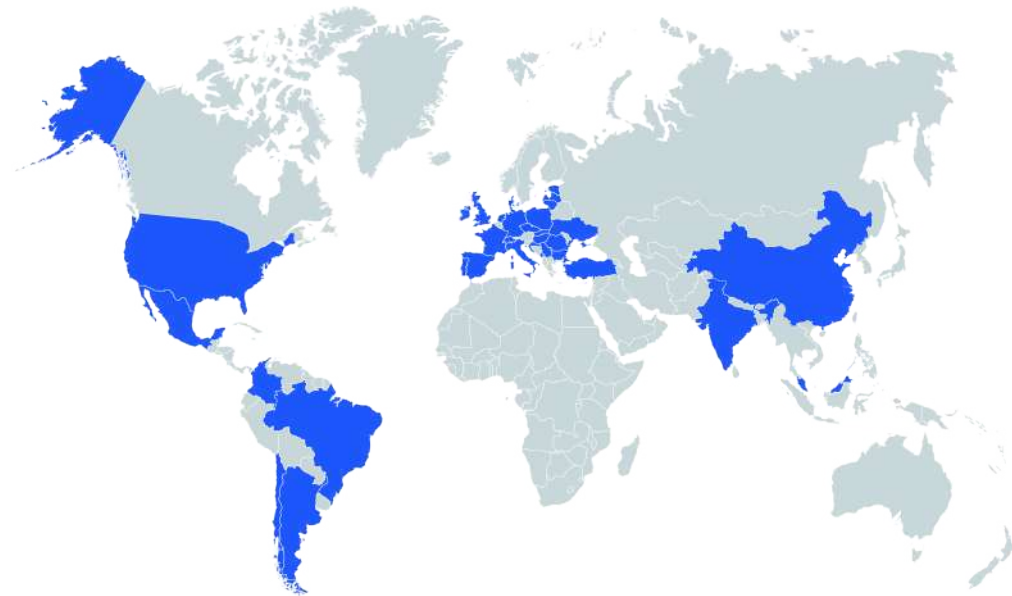


# A Dynamic Global HR Ecosystem

Gi Group Holding is a **global ecosystem** of integrated **HR Services** that aims to evolve the **Labour Market** by creating sustainable, social, and economic value, building an enjoyable work environment and being life-changing for People.

In February 2023, Gi Group Holding celebrated **25 years** of activity. During these years, the Group has been able to give continuity to an ambitious development strategy which resulted in becoming one of the leading players in the HR industry worldwide.

On a path of continuous growth, Gi Group Holding is ranked as one of the world's largest staffing firms (15th worldwide and 8th in Europe base on FY 2021 results).



**25<sup>th</sup>** anniversary

**34**  
COUNTRIES WITH  
DIRECT PRESENCE

**+650**  
BRANCHES AND  
OFFICES

**+8,000**  
EMPLOYEES

**+20,000**  
CLIENTS



Ranked as one of the world's largest staffing firms:

