



PAM Group

# Doing the right thing for **People** and for **Planet**



**2023** Environment, Social & Governance Report

[www.pamgroup.co.uk](http://www.pamgroup.co.uk)



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# Our Commitment

Environmental, Social, and Governance (ESG) initiatives constitute a fundamental component of PAM Groups business growth and evolution. Our company is actively integrating these initiatives into our operations, not only to mitigate risks but also to foster closer collaboration with clients. This transformation is shaping our business into more adaptable, secure, and sustainable environments.

The occupational health industry inherently influences workspaces in a positive manner. Now, it's evident that this industry holds the potential to extend its impact beyond clients' businesses, into broader communities and the natural world.

With a workforce of over 750 employees, PAM Group collaborates with remarkable clients, positively influencing hundreds of thousands of working individuals across Britain. We deeply value this privilege and approach it with utmost seriousness.

At the core of our agenda lie climate action and job creation. In addition to pursuing our own ambitions to maintain industry leadership in these realms, our goal is to empower our customers to enact positive social change.

Through our robust connections with various organisations, we play a pivotal role in promoting sustainability. We engage with customers, communities, and partners to cultivate social value and facilitate their journey towards Net Zero. This involves initiatives spanning decarbonization, biodiversity, and social mobility programs.

The ESG strategy of PAM Group has transitioned from solely risk management to actively generating social value and exploring growth avenues. ESG principles are now seamlessly woven into our business operations, dictating how we deliver services to our clientele.

This report provides insights into our approach to ESG, key measures of success and strategic goals for each of the five pillars of our framework: Operating responsibly, Creating Jobs, Being Inclusive, Sustainability and Wellbeing.



**James Murphy**  
CEO



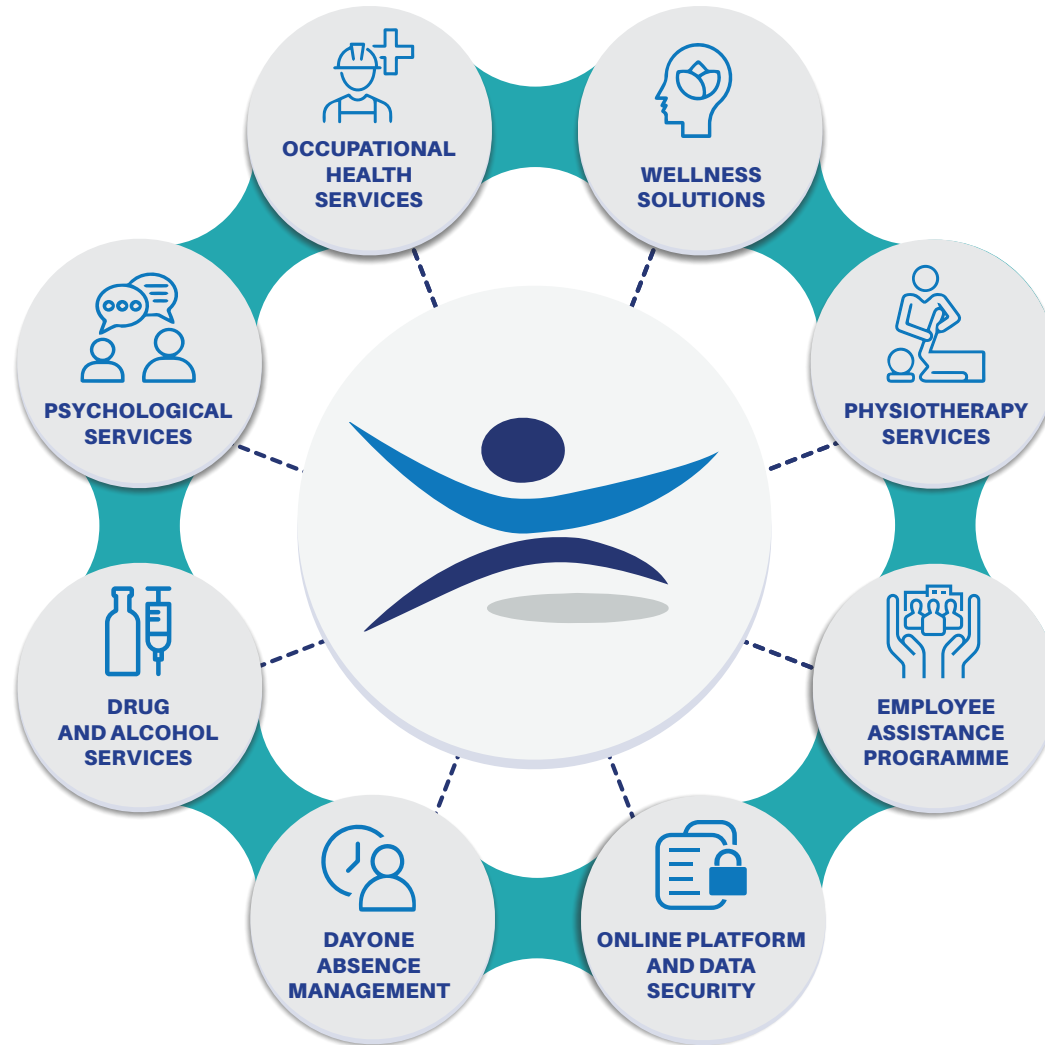
# Holistic health and wellbeing solutions

## Fully integrated service

Since our inception, we have consistently broadened our range of services, allowing us to offer customized partnership solutions that enhance the well-being, performance, and productivity of our clients' employees. This commitment is exemplified by the establishment of our in-house specialized business operations.

What truly sets us apart is our exceptional approach: we have consciously chosen not to rely on subcontractors for any of our service functions. Instead, we have built an integrated infrastructure that empowers us to operate with agility and efficiency. By keeping every aspect of our operations under our direct control, we maintain a meticulous grip on quality standards, ensuring that our clients receive the highest level of service excellence.

Our unique strategy also enables us to provide competitive pricing with lower margins compared to our competitors. By eliminating the additional costs associated with subcontracting, we optimize our efficiency and cost-effectiveness, passing these advantages on to our clients.





## Our range of integrated services



### **Occupational Health Services:**

We provide quality-driven services to prevent workplace injuries and support sickness absence management.



### **Wellness Solutions:**

Tailored solutions to enhance colleague health and well-being, such as stress reduction, resilience building, injury prevention, healthier eating, and increased physical activity.



### **Psychological Services:**

Our unique stepped care model ensures effective therapy for colleagues to return to normal health and work. Services include guided self-management, counseling, cognitive-behavioral therapy (CBT), eye movement desensitization and reprocessing (EMDR) therapy, and occupational psychology.



