

HR PEOPLE FIRST



C O N S U L T A N C Y

**HR-People
First
Consultancy:
Impact
Report 2022**

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Helping you deliver excellence through your people.



HR PEOPLE FIRST



CONSULTANCY

Vision and Values

HR-People First Consultancy was established in 2018 by experienced HR specialist Agata Mabena, with an aim to help small and medium sized companies with the challenges of day-to-day Human Resources management.

HR-People First Consultancy is a fully outsourced HR company for small to medium-sized businesses, providing professional and affordable HR solutions tailored to the specific needs of our Clients.

Below are the values we live and work by within our team and with our clients.

People First - Taking care of people is our priority - Our aim is to respond within 3 hours to our customer's emails or text messages and call back within 1 hour- effectiveness is key.

Think Big - Be ready to give up what you are for what you might become.

Actively Listen – Listen with all senses and give your full attention

Be Authentic- Have the courage to express your thoughts.
Create the world you imagine.

Make It Happen - The future depends on what you do today. Unleash positive energy, create, excite.

We are always thinking about how we can be a positive light for others, setting an example with our approach to business.



Helping you deliver excellence through your people.

HR-People First Strategy

The past few years have been tough for any business.

HR-People First is no exception.

The UK is currently experiencing a severe recession, with one of the lowest growth rates among major economies. This troubling economic trend is expected to persist throughout 2023 and possibly extend into 2024. As businesses navigate these challenging times, it becomes crucial for us to recognise the significance of this period. Crises often serve as catalysts for transformation, prompting us to evaluate not only short-term measures but also long-term. Implications. Consequently, we must reconsider our operating models, address skills shortages, and adapt to evolving expectations from both our employees and customers.

Arguably, pressure on the People Profession has never been greater but **HR-People First** will continue to do all we can to support businesses and be a force for good.



HR-People First Motto:

Helping you deliver excellence through your people.

When employers are faced with the dual challenges of rising staff and hiring costs finding a solution to support employees becomes a complex task, particularly when budget constraints make it difficult to implement.

Yet, even small, inexpensive gestures can make a big difference for employees.

In response to the current climate, **HR-People First's** focus has turned to support our clients and their employees during the cost-of-living crisis by thinking outside of the box and providing effective and affordable HR solutions tailored to the specific needs of our Clients.

Why B Corp?

As a HR consultancy, our decision to pursue B Corp certification was driven by our commitment to creating a positive impact in the world. We recognised that traditional business practices were no longer sufficient, and we wanted to go beyond profit-making to prioritise the well-being of our employees, our clients, our communities and the environment. We believe that every organisation has a responsibility to contribute to society and the environment.

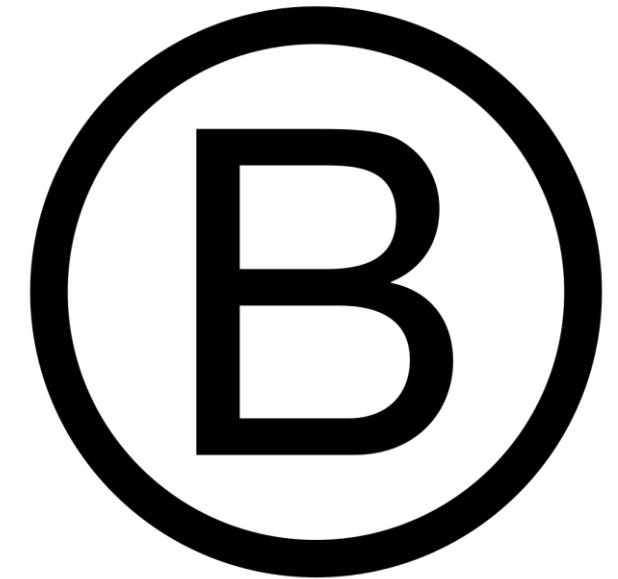
By obtaining B Corp certification:

- We have integrated social and environmental considerations into every aspect of our operations, ensuring that we operate with purpose and **intention**.
- Strengthened our commitment to our employees by creating a supportive and inclusive work environment that fosters personal and professional growth.
- Actively engaged with our communities, supporting local organisations and initiatives that align with our values.
- Prioritised environmental sustainability through responsible practices and Human Resource management.

