

Corporate Social Responsibility

When people feel like they make a difference, they do.

We truly believe that when people feel like they make a difference, they do. And when it comes to CSR, at Personal Group, we do more than write a cheque. Our CSR considers our environments, our community and business, with a focus on driving client, employee and investor satisfaction.



Overview

Strategic Report

Governance

Financial Statements

CSR in numbers

£576,000

Total donations in last six years

64

Number of different charities supported in 2018

50

Staff who have travelled to Kenya to volunteer at the PG school

£8,000

Donated this year via employee nominations

£3,695

Amount raised for Children in Need in 2018

240

Children now in education at the PG School in Shompole, Kenya

Our Business

Our unique approach to delivering employee services brings together both digital and face-to-face engagement to provide employees access to their company benefits, discounts, technology and services anytime, anywhere. We believe technology cannot solve the employee engagement problem on its own, so we work with each client to create an employee benefits roll out plan which will increase employee engagement, drive benefits adoption and deliver HR a return on investment.

Our Environment

At Personal Group we are continuing to work towards reducing our carbon footprint, automating processes and are moving towards becoming a paperless business. The recent refurbishment of our head office has provided more areas dedicated to everyday recycling and has created an environment which encourages collaborative working.

Our Community

We empower employees to make a difference in all aspects of life – at work, in their local communities and across the wider world. The community initiatives that we support, and how we support them, are guided by employees. In the past 12 months our staff have completed charity bead walks in support of school girls in Kenya, volunteered at the local food bank and organised various bake sales, contests and fundraising activities in each of our offices.

Client Satisfaction

We have invested in our client facing teams ensuring that client needs continue to be met and service levels remain high. In 2018 we held our first Group Client Conference, enabling clients to share their stories of HR best practice and to hear from experts in the employee engagement, communications and reward arena.

Employee Satisfaction

We listen to our staff and shape our own employee engagement strategies around the feedback we receive. We understand that happy employees are more productive and by focusing on our own employee satisfaction, we have driven up productivity within Personal Group which has had a positive impact on both client and investor satisfaction.

Investor Satisfaction

Our focus on client and employee satisfaction has inevitably led to improved performance and profitability, supporting our progressive dividend policy. In 2018 we continued our series of roadshows to engage and update investors ensuring they remained well-informed on the latest Company news and announcements. Our focus on responsive and regular investor communications will continue in 2019 under the leadership of our new CEO.

Our Focus Charities in 2018

Personal Group was built around the vision to help people when they need it most and our charitable work is no different. Since our Personal Assurance Charitable Trust (PACT) was founded in 1993, we are proud to have donated over £1.7 million to good causes both in the UK and abroad.



Keech support adults and children from our local area, who have life-limiting illnesses. They are unique as they are one of the few hospices in the UK which provides care for both adults and children. Personal Group is fundraising to support Sparklers for six months. Sparklers is a child and young adult pre and post bereavement support group, for both the children and adult sides of the hospice. This service is invaluable to many families, so our support is going to make a world of difference to them.



The Memusi Foundation was formed by Matthew Norton with the vision of providing education for the estimated 30 m children in Africa who have never set foot in a classroom. Our charitable donations and involvement from staff have helped turn this vision into a reality. The key appeal to supporting the Memusi Foundation is that our staff have the opportunity to travel to Kenya and actively work to change the lives of children. Personal Group has funded the construction of our own school in Shompole and every volunteer trip spends time here to meet the teachers and students and learn about their lives in Kenya as well as making improvements to the school.

The Personal Group School in Shompole opened its gates in January 2016 and the first intake was 60 children. This was double the number of children that the school was originally designed to accommodate but due to the passion and desire for education it was decided that no child would be turned away. With three more classrooms now complete, there are even more children in education thanks to the efforts of our employees.