### **Physiotherapy Services:**

Comprehensive solutions combining physiotherapy and ergonomics, including telephone triage, guided self-help, physiotherapy treatment, functional capacity evaluations, physical capability assessments, and functional restoration programs.



### **Drug and Alcohol Services:**

Support for employers and employees through preventive screening, including pre-employment, for-cause, and random programs. We provide education, focused rehabilitation management, and support.



### **Employee Assistance Programme:**

A targeted staff benefit to assist colleagues in managing life's challenges. Features include a confidential 24/7 advice line, counseling, CBT, workplace promotion, critical incident response, and online information and support through our mobile app "EAP Everywhere."



### **DayOne Absence Management:**

A service for reporting and managing absences from the first day, focusing on reducing short-term absence levels.



### **Online Platform and Data Security:**

Our internally developed online platform, OHIO, integrates all our services. It provides access to Occupational Health, Psychological Services, Physiotherapy, Drug and Alcohol Services, and DayOne Absence Management, ensuring efficient and secure management of data.

# Doing the Right Thing

Our social value framework serves as the foundation for ESG, sustainability, and social impact across our entire value chain, from investors to new business acquisition, delivering sustainable services, and fostering social impact. Climate action and job creation are central to our ethos. We understand the importance of implementing positive social impact strategies to enhance health, education, equality, and economic growth, while addressing climate change and preserving natural resources.

Aligned with the United Nations Sustainable Development Goals (SDGs), PAM Group advocates for global efforts to protect the planet and ensure universal prosperity. Social value encompasses an organisation's positive impact on society across economic, social, and environmental dimensions. Our framework consists of five pillars, each with specific focus areas, targets, and connections to various SDGs.



## Operating Responsibly

It's about understanding and responding to local, national and world trends to meet the expectations of clients, colleagues and other stakeholders which can help manage risks and create opportunities.



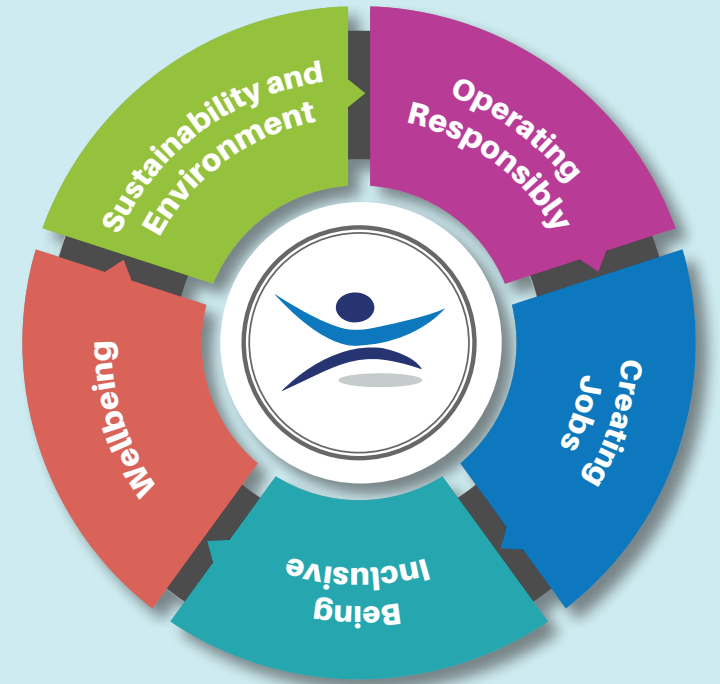
## Creating Jobs

PAM Group is committed to growing and developing its preventative healthcare offering. By listening to clients, colleagues, and understanding societies health needs, PAM Group will evolve and develop the services it offers to meet these needs.



## Being Inclusive

PAM Groups culture and policies aim to ensure no employee receives less favorable treatment because of their race, sex, religion/ belief, disability, marital status, age, maternity/ pregnancy, sexual orientation, gender identity, gender expression or caring responsibilities, or is disadvantaged by conditions or requirements.



Wellbeing refers to improving the lives of as many people as possible, employees, clients and local communities.



## Sustainability and Environment

The future and the health of our communities, clients and employees depends on the sustainable work we do reducing our environmental impact of the business operations as we expand.





# Our ESG Strategy

Given the ongoing evolution of the broader ESG landscape, it's vital for us to remain adaptable. Consequently, we're unveiling a new ESG strategy comprising a 14-point plan outlining our objectives over a five-year span and the steps to achieve them. In addition to our internal aims, we're committed to assisting our clients in fostering positive social change, particularly in improving employee health and well-being.

Our ESG strategy places a premium on long-term success, encompassing social, environmental, and economic facets of our operations. By considering the wider impacts of our decisions, we bolster resilience, adaptability to market shifts, and ensure our sustained viability. Furthermore, we're dedicated to demonstrating responsible practices to attract and retain environmentally and socially conscious stakeholders.

For the consistent development of the strategy, our ESG department and Social Value Board assess our ESG strategy and track our progress toward objectives. This ongoing evaluation enables us to refine our practices, meet stakeholder expectations, mitigate risks, and maintain our leadership in sustainability both within our industry and beyond.

## Environment

Our sustainability strategy is designed with the overarching goal of not only minimizing our negative environmental footprint but also actively promoting responsible resource management practices. It underscores our acknowledgment of the finite nature of resources and the critical imperative to conserve them for the benefit of future generations.

In essence, our strategy seeks to foster a culture of environmental stewardship and sustainability across all facets of our operations, ensuring that we contribute positively to the health and well-being of our planet while fulfilling our business objectives.

### Our Commitments

#### 1. Reduce Scope 1 & 2 emissions

Keep on track to increase energy efficiency of our buildings and move away from fossil fuels across business operations.

#### 2. Reduce Scope 3 emissions

Measure, report and influence emissions across the larger value chain to be parallel with our scope 1 & 2 emission commitments.

#### 3. Circular Economy

Track our water and waste usage across operations to ultimately take measures for reductions.

#### 4. Sustainable Procurement

Promote a safe and fair working environment, human rights and labor standards alongside environmental sustainability in our supply chain.



## Social

The company's social strategy focuses on 3 key areas: employment and education, promoting employee wellbeing and health initiatives, and leveraging its workforce to drive social mobility and economic development in both its workforce and surrounding communities.

Consistency is maintained as the People Department continuously monitors and refines this strategy, tracking the success of initiatives to advance its objectives further.