Becoming a certified B Corp has empowered us to lead by example and inspire and assist the clients we support in to pursuing their own Certifications. .

As we continue on this journey, we remain dedicated to upholding the high standards set by the B Corp movement and continuously improving our impact on society and the Planet.

Certified



®

Corporation

Business Updates and Highlights 2022



HR People First became officially B-Corp Certified



We restarted our meetings together and had regular Away Days so we could reconnect as a team



We are the first Polish and second British HR consultancy in the UK with B Corp accreditation



We helped many businesses with successful Sponsorship Visa applications.



We grew our team!



HR- People First celebrated its 4th birthday!



We celebrated 1 full-year of being Social Enterprise Business



In June HR- People First Became a Disability Confident Employer



We helped many businesses with successful B corp applications.



We were celebrating our birthdays together as a team with a nice cake



We found many successful candidates for the companies we work with.



Our website is now designed in three languages and we can speak with our clients in 4 languages- Polish, Romanian, Ukrainian and English



We set individual targets to sustain ethical and environmental demands



We have been working with two schools throughout 2022, supporting their students with gaining employability skills.

Helping you deliver excellence through your people.

Our Impact – Client Testimonials 2022

‘Professional and friendly team providing outstanding service, tailored to my every need.’

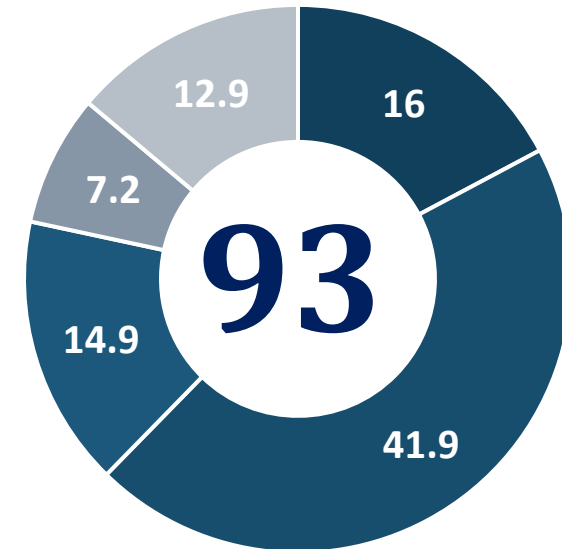
‘Agata Mabena is an experienced HR professional who together with her team brings integrity and a sense of business strategy when addressing the HR aspects of the business. Agata and her team are very creative and committed to delivering tangible results for the client. They do everything to ensure client satisfaction.’

‘We work closely with HRPF on different aspects of HR and beyond. They have recently helped me with the process of obtaining a Sponsor licence. They were very informative, fast, and professional. We got our licence within 6 weeks’.

Our Impact & Goals for recertification

In 2023 we will aim for an overall score above 96

We will aim to get our Environment Score above 10



■ Governance ■ Workers ■ Community
■ Environment ■ Customers

Our Impact – Plans and Progress 2022

Impact Area:	What we said we'd do:	What we did:
Governance	Implementation of better financial controls	Invoicing via Quickbooks, monthly budget and P&L Monthly and annual accounts done by accountant
	Better employee benefits	Private healthcare
Workers	Implement initiatives that support wellbeing and mental health	Mental well being sessions organised for staff free access to mental health support via Healthcare provider
	Apprenticeship schemes	2 employees put through Apprentice initiative
	Comply with GDPR by handling sensitive information with care	
		Introduced Team building and social initiatives such as; Annual picnic, anniversary dinner and a Christmas get-together.
Community	Contribute to charity	Actioned charity campaigns for 'Little Lives Matter' charity Donated 1% of our profit to 'Little Lives Matter'
	Pro bono services	Monthly webinars and sessions offered free of charge Mentoring at local schools teaching employability skills
Environment	Printing less	Moving to online docs and forms for online filing
Customers	Create an official way of gathering customer feedback	Introduced annual customer survey
	Sharing Customer feedback with team	Began sharing customer feedback with team, celebrating successes and discussing areas for improvement collaboratively.

