



**Opportunity for All**

Employability Report

# Introduction

At Bidvest Noonan, we are deeply committed to being a responsible corporate citizen, we believe in focusing on initiatives where we can make a significant difference.

After careful consideration, we have chosen “Employability” as our key social cause. Employability compliments other causes such as elimination of poverty, education, working with marginalised groups and disabilities. The benefits of employment are undeniable, and the impact it has on individuals, families, and society as a whole is immense, as detailed in our chart on page 2.

A UN report titled “The Employment Imperative” underscores the importance of employment, emphasizing the right to work and its role in achieving broader objectives of social development, poverty eradication, and creating a more inclusive society.

Bidvest Noonan and Bidvest Group have embraced the United Nations (UN) Sustainable Development Goals (SDGs). Built on the principle of “leaving no one behind,” the agenda emphasises a holistic approach to achieving sustainable development for all.

The Sustainable Development Goals (SDGs) are a set of 17 interlinked global goals to transform our world. They were designed to be a “blueprint to achieve a better and more sustainable future for all” and form part of the United Nations 2030 Agenda for Sustainable Development, these were agreed by 193 countries in September 2015 and are accepted as principles for ensuring a more just society.

Throughout the report, we have shown alignment of the relevant SDGs by reference to the icons displayed, by embracing these initiatives we will we play our part in ensuring a more equitable and sustainable future for all.

As a business, we firmly believe in the power of collaboration, whether internally with our

colleagues or externally with community groups. Our community programs are vital for fostering an engaged workforce and improving the communities in which we operate. By actively participating in various programs, we can drive tangible and positive change within our local communities. Additionally, we work closely with our colleagues to provide them with career development opportunities that enable them to reach their full potential. We offer essential resources and training to enhance their employment prospects, ranging from ESOL programs, mentoring, supervisory and management training, to funding for various courses.

This document provides an overview of the activities that our business has chosen to support, along with personal stories that highlight the transformative impact on individuals. We hope that these stories will inspire those who are passionate about creating a fairer society to join us in supporting these programs and getting involved. Together, we can make a meaningful difference in people’s lives and contribute to building a more equitable and inclusive society.

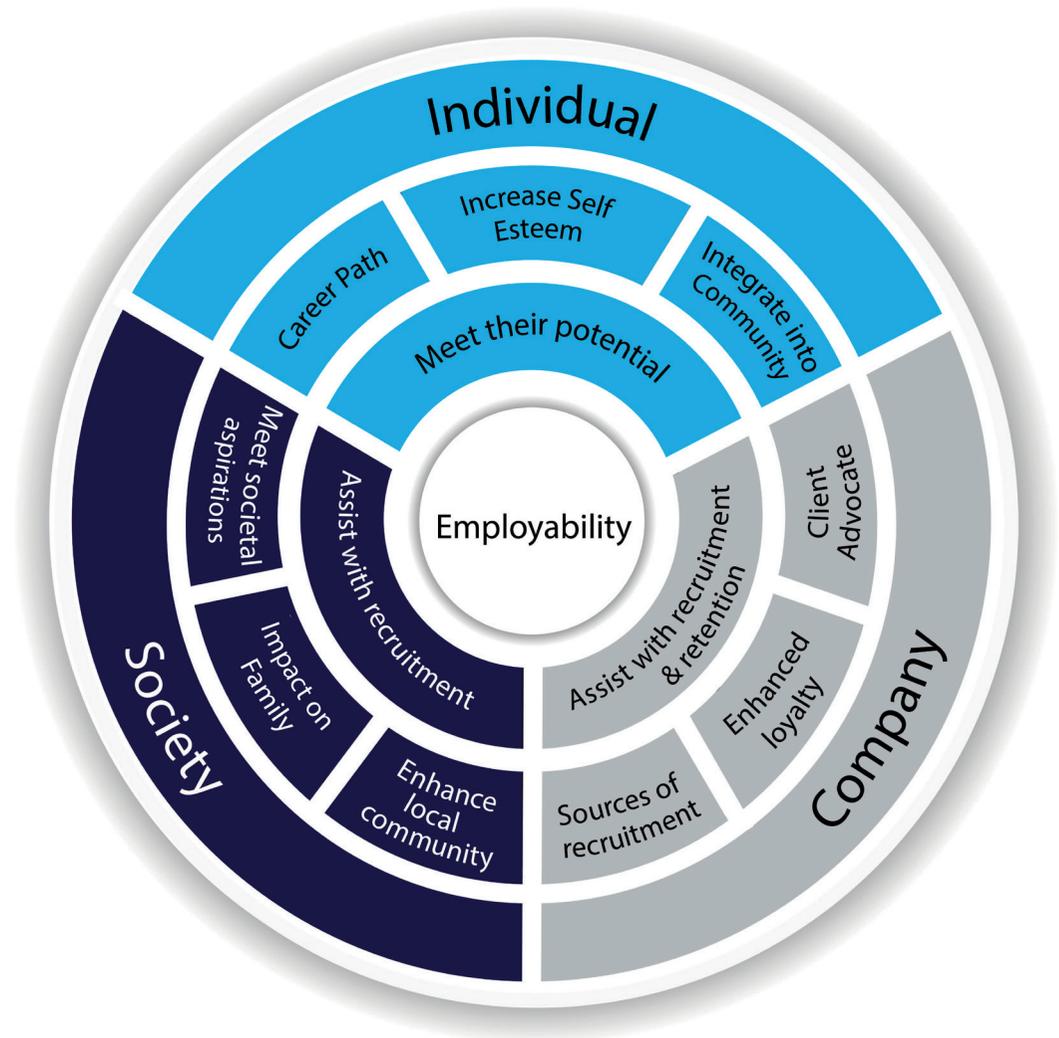


**John King,**  
**Governance Director**

# The Benefits of Employment

## Employment Delivers Positive Change for the Individual, Society, and Business.

Employment can provide a pathway to personal growth, enriching both individual well-being and broader community spirit. Beyond personal benefits, employment fortifies economic resilience and paves the way for societal progress. As individuals flourish, businesses too witness growth, fueled by a dedicated and skilled workforce. In essence, gainful employment is a shared journey toward greater prosperity and advancement for all.

