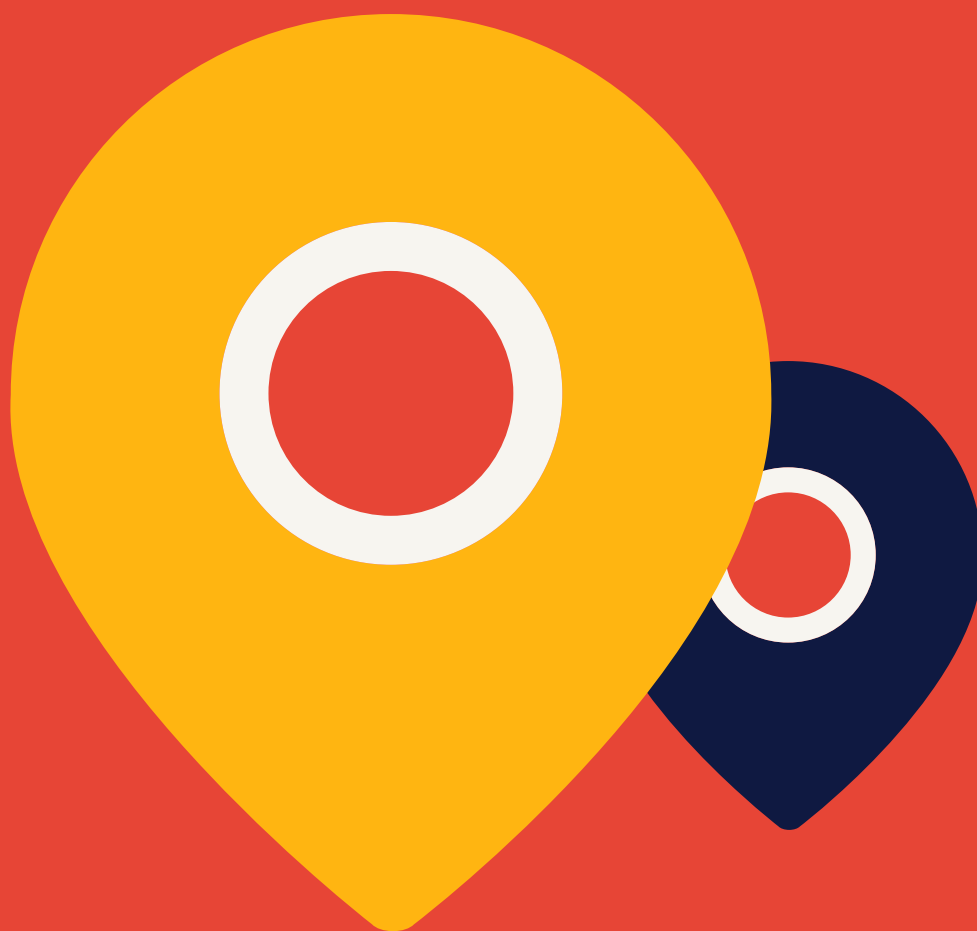


local sustainability initiatives



2019.

this section provides descriptions and examples of various local sustainability initiatives, structured in line with our ultimate goal to touch the work lives of 500 million people worldwide by 2030 and our sustainability basics.



contents.

04 our 500 million people plan

05 improving employability

11 youth employment

15 promoting equal opportunities

21 women

24 people with (dis)abilities

29 migrants and refugees

32 LGBTI

34 flexible work solutions (for parents)

36 contributing to labor markets

40 local sustainability reports

41 sustainability basics

42 health and safety

51 corporate citizenship

52 VSO

57 other community engagements

75 supply chain

77 taking environmental care

our
500 million

people plan.

improving



employability.



the netherlands

In the Netherlands, Randstad runs several initiatives to improve employability. For example, Randstad Netherlands helps candidates obtain an Accreditation of Prior Learning certificate (Erkenning Verworven Competenties), which states their skills and qualifications. Randstad Netherlands' Career Accelerator program provides custom-made training programs, per sector and per profession. Online, candidates can find a range of job application tips. Together with clients, Randstad and Tempo Team certify employees' work experience. This Vocational Testimony gives candidates recognition for the work processes that they have already mastered, so that they can more easily find better or other types of work.

Together with a local bank, Randstad Netherlands has developed a declaration of perspective. This declaration can be issued by Randstad to make it easier for employees or temporary workers with a good career perspective to obtain a mortgage. This is a breakthrough innovation in the Netherlands.

'Baanbrekend' is a public-private partnership, co-created by Randstad Netherlands and Dutch municipalities (who are responsible for social security payments). The primary purpose of 'Baanbrekend' is to help people on benefits find a job. Integrated teams make a joint effort to match candidates with employers. Each party contributes its core competencies: the municipality provides extra support to better equip candidates for work, while Randstad takes care of marketing and jobs.

Tempo-Team Netherlands' 'ActiveerKracht' program is a comparable public-private partnership. This local partnership with several municipalities (e.g., The Hague and Amsterdam) focuses on reducing the number of unemployed job seekers by helping them to find work.

Randstad Netherlands also works together with a foundation dedicated to reducing illiteracy and improving reading and writing skills. Workers placed by Randstad at a client company can follow training programs that help them to improve their literacy skills. This will give them better chances on the labor market.

'baanbrekend' is a public-private partnership, co-created by randstad netherlands and dutch municipalities (who are responsible for social security payments).



argentina

Randstad Argentina is currently running a program in the shantytown of Barrio 31, home to more than 40,000 people, located in the center of Buenos Aires. Randstad has interviewed potential candidates from this neighborhood, getting to know them and providing tips and training to help them find a job. The candidates were selected on the grounds of having previously undergone three training modules with the City Government's employment office.

Randstad Argentina has signed a public commitment with the government of the City of Buenos Aires. So far, considerable talent has been found among the more than 300 candidates trained and interviewed, and a match was found for 36 positions. Many of them have been re-hired by Randstad for different employers since their work has been recognized by their previous employers.

In 2019, Randstad Argentina also developed a study financed by GAN to learn about the experiences of other private sector companies in hiring candidates from Barrio 31, and the added value of the private-public partnership. The results from this study have been presented to many clients and prospects, in order to help eliminate unconscious biases around these workers' productivity and encourage more companies to hire people from Barrio 31.

PILA (accelerated labor inclusion program)

This project aims to help people from low-income talent pools to improve their employability. Accenture and Santander Rio Bank are our main partners. Together, we created 9 training modules on different matters that each company knows they are strong at: Accenture created and delivered modules around soft and digital skills, Santander created and delivered modules on financial inclusion, and Randstad Argentina provided training modules on employability (CV writing, how to deal with job interviews, where to search for jobs, etc). The objective is to reduce inequalities for these people, but also to train the trainers in each slum, so that they can continue using the training modules to train other neighbors at a later stage. The other objective is to include more and different companies in the training modules and the assessment day in order to try hiring from original talent pools they would not normally use. So far, we have concluded 4 PILA programs in different parts of Buenos Aires. From the first PILA, 22 final participants went through the assessment day (where 17 companies participated in interviewing), and 18 of them finally got hired.



the five pillars of the randstad academy in germany are competence assessment, individual qualification measures, e-learning, learning at work, and the training series 'workshops@randstad'.

germany

Randstad Germany offers an array of initiatives to help people find the right job. The five pillars of the Randstad Academy in Germany are competence assessment, individual qualification measures, e-learning, learning at work, and the training series 'workshops@randstad'.

Randstad qualifies temporary workers to fit exactly. If candidates lack basic qualifications or important knowledge, they can develop these prior to deployment to customers. Regular qualification measures include, for example, MS Office, Business English, call center training or a basic Warehouse course, which includes a forklift license and practical driving training. The program also includes interactive workshops for employees on customer assignments. If the focus is on more specific requirements of client companies, the Randstad Academy works closely with the educational provider of metal/electrical engineering or industrial mechanics (turning, milling, CNC). Temporary workers can also acquire specialist knowledge for sectors such as renewable energy, aviation, automobiles, finance and accounting, or logistics. The 'Learning on the Job' program includes a qualification program, offering candidates new perspectives for career advancement and longer-term employment. Since its start in 2006, more than 9,000 people have received a reference certificate. At the end of 2018, more than 400 had passed their exams and received a certificate.

On the basis of partial qualifications, which Randstad carries out in cooperation with educational institutions and other employers, employees can acquire a vocational qualification. The Randstad learning platform www.randstad-elearning.de offers recognized learning content for various qualifications in the form of online courses. Randstad e.learning enables self-determined and effective learning in around 300 courses in the areas of IT, languages, economic knowledge, technology and soft skills. Since 2018, Randstad employees and applicants have had access to the exclusive learning opportunities offered by the SAP Learning Hub, where they can acquire and expand in-depth knowledge. In addition, Randstad helps people with getting their foreign qualifications recognized.

portugal

In 2017, Randstad Portugal started an experimental path with a new approach to sustainability initiatives: social innovation and social economy. With regard to social innovation, an official government agency invited Randstad Portugal to be its partner in a new project sponsored by the European Union. With regard to social economy, a project has been developed that involves reintegrating people who have essentially been excluded from the job market. They work at the premises of Randstad Portugal as part of a specific project (archiving and digitalizing documents), through which Randstad has been training, requalifying and preparing them for full professional autonomy. The project has had fourteen full-time workers until now, and because it has proven such a huge success, Randstad Portugal is now developing it to the next stage: most of these workers have now been placed with clients of Randstad either permanently or as temporary workers; a very small number are still with us, wrapping up their project and getting ready for their next placement. The program has proven so successful that it is now being offered to clients interested in such solutions.

As part of a new approach to sustainability initiatives, in 2019, Randstad Portugal created a Social Impact Area to continue the projects that were started in 2017. In addition, the HR4Inclusion project, which promotes the employability of people with disabilities, was consolidated. This project started in 2018, when Randstad joined a pioneering working group of the Inclusive Community Forum Leadership For Impact. As part of this project, Randstad actively takes part in inclusion labs, building on our vast network of contacts and partners, which allows us to leverage and scale not only the project's initiatives, but also its potential impact.

belgium

Randstad Belgium and Tempo-Team Belgium have developed a policy for training programs offered to employees and flex workers. Besides the standard internal training program, high-quality programs given by external providers are selected to help people become quickly efficient at work (e.g., sales skills, security and transport training).

Since the end of 2017, Belgium's Randstad Academy has been training motivated candidates for specific vacancies that are difficult to fill. With this win-win proposition, candidates can develop relevant skills and clients can fill the gaps in their teams. In addition, our Learn4Job program offers job-seekers an opportunity to take part in a training program to acquire specific skills needed for one of our job offers (e.g., a heavy goods vehicle license). Sometimes, we observe a gap between supply and demand. For example, Tempo-Team Belgium had trouble finding aircraft refueling specialists. This job is highly specialized, requiring very specific skills for which no training was available. Tempo-Team Belgium therefore set up a training program for this job in association with clients and Belgian social institutions. Now, for the past five years, in association with our partner Liège Airport, we have been giving job-seekers an opportunity to undergo special training to become an aircraft refueling specialist. Candidates who complete the course receive a diploma and are subsequently employed by the airport.

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Randstad Group is also a founding partner (with three other Belgian companies) of the social Belgian start-up 'enVie'. This start-up has two main objectives: (1) to find a solution for food waste and (2) to promote the socio-professional reintegration of people with a distance from the labor market. The workers are employed on a fixed-term contract for one year, including training (both practical for machinery and theoretical on CV writing, personal presentation, etc.). They produce delicious soups using vegetables that are refused by stores because of their shape or excessive volumes. Randstad Group plays a crucial role in the selection and coaching of these workers.

It is becoming increasingly difficult for companies to find the right talent for their vacancies. On the other hand, many jobseekers do not get sufficient opportunities within the traditional labor market. In other words, there's a gap between untapped talent and employers. This is why many actors from the public, private (including Randstad Group Belgium) and social sectors have come together to develop a common tool to address this problem. Talent2Connect is a collective platform that gives companies access to a large network of social organizations that gather untapped talent. With the help of mentoring and matchmaking events, Talent2Connect operates as a one-stop portal that connects companies with job seekers who encounter barriers in the traditional labor market. Talent2Connect is a truly innovative solution that results from cooperation between different sectors of the labor market.

randstad luxembourg continues its cooperation with the local 'agence pour le développement de l'emploi' in order to help the government reduce the number of job seekers.

luxembourg

Randstad Luxembourg continues its cooperation with the local 'Agence pour le développement de l'emploi' in order to help the government reduce the number of job seekers. This program allows us to have direct contact with job seekers and get to know their profiles. We also play an active role in the training funds for our business federation through our presence in the board of the 'FSI' (Fonds de Formation du Secteur Intérimaire).

chile

Randstad Chile has an agreement with Fundación Emplea, of the Hogar de Cristo, whose mission is to support the employability of adults who find themselves in a situation of poverty and social exclusion. In this context, Randstad Chile gets access to candidates for administrative, sales, technical and operative jobs, using this institution as another source of recruitment, which allows us to support people who urgently need a stable source of income.

canada

In 2019, the Randstad Canada Charitable Foundation shifted focus to better align with the mission and values of the company. As such, the goal of the Foundation is to make work meaningful and accessible to people in our community. This is done by focusing on three key outcome areas: skill building, workforce integration, and early education. This purpose-driven mission has allowed us to partner with organizations to enhance the employability of marginalized and vulnerable populations across the country.

Additionally, two business positions were created at Randstad Canada to develop and cultivate strategic community partnerships. Their role is to improve employability for marginalized and vulnerable populations. For example, in Alberta, the team is working with local indigenous communities and organizations to provide education and opportunities to both youth and adults through job fairs and presentations. Key partnerships include working with Trade Winds to Success and Otee Now.

france

Solidarités Nouvelles face au Chômage (new solidarity faces unemployment) aims to fight against unemployment and mechanisms of social exclusion, mainly through the organized voluntary mobilization of citizens to support job seekers and encourage the creation and development of solidarity activities. The project focuses on helping job seekers to discover their own skills through workshops, participation in a companies program in three pilot regions, encouraging Randstad employees to engage with SNC groups, and organizing a special play ('A job named desire') for recruitment officers.

Randstad will actively participate in the project through volunteer skills, recruiting and training.

Randstad Institute and CoopConnexion have signed a partnership in Lens with a common objective: to create a 'toolbox' for the cooperative and its entrepreneurs to assist them in the development of their projects while relying on the skills of Randstad Group employees. The Randstad agency in Lens offers temporary work assignments to entrepreneurs to ensure an income while their entrepreneurial project develops. A hotline is available to allow entrepreneurs to ask questions to Randstad employees about their business problems (e.g., finance, HR, communication, marketing, or business development).

In addition, a sponsorship has been set up to connect client companies and entrepreneurs, which has led to first contracts. Other tools are being prepared, such as a communication masterclass. This project responds to the ambitions of Randstad Institute to promote a sustainable return to employment. Lens is one of the most fragile territories in France, where economic difficulties leave entire populations on the threshold of the job market. Following this first promising partnership, Randstad Institute hopes to extend this initiative to other territories in France.

The advantage of this program is that it contributes to both business interests and corporate citizenship. It not only provides volunteering opportunities for employees, but it also allows Randstad France to source new candidates, reach new prospects, and offer temporary assignments. Several entrepreneurs now work as temporary workers for Randstad France.

china

In November 2018, Randstad China launched an HR Training and Consulting Program, which integrates professional training resources and helps HR staff to create a digital transformation thinking model and improve their work and business skills. The program caters to both current and future labor market demand and mainly helps improve HR staff's employability, making them more competent and confident in the ever-changing market through training, workshops, consulting, forward-looking analysis and resolution, strategy, etc. The program has run in Guangzhou, Shanghai, Beijing, Shenzhen and other cities. It supports organizations and individuals in creating a digital mindset, improving efficiency and empowering enterprises and individuals.

youth employment

general

Randstad Global participates in the Global Apprenticeships Network (GAN), whose aim is to address the urgent issue of youth unemployment and the need for businesses to ensure skills for the future. The Network has been developed jointly by the International Organisation of Employers (IOE) and the Business and Industry Advisory Committee to the OECD (BIAC), with the support of the International Labour Organization (ILO). National networks have been set up to promote apprenticeships, traineeships, internships and work-readiness programs in countries such as Turkey, Spain, Argentina, Mexico, and France.

belgium

In 2012, Randstad Belgium established a partnership with Leuven University. The division responsible for this partnership is Randstad Young Talents. The aim of the partnership is to broaden employment opportunities for students with degrees in Economics and Business Studies, helping them find interesting alternatives to banks and consultancy firms, which tend to dominate when it comes to campus recruitment. Individual coaching sessions form part of the program. This partnership has been very successful and has now been extended to two universities and 16 different faculties. Last year, we counseled 1,000 individual students and 2,000 in workshops. Since 2012, we have created 900 relevant jobs related to students' university courses, as well as 500 first jobs for graduates. Randstad Young Talents is the only player in the market fully dedicated to this target group. It is also the first (and so far the only) party in the market to create additional jobs for specific graduates.

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Randstad RiseSmart Employability in Belgium works on specific projects in partnership with Belgian social institutions to provide training, coaching and support to young people. For example, those who leave school without a qualification and other underqualified young people are given guidance to help them find a suitable job.

Tempo-Team Belgium has a dedicated website for young people and has developed two blogs with advice and practical information for both talent and companies. The focus is on advice and support for young people entering the labor market.

italy

Randstad Italy started focusing on the transition between education and work in 2012 and launched a specific department dedicated to activities for young people called Youth@Work in 2016. In 2019, Youth@work was upgraded into Randstad Education, which consists of the Randstad School (outh@work and TTF ITS), a corporate academy, and a district academy.

‘Allenarsi per il Futuro’, an activity carried out in partnership with Bosch, consists of training sessions with companies and sports champions for students at all levels of education, with the aim of creating awareness of the importance of our passions and exploring ways of boosting youth employment through short traineeships. Through this initiative, we reach 18,000 students (200 schools).

In June 2016, Randstad Italy founded the ITS Technologies Talent Factory Foundation, with the overarching objective of training young people in useful work skills. In Italy, there are two million NEETs, young people who are not in education, employment or training. The ITS is one way of reducing youth unemployment and provides young people with training in technological and digital skills (programming software, IoT, Cyber Security). The first course on software programming was given in October 2016, followed by two new courses in October 2017, one on the Internet of Things and the other on web and application development for mobile devices. In July 2018, the ITS TTF Foundation concluded a pilot edition on the themes of programming and development with Open Source technologies with its first twenty graduates, 85% of whom have already been placed with companies in the IT sector. In October 2018, the ITS TTF Foundation started two new training courses, one on smart manufacturing technologies, the other on the programming and development of applications with cloud technologies, designed in collaboration with Microsoft. Its goal is to reduce the gap between education and the job market and help young people in their school/career transition.