Going Forward - 2023

Impact Area	Plans for 2023
Governance	Achieve Cyber Security Accreditation to ensure that our systems and data are secure
Workers	Dental Healthcare
	Employees to have access to their payslip via our HR software, password encrypted
	Work together on a minimum of a quarterly basis (Including regular professional development workshops, team building and wellness activities)
	Encourage and facilitate additional skill building in new areas to improve their knowledge and expand the support we can offer our clients (for example: Gender identity in the workplace training)
Community	Continue existing partnerships with local schools, teaching employability skills
	Encourage employees to seek additional partnerships in their local areas and support more community work and skills workshops to those in need
Environment	Promote energy-efficient practices for remote workers (For example; using energy-saving settings on devices, turning off equipment when not in use, and using natural over artificial lighting where possible)
	Implement Environmentally conscious mailouts to our client database (Including reminders for cycle to work day, World Environment day etc)
Customers	Implement Quarterly summary email to share successes and flag areas of opportunity
	Introduce trainings/workshops for our clients that are more in line with our core company values. Including; Mental health and wellbeing support, diversity training

Meet our founder:



AGATA MABENA

MANAGING DIRECTOR

Agata holds a BA in Business with French and a MA in Human Resources in Employment Law. She is a Chartered CIPD Member. She has completed the 'Developing High-Performance HR Business Partner and Consulting Skills' course. She is a certified ITA NLP Practitioner since 2015. Agata has over 15 years of experience in providing guidance and leadership to senior managers in start-up firms as well as stable companies, specializing in small to mid-size organizations.

Meet our team:



CRISTIANA DATCU

Cristiana is passionate about people, and she always puts their needs first. She is actively studying towards her CIPD.

She is determined to bring satisfaction and success to any Company.

Cristiana has experience in customer service and administrative duties as well as the whole process of Recruitment.



AGNES KIM

Agnes has over 15 years of experience in retail management, staff training and customer relations in many industries including luxury fashion and fine dining food & beverage.

The skills she has learnt over the years put her in a great place to advise in various Human Resources tasks with a hands-on approach.



NATALIA OGLOZINSKA

Natalia is a CIPD student. The experience in payroll management, recruitment, and administration that she obtained over the years makes her an invaluable member of our team.

Her energetic character, proactive attitude, and relationship management skills help her achieve the best results possible as well as build a strong and positive culture.



ALICE LOFT

Alice joined HR-People First in March 2023. She brings with her a wealth of experience gained throughout the years within the hospitality industry, with her previous role as Head of People and Training for a small restaurant group operating out of the Turner Contemporary in Margate.

She is currently studying towards an MA in Human resources and training. Alice loves swimming in the sea and looking after her 2 lovely cats.



HUMAN RESOURCES
Consultancy

HR PEOPLE FIRST
CONSULTANCY

HR solutions for Businesses.

FREE CONSULTATION

Certified B Corporation
This company meets the highest standards of social and environmental impact

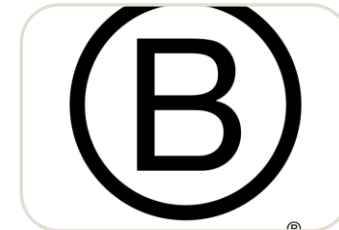
disability confident
COMMITTED

We offer outsourced HR services that are fully customised to the individual needs of our Clients.

Whatever you require, no matter if it is just an HR health check or the full range of our services, we can help you with all day-to-day aspects of HR, giving you the tools and advice you need to effectively manage your team.



Human Resources



B Corp



Recruitment



Other services

www.hr-peoplefirst.com
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