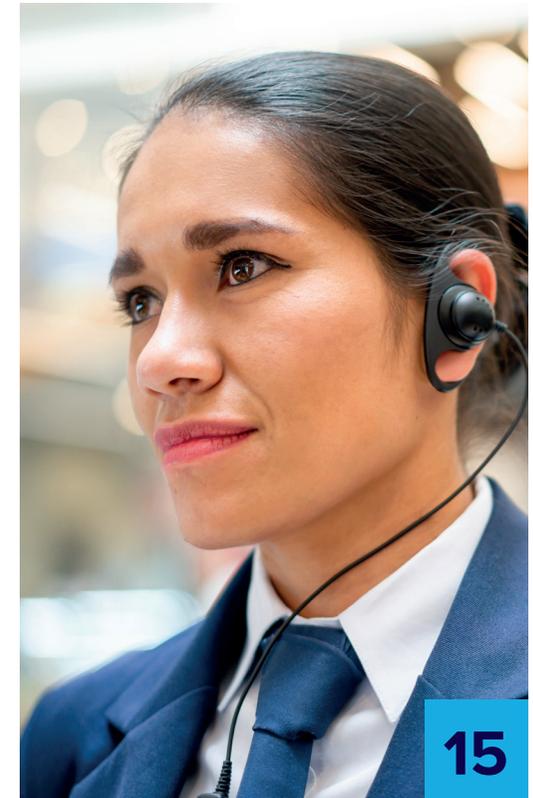


# Contents

<b>3</b>	<b>INTRODUCTION</b>
<b>5</b>	<b>EMPLOYABILITY ENABLEMENT</b>
6	Supporting Refugees
11	Empowering people with disabilities
14	Breaking the cycle of homelessness
<b>16</b>	<b>SUPPORTING THE COMMUNITY IN TACKLING UNEMPLOYMENT</b>
17	Supporting the circular economy
18	Supporting Veterans
20	Supporting the Living Wage
<b>21</b>	<b>INVESTING IN OUR FUTURE MEANS INVESTING IN OUR PEOPLE</b>
22	Providing opportunities for professional development
23	Overcoming the language barrier
25	Investing in the wellbeing of our colleagues
27	Our apprenticeship programme



<b>32</b>	<b>CHAMPIONING EQUALITY, DIVERSITY, AND INCLUSION</b>
33	Cultivating ED&I to create a resilient business
34	Fostering greater inclusivity
35	Empowering women in security



# Employability Enablement

**Employability programmes are crucial for long-term success in the workplace as they provide valuable opportunities to empower jobseekers to gain practical experience.**

Bidvest Noonan supports employability programs designed to provide valuable opportunities to marginalised groups, disadvantaged individuals and those with disabilities or health challenges to succeed in the workplace.

We welcome participants of these programmes into our business, providing them with training, coaching and work experience. We provide supports to help them adapt and ease into their jobs. They learn technical, communication and interpersonal skills that will allow them find a suitable role to meet their potential.



# Supporting Refugees

## Helping those escaping violence, prejudice and persecution.

War and conflicts across the world force many to flee their homes in search of a better life. Asylum seekers and refugees escaping violence, prejudice and persecution are among those most vulnerable in the society. Some refugees are victims of human trafficking and exploitation - a crime committed across UK and Ireland also known as modern slavery.

Enabling refugees and asylum seekers to gain education, re-enter the workforce and integrate into their new country enables them to start their life again.

To support this important transition our business collaborates with charities that work closely with those affected by such circumstances.

United Nations Sustainable Development Goals address in this section:





# Supporting Unseen

## Working towards a world without slavery

At any one time, there are around 100,000 people in modern slavery in the UK. Unseen UK provides safehouses and support in the community for victims of trafficking and modern slavery.

The charity runs the Modern Slavery & Exploitation Helpline, a UK-wide, free, 24/7 service for potential victims, members of the public, frontline workers, and law enforcement agencies. Unseen UK works with individuals, communities, businesses, governments, and statutory agencies to bring slavery to an end.

Bidvest Noonan has named Unseen UK as its charity partner in Great Britain- a commitment to support an important social cause in the goal of ending modern day slavery. Our commitment includes raising awareness, mentoring, raising funds and donations, and providing work experience opportunities.

“Bidvest Noonan employs 27, 000 people and operating nationwide, our business has an enormous power to not only raise awareness of this issue, but to help tackle exploitation. Working together, we will raise awareness of the prevalence of slavery, forced labour, and trafficking in the UK, and implement fundraising activities to support the vital work that goes on to help victims and eradicate these crimes from society.” Guy Packenham, Chair of Bidvest Noonan’s ESG council.

“After careful consideration, we selected Unseen UK because of the clear alignment between their vision and values and our own Environmental, Social, and Governance agenda. We look forward to working with Unseen UK to deliver on its goal of achieving a world without modern slavery.” John King, Governance Director.



