

## Challenges:

Pilling Recruitment Group's core sustainability challenges centre on workforce wellbeing, reducing industry turnover and upholding high standards in ethical recruitment. The agency has prioritised mental-health support, rigorous checks to mitigate modern-slavery risks and continual improvement of candidate experience. All operatives undergo a thorough right-to-work and experience-vetting process, while site feedback is integrated to identify welfare issues early and flag them to clients. As a business without direct site operations, Pilling Recruitment Group exerts influence through its supply chain, promoting responsible practice among partners. The organisation is FREDIE-accredited by the National Centre for Diversity and ranked fourth nationally at the most recent awards, demonstrating deep commitment to fairness, respect, equality, diversity, inclusion and engagement.

## Impact:

The Supply Chain Sustainability School has been instrumental in refining the agency's sustainability strategy. Its tools and learning content have guided improvements from ethical-labour checks to onboarding and training. Structured assessments and action plans provide a clear roadmap, and ongoing learning ensures alignment with best practice. These enhancements have strengthened Pilling Recruitment Group's offer to clients and positioned it as a credible, values-led partner.

## Value gained:

School membership differentiates Pilling Recruitment Group as a forward-thinking, socially responsible agency within a traditionally reactive sector. It has enhanced internal culture, improved candidate and client processes and aligned the agency with progressive contractors' values. The ability to balance involvement in major infrastructure projects with consistent support for other contractors underscores reliability at all levels. As the team notes, "The School has played a vital role in helping us grow as a responsible, sustainable agency. Its tools and guidance have elevated our standards and strengthened our position in the industry."

## Future proofing:

The agency will continue embedding the School's learning across its workforce and welcomes more SME-focused content and sector-specific support for recruitment providers. Tools showcasing best practice in supply-chain labour would enable Pilling Recruitment Group to drive standards even higher while maintaining steady, responsible growth.

## Fact box



### Company

Pilling Recruitment Group

### No of employees

30-50

### HQ

Nottingham, UK

### Website

<https://www.pillingrecruitmentgroup.com>

### Main contact

Charlie Crisp  
charlie@pillingrecruitmentgroup.com

### Services

Specialist recruitment for the piling and ground engineering sector, supplying both temporary and permanent white- and blue-collar personnel.

### About

*Pilling Recruitment Group is a specialist recruitment agency dedicated to the UK piling and ground engineering sector. They are increasingly becoming a first-choice agency for many contractors thanks to their consultative, quality-driven approach. They support a range of projects from large-scale infrastructure schemes to regional works, helping clients thrive across all tiers of the industry.*