### Our Commitments

#### 5. Employment and Education

Retain and develop our talent within house skills development causes as part of our wider development strategy.

#### 6. Health and Wellbeing

Create and promote wellbeing and health initiatives within the workplace and wider community.

#### 7. National Poverty reduction

Use the immense positive attributes of our workforce to better the workforces and communities' economic standings.

## Governance

Our governance framework is meticulously designed to promote accountability, transparency, and ethical behavior across all levels and functions of our organization. By embedding these core principles into the heart of our operational strategies, we not only aim to meet the highest industry standards but also aspire to set new benchmarks.

This commitment to strong governance is evident in our continuous efforts to refine our policies, enhance oversight mechanisms, and foster a culture of ethical excellence.

### Our Commitments

#### 8. Acting responsibly

Maintain and demonstrate the highest levels of ethical stewardship on our business operations

#### 9. Clinical governance

Clinical governance is paramount in PAM Group as it ensures adherence to best practices, safeguarding the well-being of clients and maintaining high standards of occupational health care.

#### 10. Workplace culture

Track our water and waste usage across operations to ultimately take measures for reductions.







# Environment

“ We are dedicated to being environmental custodians and taking an active role in preserving our planet for future generations. Sustainability is ingrained in our core values, and we recognise that it is our responsibility to operate in a way that minimizes our impact on the environment while also creating economic value.

We continually seek out ways to reduce our carbon footprint, eliminate waste and promote sustainable practices throughout our supply chain. Our aim is to lead by example in sustainability and to inspire others to act towards creating a more sustainable future. ”

**James Murphy**  
CEO of PAM Group



# Our Total Environmental Impact

Since our baseline year of 2019, our concerted efforts towards sustainability have borne fruit, manifesting in an impressive reduction of 40.7% in our total tCO2e emissions.

This substantial decrease underscores our commitment to environmental responsibility and signifies a meaningful step towards mitigating our carbon footprint.

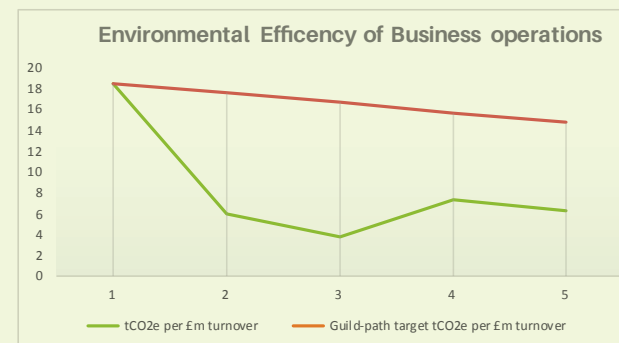
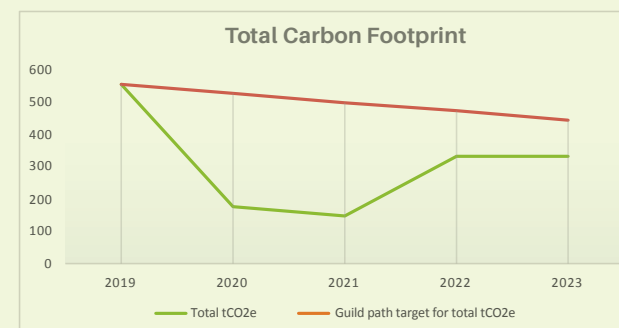
What's particularly noteworthy is that we're not just meeting, but surpassing our guild-path targets, meticulously crafted to propel us towards the ambitious objective of achieving Net Zero by 2040. This remarkable feat places us in a position well ahead of schedule, presenting a unique opportunity to potentially reach Net Zero even earlier than originally envisaged. Such remarkable progress underscores the importance of maintaining our steadfast focus on cultivating and implementing sustainability initiatives across all aspects of our operations.

Our strides in enhancing environmental efficiency, as denoted by tCO2e per £m turnover, are equally commendable.

With a remarkable reduction of 66.1%, we've once again exceeded our guild path targets. This achievement not only demonstrates our capability to optimize resource utilization but also reinforces our commitment to sustainable practices.

The reduction in total tCO2e emissions can be attributed to a combination of factors, including the implementation of work-from-home practices and the streamlining of business operations. As we chart our course forward, our objective is to sustain and build upon these significant achievements in emissions reduction. By continuously identifying and implementing innovative strategies, we remain steadfast in our pursuit of a more sustainable future for our organisation and the planet as a whole.

As standard business practices resumed in 2022, as predicted, emissions sharply increased. To maintain a downward trajectory in emissions, our ESG team is actively researching and developing initiatives aimed at further improving environmental efficiency.



Total Emissions Impact	2019	2020	2021	2022	2023	2024 Target	Total % reduction
<b>Total Carbon Footprint (tCO2e)</b>	<b>555.07</b>	<b>176.79</b>	<b>147.45</b>	<b>332.28</b>	<b>332.64</b>	<b>322.67</b>	<b>40.07</b>
Guild-path target Emissions (tCO2e)	555.07	527.32	499.56	471.81	444.06	421.86	20
<b>tCO2e per £m turnover</b>	<b>18.5</b>	<b>6.02</b>	<b>3.77</b>	<b>7.38</b>	<b>6.27</b>	<b>5.96</b>	<b>66.11</b>
Guild-path target tCO2e per £m turnover	18.5	17.575	16.65	15.725	14.8	14.06	20





# What does it mean in protecting the environment?

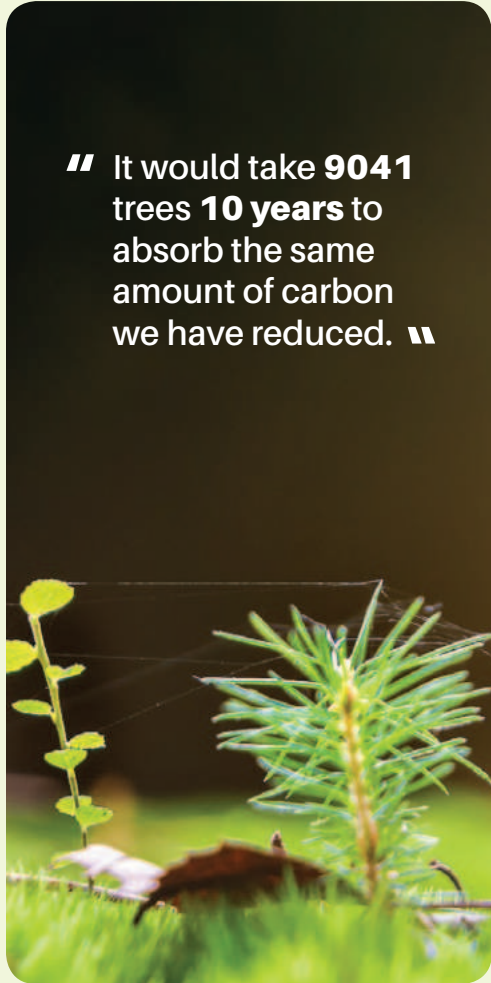
Total Emission saving of:  
**222.45 tCO<sub>2</sub>e**

Our sustainability strategy is meticulously designed to address two key objectives: mitigating our environmental impact and promoting responsible resource management. We recognise the finite nature of our planet's resources and are committed to safeguarding them for present and future generations.