# Supporting our communities

## Working with Business in the Community (BITC)

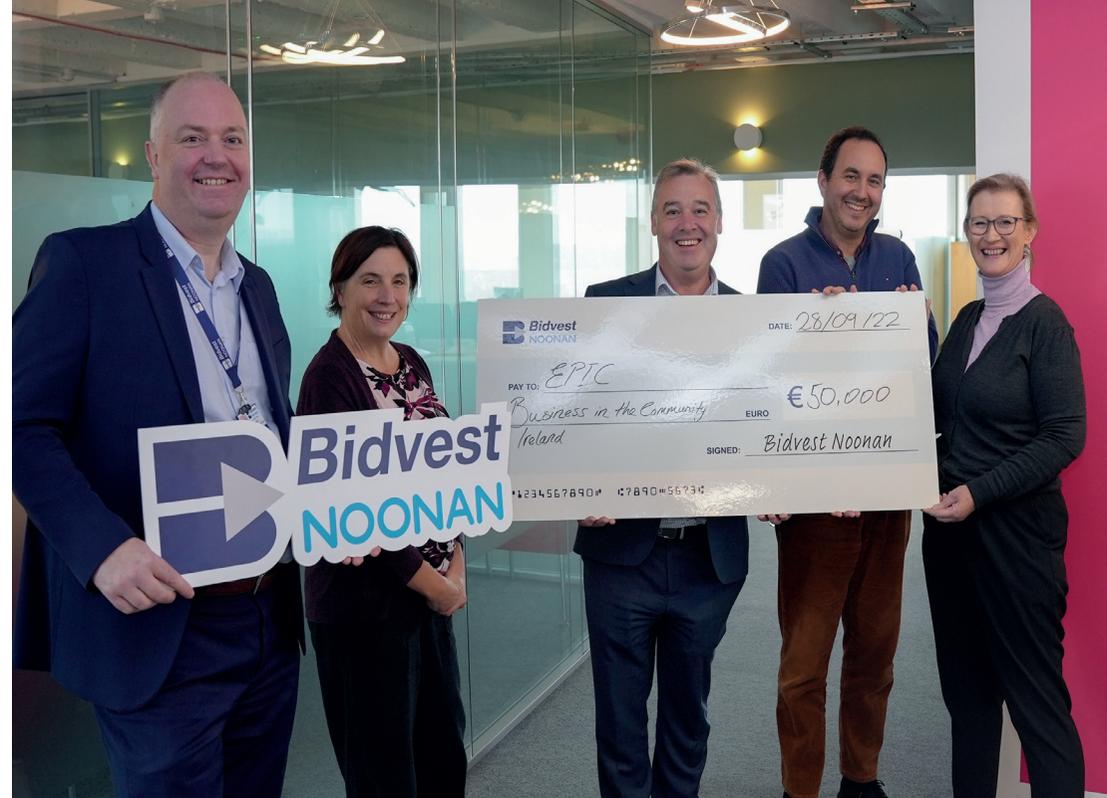
Business in the Community (BITC) supports businesses in driving sustainable change in areas such as talent pipeline, social inclusion, diversity and social responsibility. Bidvest Noonan is a proud member of BITC across UK and Ireland and supports the EPIC programme which works with refugees and asylum seekers in finding opportunities of employment and helps them integrate into the society. Our collaboration with the EPIC programme has been very successful and we look forward to continuing this partnership.

In 2022 we donated €50,000 as well as laptops to assist job seekers researching and applying for positions suitable to their skills. Candidates are 3.7 times more likely to get a job with support from a BITC trained coach; it is a life changing initiative! Our colleagues also supported the BITC's Job Coaching programme.

This provides an opportunity for our managers to be trained as coaches and volunteer with the charity. Those who completed the training are matched with a referred jobseeker to help them boost their employability prospects. We provided BITC job seekers with valuable work experience opportunities to aid them in their preparation for interview and future employment prospects.

In addition, some of the participants have found employment with Bidvest Noonan.

We look forward to our continued collaboration with this important cause.



# Improving the lives of individuals to make broader impact

We feel the biggest sense of satisfaction and fulfilment when we give back.

When BITC's participants are successfully placed in a job with Bidvest Noonan we get to enjoy their success. One of the success stories is that of Samo. Originally from Lebanon, Samo came to work at Bidvest Noonan through the BITCI EPIC scheme. He joined our cleaning team at one of the busy shopping centres in Dublin city and he loves the job!

Since starting, Samo's personality, passion and attitude have shone through. He has seamlessly integrated into the contract with the support of his colleagues. Our team and BITCI have worked together with Samo to accommodate his needs to ensure he feels part of the team and can fulfil his duties.

His daily responsibilities vary from cleaning to general maintenance across the 5-storey carpark – a lot of ground to cover, however Samo, having an excellent work ethic, has shown that with a little help and through hard work and determination he can achieve anything he sets his mind to. Samo has become a valuable member of the team and we look forward to seeing him progress. We are thrilled to have played a small part in his journey.

***“Samo is a great addition to the team and we are all so proud of him. His story shows that initiatives such as BITCI have direct impact on real people and motivates us to continue our collaboration with employment schemes.”*** Barry Kirwan, Operations Manager.



***“I love getting up each morning and I feel so proud to put my name badge on. I arrived in Ireland in 2003, feeling traumatized and suffering from health issues. I felt lost. Joining the BITCI Employability program in 2019 changed my life!***

***My site manager is fantastic and gave me the extra support I needed to settle in, like helping me with online training and simple things like how to follow the weekly roster.***

***Compared to this time last year, my life, health, and finances are in a very different place. Maybe soon I will go for internal promotion!***

***I am so happy here, I like this company and I owe them and BITCI so much.***

***Thank you BITCI and Bidvest Noonan!”***

Samo

# Mentoring jobseekers

## Guy Pakenham reflects on his role as a BITC Job Coach

Our Chief Customer Officer, Guy Pakenham, has recently completed the BITC Job Coach Training and has coached his first jobseeker. He shares his experience to encourage others to consider taking part in the programme.

“The entire experience was incredibly worthwhile and rewarding. To begin, I completed the required online BITC job coaching training and made an online profile. It was shared with all jobseekers, and one person showed interest in me as their job coach. My key takeaway from this experience was realising that even if we feel ill-equipped to help tackle some of the significant challenges in people’s lives, our simple interest and kindness can make a real difference.

Job coaching entailed working with a candidate through six 90-minute online sessions. Our very first contact was over the phone, where we got to know each other. It was truly uplifting to discover how much we had in common. Once we established a “safe space,” the job seeker felt comfortable sharing their circumstances and the challenges they faced in finding employment. It was humbling to be a part of their journey toward becoming a more confident, better equipped and more determined individual. We developed mutual respect, which greatly aided in providing advice and suggestions.

Throughout the sessions, we covered important topics such as CV building, crafting effective cover letters, interview preparation and interview role playing.

While there was a time commitment and some preparation required before and after each session, the resource material provided by BITC ensured that the coaching had a well organised structure and covered extremely relevant topics.



The effort paled into insignificance next to the satisfaction of genuinely helping someone less fortunate.

I thoroughly enjoyed participating in this initiative and would certainly do it again. In fact, I already have a session booked with BITC to relaunch my profile and assist new jobseekers.”

# Empowering People with Disabilities

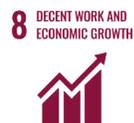
We help individuals with disabilities to access education, training, and employment.

People with disabilities and those from disadvantaged backgrounds experience many barriers hindering their professional development. Lack of services, funding and infrastructure as well as stigma surrounding disabilities are still issues the disabled community faces every day.

This dramatic gap in services provision means hundreds of people are unable to access education and training. This in turn prevents them from finding a meaningful and fulfilling job that can help in leading a more successful and complete life.

Bidvest Noonan works closely with organisations dedicated to this cause, to help them change the landscape of opportunities for people with disabilities.