Other activities focused on young people but managed outside Randstad Education are:

- Randstad HR Solutions’ division Politiche Attive handles projects for people who are unemployed, have been made redundant, or are in a mobility program. One of the projects is called Garanzia Giovani (Youth Guarantee), a plan created by the European Union to tackle youth unemployment and aimed at young people not engaged in an occupational activity, school or training program, between the ages of 15 and 29. The program includes orientation activities for the young unemployed, designed to facilitate their entry or re-entry into the labor market with an employment contract or through extracurricular training. It includes financial incentives for companies that participate in the program. In 2019, this special division of Randstad found jobs for 474 people out of 1,477 participants (a success rate of 32%).



- Since 2016, Randstad Italy has been one of the main partners in the Palestra delle Professioni Digitali project, a CSR initiative set up by Accenture Italy in 2013. Randstad's contribution focuses on pre-selecting participants and helping them improve their employability. The main goal is to increase the employability of young graduates (mainly with an arts degree) by redirecting their skills to digital marketing professions that are in high demand. This enables them to quickly enter the job market. Participants follow 120 hours of classroom lessons given by top management of mainly Italian IT companies, followed by 60 hours of project work (of which more than 20 hours are devoted to e-learning). So far, 579 students have been supported. 80% of these graduates found an internship within six months of the end of the course.

argentina

Randstad Argentina is well aware of the huge difficulty young adults (18–24) have in finding their first job. To make things worse, 60% of informal jobs are carried out by this group, which further complicates their career chances.

For this reason, Randstad Argentina organizes various activities to help these youngsters find their first job. On the one hand, our corporate volunteering program enables Randstad employees to train vulnerable groups, giving them tips, do's and don'ts, and other important information on how to build their résumé, deal with interviews, and where to look for jobs. This training program is called 'My first Job'.

On the other hand, we work closely with two NGOs, Fundación Pescar and Fundación Forge, which specialize in educational programs for people with low incomes in this age group. Through our Public Affairs & Sustainability department, we put them in touch with the different branch managers, so that they have a trusted partner whenever they need trained and qualified young candidates. The great value of this collaboration lies in the fact that our branch managers get to interview candidates that have been trained and pre-selected by this NGO. At the same time, we are contributing to youth employment, especially helping those from low-income talent pools. We have already been able to place more than 60 people. We also organize interview training sessions.

Randstad Argentina is also part of PANAL (new work scopes program). This public-private program brings together private sector companies, the Municipality of Vicente Lopez in Buenos Aires, and Reciduca, an NGO that specializes in youth unemployment. The program selected 20 young adults (18–24) from different slums in the municipality. Some of them had completed their high school, others were just a couple of subjects away. They went through a 12-course program, given by Reciduca, which focused mainly on soft skills and employability. On three occasions, they visited different companies, one of which was a visit to one of our own staffing branches, which was followed by training in the job search process. The program ended with an assessment session, where all the participating companies stepped in to interview these candidates. So far, three participants have been invited for job interviews, and one of them has already been hired.

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the municipality.

Finally, Randstad Argentina participates in a project called 'Start your impossible', run by Toyota. Toyota began this project for 100 young adults without a diploma to give them a chance to finish high school, as a diploma enables people in Argentina to get better-quality jobs, giving them access to formal employment. The project involves a 14-month course, of which two months are spent on internships at different companies, close to the 5 education centers (20 students each).

The education program, which is facilitated by the Ministry of Education, includes a monthly benefit (equivalent to the minimum salary) paid by Toyota, ensuring that these students only focus on studying and attending school. Toyota called in the help of Randstad to recruit and find people from the target group. We held 300 interviews and got 50 people accepted in the program. At a later stage, we helped find the companies that were willing to take 20 participants as interns for two months as part of the program.



in australia, the randstad shaping young futures program was launched in april 2015 to help young unemployed australians develop their job seeking skills and to connect them with organizations willing to invest in the talent force of the future.

australia

In Australia, the Randstad Shaping Young Futures Program was launched in April 2015 to help young unemployed Australians develop their job seeking skills and to connect them with organizations willing to invest in the talent force of the future. There are over 250,000 young people who are not engaged in education, training or employment.

In order to support these young job seekers, the Randstad Shaping Young Futures Program is based on four key pillars:

- Coaching and mentoring programs;
- Preparation and development of career awareness and job-seeking skills with the aid of the Make It Happen toolkit and networking skills training;
- Employer partnership programs with real job outcomes;
- Networking, coaching and matchmaking events with clients and consultants.

promoting



equal opportunities.



general

Randstad is strongly committed to gender equality, inclusion and diversity. We believe this helps us build a more agile, productive, and innovative workforce that reflects our candidate and client base, and the society in which we work. We value diversity and we don't discriminate on the grounds of age, skin color, disability, gender, marital status, nationality, race, religion, or sexual orientation, and we have a non-discrimination policy to underline this. By forging links with local community stakeholders, including public, private, NGO, and institutional partnerships, we stimulate diversity in the workplace.

In line with our aim to promote diversity in our workforce, we also have a [diversity & inclusion policy](#).

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the netherlands

Randstad Netherlands has voluntarily signed the Diversity Charter. This commits Randstad Netherlands to promote a diverse workforce and an inclusive organizational culture.

Because we believe in the power of diversity, Randstad Group Netherlands also participates in Diversity Day (1 October) as one of the frontrunners in the Netherlands. As a diverse company with an inclusive policy, we believe that differences make us stronger. By respecting differences, we are an organization where everyone feels welcome and safe and is able to excel while maintaining their own identity. At Randstad, everyone can be themselves and everyone belongs. The knowledge, experience, talents, ideas, culture and background of each individual matter, because we believe that this will help every individual and the organization to grow.

In cooperation with the Dutch Ministry of Social Affairs and Employment, Randstad Group Netherlands participates in three 'nudges' to make Recruitment & Selection more inclusive. A nudge literally means a push in the right direction. In practice, this means that we are experimenting with three different changes to our selection procedure, aimed at objectifying the selection procedure in order to reduce bias.

1. Vacancy texts are written as neutrally as possible so as not to unconsciously exclude certain candidates;
2. Structured interviewing;
3. Objective upfront selection/anonymous application: candidates do not apply by means of a CV, but by completing a predefined short questionnaire. The recruiter only sees the answers to the questions, while irrelevant data such as personal characteristics (e.g., name/age) are not visible to the recruiter when assessing the answers. This experiment runs until Q1 2020; the results will then be analyzed and reported by research agency TNO.

In 2018, Randstad Group Netherlands joined a pilot on cultural diversity. Together with VU Amsterdam, Randstad is involved in a four-year research initiative 'Meer Kleur aan de Top' (More Colour at the Top). The research gives insight into the value of cultural diversity for organizations and aims to determine the factors and interventions that may stimulate diversity.

In 2017, a Diversity Board was set up, representing the diverse group of people working within our own organization. Our HR Director has also committed himself to participate in it. In 2019, the Board took an active role in promoting awareness in various diversity and inclusion themes, aiming to connect people and help colleagues gain understanding of the various themes. Team Gender took an active part in the global 'Empower a woman' initiative on International Women's Day, and Team Culture and Religion organized an IFTAR challenge to connect with colleagues participating in Ramadan.

australia

Randstad Risesmart was launched in Australia in 2004, with a strong focus on working and supporting mature-age workers. Over the years, they have supported more than 400 clients in developing strategies and solutions, and more than 35,000 mature-age workers have experienced the Envisage program. Their biggest project was the Australian Federal Government Corporate Champions program, which was funded by the Government to work with 101 large employers between 2013 and 2016.

over the years, they have supported more than 400 clients in developing strategies and solutions, and more than 35,000 mature-age workers have experienced the envisage program.

Randstad Australia is partnering with WithYouWithMe to help veterans transition into the right industry with the right company. Randstad has joined WithYouWithMe as a Pathway Partner, meaning that transitioning veterans who register as a mentee will have the opportunity to be developed and join a pathway for this organization. This will ensure that those who are successful for this pathway will develop the skills needed to succeed. Those in the incubation program will also be assigned a mentor to help them through the process and dedicated training program. At the conclusion of the program, individuals may be selected for a role with Randstad. Randstad Australia currently has 25 ex-military professionals in the role of consultants. One of these was recently promoted to branch manager.

Randstad has partnered with a leading indigenous organization called Leading with Strength. This partnership ensures all processes are adapted to recognize and meet the cultural needs of participants and provides quality, tangible results for both our clients and the Aboriginal and Torres Strait Islander communities. We aim to achieve this with authenticity and meaning, while still delivering a robust, quality-based, proven recruitment and project management solution.

Randstad Australia launched its first Reconciliation Action Plan in January 2020. Randstad's Reflect RAP content has been approved by Reconciliation Australia. We are currently waiting for our art work so we can create our document. Due to the partnership we have with The Smith Family, who support disadvantaged children, Randstad is working with one of The Smith Family Aboriginal and Torres Strait Islander students to create our artwork.



spain

Since 2004, the Randstad Foundation in Spain has launched a variety of social employment projects designed to secure equal opportunities in employment. The foundation develops individual training itineraries for people who are at a distance from the labor market (disabled people, the long-term unemployed over 45, immigrants, victims of gender violence, and single-parent families). In addition, the foundation initiates recruitment processes with partner companies, counseling them in hiring people at risk of exclusion. In 2019, the Randstad Foundation helped more than 3,200 people distanced from the labor market to reintegrate into the labor market through these projects, and more than 1,400 contracts were signed. To achieve this, the Foundation's nine offices worked with more than 500 companies throughout Spain. Furthermore, they helped more than 1,400 people to get to know, understand, and use all the resources and tools available to help them in their search for a job.

On the occasion of the 15th Anniversary of Randstad Foundation in Spain, we have created the following video that explains our work during these years. [Click for video.](#)

belgium

Randstad Belgium and Tempo-Team Belgium developed an engagement campaign to promote diversity and to present our statement against discrimination. One of our directors recorded a video in which he explains our work in this domain, committing himself to promote diversity and to help all our stakeholders deal with this policy. This video was published on our social media channels and is still used in our obligatory learning tool. In order to help our colleagues to bring these values to our clients, an Equal Treatment Coach is at their disposal to discuss specific cases or to request advice.

Other non-discrimination initiatives are also in place, such as management training on diversity and equality, and the use of 'mystery clients', which involves a third party testing consultants' responses to discriminatory requests.

Randstad RiseSmart Employability is working on several projects for workers of 45 and older to help them find their way in the labor market. These people get advice, coaching and support from our RiseSmart colleagues, as well as in our Randstad branches, to help them find a new job after years of unemployment.

In line with their diversity charter, Tempo-Team Belgium and Randstad Belgium have an Equal Treatment coach to help their consultants deal with discriminatory job descriptions or politically inappropriate client requests for potential candidates. All consultants receive sensitivity training. Tempo-Team and Randstad Belgium also organize awareness campaigns directed at customers, encouraging them to assess talent based only on skills and not on background. They also seek to increase awareness of diversity and equal treatment through other channels, such as by publishing articles or videos on their intranets. There is a helpline as well as an intranet section dedicated to issues of discrimination and equal treatment. These measures help both Randstad and its clients to learn to look beyond personal characteristics (e.g., age, sex, skin color, physical appearance, and so on), none of which have any bearing on the competencies required for the job.

For the Brussels area (head office and agencies), Tempo-Team (2016) and Randstad Belgium (2012) received the diversity label from Actiris, the Regional Office for Employment in Brussels. We continue our actions for diversity and inclusion by following a consolidation plan for both companies to keep up the promotional activities and to renew the label.

sweden

Together with a wide range of other stakeholders, Randstad Sweden participates in Universellt Utformat Arbetsplatser (UUA), a project supported by the European Social Fund (ESF). The objective of UUA is to contribute to the development of universally designed workplaces, where diversity is highly valued. In order for workplaces to become universal, new ways of thinking and doing are required. The fact that we do not have more workplaces that are inclusive and supportive is largely due to a lack of awareness, attitudes and beliefs about groups outside the labor market, but also due to a lack of knowledge of the potential of universally designed workplaces and the added value that can be created for both businesses and individuals. In 2018, the project produced methods and models for training and skills enhancement within four fields: physical work environment, social work environment, the design and leadership of the work organization, and skills provision and recruitment processes. Activities included training aimed at municipalities and other organizations within the welfare sector. At the same time, the project is an initial step in putting the concept of universally designed workplaces on the map. This involves creating awareness, both within workplaces and in society at large, of what this involves and why it is so important. During 2018-2019, more than 700 people participated in training/seminars/workshops. The project will be evaluated during spring 2020 and a new phase of the project will start.

united kingdom

Randstad UK Construction Property & Engineering (CPE) is a Gold Member of the Supply Chain Sustainability School, a body formed by 44 contractors from across the UK to share best practices in the field. Randstad is working with the school as the only recruiter to be taking an active role in promoting sustainability across the workforce.

In March 2019, the MD for client solutions opened a keynote on diversity and inclusion at the global recruiter 'The Power of Diversity' event, which focused on the benefits of employers being more inclusive and having an open and fair recruitment process for talent. In June 2019, Randstad Client Solutions was represented on the panel of the 'Financial Times' diversity award to select employers who were leading the way in reaching a diverse talent pool.

united states

For veterans, Randstad US, in partnership with Randstad Risesmart, provides Randstad SmartSession classes to Veteran Affairs and Vocational Rehabilitation and Employment (VR&E) to improve veteran employability.

Randstad US created the Business Resource Groups (BRGs). These internal communities serve as an extension of the company's broader Diversity & Inclusion strategy, with the goal of encouraging networking within groups of colleagues. Business Resource Groups inspire employees to perform at their best and derive value from diversity of thinking, ensure the success of every employee by playing an active role in their development, provide mentoring and sponsoring to ensure a stimulating and challenging work environment, and drive business results and strategic advantage.

for veterans, randstad US, in partnership with randstad risesmart, provides randstad smartsession classes to veteran affairs and vocational rehabilitation and employment (VR&E) to improve veteran employability.



Randstad US has successfully launched several Business Resource Groups: PRIDE, WIRED (Women in Randstad Empowering Development), Forces for Business (aimed at veterans), Leaders of the Future (aimed at millennials), and Randstad African Heritage and Randstad Empowering All Latinos (REAL), both aimed at multicultural individuals.

germany

Randstad Germany established the Diversity Council in 2014 to make unheard voices heard. The Council consists of cross-departmental employees from Marketing, Social Affairs, Sales, Human Resources, Works Council and committed employees of affected groups. Since its foundation, the Diversity Council, together with the management, has developed the mission statement and the principles for diversity and inclusion, published a religious guide, trained integration mentors, produced a diversity film with Randstad colleagues, and trained peer advisors on the topic of inclusion.

Randstad signed the Charter of Diversity in 2007. This network of companies is committed to creating an open and unprejudiced working environment. On 28 May 2019, Randstad Germany hosted Diversity Day, a nationwide campaign organized together with the Charter of Diversity. This annual event not only takes place at Randstad Germany, but also at numerous other companies in Germany.

canada

In 2019, Randstad Canada was recognized as one of the Best Workplaces™ for Inclusion in Canada by the Great Place to Work® Institute.

Unconscious bias training is also now offered by Randstad HR to our employees to help them better understand and identify the ways that unconscious biases are taking hold, and how to rectify that.

RISE, Randstad Canada's employee-led diversity and inclusion committee, continues to gain momentum. The committee focuses on three areas: developing a diverse, supportive and inclusive environment, expanding the diversity of our workforce through promotion, and recruitment activities reducing barriers in the workplace for individuals in underrepresented groups. The committee shares information and hosts activities and events that expand Randstad Canada's knowledge base, skills and cross-cultural understanding.

In recognition of the importance of this area, a member of the Randstad Canada Leadership Team has been appointed Senior Diversity Ambassador for the country, supported by the VP of HR and the Diversity Officer, who proactively address issues of diversity and inclusion in staffing decisions.

randstad signed the charter of diversity in 2007, this network of companies is committed to creating an open and unprejudiced working environment.



france

Origin, sex, physical appearance, place of residence or state of health, French law recognizes 25 criteria of discrimination. If discriminatory behavior is strongly sanctioned by law, companies, especially human resources companies, must be exemplary.

Randstad in France proposed a serious educational game to help employees daily to identify and fight discrimination. This training is divided into 7 one-hour modules, and offers a mandatory course for managers and employees in agencies and an awareness course for other colleagues. The course was rolled out for all Randstad employees in France.

china

In Randstad China, we have been focusing on workplace fairness and breaking communication barriers. In 2019, we launched the 'Talk to Nikki' program, which encourages all employees, candidates and clients to communicate directly with Nikki Gao, Managing Director of Randstad China. Everyone can express themselves freely, suggest creative ideas and give other feedback to the company. In the first three months, we received more than 40 creative ideas and useful suggestions.

women

Randstad has signed the CEO Statement of Support for the UN Women's Empowerment Principles (WEPs), and we are committed to making a difference for women in the workplace, marketplace and community. The WEPs are a set of principles offering guidance to businesses on how to promote gender equality and women's empowerment in the workplace, marketplace and community. Established by UN Global Compact and UN Women, the WEPs are informed by international labor and human rights standards and grounded in the recognition that businesses have a stake in, and a responsibility for, gender equality and women's empowerment. The WEPs are a primary vehicle for corporate delivery on gender equality dimensions of the 2030 agenda and the United Nations Sustainable Development Goals. By joining the WEPs community, Randstad's CEO signals commitment to this agenda at the highest levels of the company and to working collaboratively in multi-stakeholder networks to foster business practices that empower women. These include equal pay for work of equal value, gender-responsive supply chain practices, and zero tolerance against sexual harassment in the workplace.

Randstad is also a member of WEConnect International, a global network that connects women-owned businesses to qualified buyers around the world. They identify, educate, register, and certify women's business enterprises that are at least 51% owned, as well as managed and controlled by one or more women, and then connect them with multinational corporate buyers.

united states

The Randstad US Hire Hope program provides 22 weeks of career-readiness training, paid apprenticeship and job placement services to women in the community who are survivors of homelessness, exploitation and human trafficking. Hire Hope is executed by leveraging community-based partners and through the dedication of Randstad's own employee volunteers. Since its inception in 2014, more than 300 women graduate from Hire Hope each year. Over 90 percent of Hire Hope participants graduate the program and are awarded apprenticeships and job placement opportunities.

In 2019, Hire Hope received the American Staffing Association (ASA) Elevate Award Honorable Mention Distinction and the 2019 Freedom Council Impact Award in Excellence and Commitment by the Alliance for Freedom, Justice, and Restoration (AFRJ). The Chief Diversity & Inclusion Officer is the executive sponsor of the program and ensures continuous evolution by engaging various client corporate partners to help graduates thrive upon graduation. In 2019, Randstad US partnered with the IT department to develop technical skills training for Hire Hope participants to be launched in 2020 to improve their employability in the future of work.

In 2019, Randstad US joined WEConnect International to tap into their database of women-owned businesses to support global clients in meeting their gender-inclusive sourcing goals and promoting greater prosperity for women.

germany

Randstad Germany has been a Genderdax company since 2006. Genderdax is a web-based information platform that provides career-oriented women with a comprehensive overview of working conditions and opportunities. Randstad Germany is also a signatory to the Diversity Charter, to emphasize its commitment to diversity and fairness.

