

randstad group policy

human rights.



 randstad

human forward.

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This Randstad Group Policy is the local translation of Randstad Global's Human Rights Policy 2019.

1. objective

In line with our core values and our Human Forward strategy, Randstad believes that everyone has the right to be treated with dignity and respect. As a global leader in HR services, we are aware of the social role we play and our responsibility to watch over human rights. We are committed to preventing human rights violations arising from or in connection with our activities and services and to addressing such violations promptly when they occur.

Randstad is a signatory to the United Nations Global Compact and therefore respects and supports every principle in the pact, in particular the principles relating to human rights and labour. Randstad also subscribes to the 'Protect, Respect and Remedy' framework, including the UN Human Rights Council's Guiding Principles on Business and Human Rights. For Randstad, the social responsibility to respect human rights also includes compliance with the International Bill of Human Rights and the International Labour Organisation (ILO) Declaration on Fundamental Principles and Rights at Work (see appendix for these and other relevant documents).

The main ILO principles and rights relating to the right to work, which we have also incorporated into our core values and which are embodied in our business principles, are:

Freedom of association and the effective recognition of the right to collective bargaining, the elimination of all forms of forced or compulsory labour, the effective abolition of child labour and the elimination of discrimination in respect of employment and occupation.

This Human Rights Policy outlines the main human rights principles which Randstad, all its employees, managers and directors (hereafter referred to as employees), and all its candidates should respect, as well as the expectations we have of our external partners.

This policy is consistent with and endorses Randstad's business principles, in particular:

1. We know and comply with international human rights principles, Randstad's internal policies and procedures, and the laws that govern our business.
8. We treat others fairly, act with care and consideration, and respect human rights. We do not tolerate intimidation or harassment in any form.
9. We respect the right to privacy, ensure that confidential information is kept confidential, and we do not abuse the confidential information of others.
11. We value diversity and inclusion. We are committed to equal opportunities and do not discriminate on the grounds of age, skin colour, disability, gender identity, marital status, nationality, race, ethnic origin, religion, cultural background, sexual orientation, or any other irrelevant or illegal characteristics.
14. We regard health and safety in our business as the utmost priority. This includes both our own employees and our candidates (temporary workers).

2. what we do and what we expect from our internal and external partners

People are at the heart of our services. Our ultimate goal is to assist 500 million people in their professional lives by 2030. We therefore expect all Randstad employees to understand the importance of our duty to support human rights and to promote this interest in relation to all partners. This principle applies both within Randstad Group and to all external relations: all colleagues, candidates, job seekers, customers, suppliers and all other partners with whom employees come into contact in the performance of their jobs.

We pay particular attention to people who are in a vulnerable position on the labour market. Who exactly belongs to this vulnerable group varies and may include children, people with disabilities, migrant workers, the LGBT+ community, indigenous people, racial and ethnic minorities and the long-term unemployed.

2.1 employees, candidates and job seekers

Randstad employees are encouraged to take all necessary measures to avoid Randstad becoming involved in or contributing to human rights abuses in our operations, services or dealings with employees, candidates, job seekers, clients, self-employed persons and any other partner. Randstad does everything in its power to protect them against violations of their human rights and also expects them to do everything in their power to meet these standards.

Every new employee is informed about this policy during their introduction training and every employee is obliged to attend (refresher) training courses regarding compliance. These training courses cite, among other things, the principles of human rights, insofar as they are relevant within the worker's work context.

2.2 management

The management, including our managers and directors, bear a greater responsibility than the employees, candidates and job seekers. They are committed to always acting in accordance with Randstad's core values and complying with applicable policies. This also means that they should support their team members in their efforts to uphold these principles by explaining them to their team members. Finally, they ensure that everyone in their area of responsibility respects the principles by encouraging active communication.

2.3 customers and suppliers

When working with customers, we expect them to respect all human rights principles, especially those relating to our job seekers, candidates and employees. We always request any information regarding problems or situations that may affect the working conditions of our candidates and job seekers and actively engage in dialogue about possible problems, violations or suspected violations of human rights. If a customer violates human rights principles, cooperation with Randstad may be terminated. We want to support our customers in complying with their own human rights principles, especially those related to diversity and inclusion, health and safety and non-discrimination.

When working with suppliers (including agents, contractors and their suppliers and subcontractors), in line with what is set out in our Global Supplier Code, we expect them to respect all human rights principles. Randstad may monitor these parties and, if Randstad identifies a breach, will discuss how the parties can respect the principles better in the future so that the risks are reduced and the consequences can be addressed immediately. However, if Randstad continues to identify infringements, the contract with the supplier is terminated.