United Nations Sustainable Development Goals addressed in this section:





# Steps towards a more inclusive workplace

## Disability Confident

Disability Confident is a social action initiated by the government in the UK to provide information around employing disabled people. It's time to think differently about disability and take meaningful action to support people with disabilities in the workplace. As a Disability Confident Committed Employer, we have committed to ensuring our recruitment process is inclusive and accessible to all. We are dedicated to anticipating and providing reasonable adjustments as required as well as offering an interview to everyone who meets the minimum criteria for the job. As a business we are getting involved in activities that make a difference for disabled people and we are taking action towards supporting any existing employee who acquires a disability or long-term health condition, enabling them to stay in work.

## The Sunflower Initiative

**"I often feel that living with this condition... people don't believe me"** Hidden Disabilities advocate. Living with certain conditions that are not physically obvious, can make daily life more demanding for many people. They affect each person in different ways and can be painful, exhausting, and isolating. Without visible evidence of the hidden disability, it is frequently difficult for others to acknowledge the challenges faced and as a consequence, sympathy and understanding can often be in short supply. Disabilities and our ED&I council encourages the use of sunflower lanyards for our business. Wearing the Sunflower discreetly indicates to people around the wearer that they need additional support, a helping hand, understanding, or simply more time.



# Bidvest Noonan's Collaboration with Rehab Enterprise

Providing opportunities and training for people with disabilities and those from disadvantaged backgrounds.

Rehab is a charity and a social enterprise providing services and employment to people with disabilities as well as those from disadvantaged backgrounds. Bidvest Noonan has a strong, long-term relationship with Rehab as we used the charity's WEEE recycling services by donating our old IT equipment to Rehab Recycle. Whilst interacting with Rehab Recycle, our colleague Darren, developed another excellent pathway to support the centre.

Darren is Head of Infrastructure and Networks at Bidvest Noonan and the initiator of the collaboration with Rehab Enterprise. He recognised the potential to involve a Rehab Enterprise participant into his department and started an initiative that is now being developed into a business wide effort.

Darren invited a participant of the Rehab programme, Brian, to support the IT team on a variety of routine projects. It was a great opportunity for Brian to gain new experience and knowledge he would not have had access to in other circumstances.

Brian supported the ICT team with some of the routine tasks and check-ups, responding to security alerts as well as shadowing Darren during some of the relevant meetings and calls.

It gave Brian confidence and improved his communication skills as well as gave him an opportunity to learn about a new area of IT, cloud computing.



Brian was so committed and interested in the role, he never missed a day of his assignment and travelled a significant distance each day to get to the office.

Darren found working with Brian very rewarding and the program was a great success with Brian now completing an online cloud administrator course to complement the knowledge he gained whilst working alongside Darren.

Achieving a certification in this field will hopefully enable Brian to look for an entry level position in his new favourite field.

*“Working with Brian was an incredibly humbling and fulfilling experience. It was truly rewarding to witness his passion for IT and see how much progress he made during our time together.”*

Darren Mitchell



# Addressing the Challenge of Homelessness: A Collaborative Approach

## Bidvest Noonan Partners with Employment4All to Provide Employment Opportunities

Homelessness is a growing concern in our society, touching lives across varying backgrounds. The underlying causes are multifaceted, ranging from mental health issues to financial hardships and escaping from abuse. The struggle to transition from homelessness to a stable living environment is often far more complex than a mere choice. In an effort to contribute to the solution, Bidvest Noonan has worked with Employment4All, an organisation committed to aiding those affected by homelessness. This partnership represents a thoughtful step towards providing the support needed to gain independence, stability, and break the cycle of homelessness.

The collaboration between Bidvest Noonan and Employment4All is not just about offering employment; it's about recognising the unique needs of each individual and providing a pathway to self-reliance. By focusing on personalised job training and ongoing support, we hope to make a genuine difference in people's lives.

United Nations Sustainable Development Goals addressed in this section:

1 NO POVERTY



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



# Bridging the Gap

## Aiding Disadvantaged Individuals in Their Journey to Employment and Independence

Employment4All in collaboration with the Department for Work and Pensions, helps disadvantaged and underrepresented groups. Their programme is an important step towards addressing the issue of homelessness by providing vulnerable individuals with the support and resources they need to find stable employment and achieve financial independence.

This initiative provides potentially life-changing opportunities for participants. Employment4All identifies suitable candidates through a process that involves conversations and background screening.

Candidates who meet the needs-based assessment, demonstrate the right qualities and show a strong interest in building a career in the security industry are invited to attend our training programme.

Candidates are given all the support they need to be successful. If required, they are provided with help to obtain the necessary paperwork and documents of identification. During our training programme, candidates are provided with a free meal and, if needed, help to cover their transportation costs and to obtain childcare services. Graduates from the programme have an opportunity to interview for full-time employment in our business.

*“Thank you soo much for your endless help. I’m trying to stay in employment and stay focused to be the best at my job. Make myself proud and also all of you that have helped me.”*



# Supporting the community in tackling unemployment

**As a people centric business, we believe that community programmes are vital to build an engaged and dedicated team.**

We are committed to working with local outreach groups in supporting those in our communities that need it most. We join together in developing individuals' employability skills, helping to ensure everyone has an equal chance to gain employment that is meaningful, rewarding and adequately paid, regardless of social status, previous employment history, background or origin.

# Supporting the circular economy

## Working with Suited and Booted

Bidvest Noonan donates high quality suits and garments that are surplus to the requirements of our security and front-of-house teams to Suited & Booted, a charity based in the City of London. Suited & Booted helps vulnerable, unemployed and people on low-incomes to get into employment by providing suitable interview clothing.

The charity helps people prepare for their job interview by providing them with a suit, shirt, tie, and accessories. The charity recognises that wearing a great suit or smart clothing can be an empowering, transformative experience, giving the wearer the self-esteem and confidence necessary to succeed at job interviews and into employment.

This is because wearing a new suit or outfit changes how others perceive us and how we see ourselves. The clothing donations we make can provide a life-changing moment, helping someone to complete a successful interview and return to employment. .



United Nations Sustainable Development Goals addressed in this section:

1 NO POVERTY



3 GOOD HEALTH AND WELL-BEING



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES





## Supporting Veterans

### We are an Armed Forces Covenant Signatory

Bidvest Noonan has proudly signed The Armed Forces Covenant pledge and received the Bronze Award from the Defence Employer Recognition Scheme (ERS).

