

Randstad Group Policy

Misconduct Reporting Procedure

reporting facility

contact details per country



Free phone line

- The Complainant dials the applicable free phone number; the telephone call is received by a voice-response system. The Complainant receives a unique case number after the report has been made. The external provider then sends a word-for-word transcript of the voice recording to the Local Integrity Officer of the country/Company concerned.
- For protection of the caller's anonymity, the voice recording remains with the external provider and is destroyed as soon as the Local Integrity Officer has confirmed receipt of the transcript.
- Via the unique case number, the Local Integrity Officer can leave a reply message for the Complainant to confirm receipt of the complaint and, if necessary, with verification questions or a conclusion. After the initial complaint, the Local Integrity Officer will endeavor to post a reply within a maximum of five working days.
- The Complainant may call again, using the case number, and will be able to hear the reply from the Local Integrity Officer. The Complainant can choose whether to answer questions immediately or at a later stage.

Online complaint form

- The Complainant goes to the applicable web page, leaves a message by entering a text, and receives a unique case number. The external provider translates the message and sends the translation plus a copy of the web message to the Local Integrity Officer of the country/ Company concerned.
- Via the unique case number, the Local Integrity Officer can leave a reply message for the Complainant to confirm receipt of the complaint and, if necessary, with verification questions or a conclusion. After the initial complaint, the Local Integrity Officer will endeavor to post a reply within a maximum of five working days.

The Complainant may log in again using the case number, and will be able to see the reply from the Local Integrity Officer. The Complainant can choose whether to answer questions immediately or at a later stage.

See next pages for contact details per country.

Country	Freephone and web access	Access code	Language options
Argentina & Uruguay¹	0800 666 0078 www.speakupfeedback.eu/web/integrityatrandstad/ar	37821	LA Spanish, US English
Australia	1800 452 051 www.speakupfeedback.eu/web/integrityatrandstad/au	47064	English
Austria	0800-295175 www.speakupfeedback.eu/web/integrityatrandstad/at	64282	German, English
Belgium	0800 71365 www.speakupfeedback.eu/web/integrityatrandstad/be	42101	Flemish, French, English
Brazil	0800 891 9678 www.speakupfeedback.eu/web/integrityatrandstad/br	15678	Portuguese-Brazilian, US English
Canada	1-866-818 1239 www.speakupfeedback.eu/web/integrityatrandstad/ca	42102	US English, Canadian French
Chile	123 0020 2775 www.speakupfeedback.eu/web/integrityatrandstad/cl	40972	LA Spanish, US English
China	North, calling with Netcom: 10800 744 0179 South, calling with Telecom: 10800 440 0179 www.speakupfeedback.eu/web/integrityatrandstad/cn	42118	SC Mandarin, SC Cantonese, English
Czech Republic	800 900 538 www.speakupfeedback.eu/web/integrityatrandstad/cz	14218	Czech, English
Denmark	8088 5638 www.speakupfeedback.eu/web/integrityatrandstad/dk	42103	Danish, English
France	0800-908 810 www.speakupfeedback.eu/web/integrityatrandstad/fr	42104	French, English
Germany	0800-1801 733 www.speakupfeedback.eu/web/integrityatrandstad/de	42105	German, English
Greece	00800 4414 2695 www.speakupfeedback.eu/web/integrityatrandstad/gr	11638	Greek, English
Hong Kong	80096 3161 www.speakupfeedback.eu/web/integrityatrandstad/hk	85416	TC Mandarin, TC Cantonese, English
Hungary	0680 981 359 www.speakupfeedback.eu/web/integrityatrandstad/hu	42106	Hungarian, English
India	0008 0044 01221 www.speakupfeedback.eu/web/integrityatrandstad/in	42117	English
Italy	800-787 639 www.speakupfeedback.eu/web/integrityatrandstad/it	42107	Italian, English
Japan	0120 774878 www.speakupfeedback.eu/web/integrityatrandstad/jp	65542	Japanese, English

¹ web access only

Country	Freephone and web access	Access code	Language options
Luxembourg	800-21 048 www.speakupfeedback.eu/web/integrityatrandstad/lu	42108	German, French, English
Malaysia	1-800-88-4307 www.speakupfeedback.eu/web/integrityatrandstad/my	57253	Malay, English
Mexico	01800 123 4618 www.speakupfeedback.eu/web/integrityatrandstad/mx	19077	LA Spanish, English
Monaco	80093617 www.speakupfeedback.eu/web/integrityatrandstad/mc	86241	French, English
Netherlands	0800-773 2587 www.speakupfeedback.eu/web/integrityatrandstad/nl	42100	Dutch, English
Netherlands (Holding)	0800-773 2587 www.speakupfeedback.eu/web/integrityatrandstad/nl	42116	Dutch, English
New Zealand	0800 45 0436 www.speakupfeedback.eu/web/integrityatrandstad/nz	62710	English
Norway	800-18 333 www.speakupfeedback.eu/web/integrityatrandstad/no	15476	Norwegian, English
Poland	00800 4411 739 www.speakupfeedback.eu/web/integrityatrandstad/pl	42109	Polish, English
Portugal	800-831528 www.speakupfeedback.eu/web/integrityatrandstad/pt	01375	Portuguese, English
Romania	0800894540 www.speakupfeedback.eu/web/integrityatrandstad/ro	51643	Romanian, English
Singapore	1800-8232206 www.speakupfeedback.eu/web/integrityatrandstad/sg	26935	English, SC Mandarin, Malay
Spain	900-973 174 www.speakupfeedback.eu/web/integrityatrandstad/es	42111	Spanish, English
Sweden	020-798 813 www.speakupfeedback.eu/web/integrityatrandstad/se	42112	Swedish, English
Switzerland	0800-561 422 www.speakupfeedback.eu/web/integrityatrandstad/ch	42113	German, French, Italian, English
Turkey	00800 448 824 369 www.speakupfeedback.eu/web/integrityatrandstad/tr	42119	Turkish, English
United Arab Emirates	800 0441 2727 www.speakupfeedback.eu/web/integrityatrandstad/ae	13718	Arabic, English
United Kingdom	0800-169 3502 www.speakupfeedback.eu/web/integrityatrandstad/gb	42114	English
United States of America	1-866-250 6706 www.speakupfeedback.eu/web/integrityatrandstad/us	42115	US English, LA Spanish
The Central Integrity Officer for the Randstad Group can be reached via	www.speakupfeedback.eu/web/integrityatrandstad/nl	55984	English, Dutch



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