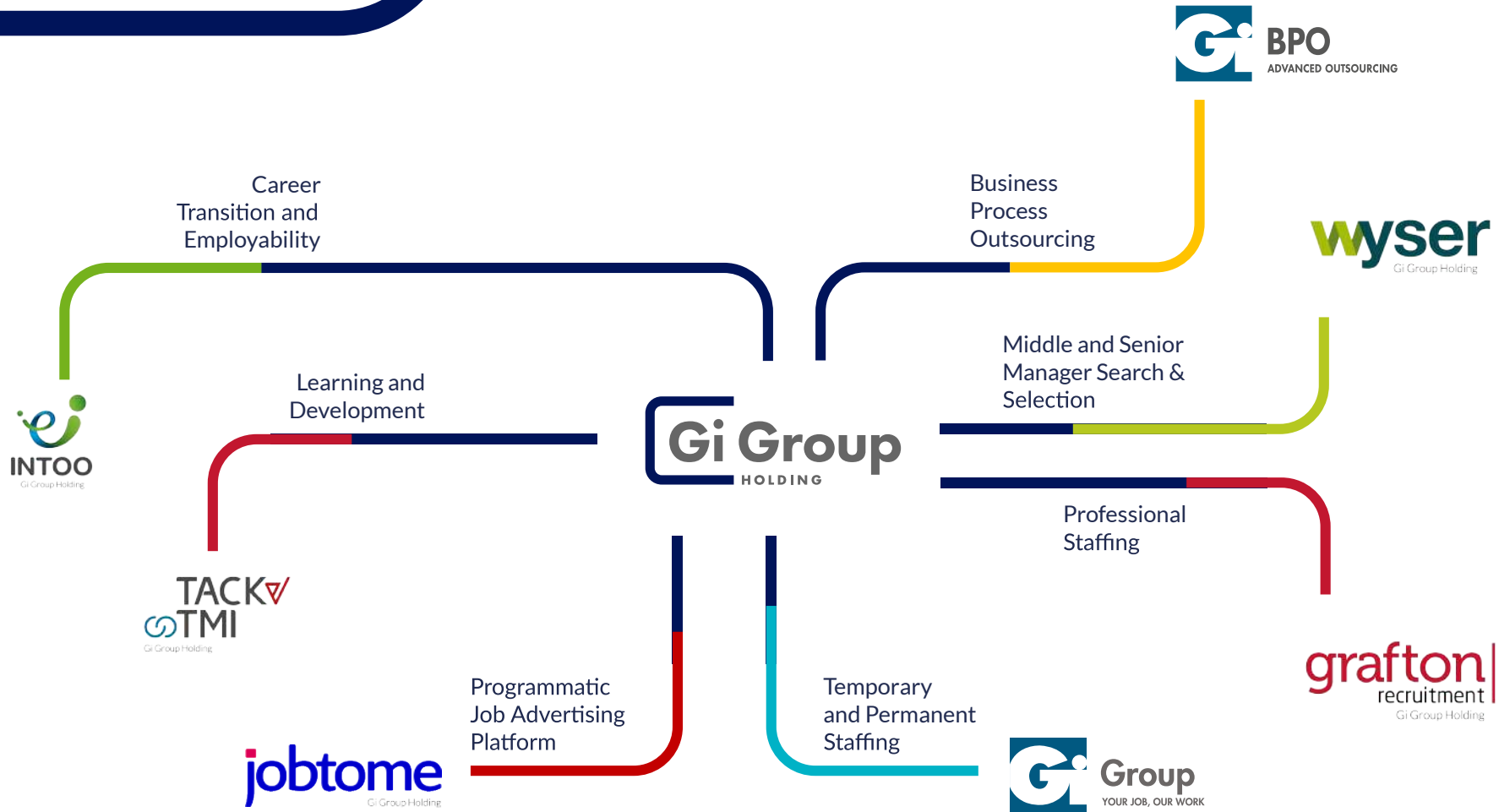


**15<sup>th</sup>**  
WORLDWIDE  
**5<sup>th</sup>**  
PRIVATELY HELD



**8<sup>th</sup>**  
EUROPE  
**2<sup>nd</sup>**  
PRIVATELY HELD

# Our HR Ecosystem



# 3

## Corporate Social Responsibility

Starting with our Mission, Values and Global High-Level Policies, we have set up a series of initiatives over the years intended to develop our CSR strategy and concretely enact our social commitments.

**2014**

April

Publication and adoption of the Group's Code of Ethics.

**2014**

June

Establishment of a CSR Team with a view to monitoring the application of, and respect for, the Code of Ethics.

**2014**

September

Publication and adoption of the "Adoption of the Code of Ethics, Management of Requests, Reports and Complaints" procedure.

**2015**

January

Launch of the first common volunteering activity for 2015 - with a view to organising local projects intended to promote employability.