A national survey of employers in Germany has shown that the internal wage gap between women and men at Randstad is statistically insignificant. In fact, the analysis showed that Randstad comes out ahead of previous participants in the study. The underlying data were generated through the independent analysis of salaries and personnel structures, using a tool provided by the German Federal Ministry for Family, Senior Citizens, Women and Youth. The tool is designed to help pinpoint differences in pay between men and women, and to help identify the root causes of pay inequality.

randstad argentina runs a program on gender equality and women's empowerment.



the netherlands

Randstad Group Netherlands has signed the Talent to the Top charter, a public commitment that is monitored annually by an independent organization, with the aim of increasing the number of women appointed to senior management positions.

italy

To reduce inequalities and create equal opportunities, Randstad Italy realized various initiatives in 2019. We renewed the GEEIS label and Diversity Certification, we joined the Libellula Project, a network of companies that fights violence against women, and on International Day (25 November), we promoted an initiative to make clients, candidates and the general public aware of this cause and our support.

argentina

Randstad Argentina runs a program on gender equality and women's empowerment. This program is consistent with the Sustainable Development Goals (No. 5, Achieve gender equality and empower all women and girls, and No. 8, Decent work and sustainable economic growth). It aims to improve labor opportunities for women and empower them through the generation of equal opportunities for all. It also promotes the employability of women by generating equal conditions with regard to access to jobs.



canada

‘Women transforming the workplace’ is a program of Randstad Canada consisting of two nationwide surveys, a podcast series featuring inspiring women, and solution-focused think tank sessions. Through all these activities, we dive into the challenges and opportunities for women to reinvent and transform the workplace from their own unique, collaborative, and resourceful perspective. 2018 - 2019 focused on the ways in which disruptive technology, automation, and digital transformation will impact jobs and careers in the near future – particularly for women. 2019–2020 focuses on the importance of addressing unconscious biases.

portugal

Randstad Portugal is part of the iGen forum, a group of companies that, together with the government, develop strategic actions focused on gender equality. Randstad Portugal’s plan for 2020 is to hold a survey on workforce ambition to find out whether there is a gender-related gap between people’s professional dream and their achievements.

france

Randstad France has set up an anti-harassment procedure to receive complaints from talent or employees about potential moral or sexual harassment. In addition, Randstad France has implemented a Management Charter to be signed by all managers. It confirms their commitment to leading their teams in line with Randstad’s values and ethics. One part is dedicated to the promotion of diversity and gender equality.

To mark the 2019-2020 school year, and as part of the fourth Gender Equality Agreement (2018-2021), Randstad France renewed its partnership with the Prof Express

Platform, which enables employees’ children to benefit from educational support provided by teachers of Mathematics, French and English, Philosophy, Physics, Chemistry, Science of Life and Earth (SVT), History, and Geography. Thanks to this platform, middle- and high-school students receive support by email or phone from teachers in a virtual classroom, from Monday to Thursday between 5pm and 8pm. The students have free and unlimited access to high-quality educational content. They can reread lesson cards, learn and practice key concepts, and prepare for tests.

To increase the number of women in senior management positions, 100 corporate women gathered in Paris in October 2019 with the five women of the Executive Committee, during a successful female mentoring day. They shared experiences and reflections around five targeted themes: work-life balance, self marketing, female leadership, parenthood and self-sabotage. The core theme of the day was ‘Dare!’.

The year 2020 will be marked by the introduction of an index that requires companies to publicly communicate their results in terms of gender equality. The objective is to make an inventory and, where appropriate, to lead companies in defining areas of improvement to achieve real equality between women and men.

Since March 1, 2019, each French company with more than 1,000 employees has been obliged to publish on its website its index of equality between men and women, calculated according to 5 indicators:

- the gender pay gap (40 points);
- the gap in annual increases (20 points);
- the gap in promotions (15 points);
- increases on return from maternity leave (15 points);
- the female/male breakdown among the ten highest paid employees in the company (10 points).

The overall score of 100 is a real equality thermometer for French companies, which must obtain a minimum score of 75 out of 100.

The Randstad Group in France scores 88 out of 100. A score made possible by our longstanding commitment to professional equality.

switzerland

Randstad Switzerland is a member of Advance Women in Swiss Business. Compared to other countries, Switzerland ranks surprisingly low in terms of the presence of women in leading positions.

india

India has one of the lowest gender parity scores in the world. Married women traditionally leave their job once they have children. Randstad India is committed to empowering women to grow and flourish in their careers. Recognizing the need for change, RADAR, the offshore services division of Randstad Technologies, launched POWER in early March. POWER stands for Programs on Women Empowerment @Randstad and was first announced on International Women's Day on March 8 at an event in Hyderabad, India. Randstad leaders from around the world were invited to attend the launch of POWER. The team has begun implementing weekly programs designed to inspire women at Randstad to grow in their careers, and offer their families other perspectives. The participants also benefit by bonding with like-minded, highly motivated women, and are encouraged to share their stories and dilemmas.



people with (dis)abilities

argentina

In 2019, Randstad Argentina organized three additional training programs on inclusion for its employees. Although various disadvantaged groups were discussed, we focused on people with disabilities. We held these training programs together with CILSA, an NGO that promotes education and inclusion for the disabled. Not only have we raised awareness and provided important information to our colleagues, but we also spoke about how to include more candidates with disabilities in our candidate buckets, using the tax benefits (available through government programs) which will impact our clients. The training helps to manage the common misconceptions we still find among clients, prospects, suppliers and our own staff. We were able to include some more candidates thanks to these training programs.

randstad participation is a special division of randstad netherlands, and assists companies that wish to invest in people with disabilities. it has so far been very successful.

united kingdom

In September 2019, a joint Randstad Client Solutions and Randstad Sourceright event took place. Entitled 'unseen stories' it focused on people with special needs and disabilities, with a special emphasis on autism. Attended by delegates from 38 different employers, the event covered the challenges in the recruitment process, the benefits of neurodiverse workers, as well as giving top tips for managing autistic workers.

japan

In view of a rapidly shrinking labor population, promotion of an inclusive workplace has become part of the national agenda in Japan. Randstad Japan is known for its best practice in offering jobs for people with disabilities, where the focus lies on people's capabilities rather than their disabilities. Randstad Japan uses these best practices to support clients in attracting and retaining a diverse array of people.

the netherlands

The Dutch government aims to encourage employers to hire people with disabilities. At the beginning of 2015, a new Participation Act came into effect, which sets the goal of creating at least 125,000 jobs for people with a disability by 2026. The government requires every company employing 25 or more employees to provide work for employees with a disability. Randstad Participation is a special division of Randstad Netherlands, and assists companies that wish to invest in people with disabilities. It has so far been very successful. Hundreds of people have found a job, and 89% of those who started a new job under the scheme are still in work. This is way above the market average of 70%. In 2016, a Participation Advisory Board was set up in the Netherlands, which consists of people from Randstad Participation's target group (i.e., people with a labor disability). The Board will help shape Randstad's

Participation Program. At Tempo-Team Netherlands, Tempo-Team Participation was set up as a special division to assist companies in investing in people with disabilities.

italy

Randstad Italy's HOpportunities (HO) team focuses on several initiatives and events linked to the world of disability. In 2019, we renewed Randstad's important partnership with the Italian Cystic Fibrosis League (L.I.F.C.) to increase these patients' chances of finding a job. During the League's national forum, in partnership with our Career Management division, we organized two workshops for Cystic Fibrosis care givers on reintegration into the labor market.

We are continuing to organize events called 'Breakfast at Randstad', dedicated to 50 disabled candidates and 25 company representatives. Some companies have said they will keep in touch with some of the candidates for job opportunities in the near future.

Randstad and the HO team committed to renew the sponsorship with Lo Spirito di Stella Onlus, an important association founded by Andrea Stella, who is confined to a wheelchair following an accident. Through his Wheels on Waves project, Andrea emphasizes the importance of accessibility for people with disabilities. He designed a fully accessible catamaran, which sailed across the Mediterranean, making stops in many Italian ports. With Spirito di Stella we organized two events in 2019. The first one in March was dedicated to people with disabilities. We all worked together to improve their empowerment. In the second one, in September, the focus was on companies. In particular, we talked about disabled people's inclusion in the labor market.

In October, at lo Lavoro in Turin, one of the most important job fairs in Italy, HO took part in the section dedicated to employees with a disability. During the three days of the fair, our team met with 150 people with a disability for job and orientation interviews.

In recent years, in partnership with the employment centers in the Veneto region, HO has also organized training courses (basic and professional) for people with disabilities.

In 2019, we were a sponsor of 'Salone della CSR e dell'innovazione sociale', the most important event in Italy on sustainability topics. Randstad took part in a panel discussion on the welfare program. We also organized a 'Live Talk' on December 3, at the International Day of People with Disabilities. In addition, we organized an internal event to share stories about the talents of people with disabilities, sharing the best ways to discover these people's needs and to create a real relationship with them in an inclusive environment. And finally, we set up a Diversity and Inclusion Committee.

germany

In cooperation with our client companies, Randstad Germany aims to create an open, unprejudiced and inclusive working environment to enable more employment opportunities for people with disabilities. As part of the Randstad Inclusion Action Plan, concrete measures are taken to achieve this. As a target, Randstad Germany's inclusion rate should be 3% in 2020. We are committed in many ways to enabling people with disabilities to participate in working life: Randstad Germany is a member of the Unternehmen Forum, a cross-industry association that aims to promote inclusion and integrate more people with disabilities into the economy. The forum focuses on the exchange of experiences with other companies and the development of new approaches for the professional integration of people with disabilities.

Randstad Germany is also a partner in the 'InklJobs' project. With 'InklJobs', Netzwerk Inklusion Deutschland e.V. together with the company Good Growth, supported by the Hessian Ministry for Social Affairs and Integration, the Randstad Foundation and the LWV Hessen Integration Office, we have helped to create an inclusion program for medium-sized businesses. Randstad has participated in this program since 2015.

france

In 2019, Randstad France participated in 'Duoday' for the first time. This event offered Randstad consultants an opportunity to share a day with disabled trainees in order to suggest different types of jobs to them and move together towards more inclusion. This first edition was a success. A total of 17 duos took part (10 at the Head Office and 7 in the regions). The trainees discovered several jobs, such as maintenance technician, mail agent, CSR project manager, reprographic agent, quality manager, social action coordinator, social law lawyer, payroll manager, human resources manager, pay analyst technician, consultant, agency manager, etc. The day was very rewarding for both trainees and tutors, and the feedback has been very positive.





'Hello handicap?' is the largest online recruitment fair dedicated to candidates with disabilities in France. From October 22 to 25, our HR team had virtual meetings with potential future employees. The online fair is a tremendous recruitment opportunity at the national level and shows once again the commitment of Randstad France for people with disabilities. How does it work? After having posted their vacancies via the Hello handicap tool, our HR managers spend four days of interviews with preselected candidates throughout France, all from their office, by phone or chat.

In June 2019, Randstad France signed its first agreement on recruiting people with disabilities and long-term diseases. Unanimously signed by the trade unions, this agreement covers all of our employees (permanent and temporary) and aims to promote the recruitment and retention of people with disabilities or long-term diseases. By 2021, at least 4.5% of our employees and placed workers should fall within this target group. To achieve this, Randstad France is setting up a roadmap built around three axes:

- Communication to fight against stereotypes.
- Recruitment, to promote applications from people with disabilities.
- Job retention by promoting career paths and working on the layout of workstations.

In order to strengthen the climate of trust and measure the perception of disability in our company, a national survey was launched in September for all corporate employees. How do you perceive disability? What opinion do you have about the Group's disability policy? Do you feel you can talk about your disability? These were just some of the questions asked and answered anonymously and confidentially.

The valuable feedback we received through the survey will help us to put in place specific actions that will support disabled people in the workplace.

spain

In 2019, the Randstad Foundation in Spain organized various initiatives to promote inclusive workforces for people with special needs, through collaborative projects with companies, social organizations and public administration bodies. Examples include advising and training the unemployed; training people with special needs; specific training for university students with a disability in collaboration with UOC University and UNIR University; and offering English classes to people with a disability.

In 2019, the Randstad Foundation also developed a new collaborative project to give specific professional training to people with special needs. Thanks to this training program, which has been recognized and approved by the Spanish Ministry of Employment and Social Security, these people are better able to find a job, while at the same time, the companies have the guarantee that these candidates will be available for work. The Foundation also participated in two job fairs for people with a disability.

Finally, in collaboration with the Spanish Ministry of Health, Social Affairs & Equality, the Randstad Foundation Spain organized its annual Randstad Foundation Awards event for the fourteenth time. The Award recognizes companies, the media, and other institutions for their commitment and positive contributions to CSR and the employability of people with special needs.

chile

Randstad Chile contributes to generating equal opportunities in the labor market by integrating people with disabilities and by supporting companies in finding the best candidates to implement or support inclusive social responsibility programs. Randstad Chile's initiatives aim to make workers feel useful and capable of making a real contribution, while enabling companies to have a well-functioning inclusion program that has a positive effect on productivity, absenteeism and the work environment.

Through offering temporary services and outsourcing, Randstad Chile helps companies to comply with the country's Labor Inclusion Law (No. 21.015), which requires companies with more than 200 workers to ensure that at least 1% of their workforce consists of people with a disability. Randstad Chile has set up a comprehensive program in which companies, talent and other partners work closely together. Activities include awareness talks, support with job interviews, advice on the process of incorporation and guidance of workers, combined with reports and progress meetings.

united states

In the US, 480,000 servicemen and women have been physically injured in recent military conflicts. Additionally, more than 400,000 veterans are living with invisible wounds, ranging from depression to post-traumatic stress disorder, while 320,000 are experiencing debilitating brain trauma. In 2018, Randstad US and RiseSmart partnered with the Wounded Warrior Project on a program to place disabled veterans. In 2019, Randstad US and Randstad RiseSmart furthered their commitment to disabled veterans through a partnership with the Veterans Affairs by providing SmartSessions career readiness training to Vocational Rehabilitation and Employment (VR&E) participants to improve veteran employability and obtainment. The first SmartSessions training (1 of 5) was delivered to the VR&E in November 2019, and will continue with subsequent classes every few months through 2020. Training, including Interviewing, Personal Branding, Identifying Accomplishments, Networking and LinkedIn, prepares veterans for the rigors of creating and marketing a professional 'you' to employers in today's active job market.

randstad chile's initiatives aim to make workers feel useful and capable of making a real contribution, while enabling companies to have a well-functioning inclusion program.

australia

4.5 million people in Australia have a disability (1 in 5), and the unemployment rate for people with a disability is 9.4%. Yet, this talent pool has a higher level of attendance at work, stays with an organization longer than employees without a disability, and has higher productivity rates. Randstad Australia has partnered with Get Skilled Access, a training and consulting company set up to help organizations learn how to break down the barriers and stigmas to disability employment.

Get Skilled Access was co-founded by Dylan Alcott OAM and Nick Morris OAM, and is designed to give real-life experience, delivered by people living with a disability, to help organizations achieve tangible outcomes. Get Skilled Access is committed to supporting organizations in creating a customer-focused training plan delivered by Paralympians and setting up online training to improve accessibility, while enabling employees to transform into disability customer service professionals. As part of the partnership, Randstad Australia and Get Skilled Access work together to deliver training and recruitment strategies to engage this talent pool.

Randstad Australia consultants are currently receiving training from Get Skilled Access.

In 2019, Randstad supported Get Skilled Access and the Dylan Alcott foundation with their Remove the Barrier campaign to promote creating jobs for people with disabilities. Randstad worked and trained some of the candidates who had contacted the campaign and worked with large organizations in Australia to network and connect to break down the misconceptions people have of people with a disability.

portugal

In 2018, Randstad Portugal started a partnership with NovaSBE (an international university) to study disability and employability. We are also part of the Inclusive Community Forum (ICF), a Nova SBE initiative that seeks to promote a more inclusive community by addressing the lives of people with disabilities. They intend to build a network composed of all those who play a role in the lives of these people, challenging them to contribute to finding solutions.

In cycles of three semesters, ICF is dedicated to a theme that will always have the inclusion of people with disabilities in the community as a common denominator. Randstad started its partnership with ICF in March 2018. Our vast network of contacts and partners allows us to leverage and scale not only ICF's initiatives, but also their potential impact.

In 2019, Randstad Portugal created a 'Social Impact Area' to continue the projects that were started in 2017. This was related to a new approach to sustainability initiatives and the implementation of Law no. 4/2019 of January 10, which established the employment quota system for people with disabilities (with a degree of disability equal to or greater than 60%), thus creating a new employability paradigm in Portugal.

In summary, the law states that companies with more than 75 workers will be required to hire people with disabilities (covering cerebral, organic, motor, visual, auditory and intellectual disabilities). At least 1-2% of these companies' workforces should consist of disabled workers. Employers with between 75 to 100 workers have a transition period of five years and those with more than 100 workers have a transition period of four years.

From 1 January 2020, companies must ensure that, in each calendar year, at least 1% of their annual hiring is aimed at people with disabilities. To support these efforts, we appointed a manager who assumed responsibilities in this new area. Our main challenge is creating a dynamic, innovative and truly transformational approach in an area where Randstad also intends to position itself as a reference player in the market.

migrants and refugees

general

We became global partners with Tent for refugees (www.tent.org). At Tent's Dutch Business Summit on Refugees, executives and CEOs of sixteen leading companies in the Netherlands announced a series of new commitments to hire refugees, support refugee entrepreneurs and better serve refugee customers.

our commitment:

Randstad will explore ways to increase the number of refugees reached by their programs for training and mentoring in order to obtain employment or improve their position in the labor market. Randstad aims to reach an additional 1,000 refugees over the next two years in European countries like Sweden, Belgium, Germany, Italy and the Netherlands, as well as in Australia. Randstad will also look for opportunities to implement these programs in additional countries.

