

ManpowerGroup 2020 ESG Performance Data

Unless otherwise noted, all data represents 100% of ManpowerGroup operations worldwide.

Employee Demographics						
Employees worldwide (FTE)	25,429					
Employees represented by unions, works councils and/or collective bargaining agreements	49%					
Employees by Region						
Asia Pacific & Middle East	16%					
Europe	56%					
North America	14%					
Latin America	15%					
Employees by Level						
Senior Leadership	1%					
Leadership	3%					
Field & Functional Management	16%					
Individual Contributor	80%					
Employees by Age Bracket						
18-35	44%					
36-49	38%					
50+	18%					
Board & Executive Leadership						
	Women					
Board of Directors	38%					
Executive Leadership Team	27%					
	People of Color					
Board of Directors	23%					
Executive Leadership Team	36%					
Employee Diversity						
	Women (Global)			People of Color (U.S.)		
	2018	2019	2020	2018	2019	2020
Senior Leadership ¹	36%	37%	39%	10%	13%	14%
Global Leadership ¹	-	-	31%	-	-	-
All management roles	56%	59%	55%	15%	15%	14%
All levels of the organization	64%	64%	60%	23%	24%	25%
New hires ²	65%	49%	47%	34%	34%	36%
Promotions ²	69%	55%	66%	19%	19%	25%
Culture & Capabilities		2018	2019	2020		
Employee Engagement Index score ³		59%	62%	63%		
Collaborative Culture Index score ^{3, 4}		82%	84%	67%		
Fast & Agile Culture Index score ^{3, 4}		75%	76%	69%		
Performance-based Culture Index score ³		80%	81%	81%		
Trusted & Ethical Culture Index score ³		79%	80%	85%		
Diverse & Inclusive Culture Index score ³		84%	85%	84%		
Development & Career Index score ³		74%	75%	75%		
Investment in employee development (million \$USD) ⁵		\$17	\$15	\$10		
Average hours in formal training (per person) ⁶		22	18	16		
Courses accessed on <i>powerYOU</i>		170,000	232,000	243,000		
Employees participating in formal skills training ⁵		82%	96%	95%		
Employees developing through experience and exposure ⁷		75%	77%	74%		

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Culture & Capabilities	2018	2019	2020
Management and leadership roles filled by internal promotion ⁵	52%	48%	53%
Total turnover – at all levels ^{5, 8}	27%	25%	20%
Voluntary turnover – at all levels ^{5, 8}	19%	17%	11%
Total turnover– management level and above ⁵	17%	16%	11%
Voluntary turnover – management level and above ⁵	10%	10%	6%
Health & Safety	2018	2019	2020
Markets with health & safety certification ⁹	50%	50%	45%
Employee absentee rate ¹⁰	2.9	4.6	2.5
Employee recordable incident rate (number of recordable injury events among employees per million hours worked) ¹¹	3.8	4.7	2.5
Employee lost-time incident rate (number of lost-time injury events among employees per million hours worked) ¹²	2.8	3.9	-
Associate recordable incident rate (number of recordable injury events among associates on assignment per million hours worked) ¹³	23.9	23.3	23.0
Associate lost-time incident rate (number of lost-time injury events among associates on assignment per million hours worked) ¹³	22.3	21.6	20.4
Social Impact Investment	2018	2019	2020
Investment in associate training (million \$USD) ¹⁴	\$80.9	\$70.8	\$58.5
Associates participating in formal training programs ¹⁴	599,310	383,286	235,394
Donations to community partner organizations (million \$USD) ^{14,15}	\$5.0	\$5.2	\$4.8
Trust & Transparency	2018	2019	2020
Employees trained on ethics policies ¹⁶	99%	99%	100%
Trusted and Ethical Culture Index ³	79%	80%	85%
Client Net Promoter Score ¹⁷	28	31	48
Talent Net Promoter Score ¹⁸	40	45	55
Number of countries assessed using EcoVadis sustainability assessment ¹⁹	20	22	24
Countries rated above industry average by EcoVadis	100%	100%	100%
Environmental Performance	2018	2019	2020
Key markets with ISO14001 certification	50%	50%	50%
Total energy consumption (MWh)	199,849	163,956	106,346
Energy from renewable sources (in key markets)	14%	11%	13%
Scope 1 GHG emissions (tCO ₂ e)	26,280	21,499	13,314
Scope 2 GHG emissions (tCO ₂ e)	28,479	23,955	14,244
Scope 3 GHG emissions (tCO ₂ e) ²⁰	47,623	41,853	36,802
Scope 1 + 2 emissions per \$million revenue	2.49	2.16	1.53
Scope 1 + 2 emissions per FTE	1.85	1.58	1.08
Water consumption (MIO m3)	0.32	0.36	0.05
Total waste generated (t)	2,782	2,345	698
Waste not recycled (t)	1,396	843	506
Waste recycled (t)	1,386	1,502	192
Percentage of waste recycled	50%	64%	28%

