



Mission Statement August 2024

Human Matters provides innovative people services and solutions. We provide full Talent Strategy, Recruitment and HR Outsourcing Services to organisations across the country. We are industry agnostic but have a particular interest in the technology and services space.

We have **two primary goals** here at Human Matters.

The first of two is to enable business leaders, hiring managers or founders, to make the most of their people, their time and their workplace journey as the business evolves in all things people related in the workplace.

The second of the two is to provide the best possible team member experience for applicants as they travel through their recruitment journey and beyond through excellent pre- and onboarding experiences.

We focus our efforts on startup and scaling businesses, with between 2 and 90 team members primarily across technology and services industries.

What challenges do we address?

Through the early adoption of AI and the latest technological advancements coupled with a human centric approach, we can address recruitment and talent acquisition needs. We will act as an extension of your brand and business whilst searching for, interviewing, processing and placing team members with the highest talent bar in place. We continue the support of both team members and business alike with regular 1-2-1's, check-ins and support for line or matrix managers.

We work to design, roll out and support organisational people plans. We offer a complete human strategy from scratch but can also help prioritise business needs providing additional support to your existing operational and cultural offering.

We live by our values:

Authentic – what you see is what we are

Bespoke – every client is individual and receives an individual service

Creative – we actively seek new and creative solutions

Dynamic – we move at pace whilst keeping on top of the detail

Vision Statement August 2024

We will be profitable. We will provide a return on investment for our clients and partners. We will hold a 5* customer satisfaction status.

In 2025 we will look for a non-executive board member to guide us through our next growth stage.

Our customers will reinvest their business with us as we will go above and beyond their expectations in terms of their people journey. We will remain accountable for our actions and be held accountable for our vision statement and goals.

As Human Matters grows so too, through our actions, will the startups and scaling businesses we support.

By July 2025 we will be the go-to People services company for at least 2 startups and 10 scaling at pace businesses. We will show that humanity in business drives growth and profitability. We will do this by ensuring every human we place; service or support is front and center of everything we do. We will make every decision based on human need both now and in the future. We will coach, mentor, and empower the businesses and the people we support in their own mission to become an employer of choice.

In July 2025 we will be donating 5% of our profits to both Human Matters charities of Choice – the Katie Piper Foundation and 1 other to be announced.