Work4Integration – Europe. In 2018, we applied for and were granted project fundings from the Asylum, Migration and Integration Fund (AMIF) of the European Commission. The program aims to promote the early and effective integration into the labor market of third-country nationals (TCNs), by creating effective transnational partnerships with all actors concerned. The project will be realized in Italy, Sweden, and Belgium, and will pursue three objectives:

1. to promote an effective process of integrating TCNs into the labor market;
2. to engage employers and other key actors in the labor market integration of TCNs; and
3. to create a multi-stakeholder win-win strategy for the effective labor integration of TCNs in Europe. The eight project partners are Soleterre Italy, Randstad Italy, Sodalitas, punto.sud, FADV, Randstad RiseSmart Belgium, Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding, and Antenn Consulting Sweden.

randstad spain helps immigrants in their labor integration. in 2019, 13% of our candidates were immigrants, 2 percentage points higher than the previous year.

spain

Randstad Spain helps immigrants in their labor integration. In 2019, 13% of our candidates were immigrants, 2 percentage points higher than the previous year. Besides, since its inception, the Randstad Foundation in Spain has contributed to the Public Administration Center, helping immigrants in their development, training them for employment, and supporting them in their job search process.

argentina

In October 2019, Randstad Argentina signed a public commitment to contribute to the labor inclusion and employability training of migrants and refugees. They do this through ACNUR, a United Nations Refugee Agency that works closely with TENT. Since then, we have organized two training programs on employability, and two job interview training sessions. Some refugees are already taking part in different interviewing processes. In total, we have touched the work lives of 115 refugees in Argentina.

belgium

Randstad RiseSmart Employability, part of Randstad Group in Belgium, focuses on vulnerable groups (youth, people over 50, refugees, etc.). One of the RiseSmart Employability initiatives in Belgium is the refugee project of the European Social Fund (ESF) in Antwerp. Several bodies and organizations, including the City of Antwerp and the Public Center for Social Welfare, have joined forces to maximize refugees' chances in the labor market. By integrating various services, refugees who have settled in Antwerp can be helped to find work much more efficiently. For younger refugees, there is a special program that provides language training, on-the-job learning, and labor market orientation.

the netherlands

As part of the Tent partnership, fifteen Dutch companies, including Randstad, have committed to helping 3,500 refugees to find work at home and abroad. In addition, they will start a series of training and aid programs that will give another 10,000 migrants the prospect of paid employment, starting their own business or gaining access to better living conditions in refugee camps. In 2019, Randstad HRS Baanbrekend helped 450 former refugees with a Dutch residence/work permit to find a regular job on the Dutch labor market. Each participant was assisted by a Randstad advisor to find a job that best suits their work experience, education, training, and motivation. Currently there are four units in the Netherlands that are mediating on behalf of asylum seekers who already have a work permit.

germany

Randstad Germany has installed a network of mentors for integration on site. The number of employees from the relevant asylum countries working at Randstad has increased tenfold in the last three years. Randstad Germany currently employs 2,853 people from countries with a high proportion of refugees (until September 2019). In 2015, the number was 250. Randstad developed and extended the modular qualification according to the requirements.

The modules are structured as follows:

1. qualification test,
2. German courses via e-Learning,
3. eVideos on logistics or production activities,
4. eLearning logistics/production,
5. learning on the job, and
6. BAP qualification model.

italy

Set up in 2017, the Randstad Without Borders project in Italy expanded its activities and presence (Milan, Turin, Florence and Padua) in 2018, when, on average, the project reached more than 500 migrants. In 2019, 26 courses were organized for 306 asylum seekers and economic migrants. Along with our CSR department, an awareness campaign on the importance and advantages of cultural diversity in a company was launched.

In early 2019, Without Borders joined the Education department. Its objective is to consider migrants and refugees as potential and competitive candidates. By offering these people a job, labor market needs are met, while refugees and migrants benefit from professional and social integration.

Furthermore, together with the special Politiche Attive division of Randstad Italy, in January 2019, the work4integration project was launched. This was done in collaboration with a local Italian NGO and a European partnership involving Randstad colleagues from Belgium and Sweden. One of the objectives is to exchange experiences in order to benefit from best practices in the different countries. The project in Italy will involve around 400 migrants. Randstad Italy's Politiche Attive office will ensure an individual career counseling program for 200 people and collective job orientation sessions for 120 people. In 2019, 72 candidates were enrolled in the career guidance program and 45 in the collective job orientation program, while 26 people were employed directly by Randstad for at least three months.



australia

Randstad Australia has adapted its Shaping Young Futures program to include migrants and refugees. Randstad Australia partners with MDA, a company that supports migrants and refugees in transitioning to their new home country. The participants are from Iraq, Syria, Uganda, Kenya, Pakistan, and India, and aged between 18 and 24. The mentees have been paired with consultants who recruit in the areas of study or backgrounds of the participants. Randstad mentors students for 5 weeks and includes training on résumé writing, interview techniques, personal brand, and applying for jobs. At the end of the program there is a training session on networking that includes our client organizations. In December 2018 Randstad held a program to target young adult refugees and migrants. The pilot program had 9 participants in Queensland and to date we have secured 1 internship, while the others have all found jobs. We were nominated for the Multicultural Queensland award with this program.

in 2019, 72 candidates were enrolled in the career guidance program and 45 in the collective job orientation program, while 26 people were employed directly by randstad for at least three months.

sweden

In 2018, Randstad Sweden's pilot project called 'Easier Ways to Work and Skills' (Antenn) for newly arrived migrants was granted new funds until 2020. Both the pilot and the new project 'Real jobs' is co-financed (70%) by Tillväxtverket, the Swedish Agency for Economic and Regional Growth. The initiative was sponsored by Mikael Damberg, former Swedish Minister for Enterprise and Innovation.

Antenn offers a training program to newly arrived immigrants and job seekers with a foreign background. During the first project phase (from May to December 2017), Antenn coached approximately 200 candidates from the target group and found a real job for 108 of them. We worked proactively on equality, ensuring that 43% of the candidates in the project were female migrants. The new program, which will run until 2020, aims to meet over 525 newcomers and place at least 210 of them into jobs and integrate them into the Swedish labor market. We give our clients access to a broad palette of skilled candidates. Given the present shortage of skills, the competences that migrants bring to the Swedish labor market are certainly very welcome. Antenn delivers seminars and workshops to the hiring companies and raises awareness about diversity and labor market integration, while educating companies on how to work strategically with the subject and how to adapt their recruitment processes to facilitate the integration of the international talent.

portugal

Randstad Portugal collaborates with Serviço Jesuíta aos Refugiados (Jesuit Refugee Service) in a strong partnership that aims to promote employment opportunities for refugees.



LGBTI

general

During the Dutch National Sustainability Conference in 2018, Randstad Global and fourteen other organizations took a leap forward to a more inclusive agenda and acknowledgement of equal rights for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people as part of their approach to the UN Sustainable Development Goals (SDGs). During a break-out session, the manifesto was handed over to the Dutch Ministry of Foreign Affairs. In 2015, global leaders signed the 2030 agenda for sustainable development, taking shape in the UN SDGs. Together, they embarked on a collective journey to solve tomorrow's global challenges and 'leave no one behind'. Unfortunately, the SDGs do not explicitly include equal rights for LGBTIs in their goals and targets.

Companies underwriting this manifesto intend to develop policies to make equal rights and opportunities more visible and practical for their employees and clients, they will include equal rights for LGBTIs into their business and SDG approach, and will monitor the progress made.

italy

For the fourth time, Randstad Italy officially sponsored the Pride Week to actively promote inclusive workplaces, where everyone is assessed on their merits only and not on their personal characteristics. Randstad Italy was also involved in events and debates on inclusion.

argentina

Even though we have placed hundreds of candidates from the LGBTI community, this year we actively started working with the Undersecretary of Human Rights Department, from the City of Buenos Aires, who have sent us transgender candidates to help improve their employability through job interview trainings. Some of them are currently going through real interview processes.

the netherlands

Workplace Pride is a non-profit foundation dedicated to improving the lives of LGBTI people in workplaces all over the world. Randstad Netherlands strives for a world of inclusive workplaces where LGBTI people can truly be themselves, are valued and, through their contribution, help to lead the way for others. Raising awareness, measurement, research, training and building networks through targeted events are the pillars of the Foundation's work. Complementing these are specific programs for young LGBTI people and LGBTI women alongside custom-made training. In 2019, JOY (the LGBTI community for employees) published topics on International Coming Out Day and the International Day against Homophobia and Transphobia and organized a drag bingo at Randstad Groep NL HQ.

france

The Refugee Association in France fights against LGBTI discrimination against young women and men who are victims of homophobia and thrown out of their homes because of their sexual orientation. The association offers temporary accommodation and social, medical, psychological and legal support to young adults, helping 7500 young people per year on social, school and family topics. They offer accommodation to 1600 young people, helping them in their personal and professional lives during their stay. Randstad has supported the association since 2009. In 2019, we participated for the 8th year in 'Initiatives Against Homophobia and Transphobia', acting as a jury. This award ceremony rewards special actions or projects in the fight against LGBTI discrimination. Our goal is to support these young people in finding employment.



united kingdom

Randstad UK has produced a number of educational videos based on the story of a transgender client within the construction industry, as well as the promotion of women into leadership roles.

united states

In 2019, Randstad US PRIDE business resource group (BRG) celebrated Pride month by showing the documentary of the Stonewall Riots, which led to the LGBTQI movement. Annually the PRIDE BRG supports PRIDE parades by joining with LGBTQI employees and allies at local celebrations.

in 2019, we participated for the 8th year in 'initiatives against homophobia and transphobia', acting as a jury.

flexible work solutions (for parents)

australia

Randstad and the Australian job-pairing startup Puffling have formed a strategic alliance, underpinned by the shared goal of using innovative technologies to create a more inclusive workforce for Australian businesses. Puffling is a job-pairing platform, helping candidates find the perfect job share partner, enabling them to interview for roles together. Founded in December 2016, the Australian startup is connecting mums – and anyone else – looking for flexible part-time careers. Puffling and Randstad Australia are working together to offer flexible and part-time solutions to our consultants returning to work after parental leave or extended leave.

italy

Parents@work is an initiative of Randstad Italy designed to make it easier for women to return to work after having a baby. It includes Baby Randstad (a contribution of €250 per month for child care), Welcome back, Mum! (a plan for the reintegration of new mothers in the company after maternity leave), and flexible working hours (giving mothers the advantage of a flexible schedule in their children's early years).

randstad argentina believes that discrimination against women in our region mainly results from the unequal distribution of housework and care tasks.

argentina

Randstad Argentina believes that discrimination against women in our region mainly results from the unequal distribution of housework and care tasks. We therefore support lengthening paternity leave and raise awareness of the importance of equal distribution of tasks in the home. Randstad Argentina has extended paternity leave for its own employees to 14 days (by law, fathers are only entitled to two days' paternity leave in Argentina).

czech republic

Randstad Czech Republic regularly offers part-time or flexible jobs to its employees on maternity leave or those with small children. Every full-time employee has a right to work from home 2-4 days a month. We also offer a child-friendly workplace.

india

Randstad India was certified as a Great Place to Work for the year 2019-2020. One of the key highlights of the employee survey in 2019 was that employees consider Randstad India a fair place to work. On the statement 'People here are treated fairly regardless of their sex', Randstad India scored 92, which is higher than the benchmark of top 50 great places to work. This is a testimony of all the support Randstad India is extending to all its women and specially nurturing mothers. There are various scenarios where the work schedule of female employees was adjusted according to their needs, enabling them to balance work and family. Some practices were extended, such as working from home for up to 4 months, flexible work weeks, changes in projects to manage erratic client schedules, support in training opportunities, etc.

to support its people, randstad japan has launched practices such as super-flex working hours and remote work arrangements.

germany

During parental leave, Randstad Germany maintains contact with its employees, strengthening the bond between them and the company. We attach great importance to making it easier for employees to return to work during parental leave. Randstad is particularly concerned to ensure that employees return to work motivated and well-balanced after parental leave. In order to support them, Randstad offers individual working time solutions. Currently, 22.5 percent of employees make use of the opportunity to work part-time. Working hours may vary between 8 and 35 hours per week depending on individual employees' needs. If a job can be done remotely, Randstad allows employees to work from home or from a nearby branch. Randstad Germany also contributes to the costs of care for pre-school-age children during working hours. Randstad has special part-time arrangements for managers, who work at least 30 hours per week.

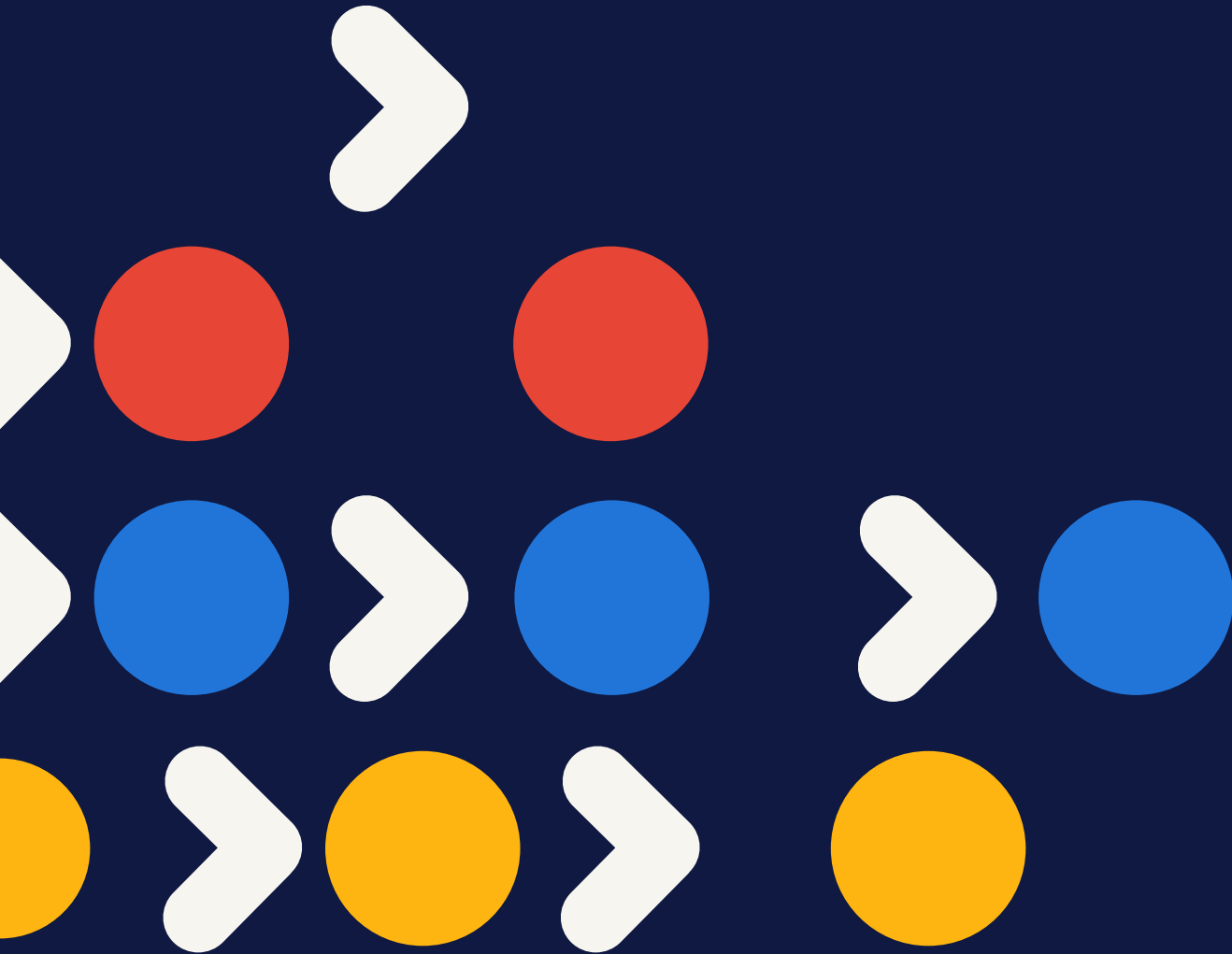
japan

To support its people, Randstad Japan has launched practices such as super-flex working hours and remote work arrangements. This enables people to work more effectively, as they can manage their own time and place of work.

portugal

Randstad Portugal encourages remote working. Each employee is allowed to work from home or somewhere else one day per week. This allows them to manage their work-life balance and continue to work efficiently.

contributing to



labor markets.



randstad is an active member of the world business council for sustainable development (WBSCD) to strengthen its reputation as a thought leader in the world of work and sustainability.

future of work program

Randstad is an active member of the World Business Council for Sustainable Development (WBSCD) to strengthen its reputation as a thought leader in the world of work and sustainability. As a CEO-led organization of more than 200 leading businesses, WBSCD aims to accelerate the transition towards a more sustainable world. With Randstad's assistance as a leading partner, the WBSCD launched its Future of Work program in 2019, in which the organization aims to bring the voice of leading businesses into the global dialogue on sustainability and the Future of Work.

The WBSCD has created a program in which forward thinking businesses – such as Randstad – serve as a source of inspiration for other businesses throughout the world. Through its members, it introduces common business principles, showcasing innovative business solutions as a response to challenges in a changing world of work. WBSCD not only builds partnerships with governments, experts, educational institutions and civil society, but also works closely with businesses to jointly shape a future in which employers and society will benefit and thrive.

Randstad's membership not only helps to further build Randstad's reputation and expertise as a thought leader, it also provides an excellent opportunity to further promote Randstad's Human Forward brand promise and 500 Million People plan within the WBSCD network and beyond. For example, as a leading partner, Randstad aims to co-organize and co-host high-level events, CEO Roundtables and learning sessions on the future of labor markets, driven by rapid technological innovation and the changing character of employment.

italy

At special events in various locations, Randstad Italy presented its newest HR Trends & Salary Survey for Professional Business in 2019. The survey is based on 170 web interviews with HR officers and hiring managers, CEOs, and CFOs, and divided into four geographical areas in Italy. The events were a great chance to generate an interesting exchange of views and strengthen relationships with clients.

Involving more than 1,000 active and former clients, several customer satisfaction surveys were also conducted in 2019 for Staffing, Services, Public Administration, Professionals, InTempo and FHRS businesses. These surveys have helped identify and implement operational improvements in line with customer needs and expectations.

each year, randstad belgium organizes several studies on labor market trends, as well as annual labor market seminars.

germany

labor market talks

Keeping abreast of the current social debate and taking into account the latest scientific and political findings is an essential criterion for Randstad's dialogue with its stakeholders. The aim is not to leave different – and thoroughly critical – opinions on the future of temporary employment unheard, but to integrate them and see them as an enrichment of one's own positioning and reflection.

This is also the aim of the labor market talks, which have been firmly established since 2010. About 25 times a year, Randstad invites renowned personalities and influencers from customer companies, employment offices, job centers, educational institutions, politics, chambers of commerce, associations, science and society to discuss topics relevant to the labor market and specific to temporary work.

The main topics in 2019 included continuing education and training in the digital age, the benefits of the Qualification Opportunities Act, and labor market integration at Randstad.

qualification forums

Twice a year, within the framework of qualification forums, Randstad Germany brings regional cooperation partners and companies to the table in Munich and Essen in order to promote exchange and to address current issues, special features and developments in the field of qualification.

the netherlands

In the Netherlands, the dialogue on the labor market of the future will be further developed in 2020. The advice of the committee set up for this purpose was presented in January. Randstad participates in the dialogue on the basis of our vision of new security. Two important initiatives that play a role in this are 'South-East works' (an innovative district concept to prevent polarization of metropolitan and regional labor markets) and Professor Jessie Koen's (University of Amsterdam) scientific research into proactive career behavior.

belgium

Each year, Randstad Belgium organizes several studies on labor market trends, as well as annual Labor Market Seminars. These are dynamic and interactive debates focusing on topical labor market themes, such as the new world of work, leadership, and employer branding. For 19 years now, Randstad Belgium has been organizing the Randstad Employer Brand Research, awarding companies that stand out for their attractiveness on the labor market!

singapore

Randstad Singapore partners with Workforce Singapore, a statutory board under the Ministry of Manpower of the Singapore Government, to provide evergreen content to help people improve their interviewing skills and consider the options that they can potentially take as they develop their career. These articles are developed specifically for the PMETs (professionals, managers, executives and technicians) in Singapore to constantly upskill themselves to get better career opportunities and improve their employability. We provide articles on a monthly basis from our content library, aligned with Workforce Singapore's monthly themes. The content platform operated by Workforce Singapore aims to reduce unemployment by providing people with relevant tips and tools for today's labor market environment.



norway

Randstad Norway hosted its first Randstad Employer Brand Award in Oslo in 2019. The event was a great success with awards for companies that truly stood out for their attractiveness on the labor market. The event also strengthened awareness of the Randstad brand in Norway, showcasing deep insights into labor market trends and ways to attract and retain talent in a highly competitive candidate market. In 2019, Randstad brand awareness increased from 30% to 48% with potential clients. With potential candidates, brand awareness increased from 16% to 21% in 2019.