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NOTES ON PERFORMANCE DATA

1. Global Leadership is replacing Senior Leadership category. Global Leadership has most impact on business strategy and represents global, regional, country and functional leaders from key markets.
2. Global figures are from key markets representing approximately 80% of worldwide employee population and revenues
3. Percentage of employees responded favorably to all Index indicators on the ManpowerGroup Annual People Survey (MAPS)
4. MAPS Index indicators were modified in 2020, changing the comparison year over year.
5. In key markets representing approximately 80% of worldwide employee population and revenues
6. 2020 figure includes data reported by key markets representing 80% of worldwide employee population and average time spent on annual ethics and data privacy training by all employees worldwide
7. As reported via MAPS
8. A significant percentage of our roles are entry level, and we expect a high level of turnover as these jobs are typically a pathway to other careers.
9. Percentage of worldwide revenues in countries with certified management systems
10. In key markets where data is tracked, representing approximately 60% of worldwide employees. Due to unavailability of data in some markets, 2019 data represents only 50% of worldwide employees and may appear higher than normal. Absenteeism rates vary significantly between countries, with a low of 0 to a high of 8. Absenteeism data is not tracked in some countries, including the US, where our Paid Time Off policy enables employees to take scheduled or unscheduled time off as needed for any reason.
11. 2020 data represents 73% of worldwide employee population. 2019 data was unavailable in several of our largest markets heavily impacted by COVID at the time of reporting, resulting in a reduction in coverage from 80% of worldwide employee population in 2018 to 67% in 2019. The definition of "recordable injury event" varies widely between countries, with some required to report any incident no matter how minor and others reporting only those that require medical treatment or result in lost time. Therefore, recordable incident rates vary widely between countries, with a low of 0 and a high of 10 events per million hours worked.
12. For regulatory reasons, a number of our key markets were required to record all COVID-related absences as lost-time incidents, including office closures and mandatory stay-at-home orders, resulting in an aggregated lost-time incident rate that is not representative of actual lost time due to injury or illness. As comparison with previous years is not meaningful, we have chosen not to report this metric for 2020. 2019 data was unavailable in several of our largest markets heavily impacted by COVID at the time of reporting, resulting in a reduction in coverage from 80% of worldwide employee population in 2018 to 67% in 2019.
13. Aggregated from data reported by key markets representing approximately 60% of associates on assignment.
14. As reported by key markets representing approximately 80% of revenues
15. Includes monetary and in-kind donations and approximate value of employee volunteer hours
16. All ManpowerGroup internal staff employees are required to complete annual training on the ManpowerGroup Code of Business Conduct and Ethics, Anti-Corruption Policy, and information security and data privacy standards. Given employee turnover, we expect at least 95% completion rate.
17. Weighted average of Manpower & Experis client NPS in key markets
18. Weighted average of Manpower associate & Experis professional NPS in key markets
19. Cumulative total. Country operations assessed represent 80% of worldwide revenues.
20. 2020 Scope 3 figure includes indirect impacts from office and fleet energy use, business travel and estimated work-from-home emissions. Work-from-home emissions have not been previously included in Scope 3 calculations. We are in the process of undertaking a full Scope 3 screen to develop a more complete understanding of our value chain impact.