3. main principles of Randstad

Given the nature of our business, some human rights may have a greater negative impact on Randstad's operations and partner relationships. Together with our internal and external partners,

we have collected a number of important points that we need to pay extra attention to. These concerns are described below.

3.1 our principles

diversity and inclusion

We attach great importance to **diversity** of people and ideas and are aware of cultural differences. By bringing together different ideas, cultures and perspectives, we break down boundaries (we might not be aware of) and can build stronger performing teams in which each member complements the other. The idea of inclusion is very much in line with our corporate culture, where we want every individual to feel valued, respected and supported. We want and have the ability to recognise, understand, respect and make full use of an individual's unique characteristics so that everyone can achieve their highest potential. In other words, inclusion is one of the prerequisites for innovation and success, because it fosters the right conditions for strong performance. In practice, this is reflected in the fact that we actively and explicitly support certain groups and themes, such as the LGBT+ community, young job seekers, gender equality, etc.

More details on our approach to diversity and inclusion are available in the [Randstad Group Diversity and Inclusion Policy](#).

Randstad has a unique opportunity to deepen diversity and thus create new job opportunities and drive economic development worldwide.

non-discrimination and equal opportunities

An act or practice is **discriminatory** if it directly or indirectly unfairly disadvantages people¹ on the basis of characteristics that are irrelevant to the situation (such as age, skin colour, physical or mental disability, gender identity, marital status, nationality, race, ethnic origin, religious belief, cultural background, sexual orientation or any other unimportant or illegitimate characteristic).

We ensure that everyone at Randstad (candidates, job seekers and employees) is treated equally and with dignity and that there is no discrimination on the basis of characteristics that are not relevant to the situation. This also applies to all our relations with customers and suppliers.

We want to offer equal opportunities to everyone, at all stages of their career, with regard to applying for a job, hiring and terminating a contract, opportunities for advancement, development and promotion, selecting employees for training and awarding wages and benefits. In doing so, we also ensure that our customers do not discriminate against our job seekers, candidates and employees, and we give our employees the right to terminate any cooperation with a customer if it is found to be discriminatory. We reprimand any client who wants to post a discriminatory job and do not post discriminatory jobs ourselves: either we make sure they are legal or we refuse the request.

Sometimes it is not clear when a vacancy is discriminating against a certain group. Think, for example, of a customer who may take a candidate's accent into account, but only if this accent fundamentally interferes with the ability to perform specific tasks. An employer may require a candidate to speak the local language, but only up to the level strictly necessary for the job offered. A good command of the language may be necessary for workplace safety or a specific cooperation task, but should always be assessed individually to avoid indirect discrimination.

If in doubt, we expect employees to discuss it internally with their colleagues and/or manager and/or to contact Randstad's legal department for advice.

no harassment or bullying

Harassment or bullying refers to any unwanted physical, verbal or other act that affects the dignity of a person or creates an intimidating, hostile, degrading or humiliating working environment. This may include offensive or denigrating remarks, abuse of power, inappropriate touching, sexual harassment or other unwelcome behaviour.

We are committed to a respectful working environment and do not tolerate any form of (sexual) harassment or bullying. Examples of unwanted conduct include physical or verbal abuse and coercion, violence, offensive or sexually explicit jokes or insults, displaying or distributing

¹ **Indirect discrimination** is a policy or practice which on the face of it appears neutral or equal for all, but in practice adversely affects a particular person or group or denies them a particular advantage.

degrading or sexually explicit material, unwelcome sexual advances or requests for sexual acts, abuse of personal data, creating a hostile or intimidating work environment, isolating or antagonising a colleague, spreading false or degrading rumours.

An intimidating, hostile or degrading working environment undermines performance and has a negative impact on an individual's working conditions. We reprimand any customer or supplier who engages in such practices.

privacy

We respect our partners' right to **privacy**. No one shall be subjected to arbitrary interference with his/her private life, family life, home or correspondence or to attacks upon his/her honour and reputation. We expect our employees and business partners to handle personal data appropriately and lawfully, while respecting the rights and interests of each individual. In this context, [Randstad Group's Data Protection Policy](#) sets out minimum standards to be observed in collecting and processing personal data and provides consistent safeguards to protect the personal data collected by Randstad.

We ensure that the personal data we receive is collected and processed fairly and lawfully and used for the purpose for which it was collected. We take all necessary measures to ensure the correctness, security and confidentiality of the data collected and do not keep them longer than necessary for the intended purpose. We take extra care when transferring personal data to third parties, including our customers, to ensure that the personal data are adequately protected.