In addition, to continue to build Randstad brand awareness in Norway, we have great success with our Randstad blog. The blog targets Norwegian companies with the aim of reaching decision makers in these companies. It provides insights into trends and labor market developments in Norway. Much of the content is based on knowledge acquired by Randstad Norway, as well as on insights from, for example, Randstad Workmonitor.

portugal

Randstad Portugal has a partnership with NovaSBE to promote social impact talks. An initiative devoted to inspire and spread ideas through powerful talks by international entrepreneurs and managers who are able to drive real impact through their professional or personal experiences. This initiative aims to foster learning by providing life examples and inspiring future leaders. Moreover, it intends to gather important research material from faculty-led interviews.

Organized by the Leadership for Impact Center, Social Impact Talks take place monthly at Nova SBE Campus de Carcavelos and are open to students and the public in general. An invited guest gives an impact-focused 90-minute talk based on their personal experience, which is followed by interaction with the audience through a Q&A. The public talk is followed by a recorded interview for research purposes. Randstad invited their managers and clients to these talks, enabling them to learn and develop their own views on topics of social impact.

spain

Aligned with our social commitment, we feel we have the responsibility to provide the society at large with accurate information about the labor market and HR. This is the reason why, at the end of 2015, 'Randstad Research' was born, an institute centered around the generation and broadcast of accurate and objective information based on deep and systematic analysis of labor market data (unemployment data, analysis of talent requirements, information about salary trends, and other studies and analyses). Access to this information is free and publicly available on <https://research.randstad.es/>.

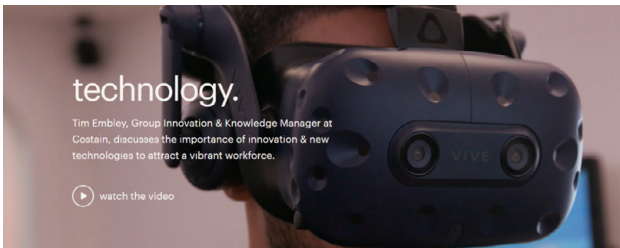
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In 2016, Randstad Spain set up Randstad Valores (Randstad Values), which focuses on the value-based management of companies. We believe that, as leaders, we should make the necessary tools available to make this value-based management a reality in society. As part of this initiative, Randstad has created a manifesto that aims to generate the necessary commitment to boost talent- and value-based management in the organizations that have signed it. Currently, more than 4,700 people have already joined Randstad Values. More information can be found on <https://valores.randstad.es/>.

united kingdom

Randstad CPE has campaigned around the future of construction and how technology will impact the industry in the future. Construction firms need to prepare for the future and ensure their business is future proofed for the skills of tomorrow.



local sustainability reports

In addition to Randstad's Annual Report, several larger operating companies publish their own detailed sustainability reports to facilitate their local stakeholder dialogue:

- [Randstad France](#)
- [Randstad Germany](#)
- [Randstad Belgium](#)
- [Tempo-Team Belgium](#)
- [Randstad Italy](#)
- [Randstad Argentina](#)
- [Randstad Spain](#)
- [Randstad Canada](#)
- [Randstad Portugal](#)

sustainability

basics.

health



and safety.

we track absenteeism due to illness throughout the company. randstad's corporate target is to have illness rates below the official country average.

general

Randstad has a global Health & Safety Policy, which states that Randstad is committed to providing and maintaining a healthy and safe work environment, that it promotes well-being at work, and that it does all that it reasonably can to prevent personal injury and illness and to protect our candidates, employees, clients, and visitors from foreseeable work hazards.

In several countries, we have formal agreements with trade unions on health and safety topics. For example, our Dutch organizations have agreed protocols with the trade unions for absence due to illness and disability, all employees are covered by collective insurance, and reintegration partners need to be certified. In France, we have signed an agreement on the work methodology with the aim of identifying possible actions to prevent mental health risks.

To promote safety at work, operating companies have procedures in place and provide training. These include measures for fire protection, such as emergency drills, and first-aid and fire-fighting courses for dedicated staff. A Corporate Prevention Board at Randstad France delivers an annual risk assessment document, which forms the basis of a comprehensive prevention program.

Several of our operating companies perform health and safety audits at all sites and branches, while many have dedicated health and safety managers or quality controllers. Several operating companies organize regular training for corporate employees to help them deal with both verbal and physical violence.

Our companies offer employees an array of programs, services, and products to stimulate their well-being. These include discounts on sports and wellness centers and sports clothing, a range of comprehensive healthcare services (e.g., physical check-ups or discounts on medical costs and glasses), addiction prevention, child care (including help for sick children), care for elderly family members, various part-time working models and flexible hours (including for managers), the possibility of working from home, work-related stress surveys and stress reduction programs, training on how to deal with aggression, workplace health inspections, ergonomically designed work environments, nutrition and lifestyle advice, an online platform with tips and personal advice, e-learning, and a great deal more.

We track absenteeism due to illness throughout the company. Randstad's corporate target is to have illness rates below the official country average. If an operating company does not meet that target, it is required to present an action plan for improvement.

united states

As a testament to its dedication to safety, Randstad US holds the Safety Standard of Excellence mark (SSE), a national program developed by the American Staffing Association (ASA) and the National Safety Council (NSC). A rigorous and randomized safety audit evaluated Randstad's policies and initiatives and unveiled its continuous commitment to promoting worker safety. Randstad works with both temporary workers and host employers to build a mutually beneficial relationship that can help identify and mitigate workplace hazards and exposures and clearly delineate the safety responsibilities of each party.

Randstad US operates with a dedicated field-based risk management and safety team, which is embedded in its operations. The safety program is based on a multi-stakeholder approach. This means that all relevant parties are involved (i.e., Randstad, client companies, temporary workers, employees, and H&S professionals), who all contribute to a proactive process of accident prevention. The safety management system consists of preventive measures and campaigns that are aligned with Randstad's behavior-based safety approach to drive a strong safety culture in each client workplace. Randstad works directly with clients to participate in building a safety culture through strong management leadership and talent engagement in safety to prevent workplace accidents and injuries.

As a leader in manufacturing and logistics staffing and on-site talent management solutions, Randstad also launched an online resource hub and quiz to help organizations assess their safety needs and understand the costs of leaving them unchecked. The platform provides safety resources and thought leadership to employers to become more accountable and to attain a stronger alignment around safety.

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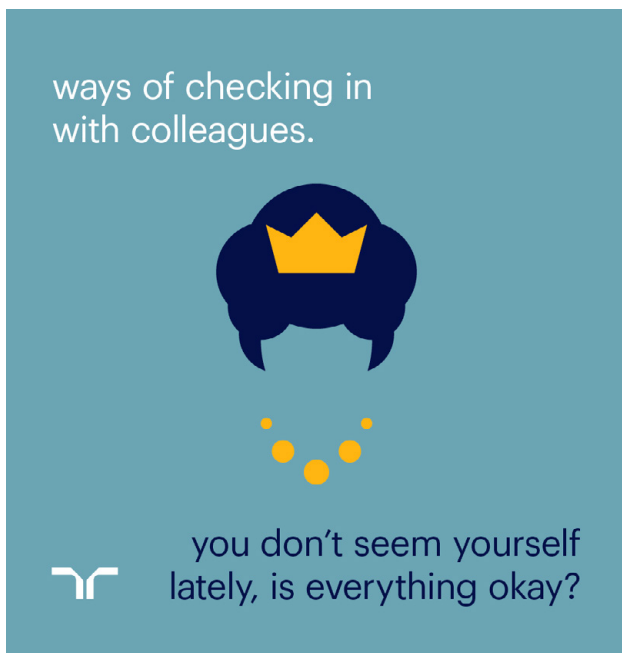
canada

The foundation of Randstad Canada's Health and Safety Program is the emphasis that safety is everyone's responsibility, a philosophy that is fully integrated into every level of the business.

Canada's safety program places emphasis on prevention, by training employees to assess workplace hazards and to partner with safety conscious clients. Randstad also provides ongoing support to clients to not only ensure safety compliance but to assist in establishing industry best practices as well. In their belief in supporting local communities, Randstad also provides support to local high schools to raise awareness around young worker safety. Randstad Canada's health and safety program is regularly audited by multiple government agencies and, as such, has been recognized as an industry leader in health and safety.

australia

Randstad Australia maintains a robust hazard management system to prevent harm to its temporary workers, contractors, and employees. Part of this system is a workplace safety assessment (WPSA) conducted by a consultant. The primary goal of the WPSA process is to protect the health, safety, and welfare of people by identifying, controlling and communicating risks. Before placing a candidate with a new client or at a new client site (or in the case of a new task at the same site), a WPSA must be completed.



Randstad Australia has AS/NZS 4801:2001 accreditation, an occupational health and safety management system that is commercially recognized within Australia, New Zealand, and other countries (OHSAS 18001:2007). As a leading standard, this accreditation shows the priority we place on occupational health and safety, and our dedication to creating safe work environments for all employees.

Randstad Australia held its first Health and Well-being month in September this year to support its employees. Across the 4 weeks, we focused on individual themes to highlight different areas.

argentina

Randstad Argentina runs a dedicated program to reduce the number of occupational accidents and diseases among temporary workers. The program takes a multi-stakeholder approach. This means that all relevant parties are involved (Randstad, client companies and their employees, health and safety professionals, and insurance companies), who all contribute to a proactive process of accident prevention. The prevention plan builds on an analysis made by Randstad of workplace accidents at client sites, resulting in observations and recommendations. This has led to a culture change in terms of caring for people and secure working conditions, improving safety procedures and compliance with existing legislation, and training.

As a result, Randstad Argentina has halved the number of occupational accidents since 2013. This has been achieved by further training on health and safety, and effective follow-ups.

italy

When candidates receive their employment contract, Randstad Italy provides them with a health and safety manual and detailed risk information. On a quarterly basis, Randstad Italy monitors in detail any incidents involving temporary workers, sharing a report of such incidents with commercial staff so that they can make clients more aware of safety matters. In 2016, to increase the effectiveness of health and safety initiatives, a group of H&S Ambassadors from all over the country was created. H&S Ambassadors are members of an H&S Committee, whose goal is to identify and address corrective and preventive actions in order to guarantee continuous improvement in health and safety issues in the workplace. The H&S team works very hard to integrate H&S matters into the company culture and to become more effective in accident prevention.

Randstad Italy has provided all individual branches with detailed emergency plans, covering matters such as hostile visitors, fire, floods, earthquakes, bomb alerts, and gas leaks. During the year, first-aid and firefighting training are organized regularly for branch and headquarters staff. All policies are posted on the local intranet and accessible to all employees.

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the netherlands

Randstad Group Netherlands has a special department for health and safety, called Health@work. This oversees sustainable employability and a healthy work environment, based on four pillars:

1. **Vitality:** Our employees and candidates must be mentally and physically fit in order to be able to perform their tasks;
2. **Facilities:** We offer the best workplace facilities to enable people to perform their duties;
3. **Safety:** We want people to feel safe and to work in safe conditions; and
4. **Absenteeism:** We do our best to help those who are sick to recover as quickly as possible so that they remain employable.

In the Netherlands, 20% of workers suffer from stress or have burn-out complaints. And this is not only related to a high workload. People constantly challenge themselves in being successful at work, eating healthily, exercising more, and spending enough time with family and friends. This means it is important to find a good balance between work and relaxation. It's all about 'vitality'.

Six years ago, Randstad Group Netherlands introduced its vitality program #Atyourbest. This program supports employees in maintaining their physical and mental health. Because if you are fit and feel good, you benefit from this in your work, as well as in your private life. The program comes with an online platform, which helps our Dutch colleagues to work on their personal vitality in a way that suits them best. They can get discounts on several activities (or join activities for free). In addition, they can participate in workouts, download healthy recipes, or get advice from a nutrition consultant, a work-life balance coach, or a physical therapist.

Besides the online platform, the regions get a 'vitality budget', which they can spend freely on initiatives such as sports lessons for their team, mindfulness sessions, or workshops on preparing healthy lunches. It is up to the consultants themselves how they spend their budget.

The only rule is that everyone agrees with the way the budget is spent. In this way, people are encouraged to have a Great Conversation about vitality, what it means to them, and how people can support each other in achieving their goal.

Finally, everyone gets the chance to measure their vitality by doing a vitality scan. This is an online survey that includes lifestyle, work and energy, and work ability. After taking the test, employees can download a report with advice and suggestions for actions they can take.

The biggest result of the program is that vitality and healthy living and working are becoming embedded in the company culture. For instance, a good work-life balance is now a topic for a Great Conversation in the Netherlands. Some 68% of all Dutch employees participate in the online platform.

As part of the vitality program, employees also set up Randstad sports teams. In the Netherlands, we now have a Randstad Running Team (with over 200 members!), a soccer team, a hockey team, and a cycling team. We also arrange healthy lunch walks, offer vitality tips (both online and offline), and provide the option of working out in a specially designated indoor workout area.



employees compete with each other on various challenges, such as taking the stairs instead of the elevator, achieving a minimum walking target every week, and doing group walks after lunch.

india

Randstad India runs a dedicated H&S program in line with Randstad's global policies. This program is the responsibility of the Corporate Services team. All the Corporate Services staff have therefore been trained as H&S ambassadors. They not only conduct audits, but also provide training for the prevention of any incidents. All stakeholders are involved in the H&S process and they all recognize a need for it in the process of employee safety and accident/incident prevention. The focus is on identifying and mitigating risks by real-time communication with clients and active follow-ups to ensure adherence to safety norms. This is done for both existing and new clients, who are assessed before being taken on. With this focus, Randstad India works with clients to ensure a culture is built in which safety is paramount and becomes a way of life for all stakeholders.

Randstad India follows a strong and robust program for employee health and safety. Periodical H&S audits are carried out by the H&S Team in Corporate Services, for all locations of Randstad India. These audits take place each quarter. The sites are assessed with regard to fire safety, first-aid and emergency procedures (including fire evacuation drills and training in the use of fire fighting equipment), electrical safety, general safety, and maintenance of furniture and fixtures. Apart from the above, we follow a 4-tier physical security procedure at all Randstad India core locations (i.e., security guards, physical check of company ID cards to eliminate unauthorized access, access control to ensure entry only to authorized personnel (including to restricted access areas), and CCTV camera monitoring).

We also collaborate with medical agencies for periodic dental and medical checks. This is also part of the Randstad India BCP (Business Continuity Plan), which is invoked whenever any situation arises that warrants suspending operations of one or more offices of Randstad India, for example in the event of a natural calamity. The primary focus is to ensure employee safety and continuity of business operations. This program has been tested in real-time scenarios and has been a great success.

Randstad India invests in employees' physical and mental health through various initiatives. We have had a walkathon challenge every year since 2016, where we use gamification to focus on physical health and make it fun. Employees compete with each other on various challenges, such as taking the stairs instead of the elevator, achieving a minimum walking target every week, and doing group walks after lunch. After this 4-week challenge, the winners are announced.

Randstad India also participates in Pinkathon, which is India's biggest women's run. We have around 30 percent of our female employees participating in various categories (21 km, 10 km, 5 km and 3 km).

We give equal priority to the health and safety of our temporary workers. We conduct regular town halls every quarter within the premises of our clients. Here we address all the concerns raised and challenges faced by our candidates. All issues are closed immediately by talking with the clients and sharing the action items with them. Regular follow-up ensures that our workers will not be facing the same challenges again.

belgium

Randstad and Tempo-Team Belgium have developed a safety policy for their temporary workers. Randstad's safety advisors offer long-term support in their workplace to detect risks, give advice, and approve the job. In this way, they guarantee the absolute safety of Randstad and Tempo-Team's flex workers, while also reporting to clients. These safety advisors can always be contacted by our colleagues in the field in the event of doubt or questions. Since 2014, an online platform has been in place with safety instructions, tests, and tips. Clients are encouraged to use an introductory movie to explain their activities to their new flex workers, describe the risks involved in these activities, and take them through the safety instructions.

Within Randstad and Tempo-Team Belgium, employees can contact our safety specialists by email or through an online platform. The intranet provides a Vitality Calendar of local or national activities. Since 2016, Randstad and Tempo-Team Belgium have organized Vitality workshops to encourage employees to eat and cook healthier meals and to keep active while at work. Healthier meals and exercise give people more energy, improve concentration and reduce illness. In addition, a special training program was developed for employees on how to recognize the signs of an impending burnout. This program aims to raise awareness, allowing employees and their managers to respond quickly and prevent colleagues falling victim to this often long-term illness.

turkey

Randstad Turkey performs regular EHS controls and medical checks for all its temporary employees working for its clients strictly in line and compliance with local legislation. Randstad Turkey collaborates with a local service provider to perform duties countrywide and document all input for internal, external and official use to prevent work-related accidents and sickness.

randstad's safety advisors offer long-term support in their workplace to detect risks, give advice, and approve the job.

denmark

Randstad Denmark offers health checks for temporary workers on night shift in line and compliance with local legislation and collective agreements.

Randstad Denmark also has a Work Safety representative, who is responsible for helping to monitor stress factors among employees. In addition, Denmark has collective agreements and laws in place regulating sickness, vacation and parental leave. Randstad Denmark offers extensive health insurance for employees, so they can quickly get help and support on issues relating to health and sickness. Randstad Denmark also offers an annual fitness allowance for employees. In the event of a health and safety crisis, Randstad is supported by a professional crisis team.

germany

Randstad Germany has an explicit strategy to reduce the number of accidents, and performs regular on-site inspections with client companies. With every new client, working conditions and measures for the protection of workers are assessed. Workers are only placed if any weak points identified are first dealt with by the client company. Health and industrial protection is thus achieved in close cooperation with clients. Randstad meets the requirements of national regulations concerning safety at work and the protection of health in the workplace.

the promotion of a healthy lifestyle and the maintenance of physical and mental fitness of employees of all ages are becoming increasingly important for the job market.

Occupational health and safety care at Randstad Germany is provided by Werksarztzentrum Deutschland. The support includes the following services:

- Advice on all issues relating to occupational safety and health protection, irrespective of whether these are related to the workplace in question or not.
- Implementation of occupational health precautions in accordance with ArbMedVV (Ordinance on Occupational Health Precautions) and aptitude tests.
- Accompaniment during workplace inspections on request or in coordination with the specialists for occupational safety.