**2016**

October

First round of Group volunteer activities organised on a global scale. Goal of the initiative: promote employability in communities in all countries involved.

**2015**

October

Creation of a CSR Committee, intended to create and implement the Group's CSR strategy.

**2015**

April

Publication of Gi Group's first CSR Report, now published annually since 2015. It describes company data and initiatives relating to the previous year.

**2017**

April

Adoption by parent company Gi Group S.p.A. Italy of a Social Accountability Management system structured according to the SA8000:2014@ standard (the most widespread norm recognised at an international level) and receipt of relevant certification.

**2018**

September

Certification of the Environmental Management System for the Milan headquarters property based on requirements in the norm UNI EN ISO 14001:2015.

**2019**

July

Renewal of the Code of Ethics and the Group's Values.

**2019**

December

Stefano Colli-Lanzi's endorsement of the CEOs Call to Action promoted by CSR Europe.

**2022**

September

Fondazione Gi Group becomes a third sector (not-for-profit) entity.

**2022**

September

Gi Group Holding's publication of a new Code of Ethics and Global High-Level Policies.

**2022**

June

Publication of the first Impact Report for the Benefit Corporation.

**2021**

Gi Group SpA adopts Benefit Corporation Status.

**2020**

Process of revising the Group Materiality Matrix and development of the Sustainable Work Framework by the parent company.

Gi Group Holding is increasingly committed to aligning its grow path as a multinational organisation with its corporate responsibility and sustainability goals. Both endeavours coexist with a priority of meeting the needs of all **Stakeholders**.

In response to the Group's constant evolution and its publication of a **new Code of Ethics and Global High-Level Policies**, we have reorganised our **CSR governance bodies specifically dedicated to defining and disseminating our CSR strategy**.

This guarantees the strategy's integration both at the governance and business level, while supporting its implementation and guiding its development.

Consistent with the mission and business activities of Gi Group Holding, the CSR Committee has identified **SDGs 4 - 5 - 8 - 10 - 17 as priorities to which the Group intends to contribute with its services**. In 2022, the Committee decided to focus also on a new goal, the **SDG 1 (End poverty in all its forms everywhere)**, by creating employment opportunities for the most disadvantaged groups and ensuring decent and sustainable working conditions for all stakeholders along the supply chain, in line with the strategy, operations and corporate governance.





# 4

## Our Path to Sustainable Work

Gi Group Holding's business model finds a structural driver in **ESG (Environmental, Social and Governance)** factors, where the concept of Sustainable Work becomes a central theme of labour inclusion.

"Working sustainably means, first and foremost, creating the conditions for people to be able to develop their professional skills and remain active during their entire life with a view to constant employability, eliminating factors that discourage or hinder access to and remaining and growing in the world of work."

For Gi Group Holding, promoting and realising work that is sustainable means making a **concrete commitment** to ensure work is decent and safe; capable of nurturing and **enhancing people's employability**; **generating satisfaction** for both them and their companies; paying attention to promoting **diversity, equity and inclusion**; and employing resources carefully without any kind of exploitation or waste, thus safeguarding them for the future.



On the basis of these considerations, Gi Group Holding elaborated a new version of its **Sustainable Work Manifesto**, focusing specifically on four pillars:



## DECENT & SAFE WORK

Sustainable Work guarantees dignity, regular contracts, protection from exploitation, safe working conditions, fair income, equality, personal wellbeing, and empowerment for individuals to have a voice in these areas.



## EMPLOYABILITY SATISFACTION

Sustainable Work establishes conditions that enable people and companies to actively sustain employability, engagement and work life balance throughout an extended, healthy and meaningful working life.



## DIVERSITY, EQUITY & INCLUSION

Sustainable Work eliminates the hurdles that discourage or hinder workers from entering, remaining, or advancing in the labour market, while valuing personal contribution and ensuring equity and inclusion for all



## SAFEGUARDING RESOURCES FOR THE FUTURE

Sustainable Work aligns with ESG standards without compromising the ability of future generations' access to – and participation in – the labour market. It avoids the exploitation of human and environmental resources, while fuelling competences, innovation, and relations.

Sustainability is also pursued thanks to the activity of **Fondazione Gi Group** which, set up in 2010, through its own Scientific Committee and an Observatory, aims to disseminate and support the development of the culture of work in all its forms, as well as to facilitate the inclusion of marginalised individuals in the world of work, with priority attention to young people and women in critical situations.

**In 2022 Fondazione Gi Group took on the status of a Third Sector (not-for-profit) Entity.**



# 5

## Sustainability Plan and 2023 Goals

The integration of the main themes highlighted in the new version of the Gi Group Holding Sustainable Work Manifesto defines the perimeters within which we will gradually build our Sustainability Plan.

The Sustainable Work framework represents the integration of our Vision, strongly focused on the concept of sustainability, with our company Mission, to deliver our version of a sustainable labour market that supports the inclusive involvement of all stakeholders.

The areas identified in the Manifesto represent the objectives (structurally connected to one another) that we wish to develop:

- **together and for People** (our people, our workers, candidates and the communities in which we operate);
- **internally, as a Company**, the HR ecosystem, and in relation to other organisations we work with every day;
- **together with Institutions** and for the benefit of society and the labour market.

For this reason, at a global level, 2023 wants to be characterised by a variety of actions that aimed to position **Gi Group Holding as Champion of Sustainable Work**, throughout three pillars:

### STRENGTHEN CORPORATE GOVERNANCE AND CULTURE

- Further implementation of Global Policies and relative trainings and monitoring directly linked to the new version of our Code of Ethics, regarding ESG topics;
- Update of social reporting processes and tools with a view to future integrated reporting;
- Implementation of our Employer Branding Strategy; and
- Development of our training offer, career development, internal mobility tools and investment into special initiatives to facilitate employees' work-life balance, re-onboarding after parental leave, and professional development.

### SPREAD THE CULTURE OF SUSTAINABLE WORK

- Promotion of Fondazione Gi Group activities, extending the Fondazione's global reach; starting with the dissemination of the new version of the Sustainable Work Manifesto;
- Development of cultural initiatives dedicated to internal and external stakeholders, also with the implementation of pilot projects and services with a higher social impact; and
- Intensification of networking activities with institutional actors and the non-profit sector.

### STRENGTHEN OUR VALUE PROPOSITION WITH A HIGHER SOCIAL IMPACT

- Development of vocational guidance solutions and training provision; and
- Strengthening of services and tools that support work inclusion for all people by enhancing access to economic empowerment; especially for those persons in the most fragile (at-risk) categories.

	PEOPLE	COMPANIES	SOCIETY AND INSTITUTIONS
<b>Decent &amp; Safe Work</b>	Promote safe and regulatory-compliant work solutions that respect people's dignity and help them achieve economic security and personal fulfilment; this by informing workers about both work regulations and their labour rights deriving therefrom	Actively expose any form of work exploitation and enhance the quality of job-based promotional activities in order to avoid any kind of discrimination at work	Collaborate on review of employment contracts to ensure their compliance with national and international labour standards and regulations
<b>Employability &amp; Satisfaction</b>	Support a training culture to support the professionalism and employability of people in the labour market	Invest in training and people's skills enhancement in order to keep them engaged and productive, even by offering them Career Guidance	Develop, together with Institutions, programmes to reduce skill-mismatches, while promoting quality personal and professional training
<b>Diversity, Equity &amp; Inclusion</b>	Create employment that provides job satisfaction while protecting individuals' psycho-physical well-being, supporting diversity and promoting inclusion	Guarantee, through our work, respect for and protection of human rights along with access to inclusive jobs in which diversity, equity, inclusion and meritocracy are guaranteed: for everyone	Foster cooperation between the public and private sectors, with a view to a sustainable labour market, to support disadvantaged groups such as women, young people, senior citizens and fragile workers
<b>Safeguarding Resources For The Future</b>	<ul style="list-style-type: none"> <li>- Foster the creation of professional relationships capable of generating trust, recognition, team spirit and appreciation of talent</li> <li>- Generate engagement and share business objectives with the entire company population so that everyone can make a consistent contribution</li> </ul>	<ul style="list-style-type: none"> <li>- Prioritise innovation by identifying new ways to combine efficiency and productivity, while respecting the needs of all stakeholders</li> <li>- Integrate environmental and social impact into the company's governance programme with the aim of increasing resilience and responsiveness to market changes</li> </ul>	<ul style="list-style-type: none"> <li>- Collaborate with Institutions to support long-term growth by increasing market efficiency to better match labour supply and demand</li> <li>- Promote sustainable flexibility in order to make the balance of job supply and demand more dynamic, effectively supporting people in work transitions</li> </ul>

# 6

## Our 2022 Sustainable Work Initiatives

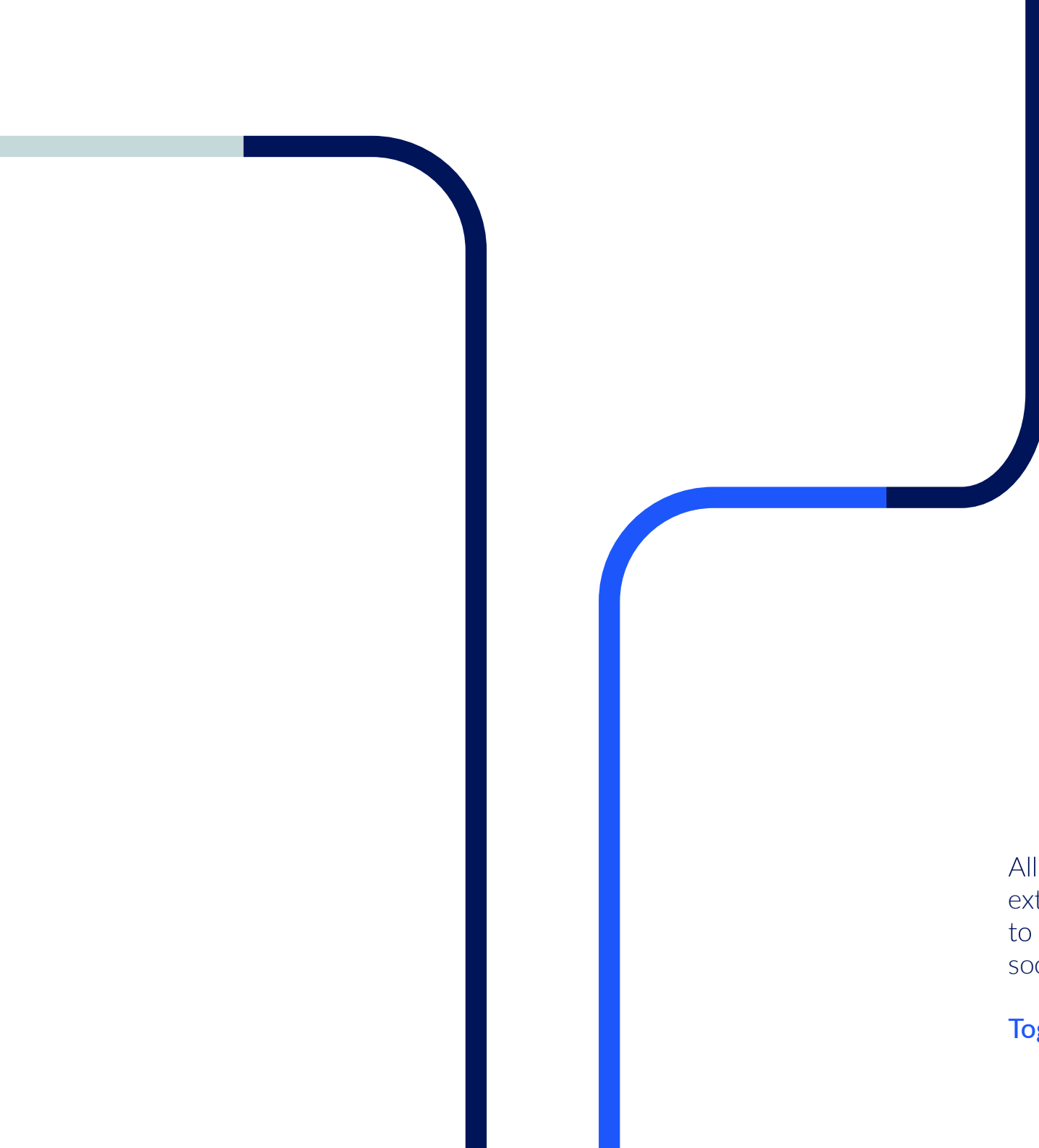
SDGS	STAKEHOLDER	COUNTRIES	INIZIATIVES
GOAL 4 Quality education	OUR EMPLOYEES	Italy	B*RIGHT, THE GROUP'S CORPORATE UNIVERSITY
		Brazil	D&I TRAINING FOR EMPLOYEES
			CORPORATE UNIVERSITY
		India	SUSTAINABLE WORK WEBINAR SERIES
	GI MITRA - MIDDLE MANAGERS DEVELOPMENT PROGRAMME		
	OUR CANDIDATES AND WORKERS	Italy	GI GROUP TRAINING HUB
			DESTINATION WORK
			100% EMPLOYABILITY ACADEMY
			ACTIVE LABOUR POLICIES
			PODCAST COMINCIO LUNEDI - Sustainable Leadership Training
			EDUCATION - SKUOLA.NET PARTNERSHIP
		China	LECTURES FOR STUDENTS AT SUZHOU VOCATIONAL UNIVERSITY
	Czech Republic	LECTURES ON LABOUR MARKET DEVELOPMENT	
	OUR CLIENTS	Brazil	WORKERS TRAINING
COMMUNITY	Italy	DESTINATION WORK	
		COMETA	
		HOMO FABER	

SDGS	STAKEHOLDER	PAESI	INIZIATIVE
GOAL 5 Gender Equality	OUR EMPLOYEES	India	GI MAANVI 2022 RETURNSHIP PROGRAM
		Turkey	OPET
	OUR CANDIDATES AND WORKERS	Spain	JOB TALK FUNDACIÓN MUJERES
		Italy	WOMEN4 STEM IN PINK
			GENDER CAFÈ
	OUR CLIENTS	Italy	"DONNE IN AZIENDA" SURVEY
	GOAL 8 Decent work and economic growth	COMMUNITY	India
Slovakia			SUPPORT FOR WOMEN WITH BREAST CANCER
Italy			Cantieri Agili
			Contagi d'Arte
OUR EMPLOYEES		China	ONLINE LECTURES BY PROFESSIONAL PSYCHOLOGICAL CONSULTING INSTITUTIONS ABOUT PSYCHOLOGICAL ADJUSTMENT DURING THE LOCKDOWN PERIOD IN SHANGHAI
		Hungary	Maternity reintegration
		India	GI JOSH
			MY STORY CHRONICLES
			GI CARE - MENTAL PARTNER PROGRAMME
		Slovakia	HEALTH WEEKS FOR EMPLOYEES
		Spain	GI WELL
USA		GREAT PLACE TO WORK	
OUR CANDIDATES AND WORKERS		Italy	GI GROUP TRAINING HUB
			100% EMPLOYABILITY ACADEMY
	#GIWORKOUT		
	Argentina	MEET-UPS FOR PROFESSIONALS ORGANISED BY THE SAN ANDRÉS UNIVERSITY	
	China	CAREER CORNER	
India	SESSIONS ON POSH (PREVENTION OF SEXUAL HARRASMENT)		

\* To discover our 2022 global and local Sustainable Work initiatives in detail, consult the full Report.