This award demonstrates our commitment to supporting those seeking employment after serving as part of the armed forces. We are proud to advocate for and support existing and future members of this community. We demonstrate our commitment by being open to providing employment to the armed forces veterans as well as reservists and military spouses/ partners.

*“A career in the security industry is a fairly natural and, I think, pretty common route for ex-forces personnel. Thinking about others, holding out your hand to help and not judge them is a duty we owe to everyone. Putting others first doesn’t put you second. It just means you care, and hopefully, someone will care for you in the same way if you ever need it. These are traits the military brings to the civilian world.”*

Jonny Kempster, Key Account Director, 7th Parachute Regiment Veteran



# Empowering veterans in building civilian careers

## How Tony Hall's military career became a solid foundation for achieving excellence in the facilities industry.

Tony Hall, one of our Strategic Account Director, has played an indispensable role in our business since 2006, consistently making remarkable contributions through his extensive experience and expertise.

Prior to joining our team, Tony served in the army for an impressive 22 years, leaving a lasting impact with his service. During his distinguished military career, he was a proud member of The Royal Armoured Corps and The Light Dragoons, specializing in operating armoured vehicles and later engaging in desert operations. Tony's invaluable background has greatly enriched our organizations, bringing a wealth of knowledge and a unique perspective to our endeavours.

"Thanks to the skills I acquired during my military career, I firmly believe that my success wouldn't have been possible otherwise. A crucial aspect in effectively managing large numbers of colleagues is striking a balance between influencing them and exhibiting emotional intelligence. It is imperative for the colleagues to have faith in the management's abilities, as this fosters employee retention, which ultimately leads to overall success." - Tony Hall, Strategic Account Director

Under Tony's leadership, his teams have consistently achieved success, winning both the Best Team and Outstanding Service To The Customer Awards at the British Security Awards. Throughout his tenure, Tony has demonstrated immense perseverance and diligence when leading the entire contract within the transport division of our business.



*"When it comes to my professional life, I can honestly say that I am living the dream. Throughout my 39-year career, I have had the privilege of pursuing two fulfilling paths: serving in the army and embarking on my current journey with Bidvest Noonan. As an Account Director, I find immense joy in the dynamic nature of my work. Each day brings new challenges and opportunities, which keeps me fully engaged and consistently motivated to push myself further and achieve even greater heights."*

Tony Hall, Strategic Account Director

# Supporting the Living Wage

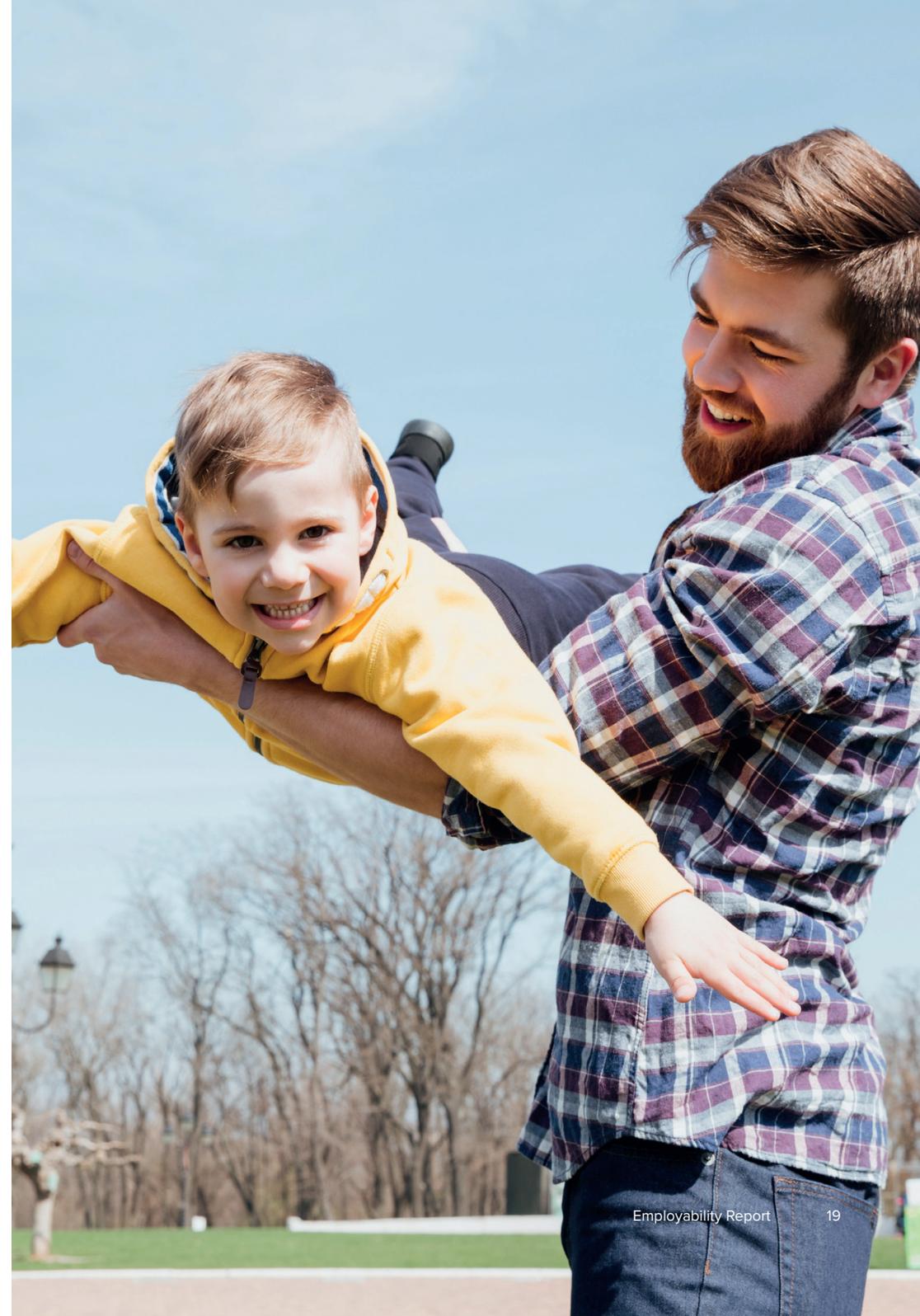
## We are a recognised living wage service provider

In the UK, Bidvest Noonan is a Recognised Service Provider with the Living Wage Foundation. With approximately 17,000 colleagues in the UK, we are a significant employer in the service industry and commit to continue working alongside the Living Wage Foundation to champion the Living Wage, whilst ensuring our clients' challenges are considered. We commit to pay all directly employed colleagues, not tied to client contracts, the real living wage.

