



Human Rights

Ensuring work is a source of dignity and purpose for all



Why This Matters

We believe meaningful, sustainable employment has the power to change the world. For more than 70 years, we've been connecting millions of people to work and helping them develop skills to stay employable for the long-term. This way they can support their families, contribute to their communities and achieve their career goals. By respecting and promoting internationally proclaimed human rights, we can ensure that work is a source of dignity and purpose – as well as income – for the people we employ. People, governments, investors and shareholders rightly expect nothing less.

Our global reach, working with hundreds of thousands of organizations around the world, means we can influence the way people are treated across complex multinational supply chains. This isn't just the right thing to do; it mitigates risk for our clients, who can rely on us to ensure that their talent supply chains are free from child labor, forced labor and other abuses.

By engaging with organizations, governments and NGOs, we advocate for conscious inclusion so individuals from all backgrounds can participate in the workforce and bring their authentic selves to work every day. We aspire to go beyond simply complying with employment and non-discrimination laws. We advocate acceptance, respect and inclusion and are committed to do all we can to fight racism and to strengthen diversity, equality and inclusion within our company, and in the communities in which we live and operate.



Proud of Our Progress: Where We Are Today

Global Commitment

ManpowerGroup was one of the first companies to sign the Athens Ethical Principles, declaring zero-tolerance for working with any entity which benefits from human trafficking. We have been a signatory to the United Nations Global Compact since 2006, publicly declaring our support for internationally proclaimed human rights and reporting on our activities annually. Through partnerships with international organizations – like the United Nations High Commissioner for Refugees, the International Organization for Migration, the Tent Partnership for Refugees, and the Valuable 500 – we actively promote the rights of individuals and provide support that enables them to connect to sustainable work.

It's In Our Code

Our Code of Business Conduct and Ethics highlights our respect for individuals and our shared obligation to ensure fairness in the hiring and advancement of all employees without discrimination. It also outlines our mutual responsibility for maintaining safe and respectful workplaces that are free from abusive or unprofessional conduct and provides clear guidance on how to report concerns, including a 24/7 Global Ethics Hotline. All employees train on the Code annually.

Responsible By Design

Our standard recruitment, assessment, employment and talent management practices are designed to protect fundamental rights at work. We helped define the World Employment Confederation Code of Conduct and quality standards, which include not charging placement fees to job-seekers, transparent terms of employment, respect for health and safety at work, non-discrimination and ensuring that workers can report concerns without fear of recrimination or discrimination. And we cascade these standards to our suppliers through our Supplier Code of Conduct.

Industrywide Engagement and Social Dialogue

Through our leadership role in the World Employment Confederation, we are active in our industry's engagement with the ILO's Fair Recruitment Initiative and endorsement of the ILO's Convention No. 181 on Private Employment Agencies. We cooperate with organizations like UNI Global Union, which represents more than 20 million workers from over 150 different countries in the fastest growing sectors in the world: skills and services. Most recently, we led collaborations with UNI-Europa on behalf of our industry to develop and adopt joint recommendations for protecting workers and safeguarding work during the COVID-19 pandemic, including the recognition of our industry as an essential sector, and recognition of our role in preparing for inclusive economic and social recovery.

Within our own organization, we support the right to form employee representative councils and engage in collective bargaining. We have established European Works Councils in all our European Union country operations, which represent approximately 65% of our global reach, and over half our employees and associates in our largest markets are represented by unions or collective bargaining agreements.

External Recognition and Verification

We proactively seek external verification of our practices. Since 2012 we have undertaken EcoVadis business sustainability assessment at the corporate level, and in 2016 we began using these assessments in our local market operations to educate our organization and manage performance around the world. The assessment analyzes our sustainability management practices and reporting, with labor practices and human rights representing 60% of the assessment. To date, we have achieved Silver-, Gold-, or Platinum-level ratings for labor practices and human rights in 24 countries and at the global level.





Integrating Refugees Into the Workforce

Helping all people access work is rooted in our founding more than 70 years ago. In the last decade, we have been intentional around including refugees integrate into the workforce – because we know that finding a job is a critical first step to resettling in a new home and building community. Leveraging our experience integrating refugees into labor markets across the world – from Syria to Germany, Afghanistan to the US – most recently we developed a three-pronged response plan to the Ukraine refugee crisis:

- Providing immediate humanitarian aid and financial relief
- Integrating refugees into the workforce
- Partnering with clients, governments and NGOs, including the Tent Partnership for Refugees, Welcome.US and more

Opening Doors: In 2021, we partnered with Welcome.US to create the Welcome Employment Exchange, a jobs platform to support Afghan refugees resettling and seeking employment in the US. In March 2022, we extended this work to include refugees from Ukraine arriving in the US. Our Employment Exchange is connecting refugee job seekers to 65,000 open positions from more than 330 employers with targeted roles and resettlement support.

Reapplying Our Upskilling Expertise: In Poland, we developed our Manpower MyPath program to also include language training to prepare refugees from Ukraine for new roles and quickly find assignments for those ready to work.

Rethinking Roles: We partnered with clients across Europe to review hiring requirements and redefine roles for women in automotive manufacturing plants that previously had not employed women.

Moving Skills Where Needed Most: We worked with labor ministries to change legislation and speed up the process of acquiring work permits. Within weeks, we helped change the law in the Czech Republic so that non-EU citizens can work in the country.

Accelerating Progress Through Pledges: We are proud to have helped over 20,000 refugees find meaningful and sustainable employment over the past five years, and we continue to make bold, ambitious commitments to accelerate our progress:

Netherlands: We committed to connecting 250 refugees in the Netherlands to sustainable employment by 2020. After successfully reaching 400 refugees, in 2022, we expanded our commitment to connect 800 refugees to employment opportunities with our clients across the next two years, with a specific focus on helping refugee women and LGBTQ refugees find meaningful work.

US: In 2022, we committed to connecting 3,000 refugees to employment opportunities over the next three years. We will provide refugees with upskilling and training courses to prepare them for the job market, as well as to 1:1 coaching that includes tailored professional guidance.



Ambitious for Improvement: What Next

The way people live and work is changing fast. We are on the forefront of predicting the future for work and the future for workers, including how this impacts human rights and working standards of new forms of work. Technology provides new opportunities – but this can also increase the threat of unscrupulous operators taking advantage of workers in an informal economy. We will continue to advocate for ethical recruitment practices and employment flexibility balanced with the security we know people need. As a leader in our industry, we have been actively engaged in the setting of standards for new forms of work including the gig economy with the World Economic Forum's Principles of Good Platform Work Charter. We are also committed to scaling our programs that help people – especially those from under-represented and at-risk populations – develop in-demand skills and experience so they can participate in the formal economy and increase their employability for the long term.



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