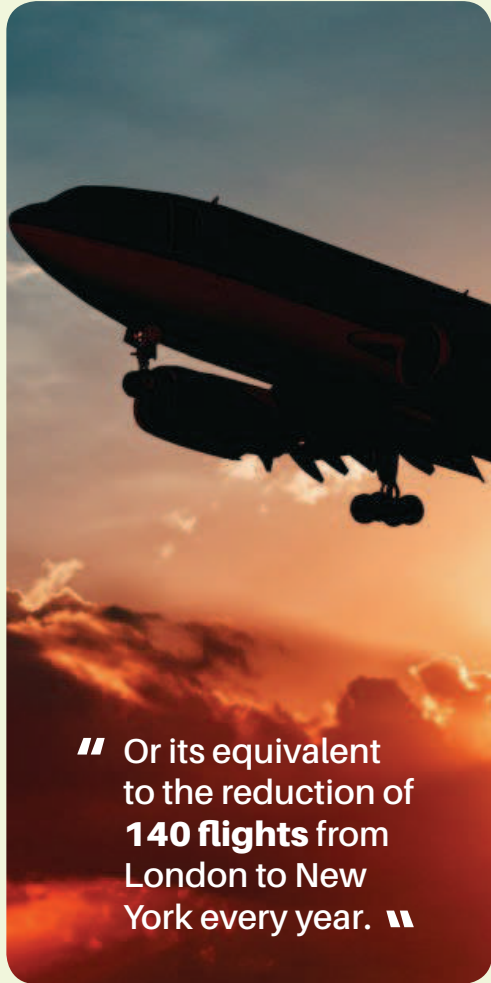
Central to our approach is fostering a culture of environmental stewardship across all aspects of our operations. We hold ourselves accountable to ensure that every decision contributes positively to the planet's health while advancing our business goals. This commitment extends to reducing Scope 1 & 2 emissions by enhancing energy efficiency and phasing out fossil fuels. Concurrently, we emphasize transparency and accountability in measuring and influencing emissions throughout our value chain to promote sustainability.

Moreover, we embrace circular economy principles to minimize waste generation and optimize resource utilization, unlocking efficiency and sustainability opportunities. We also prioritize biodiversity conservation through a dedicated fund aimed at enhancing natural ecosystems' resilience. In our supply chain, we advocate for sustainable procurement practices, emphasizing safe working conditions, human rights, and environmental standards to create a socially responsible and environmentally sustainable ecosystem.

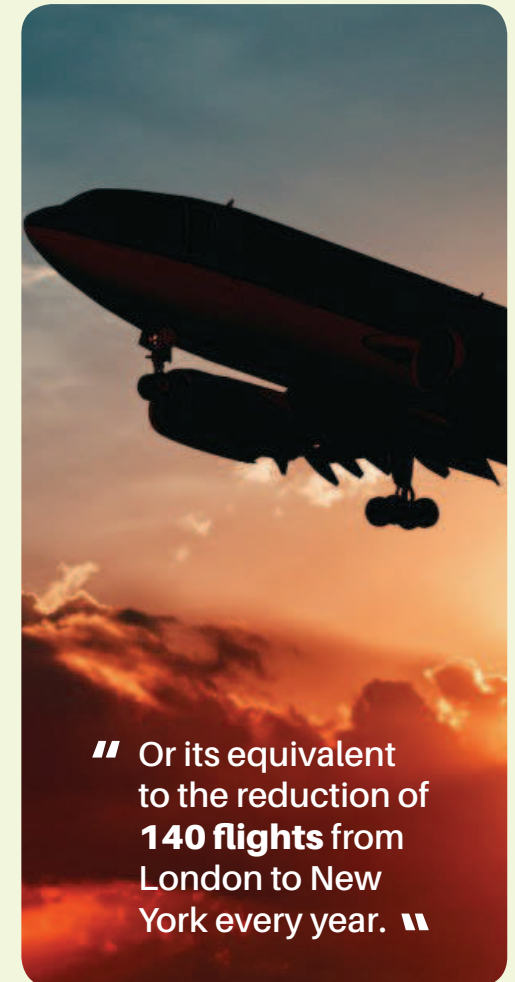
\*Information used to calculate the emissions sequestered by trees was provided by Ecotree.green



“ It would take **9041 trees 10 years** to absorb the same amount of carbon we have reduced. ”



“ Or its equivalent to the reduction of **140 flights** from London to New York every year. ”





# Energy usage and Transition

## Electricity Usage



“ We have reduced our electricity consumption by **360.6 mWh**.

This is the equivalent to 103 average UK homes annual electricity usage. ”

**Since 2019 PAM Group has reduced our company’s electricity usage by 63%.**

We are very proud of this total reduction in electricity usage. Our initial drop in electricity usage came from the Covid-19 pandemic closing access to a lot of our sites. However, we are happy that through continuous initiatives that our electricity usage didn’t return to pre-pandemic levels and have steadily plateaued out whilst our economic output is growing rapidly.

It comes from a combination of streamlining business processes whilst also being proactive in searching out green electricity tariffs for our site’s energy needs. As of the 2023 recording year of this report 7 of our 10 owned sites are on green electricity tariffs.

Whilst we are happy with the initial drop of 63%, we are continuously delivering research and development into how we can keep driving that percentage decrease forward.







# Energy usage and Transition

## Natural Gas Usage



**Since 2019 PAM Group has reduced our company's natural gas usage by 69%.**

We are very proud of this total reduction in electricity usage. Our initial drop in electricity usage came from the Covid-19 pandemic closing access to a lot of our sites. However, we are happy that through continuous initiatives that our electricity usage didn't return to pre-pandemic levels and have steadily plateaued out whilst our economic output is growing rapidly.