By means of a privacy statement, we inform all those concerned about how we process their personal data.

protection of health and safety

We are committed to a **healthy and safe working environment** and promote well-being at work. We take all reasonably practicable measures to prevent injury and illness and to protect our candidates, employees, job seekers, customers, suppliers and visitors from foreseeable dangers in the workplace. In accordance with our [Global Health & Safety Policy](#), we are committed to complying with applicable legal requirements and local regulations. In every decision we make, we start from the principle that the inherent safety of our candidates and employees must be guaranteed. This includes continuously developing and updating our systems and procedures, providing the necessary resources and always looking for ways to improve our practices.

no forced or slave labour

We have zero tolerance for modern slavery: no forced, bonded, contracted or involuntary prison labour may be used or offered. All work must be done on a voluntary basis and candidates and employees are always free to leave their jobs or terminate their contracts, subject to reasonable notice and provided they comply with local legal obligations. Randstad companies may never charge job seekers, candidates and employees directly or indirectly (e.g. through subcontractors) for registering or recruiting, regardless of whether it is a temporary job or a permanent position. No deposit is ever required and no one is required to surrender their identity cards, diplomas or training certificates when starting or finishing a job for Randstad or one of its customers.

no child labour

We do not directly or indirectly impose child labour ² and always abide by the minimum legal age imposed in each country where we are located.

² The term 'child labour' is often defined as work that deprives children of their childhood, erodes their potential and their dignity and harms their physical and mental development. It is about all forms of work that are mentally, physically, socially or morally dangerous or harmful to children and jeopardises their education by depriving them of the opportunity to go to school, forcing them to leave school early or forcing them to combine school with extremely long and hard working days.

freedom of association

We respect the right of any worker to form, join and be represented by a trade union or similar body. No job position is accompanied by the condition that the employee may not join such a body or must resign his membership.

In addition, Randstad encourages its employees to actively contribute to their working environment by supporting a network of national works councils and stimulating dialogue with trade union representatives.

We do not make available candidates to a customer if that candidate is only acting as a replacement for an employee who is legally on strike at the customer.

collective bargaining

Randstad has long been an advocate of flexible staffing solutions that adequately safeguard the rights of each employee with regard to remuneration, social security and opportunities for growth and development.

Randstad always endeavours to engage in constructive discussions and consultations in good faith with trade unions or other statutory and relevant representative organisations. We invest in social dialogue and conclude collective agreements wherever possible and necessary. This is closely aligned with our core value of simultaneous promotion of all interests. We always call for reasonable, clear, fair and workable rules and regulations in the markets in which we are present, through our own means and/or through recognised sector organisations.

fair working hours

The number of working hours never exceeds the maximum number of hours stated in local legislation, applicable collective agreements and ILO standards. This includes ensuring that our employees and candidates have sufficient time to rest and relax.

remuneration

The remuneration of employees and candidates complies with international standards and national labour laws and regulations. When applicable, a wage may therefore never go below the national minimum wage and/or the minimum remuneration laid down in a collective agreement. Where such a minimum is not imposed, we respect the general legal framework.

employability

Skills need to be continuously developed to ensure an employee's long-term employability. Our training programmes are always adapted to the needs of candidates and customers within specific labour markets. We want to be present at every stage of a person's career and encourage them to enhance their employability by offering training when appropriate.

respect for the local community

We aspire to be a company with civic responsibility and encourage our departments to contribute directly or indirectly to the general welfare of the local community in which they are located. In doing so, we try to disrupt this community as little as possible. Randstad always tries to recruit local and qualified personnel whenever commercially possible. We also organise various community initiatives in line with our [Corporate Citizenship and Philanthropy Policy](#).

3.2 differences with the local legislation

Where these policies, procedures and external commitments are stricter than local legislation requires, we always act in accordance with our higher standards. If, on the other hand, local legislation is stricter and, for example, imposes stricter requirements, local legislation shall take precedence over what is provided for in this policy.

Where local law prohibits us from applying certain aspects of this Human Rights Policy, we comply with local law, but will still find a way to respect human rights to the greatest extent possible. Any positive discrimination initiative must be carefully scrutinised in the light of the applicable local legislation.

4. thorough monitoring of respect for human rights

Human rights are an integral part of our core values and our business processes. We always take them into account when defining our strategy and respect them in our daily tasks, as a function of our commitment, the nature and context of our activities, the extent to which human rights issues may arise and the impact that these issues may have (severity and likelihood).

With our *Global Risk & Control framework* (consisting of 'tone at the top', performance management, concepts and best practices, risk and control activities, and evaluation and audits) we ensure that Randstad is able to deliver on its human rights principles worldwide. This *framework* covers behavioural, preventive, detection and monitoring measures to ensure the respect for human rights.