The company medical center in Germany offers a wide range of health services that are available to all employees. In the 'Medical Service Center', which can be reached via a free hotline, doctors and medical specialists take time to offer advice and assistance and support employees in staying healthy. Randstad regularly invites its employees to preventive appointments at its branches.

The promotion of a healthy lifestyle and the maintenance of physical and mental fitness of employees of all ages are becoming increasingly important for the job market against the background of demographic developments. This is why the extended care concept of the company medical center in Germany is available in the areas of work-life balance, addiction prevention, nutrition and exercise. This is supported by a collaboration with fitness studios. In addition, all employees have been able to use

the Gympass platform since 2018. With a membership, they have access to over 2,000 sports, fitness and wellness facilities and more than 300 different activities throughout Germany. An 'Employee Assistance Program' is also part of the service. Psychologists and social workers are available for all employees in the event of a life crisis. For example, employees receive support in cases of serious illness or bereavement. The center also organizes Health Days, which focus on activities such as exercise programs, ergonomics consulting for office workers, nutrition counseling, relaxation techniques, and dealing with work-related stress. In addition, Randstad Germany's flex workers are instructed on how to work safely and be aware of any risks.

Randstad provides structures that support both employees and temporary workers in reconciling work and family life. The company is a member of the Care and Career Charter. In this network, more than 200 companies, authorities, municipalities, institutions and universities exchange information on the subject of profession and care, supporting employers through customized solutions for their employees. At the same time, new support options are being developed and future needs identified.

Finally, WDS.eldercare is available to all employees and temporary workers. This is a special care and nursing concept for companies to support employees and their relatives in need of care.

united kingdom

The success of any H&S system depends highly on the involvement of all employees at all levels. That is why Randstad UK has developed a group-wide H&S policy and policy statement. These are adhered to by all business lines. This is reinforced by the managing director of each business line putting their name and signature to the policy. Employees are encouraged to bring to the notice of their management or representatives any matters that may affect their health, safety or welfare at work. A process is in place for the provision of feedback on the H&S policy and procedures.

randstad sweden offers private health insurance for employees, so they can quickly get help and support on issues relating to health and sickness.

sweden

In Sweden, there are collective agreements and laws that regulate sickness, vacation and parental leave. Randstad Sweden offers private health insurance for employees, so they can quickly get help and support on issues relating to health and sickness. Randstad Sweden also offers an annual fitness allowance for employees. In the event of a health and safety crisis, Randstad is supported by a professional crisis team.

portugal

For corporate employees, Randstad Portugal arranges doctor's appointments when employees need to see a doctor. These appointments are free of charge for employees and take place at our premises. Employees also have access to health and fitness centers at a company rate. At our headquarters we also have a gym and we use YouPlan to make reservations. Therapeutic massage is also available here.

norway

In Norway, there are collective agreements and laws that regulate sickness, vacation and parental leave. Randstad Norway offers health insurance for all corporate employees, so they can quickly get help and support on issues relating to health and sickness. Employees have access to health and fitness centers at a company rate. In the event of a health and safety crisis, Randstad is supported by a professional crisis team.

singapore

In Singapore, the building management organizes a fire drill twice a year to ensure that employees know what to do in the case of a real fire. All employees are expected to take part in this fire drill. As part of employee benefits, we partner with Ufit Singapore to provide a 1-hour weekly bootcamp for our employees after work on Tuesdays. We have been providing this complimentary benefit to our employees for the last two years. In 2019, we provided a complimentary corporate health screening to about 74 employees. The health screening covered checks like a full lipid profile blood glucose test, body mass index (BMI), blood pressure and body composition.



corporate



citizenship.



VSO

Since 2004, VSO has been Randstad's global partner for making a real difference in developing countries. Specifically, Randstad is VSO's global employability partner, supporting VSO's work to help marginalized people to access the labor market. This is achieved by giving our employees an opportunity to volunteer in one of VSO's international projects. We also use our knowledge and infrastructure, pro bono secondments, and joint marketing efforts to help VSO become bigger and better at recruiting volunteers across the world.

supporting VSO through volunteering

Driven by our (and VSO's) strategic focus on employability, in 2019, we directly supported multiple VSO projects by working to improve employment and entrepreneurship opportunities for the most vulnerable, especially youth; those projects fall under the umbrella of the empowerment, employability and entrepreneurship program in East Africa. Randstad volunteers support several VSO Livelihoods projects, matching their skills and knowledge at appropriate intervention points to increase the impact of each project. The focus of their work typically includes establishing connections with local industry and matching youth with jobs or entrepreneurship opportunities; providing employability and soft skills training; and providing career guidance.

randstad is VSO's global employability partner, supporting VSO's work to help marginalized people to access the labor market.

[randstad youth employment project \(RYEP\), tanzania](#)

Youth employment is VSO Tanzania's flagship focus, making it a natural fit for both Randstad's core business focus and the partnership. Even though Tanzania's economy is growing quickly, some groups are not able to take advantage of this growth, because they do not have the right skills and lack access to relevant training and services that would help them gain employment.

Throughout 2019, fourteen Randstad volunteers worked for three to six months, and sometimes longer, on various employability projects in Tanzania. Fatma, a 25-year-old woman, was supported by the project after she had to quit school because she was unable to pay the fees.

‘through various self-empowerment training sessions, i have gained confidence and enthusiasm, which will certainly help me to reach my goals.’

“I’m thankful to the LZYE project and the opportunities which were offered to me,” she says. “Through various self-empowerment training sessions, I have gained confidence and enthusiasm, which will certainly help me to reach my goals. I’m convinced that my hard work will pay off and I will make it.”

One of the activities provided by RYEP is the training of students/youth on entrepreneurship skills. A total of 1,009 students were trained in 2019 and 29 student groups (160 members) received access to startup capital to set up a business. The team also worked on relationships with the private sector and managed to engage 142 new companies. Finally, 739 students were placed in internships which helped them get valuable work experience and be prepared for the labor market.

[youth employment enhancement project, uganda](#)

The Youth Employment Enhancement Project (YEEP) responds to the unemployment crisis for young people in Uganda and the barriers to the growth of micro-enterprises. The objective of the project is to increase the chance of a resilient livelihood for youth through employment and entrepreneurship. The project stimulates the growth of youth-led micro enterprises to create work opportunities, enhances youth capacity for entrepreneurship and employability, and gives entrepreneurship support to youth starting new businesses. A total of ten Randstad colleagues supported this project in 2019. During their placements, they were able to transform the youth entrepreneurship hub, making it youth friendly and functioning well. Furthermore, they set up pitch workshops and events to prepare and coach the youth to compete in a grant winning process to establish their business. The grants were possible through the donation made by Randstad

after the sports event (see 15th anniversary). So far, 25 entrepreneurs have been selected to receive a grant. In addition, 486 youth were trained in entrepreneurship and life skills training.

“I had the great opportunity to work one on one with some of the youth in workshops and saw them grow when they were pitching their business plans,” says one of the volunteers in the project.

[youth employment enhancement project, kenya](#)

The project in Kenya is connected to the one in Uganda and has a similar goal and approach. It aims to achieve inclusive and sustainable economic growth by supporting 1,200 marginalized young people with career guidance and soft and technical skills for employment and entrepreneurship. The project also focuses on capacity building to accelerate growth of youth-led micro-enterprises. The project has only recently started to receive the support of Randstad volunteers. The first volunteer started his placement in August 2019 and a second one followed in November 2019. Their priorities have been on starting to set up a career center, training the community-based organization on strategy, sales and proposal writing, engaging the private sector in the project, and building an activity tracking database to follow up students and their progress.

strategic placements

In 2019, we introduced a new kind of placement, which has a more strategic focus for VSO than the project, directly impacting the primary actors. At a global level, VSO is investing in identifying and documenting best practices in their livelihoods portfolio. Their work in employment and entrepreneurship has been the focus of several projects in Tanzania, Uganda and Kenya, and the projects are having a positive impact on the employability of youth. They now aim to review current practices on a selection of promising livelihoods practices, document the approaches, determine future focus and implement/test improvements. The intent is that this will contribute to creating VSO global livelihoods approaches that can be replicated in other projects and countries. Seven volunteers worked on this in 2019 with great success. After researching and gathering training material, activities and best practices, they identified 17 global approaches, drafted and tested 10 learning documents, and wrote three implementation guides.

other countries

Another five volunteers were working in employability projects in Bangladesh and India. Unfortunately, these projects have come to an end and are no longer supported by Randstad volunteers.

pro bono distance support

For Randstad employees who would like to contribute to the partnership, but who are not in a position to pack their bags immediately, there are many other fun and sociable ways they can make a positive contribution. One of these opportunities is to support VSO from a distance, for example by becoming a mentor for youth in Tanzania. 18 colleagues used their eight hours of volunteering to guide young Tanzanians in their search for a job, and the experience for both the mentors and mentees has been very positive. Colleagues also contributed in different ways, for example through developing marketing material for small enterprises in Tanzania or by becoming an online selector, supporting VSO's recruitment process. All together, 37 colleagues spent 528 hours on distance support.

together, randstad and VSO have been empowering people for 15 years.

15th anniversary

Together, Randstad and VSO have been empowering people for 15 years. We are proud of our strong and long-lasting partnership, and used last year to celebrate this special milestone through many activities.

sports event

April 6 marked the international day of sports for peace and development, and in the week that followed, several sports events took place in 20 Randstad countries. Colleagues around the globe participated in sports activities to raise money for VSO. The goal to reach 15,000 km all together was well exceeded, with more than 3,600 colleagues contributing 31,741 km, which led to a donation of €31,741 (€1 per km). The money raised was donated to a project in Uganda, and was used to support young entrepreneurs in growing their business and become sustainably self-employed.



round table

On April 15, Randstad and VSO organized a closed round table event on the future of work in Africa. Every seat was taken. Participants included the Directorates Sustainable Economic Development (DDE) and Social Development (DSO), Achmea Foundation, Philips, PUM and the Maastricht School of Management (MSM). They shared key emerging trends and insights on the future of work and discussed strategies on how to best prepare youth in low-income countries for employment and entrepreneurship. African youth from Tanzania shared their ambitions, challenges and solutions via a short video message.

celebrating returned volunteers

On August 31, 100 colleagues and former colleagues went on board the Clipper Stad Amsterdam in the beautiful Harbor of Rotterdam to share their stories, memories and experiences. They were welcomed by Jacques van den Broek and Erik Akkerman, Director of VSO the Netherlands. In his opening words, Jacques highlighted that our partnership with VSO has become increasingly strategic and that the number of colleagues going on VSO placements has grown significantly over the past few years. The keynote speaker, Gib Bulloch, then shared his personal volunteer journey. He emphasized that the journey does not end once you have returned from your placement, encouraging all former volunteers to continue to make a positive impact in their daily jobs. The joint experience of all volunteers was summarized in a fantastic drawing by a talented cartoonist, and the event came to a spectacular close with a performance from an African Djembe band.



field visit uganda

On September 5, colleagues from Hungary, Switzerland, the US, Spain and Austria got the amazing opportunity to visit one of Randstad and VSO's projects in Uganda. During their four days in Gulu, the group visited a number of enterprises and training centers of local youth who had received VSO support. Our Randstad colleagues listened to their stories, got to know their businesses and gave tips and ideas on how to improve them further. They also participated in a workshop that prepared young entrepreneurs for their sales pitch for VSO support, and exchanged thoughts and ideas with the international and national volunteers on other possible ways of supporting.

"This one week in Uganda was without a question one of the best experiences of my life so far," says Gabor, one of the participants of the field visit. "It was amazing to see how much our volunteers can really help, how important VSO's job is, and also how thankful these young people are for any kind of help and how incredibly keen they are to learn new skills!"

kilimanjaro challenge

As part of the activities to celebrate the 15th anniversary of the Randstad-VSO partnership, several of our colleagues decided to take part in the Randstad-VSO Kilimanjaro Challenge. They had to collect €5,000 each for VSO projects in Tanzania, which was a real challenge.

“With the help of colleagues, friends and family, spaghetti dinners, sports events, selling pancakes, candy, wine and t-shirts, lotteries, Kilimanjaro sandwiches, generous suppliers and clients, and so on, we made it!” says Dieuwke, one of the participants. “With the additional donation made by Randstad Japan, we collected a total of more than €150,000! A wonderful achievement by a great bunch of colleagues, from Belgium, France, Japan, the Netherlands, and the United States.”

The next challenge was a 5-day trek on Kilimanjaro and to the top of Mount Meru. Mount Meru is not an easy one to climb, especially not above 3,500m. It has an extremely rocky top and there are no clear paths to follow. But the whole group overcame this challenge and all 24 reached the top in the early morning of Monday, November 4. Afterwards the group visited the project that received the donations to see how the money was spent. With the donations, 200 marginalized youth (especially girls and young women) will receive Vocational Education Training and Life Skills Training (including on gender equality). In addition, they will receive start-up kits for setting up their own businesses, and get access to internships, coaching and job opportunities. Young mothers will receive child care support. Safety equipment needed for training and apprenticeships will also be provided. Part of the project is the Theatre for Change, which was set up thanks to the donations that came in and will have a big impact on the project. The Theatre’s performances reach out to local communities to address topics such as gender-based violence, teenage pregnancy and arranged marriages. The aim of these interactive performances is to start discussions on these topics in the communities with all stakeholders, ranging from leaders to youth officers and teachers, as well as adults and children. [Click for video.](#)



partnerships for sustainable youth employment in africa

As the final celebration of the 15th anniversary of their partnership, on November 22, Randstad and VSO organized a seminar focusing on partnerships for sustainable youth employment in Africa. During the day, Randstad CEO Jacques van den Broek had an interesting discussion with Erik Ackerman, Director of VSO the Netherlands, reflecting on the last 15 years of the partnership. Annemarie Muntz, Managing Director Global Public Affairs at Randstad, gave a presentation on the future of work and then joined a discussion on issues such as the barriers that women face when searching for employment.

challenge fund for youth employment

Randstad, Palladium and development organization VSO have become fund managers of the Challenge Fund for Youth Employment (CFYE). The CFYE was set up by the Dutch Ministry of Foreign Affairs. The purpose of the fund is to create future prospects for 200,000 young people by investing in decent work and income. The fund pays special attention to equal opportunities for young women in the labor market. The focus regions of the fund are West Africa/Sahel, Horn of Africa, North Africa and the Middle East.

In cooperation with the business community and other relevant stakeholders, the Fund supports initiatives that are suitable for up-scaling, that can be applied elsewhere, and that focus on future-proof skills such as digital and soft skills. The integrated approach taken will improve the connection between the skills of young people and the qualities required on the labor market.

The CFYE was announced to the Dutch government by means of a financing letter drawn up by Sigrid Kaag, the Dutch Minister for Foreign Trade and Development Cooperation. The agreement was signed on September 26, 2019, and the Fund was officially launched on November 22 during the Seminar on Partnerships for Sustainable Youth Employment in Africa.

by giving all our employees the chance to spend 8 hours (1 workday) on volunteering every year, we create the combined power of 37,000 volunteering days, which amounts to a total of 296,000 hours.

other community engagements

randstad with heart

In 2017, we saw the global launch of Randstad With Heart, a global program that enables our more than 38,000 employees worldwide to undertake eight hours of voluntary activities annually during working hours for a charity of their choice.

The purpose of Randstad With Heart is to give back through volunteering and raise awareness of causes that are close to us. That is why we want to offer all our employees the opportunity to give something back, by volunteering, donating, or fundraising. By combining the engagement and activities of all our employees, we are able to create a great social impact.

By giving all our employees the chance to spend eight hours (1 workday) on volunteering every year, we create the combined power of 37,000 volunteering days, which amounts to a total of 296,000 hours. This would be the same as 154 full-time employees working one full year on social projects, or one full-time employee working 154 years on such projects. Imagine what we can achieve together.

In 2019, 3,931 employees contributed 25,912 hours of volunteering.

Our CEO, Jacques van den Broek, spent his eight volunteer hours on a cause that is close to one of the operating companies, namely Ocean Youth Sailing. This project offers youngsters, people with a distance to the labor market, and refugees hands-on work experience through building a boat. This clearly aligns very well with our core business. The day was very successful. The Ocean Youth Sailing team was happy with the support they got and our Randstad colleagues were satisfied with their work, which was quite a contrast to their day-to-day office life. The biggest reward? They could clearly see the result of what they had accomplished in just one day.

[Click for video.](#)



argentina

Randstad Argentina is renowned as a local benchmark in diversity management, the inclusion of groups at social risk in the labor market, and the promotion of gender equality. In 2019, we held a training session with UN Women in Salta, the province in Argentina with the highest femicide index, to help raise awareness and provide information on the gender gap and how, from the corporate side, we can help to level this gap out. We invited clients, prospects and social institutions.

This year we reached a new record in Argentina: 102 volunteers participated so far (this is nearly one-third of our company), from different parts of our country, impacting the work lives of more than 3,100 people. All of our activities are related to some part of the job search process, such as training to help people build their curriculum vitae, lessons on where and how to search for a job and all the do's and don'ts for the job interview, and simulated interviews. Our program is increasing in popularity, since all our colleagues get the chance to see and feel in person the huge impact we can have with our know-how on employability, and how this information and practice is so appreciated by different groups of people, such as migrants and refugees, the LGBT community, people living in slums, unemployed people under 25 or over 45 years old, people with disabilities, etc. The impact we can make on people from our community is much deeper than we realize, and, as most times our volunteers go in couples, it is also an opportunity for engagement and getting to know peers from other departments.

Argentina is confronted with a large number of children who are exposed to child labor. This situation is worse in the north of the country, where most of the citrus and tobacco production takes place, and where harvest workers often take their children to work or leave them at home to deal with all the household chores.

Randstad Argentina participates in and encourages the Tobacco Chamber's initiative of setting up child assistance centers (for children up to 11 years), with the objective of preventing the use of child labor during the tobacco harvest. Together with the Tobacco Chamber and the NGO Conciencia, Randstad Argentina has run this program during the harvest season, from January to March, in the provinces of Salta and Jujuy since 2003. As these months coincide with our summer holidays, the program operates from the same schools the children attend throughout the year. The program not only prevents these children from working, but they are also taken care of, receiving health services, arts and crafts lessons, and lots of play time. The services include health care, study support, psychological support, early stimulation (babies), clothing, recreational workshops, and more.

In 2019, 560 children were accommodated throughout the seven assistance centers, and 87 jobs were created to support these centers. Part of this program also includes training for and meetings with parents and members of the community. Older siblings aged 12-17 participate in a similar program, which is managed by another NGO, called Porvenir.



randstad education has a long history of supporting schools in the UK with the provision of education professionals focusing on special educational needs (SEN).

united kingdom

Our partnership with Child Bereavement UK (CBUG) started in early 2019, when we agreed to offer them a full day and evening on the Clipper ship during our September 2019 program. In effect, this represented costs of circa £20,000, which Randstad covered. CBUG is a charity with the Duke of Cambridge as its Chief Patron. Other patrons include Bear Grylls, Claudia Winkleman, Ben Fogle, Mary Berry and Rio Ferdinand. Uniquely, the charity provides support to those who have lost children, but also children who have lost parents.