“ Our warehouse has entirely removed natural gas usage from its operation. ”

It comes from a combination of streamlining business processes whilst also being proactive in searching out which of our sites can remove natural gas usage from its operations completely. As of 2023 recording 2 of our largest sites are completely natural gas free in their operations.

Whilst we are happy with the initial drop of 69%, we are continuously delivering research and development into how we can keep driving that percentage decrease going.



# Supporting a transition to **Electric Vehicles**

**Since 2019 PAM Group has reduced our company's vehicle mileage using fossil fuels by 26%.**

Vehicle mileage is a key component to our business operations. It is a necessary operation as we need to visit sites to conduct face-to-face client interactions. As you can see below, 2019 to 2020 saw the largest drop in mileage which was due to the covid-19 pandemic stopping fac-to-face interactions. Unlike the other areas of emission production, mileage is our biggest challenge.

This is why it has risen to the level it has. We are proud to say however, it has not returned to pre-pandemic levels due to changes in business operations that have allowed us to implement virtual meetings with clients were it wont effect the great service we provide.

**Total Vehicle Mileage using Fossil Fuels**

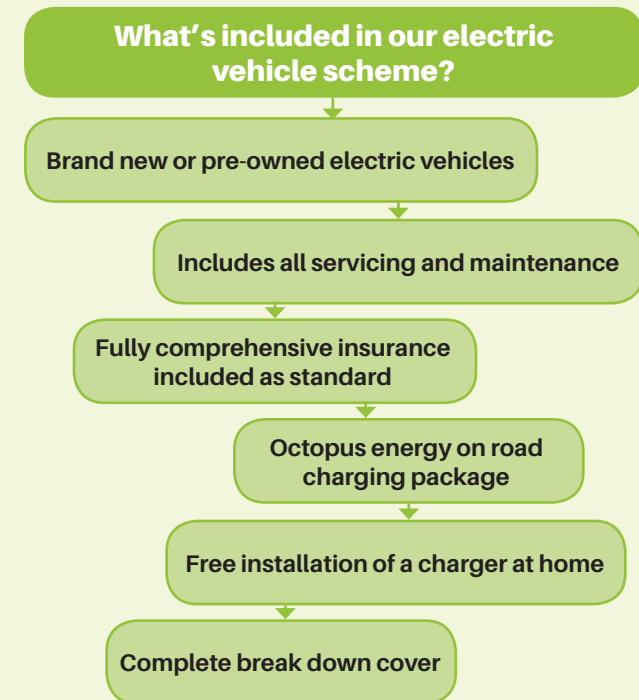


## **Electric Vehicle Salary Sacrifice Scheme**

In order to continuously drive down the emission produced by our vehicles on the road we are introducing a collaborative partnership with Octopus energy to develop our Electric Vehicle Salary Sacrifice scheme.

The prominent key performance indicator in our company that we need to reduce is business mileage in a personal vehicle that is non-electric. An electric vehicle salary sacrifice scheme is the optimal way forward for our company.

An Electric Vehicle Salary Sacrifice Scheme provides employees with the opportunity to access an electric vehicle (EV) and benefit from tax savings. Employees contribute towards the cost of the car through a portion of their gross salary providing savings on National Insurance and Income Tax.







# Social

“ At PAM Group, we recognise that our responsibilities extend beyond financial metrics to the broader social impacts we create. Our commitment to social value is rooted in the understanding that our business thrives when our communities flourish. As stewards of social progress, we are dedicated to enhancing the well-being of the communities we serve and ensuring an inclusive, equitable environment for all our stakeholders. ”

**James Murphy**  
CEO of PAM Group

# Social Value at PAM Group

At PAM Group, we deeply understand the profound influence we wield over both our employees and the wider community. This awareness has led us to develop a robust social strategy aimed at delivering impactful support wherever it's needed most.

Central to our approach are three core areas of focus. Firstly, we prioritize Employment and Education. Within our organisation, we are committed to fostering talent and facilitating continuous growth. Through targeted skills development initiatives and programs, we endeavor to retain and enrich the capabilities of our workforce. This commitment is integral to our broader strategy for organisational development.

We place a strong emphasis on Promoting Employee Wellbeing and Health Initiatives. Our dedication to the wellbeing of our employees extends beyond the confines of the workplace. We strive to create and champion initiatives that promote both physical and mental health, fostering a culture of wellness that permeates throughout our organisation and into the communities we touch.

We recognise the power of Leveraging Our Workforce for Social Mobility and Economic Development. Our diverse and skilled workforce serves as a potent force for positive change. By empowering our employees to actively contribute to their communities, we aim to drive social mobility and economic progress. This approach aligns with our overarching goal of combating national poverty and uplifting economic standings.

Throughout the implementation of our social strategy, we maintain a steadfast commitment to consistency. Our People Department diligently monitors and refines our initiatives, ensuring that they remain aligned with our objectives and continue to make a tangible difference. This ongoing evaluation process is vital to the success and sustainability of our efforts.

In essence, our social strategy embodies our unwavering dedication to enriching the lives of our employees and making a meaningful impact on the communities we serve. Through thoughtful action and continuous improvement, we strive to be a force for positive change in the world.

Education & Employment	2024 Target
Apprenticeships, T levels and University Placement (% of workforce in initiatives)	3%
CPD training provided to employees (Hours delivered x employee attendance)	5000
Mandatory anti-discrimination Training provided (Hours delivered x employee attendance)	750

Wellbeing and Health	2024 Target
Wellbeing and health training provided (Hours delivered x employee attendance)	5000
Health in the Community funding (£)	10,000
Volunteering hours by employees misc (hours)	250

National Poverty Reduction	2024 Target
Funds raised for social economic focused charities (£)	10,000
Volunteering hours provided for Trussell Trust (hours)	250





# Employment and Education

## Apprenticeships

As a company deeply rooted in the value of human capital, PAM Group recognises the profound impact that the skills, knowledge, and behaviors of our colleagues have on our customers and the communities we serve. Central to our mission is a commitment to nurturing and empowering our workforce, enabling them to unlock their full potential and pursue their career aspirations within our organisation.

At the core of our organisational ethos lies a steadfast commitment to fostering growth and excellence among every individual within our team. Our comprehensive learning strategy stands as a testament to this dedication, as we endeavor to equip each member with the necessary tools and resources not only to succeed but to thrive in their roles.

An integral component of this approach is our robust apprenticeship program—a cornerstone of our learning strategy. These apprenticeships are meticulously crafted to provide participants with immersive, hands-on experiences coupled with invaluable mentorship opportunities. By immersing themselves in real-world scenarios, individuals in our apprenticeship program not only acquire practical skills but also gain a profound understanding of the intricacies of our industry. Moreover, they play an active role in driving the success of our organisation, making meaningful contributions from the outset.