Every company and department worldwide evaluates the different points in the *Risk & Control framework* at least every six months. Moreover, internal audits are organised to evaluate and supplement these self-assessments. As soon as the results of all these evaluations are known and an improvement plan has been drawn up, a group-wide meeting is organised between the Executive Board and the audit committee to discuss the standards and their application.

We also support our customers and suppliers in their efforts to respect human rights. Whenever an acute human rights issue arises, we engage with our customers and suppliers. Depending on the critical nature and applicable legislation, Randstad may inspect its customers' facilities to ensure that they comply with the relevant standards, including those on health and safety. We are also allowed to check our suppliers. If we identify a breach of the standards, Randstad will negotiate an appropriate improvement plan. However, if Randstad continues to identify infringements, the contract will be terminated.

5. complaints procedure

5.1 in case of doubt or questions

We consider trust and the equal representation of all interests to be part of our core values. Anyone who has questions or doubts about whether a situation violates the policy should contact us. Our employees can contact a manager, an HR representative, Randstad's legal department, a local integrity officer or other local managers, such as a designated counsellor. Our candidates can turn to a contact at Randstad, their manager or another locally appointed contact (e.g. a counsellor). Job seekers, customers and suppliers can contact their contact at Randstad.

More details on how to contact Randstad are available on www.randstad.be. You can find more details on how to contact Tempo-Team on www.tempo-team.be.

5.2 reporting (suspected) infringements

Any employee, candidate or other partner who has reasonable grounds to suspect or witness a violation of this policy must report it as set out in the Randstad Group Misconduct Reporting Procedure. Preferably this is reported in the way described in 5.1 above and the local directors are contacted directly, through the channels provided. However, if they suspect that this is not effective or appropriate in view of the situation, or if they fear retaliation, they can also report this breach through the Randstad Group Integrity Line.

The Integrity Line is a secure webpage with a telephone hotline that can be reached 24/7 and is independently managed by an external provider. The message may always be given in the user's own language. The Integrity Line ensures communication between the person reporting an issue and Randstad.

Reports made through this Integrity Line are passed to the relevant Local Integrity Officer. It ensures that the report is followed up promptly, fairly and lawfully. Every report is treated confidentially and we guarantee the person reporting an issue that there will be no retaliation if he or she makes a complaint in good faith. While we encourage people reporting an issue to disclose their identity (communication with the person reporting an issue facilitates any investigation), reports can also be made anonymously via the Integrity Line.

More information and the necessary data can be found in our Misconduct Reporting Procedure.

Where serious misconduct can be proven, the management shall take immediate and appropriate action.

annex - relevant principles, guidelines, declarations and conventions

The United Nations Global Compact <https://www.unglobalcompact.org/what-is-gc/mission/principles>

ILO Convention 181 on private employment agencies
https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_INSTRUMENT_ID:312326

ILO Declaration on Fundamental Principles and Rights at Work
<https://www.ilo.org/declaration/thedeclaration/textdeclaration/lang--en/index.htm>

Eight fundamental conventions of the ILO:

1. Freedom of association and protection of the right to organise, 1948 (No. 87)
2. Right to organise and collective bargaining, 1949 (No. 98)
3. Forced Labour Convention, 1930 (no. 29)
4. Abolition of forced labour, 1957 (No 105)
5. Minimum age convention, 1973 (No 138)
6. Worst forms of child labour convention, 1999 (No 182)
7. Equal Remuneration Convention, 1951 (No 100)
8. Discrimination (employment and occupation) convention, 1958 (No 111)

<https://www.ilo.org/global/standards/introduction-to-international-labour-standards/conventions-and-recommendations/lang--en/index.htm>

UN Guiding Principles on Business and Human Rights:
https://www.ohchr.org/documents/publications/GuidingprinciplesBusinessshr_eN.pdf

UN Protocol to Prevent, Suppress and Punish Trafficking in Persons
<https://www.ohchr.org/en/professionalinterest/pages/protocoltraffickinginpersons.aspx>

Sector guide for employment agencies and recruitment agencies on implementing the UN Guiding Principles on Business and Human Rights <https://www.ihrb.org/focus-areas/migrant-workers/report-employment-recruitment-agencies-human-rights-sector-guide>

Code of Conduct of the World Employment Confederation
https://wecglobal.org/uploads/2019/07/2017_WEC_Code-Conduct.pdf

WEC Corporate Members & UNI Global Union Memorandum of Understanding:
https://www.wecglobal.org/index.php?id=110&tx_ttnews%5BpS%5D=1225494000&tx_ttnews%5BpL%5D=2591999&tx_ttnews%5Barc%5D=1&tx_ttnews%5Btt_news%5D=62&tx_ttnews%5BbackPid%5D=108&cHash=be5870d1a474a34e14d72f8c951be9c6

