

industrial relations.

why are industrial relations important to Randstad?

Our core value 'simultaneous promotion of all interests' is the motive for a constructive social dialogue (meaning a dialogue with trade unions, also known as sound industrial relations). We strongly believe that social dialogue will help produce clear, fair, and workable regulations in the markets in which we operate.

what are industrial relations about and how do we do this at Randstad?

Based on our core value 'simultaneous promotion of all interests' social dialogue/industrial relations for Randstad is about taking into account the key human rights regarding the freedom of negotiation and association and the right of organization and representation.

1. Freedom to negotiate and associate. In several countries Randstad is directly or indirectly party to a collective bargaining process regarding our own staff and/or temp workers. A Collective Labor Agreements (CLA) may be the result of such process. The collective agreement regulates the terms and conditions of employees in their workplace, their duties and the duties of the employer. It is the result of a process of collective bargaining between an employer (or a number of employers) and a trade union organizing and representing workers. The right to freely organize (associate) and negotiate is based on ILO Conventions C087 (Freedom of Association and Protection of the Right to Organize Convention, 1948) and C098 (Right to Organize and Collective Bargaining Convention, 1949) workers.
2. Right to organize and representation. Generally representation will be done through work councils. A work council is an information and consultation body representing employees in companies on both national and regional level. Managers and employees across Randstad discuss work- and HR related issues in accordance with national law and practices.

EU specific regulation

The EU has specific regulation regarding the establishment of an European Work Council. Randstad's European Works Council, which meets on a regular basis to discuss the company's results and strategy, HR issues and any other information relevant to our employees and operating companies. UNI Europa, the representative trade union federation for services in Europe, is invited to attend the European Works Council meetings as an observer. Furthermore Randstad actively promotes employee participation through a network of national works councils and dialogue with trade union representatives where this is relevant.

At Randstad, 62% of all employees are covered by an independent trade union or collective bargaining agreement.

participation in the sectoral social dialogue at the EU level

Randstad actively engages in the national and international dialogue with labor unions. At EU level, UNI-Europa and the World Employment Confederation Europe (in which Randstad is represented) meet regularly in the Sectoral Social Dialogue committee on temporary agency work to discuss issues of mutual importance, and to further professionalize and gain more societal acceptance for the industry. Moderated by the European Commission's Directorate-General for Employment, Social Affairs and Equal Opportunities, the committee met three times in 2017. The 2017/2018 work program included issues such as promoting national social dialogue by inviting representatives of the national bipartite funds. It also included a presentation from the European Commission on the Posting of Workers Directive, the EU Agenda for the Collaborative Economy (EU DG Grow), and the New Skills Agenda for Europe (EU DG Employment).

principles and standards

The basis for social dialogue (industrial relations) is founded in our:

1. business principles:
2. core values (especially simultaneous promotion of all interests)
Business & Human Rights strategy:
<https://www.ir.randstad.com/~media/Files/R/Randstad-IR-V2/annual-reports/randstad-annual-report-2017.pdf>
3. our commitment to the OECD guidelines for multinational enterprises
(<http://www.oecd.org/corporate/mne/>) + annual report
(<https://www.ir.randstad.com/~media/Files/R/Randstad-IR-V2/annual-reports/randstad-annual-report-2017.pdf>)