On September 28, CBUG were able to auction off a Saturday evening dining experience on the Clipper for 6 couples, raising almost £10,000. During the same day, the ship hosted a fundraiser for a parent who had lost his son to suicide and was raising donations to cross the Atlantic on a yacht in his memory – Race for Rene. This event also raised several thousand pounds for that trip. The partnership with CBUG continues into 2020, where the clipper venue will be provided for a day during ‘Dying Matters’ and ‘Mental Health’ weeks in May.

At Randstad Public Services, we support a range of charities on both a local and national level. With one in four of us suffering from mental health issues every day, we value the importance of encouraging positive mental well-being, both in the workplace and outside working hours. That’s why we have worked in partnership with Mind throughout the last two years to raise money through a series of events organized by Matt Booth from our Learning and Development team. Across three events in 2018 and 2019, we raised a total of £5,443.

Randstad RIS UK have partnered with the Armed Forces charity to improve the employability of people leaving the armed forces. In partnership with Caterpillar, they have been running insight days to initiate contact between the employer and potential employees leaving the Armed Forces.

Randstad UK Construction Property & Engineering (CPE) partners with the Lighthouse Construction Industry Charity, which focuses on helping unemployed construction workers to get back into the industry, supporting them from both a financial and rehabilitation perspective. Local charity champions have been appointed across the CPE branch network. In partnership with the charity, Randstad UK organizes fundraising initiatives with mutual clients, such as joint charity events.

Randstad Education has a long history of supporting schools in the UK with the provision of education professionals focusing on Special Educational Needs (SEN). Manchester and the North West is a UK region in which Randstad has a particularly strong track record in supporting schools. As part of the wider community work in this arena, Randstad organizes an annual SEN sports day.

Our Manchester Education teams support many local charities. For the last 9 years, they have held a sports day for SEN schools at the Etihad Stadium. In 2019, 24 SEN schools and around 250 students attended. All the events are tailored to the needs of the individual pupil, ensuring that everyone can take part.

They also work with Manchester Youth Zone and partner with their careers lead to hold work experience days, Dragon's Den events and careers fairs for local secondary schools. These events aim to raise the aspirations within children about all the career options out there. One of our managers, Mel Porter, even ran 10 x 10k races for them!

Our Preston Education team supports Inspiring Futures and Primary Futures charities. Through this, they have held mock interview days for secondary schools, whilst volunteering to go into schools to educate pupils about the world of work. Across the 2018-19 academic year, they supported 12 schools. Alongside this, for the last four years they have worked with the Career Ready charity to mentor sixth-form students with CV writing and interview technique workshops.

Our Luton Education team are working with a local charity called Level Trust, who help families overcome the costs of education so that all children can have the chance to learn. We will be partnering with them to work on a conference that raises awareness of poverty and aims to 'poverty proof' schools.

In the past, we have worked with other charities too, for example, our Edinburgh Care team raised funds for the children's charity Variety, who fund specialist equipment and fun days out to help disabled and disadvantaged children.

Across the company, we also have our Randstad with Heart scheme, where each and every employee participates in eight hours of voluntary charity activities annually during working hours, for example by volunteering at local charities, or by completing sporting events such as the Great North Run. Through this, we are able to bring our Human Forward promise to life and support various communities.

randstad france partners with entourage, whose mission is to promote the reintegration of homeless people through employment.

france

Randstad France partners with Entourage, whose mission is to promote the reintegration of homeless people through employment. To achieve this, the Entourage association has set up a social network of solidarity, linking homeless people with residents in their neighborhood. Randstad and Entourage have joined forces under the Entourage Job initiative, which aims to generate employment opportunities for the homeless by encouraging people to open their professional networks, and by encouraging recruiters to support those who have the desire and the motivation to work. The project includes the development of a digital platform dedicated to the collection and dissemination of résumés. Randstad participates in the design phase of the project, including the scoping phase of the technology platform. We also share expertise around the tools developed by Randstad (employability diagnoses, aptitude tests, etc.). Finally, Randstad employees run training sessions for Entourage Job candidates (job searches, preparing interviews, etc.).

The CREO association offers support programs for young entrepreneurs from disadvantaged neighborhoods. In 2019, they set up the CREO Business School. As a partner, Randstad France actively participates in the creation of this school by developing educational content. Since 2012, Randstad has been a member of the selection jury for CREO's annual competition for entrepreneurs, financially supporting its implementation, providing rooms, donating materials, and awarding an annual prize. This year, we renewed and strengthened our partnership with CREO, and Randstad also organized more workshops on finance, marketing, human resources, sales, and communication.

in 2019, 20 employees coached micro-entrepreneurs, including 5 members of the executive committee of randstad france, who sponsored these young people.

In 2019, 20 employees coached micro-entrepreneurs, including 5 members of the Executive Committee of Randstad France, who sponsored these young people. This mentoring and training program takes place in 7 months from September to February. The program offers 96 hours of training, including consulting, coaching and business development workshops, networking opportunities (meetings, workshops, professional meetings), and the competition for entrepreneurs.

On Sunday, October 6, a pink wave swept over Vincennes Hippodrome near Paris, where 140 Randstad France employees gathered. First held in 2002, the Odyssey race supports the fight against breast cancer. It is an event dear to Randstad France, very committed to helping people with disabilities or with long-term diseases. Despite the rain, the Randstad France team was happy to run, walk or cycle 5 or 10 kilometers. The donations brought in nearly €3,000 to fund research. Similarly, on Sunday, October 13, Angers went pink! Teams from the Mayenne, Anjou and Vendée regions participated in the Pink October health event supported by the French CSR department. Nearly 13,000 participants, including about twenty Randstad France employees, took part in the ninth edition of this event. Before the start of the runs and rides, the employees and their families shared a tremendous moment of solidarity during the warm-up with music. The profits went to the Women's Committee 49 to fund research projects and targeted actions against breast cancer.

italy

- GOAL (Gruppi di Orientamento al Lavoro) – GOALs are groups that focus on job orientation) and offer young people looking for a job a 3- to 5-day intensive course. Topics include career counseling, training for the job market, and job searching. Approx. 1,200 people participated in 60 courses.
- LabOrientificio – Vocational education mini-training sessions organized in secondary schools (6,000 students – 44 schools).
- Traineeships for secondary-school students at Randstad (1,000 students – 50 schools).
- The ScopriTalentì program, set up by the Marketing Department and run in collaboration with the Sodalitas Foundation, invites the most talented young people from secondary schools and universities to meet delegates from major Italian companies. ScopriTalentì is an Italian initiative that aims to give graduates an opportunity to familiarize themselves with the world of work and be interviewed by big companies, in this way getting to know their strengths and weaknesses. The event is hosted by Randstad at its headquarters in Milan, and is now in its 9th year. In total, over 400 students and 50 companies have taken part. Other initiatives by Randstad for these young people include career guidance and training, as well as personal presence and counseling, given at schools, universities, and training institutions.



randstad poland runs 'discover myself, discover the work' workshops for students in their last years of primary school who are facing the choice of secondary school.

- Enactus is an international non-profit organization Randstad Italy sponsored since 2016. It is dedicated to inspiring students to improve the world through entrepreneurial action (60 students – 10 Universities).
- Randstad Italy is a partner of the Samsung Innovation Camp, a project that aims to train university students to be ready to join the contemporary job market, with particular reference to digital skills (10,000 students – 20 universities).
- In collaboration with the Sodalitas Foundation, Randstad Italy participates in Deploy your Talents, a European project that aims to create more awareness of the growing need for STEM competencies, while simultaneously reducing the gender prejudices that characterize this sector. The target group are secondary school students aged 16 to 18. (300 students – 8 schools).
- Responsible Societies – This quarterly initiative aims to inspire students to adopt the values of Corporate and Individual Social Responsibility in partnership with Sodalitas, Ciessevi and various NGOs/non-profit organizations. (200 students – 8 schools).
- At Christmas time, Randstad Italy supported two different non-profit organizations (AISM and LILA) by providing them with a location in our headquarters where they can sell their products to finance their projects. At the same time, we promoted Randstad With Heart, encouraging employees to spend their volunteer time during the Christmas period on individual or team activities.
- We sponsor the 28° 'partita del cuore', a football match whose proceeds go to charity.
- We joined 'imprese riuscite' and, together with other companies, we realized eight conferences about different topics to raise funds for three different non-profit organizations.

poland

Randstad Poland runs 'Discover Myself, Discover the Work' workshops for students in their last years of primary school who are facing the choice of secondary school. Since 2014, volunteers have conducted meetings with nearly 800 pupils in 9 cities and towns in different regions of Poland. The aim of the workshops is to activate and engage students through exercises and discussions to think about their future, career plans and employers' expectations. The workshop will also help students to identify their talents and suggest how to hone the skills that will be useful in their professional life. During the meetings, students also learn about the basic mechanisms of the labor market and how important it is to gain experience during their time at school.

Randstad Poland has also implemented the project 'Link the LinkedIn' in cooperation with universities (incl. Warsaw University and Łódź University), supporting Polish students in developing their personal brands. During the workshops, participants learn about the importance of an effective and attractive personal brand in building a career and ways to increase opportunities on the job market (including employability), and practical ways to build a personal brand and promote expert knowledge on social media.

In 2019, Randstad Poland started working together with Habitat for Humanity, a global, non-profit housing organization. They empower people in the world's poorest communities to overcome the chronic lack of decent, affordable housing. In cooperation with Zerwane Wiezi Foundation, they have been involved in creating a model system of supportive housing for young adults leaving foster care. The aim of the project is to introduce people into adulthood and prepare them to leave the institution. Randstad Poland helped prepare apartments for renovation. This accommodation will help young adults to continue their education or take up work.

At Christmas time, Randstad Poland supports the One Day Foundation and its program Usamodzielnieni (Turn Independent). Within this program, we support young people who are about to leave their childcare institutions and want to get experience in professions of their choice. This year, the gifts will help finance courses, training, supplementary classes, driving license courses and foreign language classes for the young people supported by One Day Foundation. This way, we will make it easier for these youngsters to enter the labor market or continue their education.

singapore

In 2019, Randstad Singapore partnered with Junior Achievement in their JA Career Success program. This workshop equips students with the knowledge required to get and keep a job in high-growth industries. Students explored the crucial workplace skills employers seek but often find lacking in young employees. The students also learnt about the valuable tools to find that perfect job, including résumés, cover letters and interviewing techniques, and personal branding. We also did role plays on interviewing.



in order to encourage more employees to join local volunteering activities, randstad china nominated three colleagues as 'RWH ambassadors'.

china

In order to prepare students for the world of work, Randstad China has worked closely with HR executives and experts for many years, hosting workshops and other sessions to share industry insights and provide workforce training for students from universities and business schools. In 2018, Randstad China helped university students and MBA students to get their career off to a good start by providing support and training in CV writing and workforce skills. In 2019, Randstad China launched the R-Lab campus campaign, which focuses on matching intern positions with well-known companies (e.g., Fortune 500 companies) Randstad China cares for youth not only in China but also in other regions. Each August, Randstad China hosts an event to share industry insights and workplace skills with around 30 NAHSS students in its Shanghai office. They learn about corporate cultures, and participate in brainstorm sessions on interesting workforce topics.

In order to encourage more employees to join local volunteering activities, Randstad China nominated three colleagues as 'RWH ambassadors'. We then defined two specific groups who could benefit from our support in China: children and the elderly.

On Children's Day, Randstad volunteers visited children from the Hui Xin Welfare Home, a specialized private social welfare institution for children with disabilities. We donated RMB 10,000 to the organization to improve these children's quality of life and establish a long-term relationship with them. On Mid-Autumn Day, our volunteers visited these kids again with lovely holiday gifts. They also read stories, both fairy tales and real-life stories, to motivate these children to grow up healthily

and to give them hope and joy. These children have had a difficult start, so they definitely deserve our love and care. We were happy and proud to see these children smile a lot during our interaction, especially when they told us what kind of people they want to be when they grow up. They may be a bit like ‘weak flowers’, but they are also very strong! We’re confident they can have a good future, if only they’re given the right kind of care.

At Randstad China, we strongly believe that elderly people should never be forgotten and deserve great respect. After all, they devoted their whole lives to the success of our society. That is why, on Mid-Autumn Day, our volunteers also visited the elderly people from Sheng Le nursing homes in Shanghai. In addition to holiday gifts, we entertained them with interesting talent shows, such as folk song singing, magic shows, Shanghai opera, and more. We also shared recent news and funny stories with them, and they told us their life stories. We felt extremely happy that we were able to bring some warm and bright sunshine to their aged lives, making them realize that twilight can be just as glamorous as dawn.

as part of randstad’s
collaboration with the
university of sydney,
we asked students to
explore some of the
major challenges facing
their future of work.

australia

Randstad Australia works with partner organizations such as The Smith Family to help young people who are not in education and not in employment between the ages of 15 and 24 to receive complimentary career coaching and guidance from Randstad Australia’s specialist consultants. This is carried out through a network of ‘career buddies’. The Randstad career buddies provide advice and guidance on career aspirations, help youngsters develop their career awareness and job-seeking skills, connect students with jobs, and share practical job seeker tips, such as writing a résumé and practicing interview techniques.

sydney uni project

Two years ago, Randstad Australia entered into a partnership with the University of Sydney with the aim of setting up an innovative undergraduate ‘Experiential Learning’ curriculum. The resulting two pilot programs focused on preparing third- and fourth-year students for careers of the future and on helping students effectively transition into their careers as work-ready critical thinkers.

The main topics addressed during the programs included global perspectives, cross-disciplinary learning and real-world projects, as well as adaptation to the rapidly changing work environment, where automation and digitalization are transforming work practices. For Randstad, this has meant helping students to effectively transition from university life into the world of work. In addition, participation in these pilots gave Randstad an opportunity to tap into the bright minds of young students to receive genuinely creative, innovative and effective solutions for the scenarios we challenge them with. Ultimately, Randstad Australia aims to build long-lasting relationships with some of the university’s strongest performing and most motivated students.

As part of Randstad’s collaboration with the University of Sydney, we asked students to explore some of the major challenges facing their future of work. In 2018, we challenged students to gather academic research, speak to futurists and experts, and use their own imagination to create ‘What if’ scenarios on the future of work. In 2019, a group of bright young students worked on answering the question of whether AI will be able to compute a good match between job seekers and jobs.



“We were very excited and honored to participate in this pilot program with such a well-respected institution like the University of Sydney and its amazing students,” says Frank Oerlemans, Director of Marketing and Communications for Randstad Australia and New Zealand. “We saw a bright group of students grow exponentially, developing critical thinking skills and strategic perspectives. Their diverse views on the future of work and AI have certainly contributed to Randstad’s broad HR expertise. The collaboration also fits very well with our ambition to maximize future employment and touch the work lives of 500 million people by 2030. And finally, it supports Randstad Australia’s position as a thought leader in empowering the human factor in the technology-driven world of work.”

Randstad Australia supports the Daniel Morcombe Foundation. Every year, Randstad’s specialist education recruitment division supports the Day for Daniel, an annual fundraising initiative. The Day for Daniel is a National Day of Action (since 2005) to help raise awareness of child safety, protection, and harm prevention. It is about educating both children and adults on keeping children safe through child safety and protection initiatives.

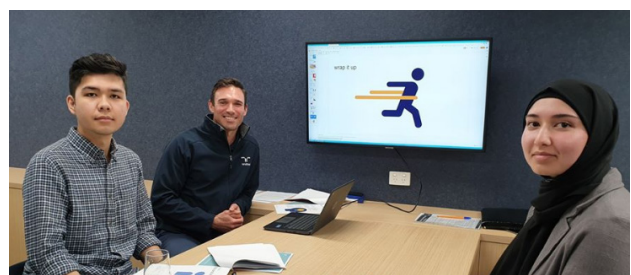
In Australia, a construction worker is six times more likely to die from suicide than from a workplace fatality. This is why the charity ‘Mates in Construction’ was formed, with the specific goal of reducing the high level of suicide among Australian construction workers and to improve mental health. Randstad Australia is proud to partner with Mates in Construction in the hope that, over time, we can help to reduce the prevalence of suicide in the industry. Mates in Construction is based on the simple idea that ‘suicide is everyone’s business’ and that if the building

and construction industry in Australia is to improve the mental health and well-being of workers and to reduce suicide rates, then it cannot be left to the mental health professionals, but rather everyone in the industry must play their part.

Randstad Australia has been supporting The Smith Family over the last few years by mentoring some of their students with our Shaping Young Futures program. In September 2018, Randstad set up an official partnership with the organization.

In Australia today, more than 1.1 million children and young people are living in poverty across Australia, with more than 638,000 children living in jobless families. At Randstad, we believe everyone deserves a great start to their working life; it’s part of who we are when we say we’re Human Forward. Our company is based on a purpose to help people gain meaningful employment opportunities.

That’s why we’ve committed to The Smith Family’s Learning for Life program, which has enabled us to sponsor 23 university students in 2019. In 94 communities across Australia, Learning for Life connects students to sponsors, whose financial support helps families afford the cost of their children’s essential school items, such as uniforms, textbooks and excursions. The charity also connects disadvantaged young people to local educational support and mentoring programs. The aim of the Learning for Life program is to give disadvantaged children and young people the opportunities they need to fully participate in their education. Our donation will help increase their likelihood of being employed throughout adult life – breaking the cycle of disadvantage. Our website details and video.



As well as the Learning for Life program, Randstad employees volunteer with The Smith Family across the country. In 2019, we volunteered with:

- iTrack – As an iTrack mentor, our employees are matched with a high school student to offer advice about education, career and post-school options, and share practical tips for the job seeking world.
- Student letters check – Each year thousands of student profiles are distributed to sponsors who generously support a child's education. As there is a need to ensure compliance with the organization's child protection framework, each profile written by the student to be sent to their sponsor must be read and checked for issues where the student might be at harm or risk.
- Toy and Book Appeal – Thousands of Australian kids go without receiving a gift at Christmas simply because their families can't afford it. The Smith Family collect and deliver over 75,000 new toys and 50,000 new books to children in need around Australia.
- Workplace Giving.
- Interview Techniques workshops – Using our expertise to help The Smith Family students with interview techniques and resume writing skills for their Cadetship to Career program. Across the country we had 40 students take part virtually and face to face.



the netherlands

Champs on Stage is a partnership between Randstad Netherlands, McKinsey, and the American Chamber of Commerce, supported by the Dutch Ministry of Education, Culture and Science. Its main objective is to reduce the number of high-school dropouts – an essential element in fighting youth unemployment. Through Champs on Stage initiatives and internships, students are introduced to a wide range of career options and learn about the personal skills they will need in the labor market. As a result, students are better able to make the right choices in higher education, and to complete their studies successfully.

Randstad Group Netherlands is one of the premium partners of Enactus. Enactus is an international collaboration between students, higher education and business in 36 countries. As a partner, Randstad Group Netherlands helps various Enactus student teams set up workshops and training courses. With these projects, students develop the talents and leadership skills needed for their future careers.