## T-levels

In tandem with our apprenticeship program, we take great pride in presenting T-level courses as part of our comprehensive learning framework. These courses serve as a vital component in empowering our colleagues with specialized training relevant to their specific domains. Crafted with precision, these T-levels are finely tuned to align with the dynamic needs and advancements within our industry landscape.

Our commitment to offering T-level courses underscores our dedication to maintaining a workforce that not only adapts to change but also pioneers' innovation. By engaging in these tailored courses, our colleagues gain a deep understanding of emerging trends, technologies, and methodologies pertinent to their roles. This not only enhances their individual proficiency but also bolsters our collective capacity to deliver excellence in our services.

Moreover, these courses foster a culture of continuous learning and skill refinement, positioning our workforce at the vanguard of expertise within our sector. Through the acquisition of specialized knowledge and competencies, our colleagues are better equipped to tackle complex challenges, drive forward-thinking solutions, and contribute meaningfully to the advancement of our organisation.

At PAM Group, our investment in T-level courses exemplifies our unwavering commitment to equipping our workforce with the tools and expertise necessary to thrive in an ever-evolving business landscape. By staying ahead of the curve and embracing innovative learning opportunities, we ensure that our team remains not just competent, but exceptional in their respective fields.

## University Placements

Recognizing the pivotal role that higher education plays in propelling careers and nurturing personal development, we at PAM Group are deeply committed to supporting our colleagues in their pursuit of university placements. We firmly believe that investing in higher education not only enriches individuals' skill sets but also empowers them to reach new heights of professional and personal fulfillment.

Our support for university placements goes beyond mere encouragement; we provide comprehensive guidance and financial assistance to ensure that our colleagues can seamlessly navigate the academic landscape. From offering advice on course selection to assisting with application processes, we strive to alleviate any barriers that may hinder their educational endeavors.

Furthermore, we understand that the financial aspect of pursuing higher education can be daunting. That's why we offer robust financial assistance packages tailored to meet the diverse needs of our colleagues. Whether through scholarships, tuition reimbursement programs, or flexible payment plans, we are committed to making higher education accessible to all.

By facilitating university placements, we not only invest in the academic pursuits of our colleagues but also sow the seeds for their future success within our organisation. Armed with advanced knowledge and skills acquired through higher education, our colleagues are poised to make even greater contributions to our company's growth and innovation.



## **PAM Academy: Dedicated to learning and development**

Nestled within the bustling landscape of our organisation, the PAM Academy emerges as a beacon of transformative learning and professional growth. Anchored within its new, purpose-built edifice in Warrington, this dedicated hub stands as a testament to our unwavering commitment to fostering excellence in skill development across our entire workforce.

These assessments serve as a compass, guiding us toward targeted interventions designed to bridge any identified skill gaps. Armed with a nuanced understanding of our workforce's strengths and areas for improvement, we craft tailored training initiatives that resonate with the unique needs of our employees. By addressing these disparities head-on, we empower our team members to thrive in their roles and contribute meaningfully to our organisational objectives.

The strategic establishment of the PAM Academy's new headquarters in Warrington symbolizes our commitment to accessibility and innovation in learning. This purpose-designed facility serves as a dynamic epicenter of knowledge exchange and collaboration, where individuals from all corners of our organisation converge to embark on transformative learning journeys.

As we continue to invest in the development of our workforce, the PAM Academy stands as a beacon of opportunity and advancement. Through our collective dedication to fostering a culture of continuous learning and professional growth, we pave the way for sustained excellence and innovation across our organisation and beyond.

Our dedication to nurturing ongoing skills development transcends conventional training paradigms; it is deeply ingrained in the very fabric of our support services. We recognise that delivering exceptional service entails more than just technical proficiency—it requires a profound understanding of the unique challenges faced by healthcare workers and a compassionate approach to addressing them.

To this end, we harness the collective expertise of professionals who not only boast high-level skills but also possess a nuanced understanding of the intricacies of healthcare. By drawing upon this wealth of knowledge, we ensure that our services are imbued with precision and empathy, catering to the distinct needs of our clients and the communities they serve.

At the heart of this endeavor lies a spirit of collaboration between the PAM Academy and our dedicated team members. Together, we cultivate a culture of continuous learning and improvement, where every individual is empowered to embrace new challenges and opportunities for growth. By equipping our workforce with the necessary skills and insights, we enable them to navigate the complexities of their roles with confidence and proficiency.

This collective effort not only enhances the capabilities of our team but also drives tangible benefits for our clients and the broader community. Through our unwavering commitment to excellence and innovation, we strive to deliver outcomes that not only meet but exceed expectations, making a meaningful difference in the lives of those we serve.





# Health and Wellbeing

## Health & Wellbeing training provided in our company

At PAM Group, we deeply value the ongoing education and training in matters pertaining to health and wellbeing. Recognizing the critical role these aspects play in both personal and professional lives, we have established the PAM Academy, a dedicated department focused on providing comprehensive learning opportunities.

The PAM Academy offers a diverse array of Continuous Professional Development (CPD) and non-CPD training sessions covering various facets of physical and mental health. These sessions are meticulously crafted to equip our staff with the knowledge and skills necessary to navigate these areas effectively.

One of the key advantages of the PAM Academy's approach is its accessibility. All training sessions are conducted remotely, ensuring that they can be easily accessed by all members of our team regardless of their location.

Additionally, for those unable to attend live presentations, recorded sessions are available upon request, ensuring that every staff member can benefit from the wealth of knowledge offered.

Education serves as a powerful tool in fostering a culture of self-care and understanding within our organisation. By equipping our employees with the necessary insights and resources, we empower them to not only prioritize their own wellbeing but also extend support to clients facing similar challenges.

Fostering an environment of acceptance and understanding is integral to our ethos at PAM Group. Through education and open dialogue, we cultivate a workplace where individuals feel safe and supported in addressing health-related issues. This inclusivity not only enhances employee morale but also promotes a sense of community and collaboration.

## Partnering with iOH

iOH provides support to the professional community that is evidenced based, relevant and improves the health of the working age population.

Established over three decades ago, iOH is a leading hub for professional development and networking in Occupational Health (OH). It caters to a diverse range of OH workers, professionals, and students, offering a comprehensive membership package including support, access to OH Today e-journal, webinars, grants, and networking opportunities. iOH's core mission is to promote public health, especially in workplaces, by providing professional knowledge and fostering exemplary practices. Additionally, it offers peer support, revalidation assistance, and a wealth of CPD resources to its members.

For PAM Group, a company deeply entrenched in the landscape of occupational health, the prospect of partnering with iOH holds significant allure. As an organisation committed to the holistic wellbeing of its employees and the wider community, aligning with a reputable entity like iOH presents an invaluable opportunity to foster mutual growth and development. By collaborating with iOH, PAM Group seeks to amplify its impact within the realm of occupational health, leveraging the wealth of resources and expertise offered by the organisation to further enhance its own initiatives.

Partnering with iOH underscores PAM Group's commitment to staying at the forefront of industry best practices and standards. Through access to iOH's extensive network and educational offerings, our company aims to bolster the skills and capabilities of its workforce, ultimately enabling them to deliver even greater value to clients and stakeholders alike.



Wellbeing and Health	2023	2024 Target
Wellbeing and health CPD training provided (hour x employee attendance)	320	400
Health and wellbeing wellness sessions (hour x employee attendance)	240	320





## Health in the Community Funding: Youth Sports Teams Sponsorships



Extensive research consistently underscores the pivotal role of childhood in shaping lifelong health habits. Cultivating a passion for health from a young age lays the groundwork for a lifetime of self-care and wellbeing.

Recognizing this, PAM Group proudly champions youth health through our Youth Sports Sponsorship fund. Presently, we support three youth sports clubs catering to individuals aged 10 to 16, encompassing both rugby and football.

The significance of physical activity in youth extends far beyond immediate benefits, correlating strongly with long-term physical and mental health. Exercise is intricately intertwined with mental wellbeing, making early engagement in sports a cornerstone of holistic health promotion.

We are acutely aware of the challenges faced by women’s and girls’ sports clubs in securing funding. To address this disparity, two out of our three sponsorships are directed towards girls’ football and rugby clubs in the UK. By prioritising support for these underserved groups, we endeavor to foster inclusivity and equality in sports participation.



Through our Youth Sports Sponsorship initiative, PAM Group is committed to nurturing a generation of healthy, resilient individuals who are empowered to prioritize their wellbeing from a young age. By investing in youth sports, we lay the groundwork for a healthier and more vibrant future for all.







## Interview with Aidy Wintersgill (Head coach for Under 15's Warrington Girls Community Rugby League Club)

**Could you tell us about your role within the youth rugby club and how it fits into the overall organisation?**

I've been at the club now for three years coaching the girls from under 13s now in their under 15s season. I'm one of many that volunteer and give our all to the girls and club. I also help with the fundraising which we have a small group of like minded volunteers raising funds and events for the club so that the girls get the best and safest experience possible.

**What does coaching this team mean to you personally? How did you get involved in coaching youth rugby?**

I've coached the same girls for three years so we've all grown together the ups and downs we have all taken together for me personally with coaching I've taught them and they've also taught me a lot too so for me watching them improve, thrive and enjoy themselves is the most important for myself.

My son started playing a few years ago at his club so I volunteered there then after a while as there wasn't at the time many girls clubs my daughter decided she'd like to play so we took her to Warrington

and I offered to help if they ever needed any volunteers and here we are three years later.

**Our company recently entered a partnership with your club. What does this partnership mean to you and the club?**

Firstly we're so grateful for your support and look forward to building a long term partnership. We as a club rely heavily on fundraising as the only all girls club in the north west and further funds are very scarce and with us not having, like most community clubs a boy and girls club. Having support from companies like yourself keeps us going and provides the girls with the best experiences possible be it training kits, playing kits and equipment.



**How do you see rugby, and sports in general, impacting the lives of the young athletes you coach?**

Rugby league is very behind in terms of the likes of football and was a very male dominated sport however the women's game has grown rapidly in the past few years with more girls getting into sport as all sports it encourages good health. Keeping the kids off the streets, Life skills. Team bonding, being part of a team where everyone's different but one thing in common is they all share the same passion for the sport.

I find personally also it brings a lot of confidence.

**Can you share any memorable moments or success stories from your time coaching the youth rugby team?**

For me there are many but seeing girls come to us with having never played the sport and watching them progress is the one for me little wins for instance they can't catch a ball then three weeks later it's second nature. Watching and seeing the team spirit and togetherness win lose or draw is also a big positive.

As for success we're proud of each and everyone of these girls they turn up week in week out train really hard and always give their best at matches so they are the success story

**Looking ahead, what are you most excited about regarding our collaboration with the youth rugby club? Are there any specific goals or milestones you hope to achieve together?**

As a club we're especially excited with the wealth of knowledge and experience your company has and with us building a partnership for ongoing years we look forward to hopefully having you come and talk to the girls and parents about career paths and what you do. Together also continuing to support these hard working young ladies through sport etc and sharing ideas in how we can help each other.





## Health in the Community Funding: Equipment donation to underserved groups: Sandwell Community School

In an earnest endeavor to bolster the physical and psychological welfare of the local community, PAM Group (PAM) has generously extended its support to Sandwell Community School (SCS). As part of our overarching commitment to community well-being, this significant contribution aligns seamlessly with our Health in the Community Program.

This meaningful gesture, enacted on October 30, 2023, entails the provision of state-of-the-art gym equipment to SCS. The primary aim of this initiative is to provide crucial assistance to young individuals who have encountered exclusion from traditional educational pathways within the West Bromwich vicinity. By furnishing SCS with gym facilities, our aspiration is to actively contribute to the school's efforts in facilitating the reintegration or smooth transition of these students back into educational environments, or toward suitable further education prospects.

This initiative embodies our belief in the transformative power of physical activity and its profound impact on mental well-being. We recognise the vital role that access to fitness facilities plays in nurturing holistic development and resilience among young learners. Thus, our investment in SCS underscores our unwavering dedication to fostering inclusive educational practices and cultivating an environment where every individual has the opportunity to thrive.

Nicola O'Shea, Managing Director of PAM OH, a division of PAM Group, emphasizes the importance of this initiative within our Environmental, Social, and Governance (ESG) agenda. She states, "We are dedicated to supporting the future workforce. Unfortunately, a significant portion of young people experience trauma before adulthood, and the rate of school exclusions has risen dramatically. Through our collaboration with SCS, we are excited to directly impact the lives of local 11-to-16-year-olds, positively shaping their future prospects."

Rene Lucas-Williams, Futures Manager at Sandwell Community School, expresses gratitude for PAM Group's contribution, noting its significance in providing gym access across all four Pupil Referral Units (PRUs). Many of the students within these units face challenges such as difficulties at home or various social, emotional, and mental health needs, including ADHD. The gym equipment facilitates redirection of focus and promotes overall well-being through lifestyle skills.