SDGS	STAKEHOLDER	COUNTRIES	INIZIATIVES	
GOAL 10 Reduced inequalities	OUR CLIENTS	Spain	JOB ORIENTATION TALK	
			PARTICIPATION IN JOB FAIRS	
		Turkey	COACHING University students	
		Italy	TOTAL REWARD TRENDS 2022	
			EVENTS DEDICATED TO GUIDING COMPANIES IN THEIR DIGITAL TRANSFORMATION	
			REGIONAL SUSTAINABLE DEVELOPMENT FORUM SPONSORSHIP	
			WEBINAR – Changes in the Labour Market & Future Proof Skills	
		Spain	CO-CREANDO EL FUTURO	
			BE YOURSELF CAMPAIGN	
	OUR EMPLOYEES	Brazil	Diversity Week	
			SENIOR PILLAR LAUNCH	
			AUTISM AWARENESS DAY	
		UK	DEAFNESS AWARENESS WEEK	
			LET'S TALK: ADHD & DYSLEXIA	
			NATIONAL INCLUSION WEEK	
			RACE EQUALITY WEEK - #MY NAME IS CAMPAIGN	
		OUR CANDIDATES AND WORKERS	Brazil	ELAS PROJECT
				JOBS OPPORTUNITIES EXCLUSIVELY FOR DISABLED PEOPLE AND BLACK PEOPLE
Czech Republic	LIFE COMPASS PROJECT IN A LOCAL ORPHANAGE			
India	COLLABORATION WITH THE NIVEDA FOUNDATION			
Spain	JOB TALK ACCIÓN CONTRA EL HAMBRE			
OUR CLIENTS	Italy	GIVE PROJECT		
COMMUNITY	Italy	COMETA		
		HOMO FABER		
		DONATION TO ASSOCIAZIONE ITALIANA PERSONE DOWN (AIPD)		
	Germany	CHARTA DER VIELFALT		

SDGS	STAKEHOLDER	PAESI	INIZIATIVE
GOAL 17 Strengthen the means of implementation and revitalize the global partnership for sustainable development	COMMUNITY	Germany	SOS KINDERDORF
		Brazil	DONATION TO NGOs CAMPAIGN
		China	DONATIONS FOR "ONE-DAY CHARITY DONATION" PROGRAMME RUN BY THE REGIONAL PARTY COMMITTEE IN HEFENG
		Czech Republic	CHRISTMAS CHARITY FOR CHILDREN
		Hungary	SHOE-BOX CHRISTMAS DONATION
		Poland	OLD LAPTOPS FOR YOUNG STUDENTS
		Slovakia	SUPPORT FOR ELDERLY PEOPLE, PERSON IN NEED AND COMMUNITY
		Turkey	CHILDREN IN NEED
		UK	CHRISTMAS JUMPER DAY
	OUR CANDIDATES AND WORKERS	Argentina	VOLUNTEERING IN BARRIO PADRE CARLOS MUGICA
		OUR CLIENTS	Italy
	COMMUNITY	Italy	Paper focused on analysis and operative advice for the implementation of the National Plan of Active Labour Policies - GOL
		China	PARTICIPATION IN THE NINGBO-LISHUI SHANGHAI COOPERATION PROJECT'S HUMAN RESOURCE SUPPLY AND DEMAND MATCHING MEETING
		India	COLLABORATION WITH GOONJ



All in all, we are ultimately faced with an extraordinary opportunity and responsibility: to contribute to the positive evolution of society through Work.

Together, let's be [#MoreThanWork](#).

More than Work