Together with the Ajax Challenge organization, Randstad Netherlands helps young people who have dropped out of education in Amsterdam by means of intensive sports training and personal development. The aim is to help them get back to school or find work.

together with ten other large employers, randstad participates in the alliance4youth. we strive to make it easier for vocational students to access the labor market.

The Edwin van der Sar Foundation realizes projects to support young people with brain damage in the field of rehabilitation, participation and prevention. Randstad Netherlands is a partner in the field of activation in the labor market, providing training courses.

Tempo-Team is a business partner of Het Oranjefonds, the largest foundation in the Netherlands for promoting social integration. Tempo-Team volunteers support various projects run by 'Coöperatie de Nederlandse Uitdaging', a local-for-local initiative.

Together with ten other large employers, Randstad participates in the Alliance4Youth. We strive to make it easier for vocational students to access the labor market by organizing two large events during which volunteers train more than 500 students in job interviews and networking.

Since 1999, Randstad Zorg has been organizing an annual volunteer day in the healthcare sector, now known as Randstad Zorgt! During this day, colleagues from all over the organization (but also temporary employees, friends, family, etc.) volunteer on a variety of projects, often proposed by our clients in the healthcare sector.

Yacht and BMC have entered into a partnership for three years with Make a Wish. Yacht and BMC support Make a Wish by committing to fulfilling the wishes of children between 3 and 18 years of age with a serious, sometimes even life-threatening, illness.

germany

Joblinge is a very successful project in Germany, developed by the Eberhard von Kuehnheim Foundation (BMW) and Boston Consulting Group in 2009 to fight youth unemployment. It is a collaboration between the public job center and partner companies, and includes a special 6-month coaching program for every participant. The project has a success rate of 73%. Randstad Germany supports the Joblinge project by providing mentors and the annual funding of a partnership.

In a program called You've Got Talent – Fit for the Employment Market, Randstad employees in Germany support lower-level secondary-school students as they start their working life, enhancing the employability of these youngsters. The new competences students discover and develop through the program and the practical experience they have gained are recorded in a Competence Certificate. Most importantly, the youngsters discover their own talents, and are encouraged to complete their education. Since 2008, Randstad has been involved in over 50 lower-level secondary-school sponsorships, catering for more than 1,700 students all over Germany.

Randstad Germany has a program called Ehrensache ('A matter of honor'). In the context of this program, Randstad employees are eligible to receive funding for voluntary work in their free time. The program supports projects for the common good, encouraging voluntary work by all employees and stimulating them to broaden their personal outlook and create networks. Each project receives up to €300.



Randstad Germany also has a Social Fund. This helps employees who are facing a personal crisis. During the past few years, Randstad Germany has given an average of €50,000 per year to employees in need.

In addition, Randstad Germany supports the Foundation against Racism, and has a campaign to raise awareness of racism among the entire workforce.

belgium

For several years, Tempo-Team and Randstad Belgium have been participating in the Action Day of Youca, a regional youth association. In 2019, we published 25 job offers for young people on their website, such as providing administrative support, being a recruiter for a day in one of our agencies, or being a coach for a day with our colleagues from Randstad RiseSmart Employability. The salary these youngsters earned was given to Youca to help fund a future project. It was a great opportunity for young people to discover the work Randstad does.

In October 2017, Randstad Belgium became a founding partner of the Antwerp Management School. Together with BASF and the Port of Antwerp, we joined the 'Sustainable Transformation Lab' of the 'Knowledge Network', with the aim of establishing a chair of Sustainable Transformation for Professor Wayne Visser.

This partnership aims to prepare and help companies to find real solutions to contemporary societal challenges and to prepare future generations of leaders to meet these challenges by introducing a sustainability mindset. Randstad Belgium is participating in this partnership because we are convinced that a company can only exist if it makes a positive contribution to society. We are also doing this because we are committed to pursuing the

UN's Sustainable Development Goals, in particular SDG 8 (promoting sustainable economic growth and decent work for all) and SDG 10 (reducing inequality).

This project has a duration of three years. Randstad and the Antwerp Management School expect the project to yield the following results:

1. the development of an effective instrument to evaluate the extent to which a company is 'future fit', in particular in allowing individuals and companies to develop further;
2. the launch and leadership of a C-level action group for the leadership in the social economy (work and sustainability, and vice versa); and
3. a contribution to the training of young people so that they become 'Responsible Managers'.

spain

In 2019, the Randstad Foundation in Spain sponsored the 'Lo Que De Verdad Importa' ('What really matters') conferences for the tenth time. These conferences aim to instill values into young people through testimonies given by people who have faced adversity and overcome it.

To improve employee engagement, Randstad Spain and Randstad Foundation Spain organized a number of volunteering days. This year, on the occasion of the 15th anniversary of the collaboration between VSO and Randstad, 186 Spanish Randstad volunteers and 79 people with a disability walked 440km to support one of VSO's projects for young entrepreneurs.

In addition, Randstad volunteers provided job orientation training and support to people at risk of exclusion from the labor market.

in 2019, the randstad foundation in spain sponsored the 'lo que de verdad importa' ('what really matters') conferences for the tenth time.

norway

For a number of years, Randstad Norway has worked closely with Médecins Sans Frontières (MSF). Through this collaboration, Randstad Norway wants to help make it easier for field workers to travel and work for MSF. Moreover, we want MSF to attract more field workers, and we see that through our expertise and network we can contribute to this work. In addition, we have had the opportunity to arrange for medical personnel to work for MSF for periods of time, and take shorter assignments for Randstad Norway, when they are at home. This applies to medical personnel as well as non-medical personnel.

For Christmas 2018, Randstad Norway supported Médecins Sans Frontières with a donation to support their work in providing medical aid to people exposed to disasters/crisis, regardless of gender, race, religion, ethnicity or political affiliation. In 2019, the organization again received a donation.

greece

Randstad Greece continues to participate in the Learning Mentors program of the Bodossaki Foundation. The aim of this program is to empower NGOs in several organizational areas. For example, Randstad has provided assistance to an organization for disabled people so that it could create HR procedures and policies.

Since July 2018, the Randstad Greece team has had a dedicated local CSR team called 'Randstad Human' to coordinate activities. Initiatives to date include:

- Collecting plastic caps from bottles (water, juices, milk, detergents/softeners, etc.) to support the 'Love for Life' (Agapi gia Zoi) organization to help people with disabilities caused by accidents or disease. Two tons of plastic caps would pay for a wheelchair.
- Collecting goods (canned food, dental hygiene essentials, pads and first-aid items) and delivering them to non-profit organizations.
- Volunteering for the Agia Sophia's Children's Hospital by playing and reading with children.

every initiative is an opportunity for us to self-reflect and appreciate all that we have, improving our life skills while helping others.

- We raised €400, which was donated to Mikros Prigkipas to support one of our client's employees as her son needed a bone marrow transplant. This employee has been one of our contact people in HR for over 16 years.
- We are offering e-mentorship to youth in Tanzania. Participants are fresh graduates with little experience and not much knowledge about qualities that are appreciated by employers and therefore a personal coach or mentor is valuable. They look for guidance for different employability skills in order to be prepared for the job market. We at Randstad are working in the field of work and know exactly what a future employer appreciates in a candidate. Therefore, we are very well equipped to guide a young person who is at the beginning of his or her career into making their first steps.
- We found ways to donate items of clothing we no longer needed or wanted, providing people in need with some very nice clothes.
- We work with Archipelagos, an organization that creates a variety of employment opportunities and programs for individuals with mental disabilities. One of their initiatives is a second-hand shop. We have dedicated an area where our employees can donate items at their convenience and the CSR team delivers the goods on a monthly basis.

Every initiative is an opportunity for us to self-reflect and appreciate all that we have, improving our life skills while helping others.

united states

Girls on the Run International (GOTR) is an organization with more than 200 locations across the United States that works with elementary school-aged girls to provide coaching and encouragement through running clubs and events. GOTR hosts 5km runs around the nation every spring. Randstad US is a Volunteer Alliance Partner and, in 2018, Randstad volunteered at 26 locations around the country. In 2019, we were at 44 sites, with more than 100 volunteers, making an impact in local communities and in the lives of over 100,000+ young women.

In 2019, both Randstad US and Randstad Canada participated in the Ride for Myriam. This is a four-day journey, where a group of courageous Randstad employees cycle from Montreal to Boston. Proceeds from the fundraising efforts of Randstad North America combined were given to cancer and leukemia research.

A total of 680 US employees used their eight hours of paid volunteer time, giving a total of 4,516 hours of their time to contribute to their local communities.

in 2019, both randstad US and randstad canada participated in the ride for myriam. this is a four-day journey, where a group of courageous randstad employees cycle from montreal to boston.

canada

Randstad Canada is a very active community partner with a large philanthropic focus. Our employees give generously, both in time and financially to make a difference in their communities.

In 2019, three Randstad employees participated in 3-6 month volunteer placements through Cuso International, helping build skills and capacity to improve employability in Jamaica, Tanzania and Cameroon. Collectively, approximately 2,000 hours were spent providing guidance and expertise to these communities.

Initiated over six years ago by Randstad Canada's CEO, the Ride for Myriam is an annual multi-day cycling event that honors one of our own who sadly lost her battle with cancer. The ride is an inspiring challenge: 600km from Montreal, Canada to a destination of choice. The destinations have ranged from Toronto, Canada to Boston, USA to New York, USA. The ride has grown from a handful of local Montreal riders to an international team of 62 riders and is supported by both Randstad Canada and Randstad USA. Together, we raised more than \$150,000 in 2019. All proceeds raised by the Canadian riders went to benefit the Princess Margaret Hospital Foundation.

This past year, Randstad Canada continued to work with ChallengeU. In collaboration with the government of Quebec's secondary school boards, ChallengeU offers a full range of services aimed at increasing the success rates of individuals working to attain their high school equivalency. Randstad has partnered with ChallengeU to offer students the added incentive of a direct connection to Randstad recruiters, who are willing and able to help them find employment once they have met the requirements of having a high school diploma. While in its early days, the program has already proven to be an excellent leads generator, as well as a motivator for students to successfully complete their exams.

Randstad Canada has developed an Alliance Partnership with the Canadian National Institute for the Blind (CNIB). This is the first partnership for CNIB with a national recruitment company, and aims to provide both organizations with mutual access to our respective areas of expertise with the objective of increasing the understanding and knowledge of our consultants, and



to enhance access of those with limited sight to job opportunities. The partnership does this by providing employees across the country with skills training to better understand the challenges and opportunities in finding rewarding employment for those with limited sight. At the same time, Randstad provides CNIB with information about employment opportunities for individuals assisted by the organization. Randstad also shares CNIB volunteer opportunities with all employees. Our employees recently lent their expertise to CNIB job seekers by providing guidance on LinkedIn profiles and résumés, thereby enhancing their chances at job success.

The Randstad Canada Charitable Foundation gives employees across Canada the opportunity, through financial generosity and volunteer commitment, to enhance and support various charitable organizations. Our aim is to ensure that Randstad employees are able to see that their efforts are really making an impact.

In 2019, Randstad employees raised more than \$270,000 through the national annual Charity Auction. Held in hubs across the country, staff members gave generously

to support our mission to make work meaningful and accessible to people in our communities. We do this by supporting organizations that work within our three strategic outcome areas: skill building, workforce integration, and early education.

One of our long-term partners has been the Breakfast Club of Canada. Staff members across the country volunteer for The Breakfast Club, some branches organizing their volunteers on a weekly basis, to serve breakfasts in schools associated with the project. Volunteers from Randstad even operate 100% of one of the clubs. We also help the Club recruit volunteers and organize events.

In 2019, Randstad Canada identified early education as a key area of focus for our social responsibility initiatives. Randstad participates in a national movement called Take Our Kids to Work Day through the non-profit organization The Learning Partnership. Employees were invited to host a student in their third year of secondary education in our offices, with the intention of hosting students to step into their future for a day and get a glimpse into the working world. In 2019, the program was run across the country, and students enjoyed a full-day program of activities, including mentorship activities, interviews with HR services professionals, and job shadowing.



portugal

Randstad Portugal has a partnership with Vale de Acor, which aims to help the 'new poor' of our society – people without a community to rely on and with very limited financial means. These include drug addicts and alcoholics, some with psychiatric problems, as well as inmates and former inmates. In 2019, all Christmas gifts for Randstad Portugal employees were purchased from Vale de Acor to give the organization financial support. Because of the number of boxes that Randstad Portugal ordered from them, Vale de Acor could create five extra jobs for people from the organization's target group.

In addition, Randstad works with Operação Nariz Vermelho (ONV). This organization employs clowns to bring joy to hospitalized children, their families and health professionals. They do this with a team of professionals with specific training; our consultants support the recruitment process.

Randstad Portugal also collaborates with Academia do Johnson. This association promotes education and values of citizenship to support children and young people living in Amadora neighborhoods, where there are many social problems.

Randstad supports APSA (associação portuguesa síndrome asperger), a social entity that provides training and socio-professional empowerment of people with disabilities, particularly those suffering from Autism Spectrum Disorder (ASD) and Asperger Syndrome (AS).

Randstad helps APCL (associação portuguesa contra a leucemia), whose mission is to contribute, at national level, to increase the effectiveness of the treatment of leukemia and other hematological diseases. Randstad provides training in human and legal rights to all people that are hospitalized with leukemia.

Randstad collaborates with Orientar, an association that supports the reintegration of homeless people at risk of social and professional exclusion.

in 2019, randstad portugal also held a blood donor day, which involved all colleagues at national level. we provided a blood donation session and invited everyone to participate.

In 2019, Randstad Portugal also held a Blood Donor Day, which involved all colleagues at national level. We provided a blood donation session and invited everyone to participate. We worked closely with Instituto Português do Sangue, whose mission is to guarantee and regulate, at national level, blood transfusion and transplantation and to guarantee the donation, collection, analysis, processing, preservation, storage and distribution of human blood, blood components, organs, tissues and cells of human origin.

Randstad Portugal has partnerships with NGOs to support candidates who are more difficult to employ. For example, Randstad works with APAV, an association that protects victims of violence or crimes who need to be moved geographically or who need to find a job to be able to support themselves and become financially independent from their aggressors. Together with O Ninho, Randstad Portugal helps former prostitutes to enter the regular labor market.

In addition, Randstad collaborates with the Football for All and Surf for All Leadership Programmes. These programs are the first specifically designed to promote the employability and entrepreneurship of disabled people in the football and surf worlds. The Football for All project works with the Cruyff Foundation, and we are analyzing how we can develop a Randstad global partnership to promote this initiative.

Randstad Portugal also works together with Semear, a sustainable program of social inclusion for young people and adults with intellectual and developmental difficulties through training and skills development.

Finally, Randstad Portugal supports Associação Salvador, an organization that helps people with disabilities to find work. Randstad Portugal helps with the NGO's campaign to explain the benefits for companies, and regularly organizes workshops to help people improve their CVs, social profiles, and interview skills. [Click for video.](#)

Randstad Portugal also promoted an initiative for further education students, inviting two inspiring speakers: Jonhson Semedo (from Academia Johnson Semedo), who is a former inmate, and Catarina Mendanho, a resilient leader who lost her sight due to diabetes and who wrote a book for children with diabetes to help them deal with this disease.

In 2019, we also organized a quiz for our colleagues with a focus on social impact issues, enhancing their awareness and knowledge in this regard. For the winner there was a special offer from Cruz Vermelha Portuguesa (the Portuguese Red Cross), which strives to prevent and alleviate human suffering, both in Portugal and worldwide.

Finally, Randstad Portugal also supports Associação Salvador, a Portuguese NGO that helps people with disabilities. The organization is currently focusing on helping people with low mobility to find work. Randstad Portugal is helping with the NGO's campaign to explain the benefits for companies, and regularly organizes workshops to help people improve their CVs, social profiles, and interview skills.



singapore

Randstad Singapore has supported Food from the Heart since 2018 as part of our local CSR initiative. In 2019, for a second year in a row, we supported their annual Toy Buffet. Targeting about 3,000 underprivileged children from welfare homes as well as Financial Assistance Scheme students from neighborhood schools, these kids were invited for a fun filled day of fun, games, food and snacks. The aim of this event was to deliver a message of hope, ensuring that the needy children in Singapore are given the opportunity to have a joyful experience that every child deserves. We launched a 1-month long fund raising drive where employees could donate any amount that they were comfortable with. We used the proceeds to buy the toys. The Toy Buffet took place on Friday, November 8, with about 40 employees taking part in this meaningful event.

new zealand

In 2019, our New Zealand business continued partnerships with various local charity organizations, finding ways to give back to the community and using our volunteer hours to support others. This year, we supported the Oranga Tamariki annual Christmas party. This organization supports children whose well-being is at significant risk. Our Randstad team gave gifts and found client sponsors to support a fabulous Christmas party for these children.

We also supported a local primary school in a low-decile area by spending half a day helping to transform their technology room with painting and cleaning.

in this charity campaign, our employees prepared a shoebox full of little gifts, such as colorful pens and pencils, children's books and games, hygiene products, etc.

hungary

In 2019, Randstad Hungary joined a Christmas project called the 'Shoebox' ('Cipősdoboz'). In this charity campaign, our employees prepared a shoebox full of little gifts, such as colorful pens and pencils, children's books and games, hygiene products, etc. The boxes were collected and delivered by the Hungarian Baptist Aid to state care institutes, hospitals, and organizations and schools treating children with disabilities.

chile

Every year, Randstad Chile raises funds to donate to the Teleton Foundation. This is a care model designed to promote the full social inclusion of children and young people with disabilities. Randstad activates the communication campaign within the company to raise funds and doubles the amount raised, which is then delivered to the charity foundation.

czech republic

Randstad CR has been cooperating on a regular basis with a non-profit organization (Dům tří přání). This NGO focuses on active work with underprivileged children and families. Every year, we organize a collection of books and educational toys. Randstad employees 'adopt' a particular item on a child's wish list and then provide it. Since 2014, our company Christmas card PICTURE has been drawn by a child attending the NGO.

india

VSO selector program

Adding to the global 15 years of partnership between Randstad with VSO (Voluntary Service Overseas), the VSO Selector Program provides volunteer service to VSO through remote assistance. VSO Selectors are part of a team to assess the suitability of candidates against VSO criteria. They play a key role in helping VSO to assess candidates who have applied to professional volunteering roles. Randstad India is the only organization that does this service free of cost.

volunteering in the himalayayas

This tournament is an annual event organized by The Hockey Foundation, an NPO with a mission to support neglected, remote communities and help them develop through sport. Along with the on-ice competition, there are cultural events, touring of local monasteries, and opportunities to volunteer in the community. Volunteers from Randstad India join their CEO and team Human Forward in Leh and contribute meaningfully to this incredible initiative.

freedom from hunger drive

The Robin Hood Army (RHA) is a volunteer-based, zero-funds organization that works to get surplus food from restaurants and the community to serve the less fortunate. In 2019, Randstad joined hands with them and contributed more than 1,000kg of grain and pulses in just two days. RHA highly appreciated the generosity of our employees.

contributing for natural disasters

Randstad has always extended support for the survivors of various natural disasters. For example, for the Kerala floods we ran the 'