



IMPACT REPORT

23-24

THE THREE COUNTIES MOST TRUSTED

 **HEWETT**
RECRUITMENT

OUR DIRECTORS

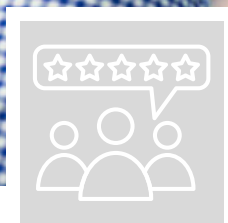
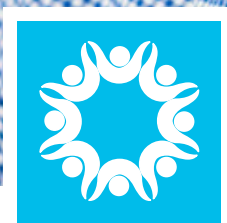
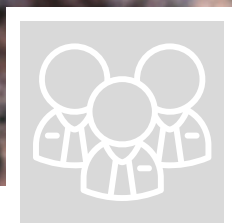
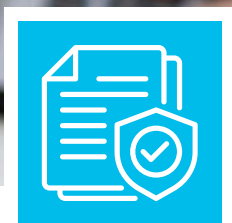


"At Hewett Recruitment, our aim is to be the Three Counties Most Trusted Recruitment Business Through our interactions, we seek to leave people and planet a little better than we found them. For us, becoming a B Corp is the perfect way of holding ourselves accountable against our values every day."

Laura Hewett
(Owner, Director)

"Achieving B Corp status was never about gaining the certification and then putting it on a shelf until the next time we were assessed. We are continually looking at how we can improve our performance against the 5 pillars, using the assessment tool as a guide to better ourselves, whilst also playing an active part in growing the B Corp community."

Ben Mannion
(Owner, Director)



Governance

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

Workers

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

Community

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

Customers

- Customer stewardship

Environment

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

GOVERNANCE

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.

Communication

Communication is the key to getting the engagement of our team, stakeholders and supply chain to deliver against our Mission Statement. We hold Quarterly Town Hall meetings and quarterly individual reviews to allow our employees to hold the Directors of the business to account against our Bcorp objectives and vice versa.

In April 2024 an internal **BCorp Liaison Group** was formed allowing employees to get more involved in BCorp by taking responsibility for distinct elements. This has increased engagement and empowerment within our team and will ensure that BCorp genuinely lives through the whole organisation.

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

THE THREE COUNTIES MOST TRUSTED



OUR WORKERS

We internally hire based on values, with the belief that values are intrinsic and skills can be learnt. This allows us to have an amazing team of honest, kind individuals who genuinely care about helping others.

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

- June 2024: Financial Education Workshop
- July 2023: Formalised
- May 2022: Introduced Income protection Employee Loan scheme

CAREER DEVELOPMENT

- March 2024: Strategic Development Working Group formed to develop a culture of inclusive leadership within the business
- REC: all Consultants qualified to Level 3 in Recruitment Practice
- 2 online training platforms
- 2022: Developed & delivered In-house Training for all SOPs
- Sept-Nov 2022: Directors & team-leaders trained as coaches
- Mar 2022 & 2023: Developed our transparent career progression map

HEALTH, WELLNESS, SAFETY

- June 2023: Formalised hybrid working arrangements
- June 2023: Formalised Flexible working policy by introducing Core hours
- Quarterly company socials
- 28 days leave +BH
- 4 'Mental Health First Aiders'
- Private health insurance
- EAP phoneline
- Healthcare cash plan
- 2022 Introduced Volunteer day



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.

EMPLOYEE ENGAGEMENT SURVEY



of employees agree...

- "We are obsessed about giving a fantastic client and candidate experience"
- "I would recommend this business to others as a place to work"
- "We make a difference to the community/ society and I am proud of the impact we have". The opportunity for employees to feel that they are 'giving back' improves the emotional connection they have with the company and each other, as they work together as a team. This in turn has a positive impact on wellbeing and mental health.


COMMUNITY


HEWETT
RECRUITMENT

Our Values

 Never Stop Learning

 Love What We Do

 Create Value

 Have Grit

 Act With Integrity

9
Companies



**JOINED OUR B CORP 3
COUNTIES GROUP**

17 CAREERS FAIRS
SUPPORTED

KEMP
The Wyre Forest Hospice

**CHARITY OF
THE YEAR**
(FY23 - 24)



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

971

people placed into
employment

 Herefordshire
& Worcestershire
Chamber of Commerce

WINNER

COMMITMENT TO THE COMMUNITY
AT THE CHAMBER BUSINESS AWARDS 2023

Hewett Recruitment



'Commitment to the Community' at the
2023 Herefordshire and Worcestershire
Chamber of Commerce Awards



3.8%

**GENDER-
PAY GAP**

 Mental Health
First Aider

MHPA England

4 MENTAL HEALTH
FIRST AIDERS

**Workforce Planning
Workshops**
delivered to for
23 Worcestershire
Companies

COMMUNITY

Economic Prosperity

Our work with the **Chamber** and **LEP** directly supports the activity and end goal of each organisation – economic prosperity across the region. We are the “go-to” people regarding input from a skills/recruitment perspective and deliver numerous presentations and seminars supporting business decision-making.

Our work with the **LEP** helps advance relationships between education and business as well as drive careers guidance for young people. Ben has been Chair of the **Future Skills** Board since 2016 and on the **Employment & Skills** Board since 2013 and since last year has been **Chair of the Cornerstone Employers Group**. He also sits on the **LSIP** Advisory Board for Worcestershire and on the national **Employers Advisory Group** for the **CEC**.