Wherever possible, we always offer a real Living Wage solution as part of every tender submitted to prospective and current clients. This means that we will always provide the client with the information required to understand supporting living wage from an operational and a cost perspective.

We are committed to collaborating with our clients in both the public and private sectors to gain a deeper understanding of the budgetary obstacles they encounter in their pursuit of providing living wage rates for their colleagues.

We are proud to share that our efforts have already resulted in approximately 70% of our Transport colleagues being paid more than the minimum wage and two thirds of our security team members now enjoy the benefits of the Living Wage. In London, where the cost of living demands special attention, two thirds of our security colleagues are compensated with the London Living Wage. We are not stopping here. We are continuously working with our customers to make further improvements for our people.



# Investing in our future means investing in our people

Industry success relies on continuous innovation, evolving towards new solutions and implementing cutting edge technology.

This is not possible without committed and well-informed employees. To be an employer of choice, businesses must invest in people.

60% of people indicated lack of access to Continuous Professional Development (CPD) as a key decision factor in leaving their companies and searching for better opportunities.

Encouraging development among a company's workforce by investing in education and professional training helps to retain talent, increase available skillset, whilst improving performance, motivation and commitment.



# Providing opportunities for professional development

## Elevating Skills, Knowledge, and Expertise

At Bidvest Noonan, we take the wellbeing of our people very seriously and are steadfast in our commitment to creating a work environment that not only meets their individual needs but also provides a best-in-class service to our clients.

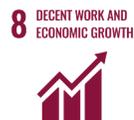
We understand that feeling valued and having the chance to reach full potential are paramount to job satisfaction. Therefore, we strive to empower our people with roles that resonate with their unique skills and ambitions.

Recognising underemployment as a factor that can adversely affect job satisfaction, we have put in place a robust framework for learning and development.

This framework includes tailored training programs, mentorship opportunities, and continuous feedback, all aimed at assisting our people with their career progression.

At Bidvest Noonan, we see professional development not only as a corporate responsibility but as a vital component of our business strategy. We believe that investing in the growth and satisfaction of our people translates directly into improved service for our customers, thereby reinforcing our position as a leader in our field.

United Nations Sustainable Development Goals addressed in this section:





## Overcoming the language barrier

### Bridging the Talent Gap through Linguistic Support

Language proficiency is a key enabler of career opportunities. Lack of fluency can limit the paths available to otherwise qualified individuals, leading to a talent gap that resonates across industries.

At Bidvest Noonan, we acknowledge this challenge within our diverse and multinational workforce, some of whom hail from non-English-speaking countries.

We see language as a skill and an important tool for professional growth.

To dismantle the language barrier, we have crafted a comprehensive language support program. This initiative, featuring tailored language training and mentorship, aims to instill confidence in our colleagues, helping them to unlock their full professional potential and participate more in their communities..

By emphasising linguistic proficiency, we are not only enhancing individual capabilities but also building an inclusive and vibrant work environment. Our investment in this area is a testament to our commitment to excellence, diversity, and the continuous development of our team.

# Helping our colleagues enhance their language skills

## ESOL (English for Speakers of Other Languages) Programme

English for Speakers of Other Languages (ESOL) is a program that offers English language lessons to people from a wide range of linguistic, cultural, educational and social backgrounds. These courses can be an invaluable resource for foreign nationals, especially migrants who are new to the country or who have limited exposure to English in their native countries.

At Bidvest Noonan, we are committed to empowering our colleagues by developing their English language skills, thereby enhancing their career paths and enabling them to seize future opportunities within our organization and the wider economy. We provide the necessary assets and training, including language programs like ESOL, mentoring, supervisory and management training, to improve their employment prospects.

Our diverse workforce consists of 27,000 colleagues representing 145 nationalities. We understand the importance of effective communication and recognise ESOL courses as a valuable resource for our colleagues to improve their English skills.

We believe that everyone can develop English language skills when provided with the right learning environment. These courses offer immense value to our colleagues, whether they aim to enhance their career prospects, integrate into their local community, or simply improve their language proficiency.

They are delivered at a contract level and supported by our dedicated local management teams. This setup allows colleagues to support one another, share challenges, and foster a sense of community throughout the learning journey.



We recognise that some members of our team may lack basic literacy skills, which can limit their ability to fully benefit from standard English language courses. Therefore, our ESOL courses serve as the crucial first steps in providing them with fundamental English language skills.

By offering ESOL courses, we actively support our colleagues from international backgrounds in enhancing their communication skills, integrating into society, accessing education, and building rewarding careers. Providing language classes not only offers practical assistance to newcomers but also plays a pivotal role in fostering inclusivity and creating a more cohesive and supportive society. Over 100 of our colleagues have gone through ESOL Programme in the last 12 months. Together, we can embrace diversity and celebrate the remarkable journeys of our colleagues.

# Investing in the wellbeing of our colleagues

## Creating a Nurturing Environment that Delivers Success

Modern workplaces are increasingly recognising the importance of going beyond job descriptions and task lists. In a rapidly evolving professional landscape, employees seek an environment where they can feel wholly engaged and included, allowing them to bring their entire selves to their roles.

At Bidvest Noonan, we understand that our commitment to our colleagues extends far beyond providing a salary. We strive to create a comprehensive employee experience that supports work engagement, nurtures satisfaction, and fosters a sense of belonging. Our integrated approach encompasses not only financial rewards but also emotional, mental, and social support.

We believe in offering a range of benefits that reflect the diverse needs of our team. From flexible working arrangements and mental health support to ongoing professional development and team-building activities, our investment in the wellbeing of our colleagues is a testament to our dedication to creating a supportive and thriving work environment.

Our focus on comprehensive care demonstrates our belief that satisfied and engaged colleagues are the cornerstone of our success. By nurturing their wellbeing, we contribute to their personal growth and reinforce our commitment to delivering excellence in all we do.



# Looking after the wellbeing of our colleagues

## Wrkit

In line with our CREDO and the principle of People First, we are always looking at how the organisation can add value to our colleagues and enhance their experience of being part of the Bidvest Noonan family.

To ensure we add value to our colleagues, we have partnered with Wrkit, a leading employee benefits and wellness organisation, to introduce a colleague reward, recognition, and benefits app. The Wrkit platform offers our colleagues discounts across various categories, allowing them to avail of wellness and training programs. It also provides managers and clients the ability to recognise the valuable contribution of their colleagues and teams.

This has been embraced by our colleagues with over 23,000 Bidvest Noonan colleagues signing up to the platform. In a 6 month period, our colleagues have saved in excess of €225,000 from availing of the discounts offered as part of Wrkit Lifestyle Savings. Over 2,900 Bidvest Noonan colleagues have been recognised by managers and clients via the Wrkit recognition tool.

In addition to the benefits platform, Wrkit can also provide holistic solutions across the six different areas of wellbeing: life, mind, work, food, activity and sleep.

Through the integration of the platform into our people strategy, we have created healthier working environments for our colleagues and a stronger and more caring culture.



*“Employee wellbeing, engagement and retention is a priority at Bidvest Noonan. It is really important to us to go above and beyond to provide our people with benefits that will genuinely support them in both their professional and personal lives. Our partnership with Wrkit gives me confidence that we are doing this.”*

Emma Rahim, Group HR Transformation Director

# Our apprenticeship programme

## Developing the Next Generation of Skilled Professionals

Interact's highly experienced engineers help clients get maximum value from their assets and create productive, comfortable and attractive environments.

Interact, Bidvest Noonan's specialist technical services business, launched a highly attractive apprenticeship programme to ensure the business has the skilled and talented people it needs to support its customers. Interact's Apprenticeship Programme is managed by Aoife Kane, Associate Director, and Paul Pollard, Senior Electrician.

The programme boasts a large team of dedicated Apprentice Mentors, with expertise in areas including Electrical, Refrigeration, Plumbing, and many more. The programme develops apprentices to become high-skilled professionals within the Interact team.

### Our Programme:

Open to all genders, our programme places special emphasis on fostering female participation, championing diversity in our apprentice community. Currently, 14 budding apprentices are reaping the benefits of this programme. Each participant gains hands-on experience under the tutelage of a skilled professional. To ensure comprehensive learning, these mentoring pairings rotate regularly.

*"Due to the current skilled trade shortage, our apprenticeship programme is more important than ever before. Our apprentices are moulded into experts in their field. We expect them to continue to provide the excellent standards of workmanship to which our customers are accustomed".*

Aoife Kane, Associate Director



# A place with extraordinary opportunities

We continually develop new training that addresses both the personal and professional needs of our colleagues.

Our dedicated Learning and Development Team has collaborated closely with our Operational Teams to create a diverse range of apprenticeships and short e-learning courses. These offerings can be pursued individually or as part of group programs, aligning with our business requirements. We are also proud to say we ran a pilot Emerging Leaders course last year which received some fantastic feedback.

We are offering apprenticeships that will improve the career development of colleagues and enhance the service that is delivered to our clients. The apprenticeships range from 12 months to 3 years depending on the course. Colleagues can start at Level 2 (GCSE level) and can continue their learning journey to progress up to Level 7 (Master's degree level).

Alongside the Apprenticeship scheme, a suite of 42 Level 1 and Level 2 short e-learning courses have been introduced. These courses not only assist individuals with their roles but also provide training on issues that can support them in their personal lives such as Mental Health Awareness, Dementia, Sustainability and Counselling, to name a few.

These courses are all easily accessible as they allow for a blended training approach and can also be accessed by our clients. Their aim is to allow individuals progress at their own pace to maintain a healthy good work life balance.

All courses are fully funded and at no cost to the individual.



To date, more than 250 colleagues have gone through the training programmes and we look forward to increasing this during 2023.

In April 2023, Bidvest Noonan formed a partnership with the University Centre Quayside, to introduce an exciting learning pathway for Managers. This three-year apprenticeship enables our colleagues to earn a management degree while gaining valuable experience. Since its introduction, this pathway has garnered significant interest.

*“The introduction of these blended training courses has been instrumental in helping our colleagues advance their careers at all levels. The courses have generated significant interest, leading to improved staff engagement and higher retention rates. We are excited about continuing to collaborate with our colleagues and expanding the range of courses offered in the coming months.”*

Alan O’Connor, Head of Learning and Development



## A place with extraordinary opportunities

At Bidvest Noonan, our people are our strength and their career advancement means so much to us.

Bidvest Noonan is a place full of passionate and talented people that strive for excellence everyday. Providing them with a pathway of progression that mutually benefits the individuals as well as our organisation. Career advancement offers benefits that can contribute to personal and professional growth across our business. Below are just some examples of people's success stories.

*"I started at Imperial College London as a part-time cleaner and part-time operations administrator, progressing to become a full-time operations administrator. In 2016 we were awarded the Science Museum contract and I got promoted to Deputy Contract Manager. I am now the Contract Manager for Bidvest Noonan at the Royal Botanic Gardens. I enjoy working with people, supporting & understanding their needs and assisting our people in their progress & development."* Joao Magioly, Contract Manager

*"I have been fortunate to work for a company that has provided me with the opportunities to grow from a front-line colleague to part of the management team. I am part of a culture that puts people first, is forward thinking and strives to be the partner of choice. I'm given the freedom and encouragement to do my best work and I'm looking forward to continuing my journey with Bidvest Noonan."* James Howe, Regional Manager

# Bursaries and progression within Bidvest Noonan

## Professional training is a stepping stone to future success.

Although juggling further education with full-time work is challenging, it sharpens curiosity and ambition, and can improve careers.

At Bidvest Noonan, we believe in mutual growth. When we invest in our team's professional journey, the returns are multifold: enhanced skills, heightened job satisfaction, and superior work performance. Such opportunities not only inspire innovation but also fortify our company culture.

Our commitment to continuous learning is deep-rooted. It's heartening to see many colleagues envisioning their long-term futures with us. To that end, we're not just supporters but active enablers, offering them essential tools for growth. Our learning and development strategy is developing future leaders. Bidvest Noonan initiatives including "Elevate Your Presence", "Unleash Your Potential", and "Emerging Leaders" have already shown promising outcomes, and we're geared up to roll out more such initiatives.

A testament to our commitment is the story of Conor Mc Carthy, a Validation Engineer at Interact. Conor, balancing his role in our M&E engineering services, recently earned a diploma in Manufacturing Engineering from South East Technological University, Ireland. It's a privilege to have backed Conor's academic endeavors, and we're eager to witness his continued ascent within our ranks."



# From Graduate to Managing Director

## How Mary Kealy thrived at Bidvest Noonan

Mary's journey with Bidvest Noonan began as a young college graduate, unsure of her career path. She took on an administration role with Bidvest Noonan, which sparked her interest in the industry. Having to decide between pursuing further education or starting a career, Mary was drawn to the industry's energy, organisational culture, and camaraderie, she decided to extend her stay.

Within a few months, Mary's hard work and ideas caught the attention of senior management, leading to an offer to join the Product Innovation team.

Over the years, Mary fearlessly took on various new roles, starting as a Quality Manager responsible for ISO accreditations before transitioning into client retention and customer experience. With each role came new challenges, but Mary embraced them, guided by her personal mantra: "Always look ahead, work hard, push yourself, and don't be afraid of a challenge."

Mary's commitment to personal and professional development led her to become a Healthcare Operations Manager, leveraging her strengths and continuous learning. However, Mary's journey was not solely about work. She successfully balanced her career and family life, raising three wonderful children.

"The business allowed me the flexibility I needed to juggle both aspects of my life, giving me the confidence to tackle any challenge," Mary acknowledged.

*"I am so proud of Bidvest Noonan and to be able to continue the culture of support and development that enabled me to grow. Today, I feel empowered and grateful to have an opportunity to share my experience and mentor others, contributing to their journey"*

Mary Kealy, Managing Director,  
Workplace Solutions.



Throughout her various roles within the organisation, Mary's enthusiasm, passion, and unwavering commitment to excellence shone through. This was evident to her mentors and managers who guided her transformation into a dynamic and effective leader.

Her promotion to Operations Director of the Cleaning and Support Services Division was well-deserved, and she played a pivotal role in its success and growth. Mary's leadership skills were further showcased as she successfully guided the division through the challenges posed by the Covid-19 pandemic. Her journey exemplifies passion, resilience, and excellence.

We look forward to Mary's continued success with Bidvest Noonan as she shares her experience with others to enhance their professional journey.

# CHAMPIONING EQUALITY, DIVERSITY, AND INCLUSION

## Building a Culture Where Everyone Feels They Belong

At Bidvest Noonan, we believe that true excellence lies in embracing a culture where equality, diversity, and inclusion (ED&I) are integral components of our identity. The richness of perspectives that comes from a diverse workforce is something we celebrate, and we are proud of the strides we have made in cultivating an inclusive environment.

Our focus is now on implementing a robust strategy that will further solidify our commitment to ED&I. Being an inclusive company is in our DNA, and it's embedded in the very fabric of our culture. Our vision is to be recognised by our people, clients, and partners as an organisation that promotes opportunity through a culture and leadership committed to equality, diversity, and inclusion. By staying true to these values, we are building a stronger Bidvest Noonan and also contributing to a more equitable and inclusive society.



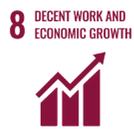
# Cultivating ED&I to create a resilient business

## Elevating Skills, Knowledge, and Expertise for Career Advancement

Diverse teams bring a richness of perspectives, stimulating creativity, and strengthening the alignment with strategic goals. Companies anchored in diversity and inclusion are naturally more agile and resilient. This means that championing ED&I is the right thing to do for our society and our businesses.

At Bidvest Noonan, our commitment goes beyond mere adaptation. We embed diversity and inclusion in every facet of our business. It's an integral part of our culture, helping us improve our resilience, sparking creative thinking, and enhancing agility.

United Nations Sustainable Development Goals addressed in this section:



# Fostering greater inclusivity

## Championing ED&I

In 2021, Bidvest Noonan launched the Equality, Diversity, and Inclusion Council. Their aim is to bring together colleagues from across our business, from different backgrounds but with one shared goal. This is to create an increasingly diverse workforce and a more inclusive workplace. We want to ensure it is part of our culture and we are making tremendous strides to achieve this. We respect, care and communicate with each other to ensure our people feel like they belong in the business, and their opinions are heard. Leading by example, all members of our executive team have completed the ED&I training. The initiative has been highly successes and Bidvest Noonan was awarded the Best Diversity, Inclusion and Equity Award at the Fingal Business Awards 2022.



## ED&I Champions programme

Our dedicated ED&I council has set up a new ED&I Champions programme. The main purpose of this initiative is to embed 'ED&I champions' across our sites. These nominated champions are trained and supported by a member of the ED&I council.

Their role is to raise awareness and encourage site-based activity and engagement around ED&I. The council has developed and provided useful toolkits for the champions to use. These toolkits include ED&I event calendars, toolbox talk tips, policies, and so much more.



# Empowering women in security

## Breaking Barriers and Paving the Way for Equality in the Security Sector

Historically, the security industry was male-centric, however a paradigm shift is evident. We're witnessing an evolution as the role of women in security transforms and grows.

At Bidvest Noonan, we celebrate the increasing number of female colleagues joining our security division. Women have unique skills and abilities to bring to the industry and we firmly believe that increasing the numbers of women in the industry is critical to success.

We are committed to helping women succeed in the security industry. We have run many successful campaigns to recruit women into security roles. We are proud to say that today there are many women responsible for leading security operations in our business. This contributed to Bidvest Noonan being named the inaugural winner of the Diversity & Inclusion in Security award at the 2022 ISIA Awards.



# We are only getting started

Our work across has delivered valuable results, however there is still more to do.

It is important to take a moment to recognise the incredible work that we've accomplished so far in our Social Responsibility and ED&I journey.

The dedication, passion, and hard work of our colleagues have already made a significant impact on our organisation and the community we serve.

But there is still so much more work to be done. We must continue to push forward with our mission of creating a more inclusive and equitable workplace for all.

By continuing to work together, we can make a real difference in bringing about real societal change.

It is vital to remind ourselves that every action we take, no matter how small, contributes to a larger effort towards building a more just and equitable society. So let's stay focused and continue our action for positive change.





## **Dublin**

Hilton House, Unit 3,  
Swords Business Park,  
Swords, Co. Dublin  
K67 X971

## **Belfast**

Unit 8 Edgewater Business Park,  
Belfast, Co. Antrim,  
BT3 9JQ

## **London**

Beaufort House,  
15 St Botolph Street,  
Aldgate, London,  
EC3A 7BB

**[bidvestnoonan.com](http://bidvestnoonan.com)**