

# workaniser technical whitepaper.

## 1. terms used.

**Client Web Portal:** the service platform that is offered by Randstad to its clients.

**Workaniser:** the commercial name used to refer to the ClientWeb Portal.

## 2. advantages.

### 2.1. backup efficiency gain / time saving / reduced resource need

The Client Web Portal offers 5 different modules:

- a. vacancies and candidate tracking
- b. planning with access to disponibility of temp workers
- c. timesheet approvals
- d. reporting
- e. document consulting

There is definitely an efficiency gain by:

- error free exchange of data which are simultaneously visible for both parties (the client's input is reflected 1/1 in the Randstad system and vice versa.)
- direct planning in the Client Web Portal is possible, which avoids duplication of information and potential errors in copying or interpretation of messages (e.g. input from e-mail/excel file)
- transparency and real time visibility gives peace of mind and liberates time for the core business. Back and forward emails or status update calls are no longer needed.
- clear accountability of involved parties as defined processes are reflected in access rights. For each role a specific access can be created with visibility and activity rights in line with the related responsibilities (e.g. from limited view on vacancies and candidates per department/team, or only planning per location/department, or just validation of timesheets per team, ...up to full access on all modules)
- for the planned temp workers a contract is automatically created in the background which assures compliance with applicable regulations (timely declaration of labour, correct salary and shift premium,...)

### 2.2. compliancy, overtime and temp usage control plus reporting

The labour regulation is encoded in the Randstad back office system, as well as the salary and/or compensation applicable for the client's temp workers, to ensure that the contract

between Randstad and the temp workers are compliant.

Standard reporting is one of the Workaniser modules:

- customer report with an overview of the invoiced amount, unique temps and average temps at work compared to the previous year.
- list of temp workers
- invoice report with a detailed overview of the invoiced amounts
- invoice report with a high level overview of the invoiced amounts and hours per month or per invoice or per temp worker.

## 2.3. more information

Everything else you need to know when using the Client Web Portal is written down in our "[terms of use - Workaniser](#)".

When you have operational questions you can consult the [FAQ](#) in the Client Web Portal anytime. When your question is not answered by this FAQ, you can always contact your Randstad consultant.

## 3. infrastructure

The Client Web Portal is offered as a **SaaS solution**

Information is stored in our systems, located in our AWS environment (Ireland) and will always remain in Europe.

## 4. system requirements

What is needed to have access to the Client Web Portal?

The preferred browser is Chrome. Firefox is fully supported. Microsoft Edge and Safari work as well. Javascript en cookies have to be allowed for a full and correct performance of the platform.

## 5. availability and durability

The Client Web Portal runs in a high availability environment with at least 2 active instances at all time.

### 5.1. backup

Data is stored in a high available environment.

### 5.2. disaster recovery

The Client Web Portal is included in the general Randstad Group Belgium DR strategy.

## 6. security and GDPR

### 6.1. infrastructure level

The Client Web Portal is only accessible via secure internet access (https) on gate 443. Encryption is applied to data in all stages, both in transit and at rest.

The Client Web Portal is an integral part of the Randstad multi layered security strategy that is constantly evolving to match new security threads.

This includes, but is not limited to

- multiple layers of Firewalls and Anti-Virus/Malware checking
- weekly third party security scans and yearly penetration testing
- open for responsible disclosure (Intigriti)

### 6.2.application level

Only the client employees, who are entitled to have access to all or parts of the data, will be authorized to access the platform.

According to their role and the related activities, they will be granted access to the respective modules and data. E.g. a hiring manager will only be granted access to the vacancy module for his team or department, whilst the HR manager can be authorized to all vacancies of the site or the entire company. A supervisor will be granted access to the planning module and declaration module for his team or department.

It is the responsibility of the client to inform Randstad of who should have or who should no longer have access, to keep the access in line with reality. After a period of inactivity of 6 months and 1 day, the access will be revoked automatically.

User:

Each user shall receive a personalized login and password that gives the user access to the modules and data which are in line with his role and responsibilities.

Bring-Your-Own-Identity, which allows single sign on via another Identity Provider, is not supported as part of the standard service.