Education

Our Team give time to go into schools and deliver mock interviews and CV writing support, helping students as they start to think about the world of work. We attend every careers/jobs fayre that we can, educating people about the job opportunities that are available to them in the local area.



Worcestershire
Local Enterprise Partnership



Herefordshire
& Worcestershire
Chamber of Commerce



THE CAREERS &
ENTERPRISE
COMPANY



Department
for Education



AMBASSADORS FOR THE B CORP MOVEMENT

Since achieving our B Corp Certification, we have become ambassadors for the movement. In November 2023 we created a free Peer Network for B Corps across the Three Counties. The aim of the group is to help keep us moving forwards, so that certification isn't the end-point and we keep improving the impact we have through collaboration.

The group meets every 2-3 months and is putting on a free event in June 2024 for business leaders interested in working towards B Corp, with the aim of encouraging more businesses to join.

In addition to this, our Directors take regular public speaking opportunities to highlight the benefits of B Corp to other local businesses. At the Herefordshire and Worcestershire Chamber of Commerce Expo in October 2023 where we shared our B Corp journey with over 160 people and invited Alison Philips, a local B Leader to join us as a Key Note Speaker.

CHARITY PARTNERSHIP



Bringing together Hewett employees, clients, the wider business community and local community in support

- Painting their reception area;
- Training line managers in interview skills;
- Sponsoring their Fire Walk,
- Worcester half-marathon,
- Big Quiz
- Butterfly release
- Donations collection at our annual HR Conference.
- This year we have committed to sponsor their "Snowdon by Sunrise" challenge.





What We Have Raised

We raised over **£7000** for **Kemp** in 2023/24.

Jayne Sergent from Kemp, *"Thank you again for everything you are doing for KEMP Hospice, we really are truly humbled by your support. You've got a fantastic business and a fabulous team, and it's clear your vision and values are at the heart of everything you do."*

Why We Do It

The impact on employees' mental health has been palpable since partnering with Kemp. We chose Kemp initially as it was the charity our late **Finance Manager, June Smith**, supported over her life-time. When she passed away in December 2022, we decided to continue her legacy with them. This has been an incredibly positive and cathartic experience for members of the team that were close to June, providing a constructive outlet for their grief.



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, Consultative, Discipline & Best Match.**

Excellence in Customer Service

We were delighted to win an award for **‘Excellence in Customer Service’** at the 2023 Herefordshire and Worcestershire Chamber of Commerce Awards



CUSTOMERS

Most Trusted

in January 2023 we invested in Trust Pilot. This software allows us to collect timely feedback on an ongoing “live” basis, making it more valuable and actionable. The added benefit of this is that it is collected and regulated by an independent 3rd party, increasing the credibility of the feedback, thus giving those who read it more confidence when deciding whether or not to use our services.

We were proud to be recognised as **“Rated Excellent”** on Trustpilot.

“Brilliant communication – Kate found an amazing job for me! The vacancy ticked all my requirements. It was a pleasure working with Kate due to her brilliant communication, keeping me up to date, and giving extremely helpful advice to

★★★★★ by Ilona

Rated 4.8 / 5 | 249 reviews

“A reliable recruitment partner – Quick to respond and listen to customer requirements. Hewett Recruitment are a great recruitment partner and have strong knowledge of the local employment market.”

★★★★★ by Louise Hughes

NEOPERL

“Excellent”

Rated 4.8 / 5 | 249 reviews

★ Trustpilot

★ Trustpilot

THE ENVIRONMENT



- **A carbon footprint** of 1.24 tCO2e per FTE across Scopes 1, 2 and 3 – a 1.6% reduction from previous year. This Carbon Footprint is offset via Ecologi.
- **Energy usage** reduced by 3.25% per FTE and **water usage** by 5.85% per FTE.
- **Terracycling** was introduced by one of our employees, **Dom Jones** and adopted in both branches to reduce landfill
- **Re-purposing** was introduced by one of our employees, **Sharron Andrews** – she made note books from old headed paper which are now used in both branches, avoiding recycling. Sharron also donated old desk pads and envelopes to a local school to make use of.
- **Digital document** usage rather than printing out physical copies was encouraged and processes changed in back office functions which led to a 51% reduction in paper.

NEXT STEPS... PLANS FOR **FY25 TO IMPROVE OUR IMPACT**

- Engage with **Net Zero Worcestershire** for a Decarbonisation Review and begin taking recommended steps
- Contribute positively to our local environment by coordinating groups of employees to volunteer with the **Wildlife Trust**.
- Work towards 'zero to landfill' by engaging with **Slicker Recycling** to understand more about the Waste Hierarchy and how we can create less waste and better dispose of waste.
- Achieve the accolade of being an *"Inclusive Worcestershire Leader."*
- Financial education workshop planned for June 2024 to support employees better manage their personal finances.
- Continue our work as Ambassadors of the **B Corp Movement** – holding an information event in June 2024 and taking public speaking opportunities as they arise.

Certified



®

Corporation



Worcestershire
Wildlife Trust