Lucas-Williams highlights the positive effects of the partnership, particularly its support of the Redirect Programme, which establishes direct relationships with external companies. He commends PAM Group for its proactive approach, directly addressing the needs of the school without cumbersome bureaucracy or anonymity.

**“ Health is a journey that begins in our formative years. Regrettably, not everyone enjoys equal access to the resources necessary for laying a solid foundation of well-being. This is precisely what we endeavor to transform. ”**





## Health in the Community Funding: Equipment donation to underserved groups: Warrington Youth Zone

We are thrilled to announce the beginning of an impactful collaboration between PAM Group (PAM) and Warrington Youth Zone, aimed at nurturing the well-being and development of young individuals within our community.

Warrington Youth Zone serves as a vital hub for the town's youth, offering a wide range of enriching activities and support services. From sports and arts to employability workshops, the Youth Zone provides a nurturing environment where young people can explore their interests, develop valuable skills, and form meaningful connections.

In line with our commitment to fostering health and wellness at every stage of life, PAM Group is proud to contribute to this noble cause. Through our Health in the Community Fund, we recognise the importance of laying a strong foundation for well-being from an early age.

As part of our collaboration, PAM Group has generously donated equipment to enhance the facilities at Warrington Youth Zone. This includes the provision of a coach to provide guidance and mentorship to the young participants, as well as the addition of an air hockey table, adding an extra dimension of fun and recreation to the Youth Zone's offerings.

We believe that investing in initiatives like Warrington Youth Zone not only enriches the lives of individual young people but also contributes to the overall health and vitality of our community. By providing access to engaging activities and supportive resources, we are empowering the next generation to thrive and succeed.

Together with Warrington Youth Zone, we look forward to building a brighter and healthier future for our community, one where every individual has the opportunity to flourish and prosper.



“ Warrington Youth Zone stands as a beacon of opportunity for the town’s young residents, and those requiring additional support. This purpose-built, state-of-the-art facility represents the culmination of the remarkable efforts and legacy. ”







# Developing Social mobility

## Charity Partnership with the Trussell Trust

In the first half of 2023, food banks across our UK-wide network tirelessly distributed 1.5 million food parcels to individuals and families grappling with hardship. This marked a significant 16% increase compared to the corresponding period in 2022. Distressingly, during this same timeframe, a staggering 320,000 people sought assistance from food banks within the Trussell Trust network for the very first time.

A disheartening revelation is that a substantial 65% of all parcels provided between April and September were destined for families with children. Shockingly, over half a million emergency parcels were allocated to children, reflecting an 11% surge from the previous year.

Such statistics paint a stark picture of the growing need for essential support amidst economic challenges and societal inequalities. It's evident that the current situation is untenable and demands immediate action.

For us, the path forward is clear: we must enact change now. It's imperative that we come together as a community to address the root causes of food insecurity and work towards a future where no one must endure hunger.

**“ In 2023 we raised  
£2000  
For the trussell trust and we  
are looking to do a lot more  
with our charity partner  
moving forward. ”**





# Governance

“ We uphold the principle that strong governance is fundamental to maintaining our reputation for integrity and ensuring our long-term sustainability. Our governance framework is meticulously crafted to foster accountability, transparency, and ethical behavior throughout every facet of our organisation. By embedding these principles into the core of our operational strategies, we strive to not only meet but also set industry standards. ”

**James Murphy**  
CEO of PAM Group



# Culture of PAM Group

## Culture at PAM Group

### Culture at People Asset Management Group

At PAM Group, our culture is not just a reflection of our values; it's the cornerstone of everything we do. Rooted in our purpose, we merge expertise, care, cutting-edge technology, profound insight, and an unwavering commitment to sustainability to craft unparalleled work environments. Through this fusion, we empower our clients to achieve greatness daily, fostering an atmosphere where success is not just a goal but a natural outcome.

With a profound dedication to the Occupational Health sector, PAM Group is more than a service provider; we are passionate advocates for employee well-being. Our services are not merely delivered; they are driven by the dedication and expertise of our exceptional team members.

Our vision extends beyond mere industry leadership. We aspire to be the unequivocal employer of choice in Occupational Health, cultivating a 'Great Place to Work' ethos where inclusivity thrives, and individual potential is nurtured to its fullest extent. Within our organisation, empowerment isn't just a buzzword; it's a guiding principle. We create an environment where every employee feels valued, respected, and empowered to contribute their best.

### Ethical Pay

At PAM Group, our dedication to ethical pay practices goes beyond mere compliance - it's a fundamental aspect of our commitment to fostering a workplace where every employee feels valued, respected, and empowered. We believe that fair compensation is not just a moral imperative but a strategic advantage, driving employee engagement, retention, and ultimately, organisational success.

Our annual gender pay gap reports serve as a testament to our transparent approach to pay equity. By openly sharing our findings, we invite scrutiny and accountability, holding ourselves to the highest standards of fairness and equality. These reports not only highlight areas for improvement but also serve as a catalyst for meaningful change, guiding our efforts to continuously enhance our pay practices and promote gender balance at all levels of our organisation.

### Ethics

PAM Group is dedicated to advancing equality, diversity, and inclusion, eliminating discrimination, and ensuring equality of opportunity while fostering an inclusive environment among our team members. All employees are required to comply with PAM Group's essential ethics and compliance guidelines, which include the Employee Handbook, Ethical Business Practice Policy, People Policy, and Equality, Diversity & Inclusion Policy.

### Clinical Governance

We are steadfast in our commitment to upholding the highest standards of clinical governance. This commitment is vital to ensuring the integrity and efficacy of our healthcare services, maintaining professional standards, and improving patient outcomes. To achieve these goals, we rigorously implement robust policies and procedures that promote excellence, accountability, and transparency across all clinical activities.

All team members are required to adhere to our comprehensive set of guidelines, which include our Clinical Governance Framework. This documents are designed to ensure that all clinical practices are conducted with the utmost ethical standards and in compliance with regulatory requirements.

We encourage our staff to actively participate in ongoing education and training programs to continuously enhance their professional competencies. Furthermore, we foster an environment where feedback and incident reporting are encouraged, ensuring that any deviations from expected clinical standards are promptly addressed and rectified. Through these mechanisms, we strive to create a culture of continuous improvement, prioritising the health and safety of our clients at every level of our organisation.







# Values at PAM Group

PAM Group Values





**PAM Group**

**2023** Environment, Social & Governance Report

[www.pamgroup.co.uk](http://www.pamgroup.co.uk)