### 6.3. GDPR

As part of the provision of Staffing Services by Randstad, personal data are frequently exchanged with the Client through different channels. To facilitate, control and secure those data transfers, Randstad may use ICT resources and make them available for use by the Client for exchanging data and performing legal activities. The Client Web Portal is an example of those ICT resources. The personal data processed via the Client Web Portal are limited to the required data for the providing of our Staffing Services to the Client. No additional data or information is processed other than the normal data exchanged in the context of the providing of our Services without using the Client Web Portal. Randstad is considered as Data Controller for the processing of the personal data of its temporary workers and the personal data of the Client using the Client Web Portal. Randstad determines independently the purposes and means of processing of those personal data.

#### 6.3.1. GDPR client employees

## Concerning the processing of client employees data

- What personal data from the client employees is stored in the Client Web Portal?
  - minimum information needed are
    - name, family name, title, e-mail address
    - link to the organizational structure of the client
    - roles for each link to the organizational structure
  - a mobile number can also be added
- Purpose and Legal Basis of the processing ?
  - registration of a contact person as “user” of the Client Web Portal to give him/her access to the required information in the context of the providing of Staffing Services and the related communication
  - legal basis : contractual necessity
- Data Controller ?
  - Randstad is the Data Controller of the registered personal data of the “user” within the meaning of the Law of 30 July 2018 and of the GDPR
- Transparency
  - the processing of the personal data of the client contact person takes place in accordance with the [privacy statement for business relations of Randstad](#)
  - terms & conditions apply to any use of the Client Web Portal and explain the way of access and use of the Client Web Portal. They also explain how the personal data will be processed in the Client Web Portal.
- Data retention
  - the personal data of the contact person remains in the Client Web Portal as long as the contact person is the authorized person to liaise with Randstad on behalf of the Organisation.
- GDPR rights
  - not automated, but supported manually by sending an email to your Contact Person.
- Access rights & passwords
  - self registration does not exist, users and their access rights are registered by us and are based on the information that we receive from the Organisation;
  - the user only has access to information which is necessary in the context of the Providing of the Staffing Services by us;
  - the password is managed by the user himself.

### 6.3.2. GDPR candidates and temporary workers

#### Concerning the processing of personal data of the temporary workers in The Client Web Portal :

- What Personal Data?
  - in the module planning with access to disponibility of temp workers
    - name, family name, email address, telephone number
    - availabilities

- skills (workplace where the temporary worker can be put at work)
  - in the module timesheet approvals
    - name, family name
    - hours worked
    - wage
    - places of work
  - in the module vacancies and candidate tracking
    - name, family name
    - cv
    - proposition text
  - in the reporting, see point 2.2
- Purpose and Legal Basis of the processing
  - the purpose of the processing is to provide Staffing Services to the temporary workers (matching and proposing to clients) and the execution of the labor contract (correct payment of the salaries, management of availabilities)
  - Legal Basis : contractual necessity
- Data Controller?
  - Randstad is the Data Controller of the processed temporary workers personal data within the meaning of the Law of 30 July 2018 and of the GDPR
  - The Client shall also be considered as independent Data Controller of the shared temporary workers personal data which are processed on the basis of his own responsibilities and own legal bases
- Transparency
  - the temporary workers have been informed of the processing of their personal data and the potential sharing with our Clients at the moment of their registration for our Staffing services via our [Privacy Statement](#)
  - our retention period and the procedure to exercise the GDPR rights are also described in our Privacy Statement.

## 6.4. logging

Technical, functional and audit logging exists and is unavailable to customers from a data protection perspective. There is process-based functional logging for elements that are part of a business process.

## 7. incident Management

Incident Management for the Client Web Portal is included in the overall Randstad Group Belgium Incident Management Process.

In case of malfunctions or problems, users of the client portal can contact their usual contact person at Randstad, usually one of the Randstad consultants,. If it concerns a problem that they cannot resolve themselves, the incident will be reported to Randstad's incident managers according to internal procedures.

Any incidents degrading or interrupting the service will be dealt with according to internal service levels.

Degradations or interruptions with significant impact will be properly communicated on the Portal.

## 7.1. proactive

The team responsible for incident management receives (for selected events) alerts and will take the necessary actions to resolve the issue and/or contain the impact.

## 7.2. security and privacy incidents

In case of a security or privacy incident, the incident management procedure will be started and the necessary steps will be determined based on the severity and complexity of the incident.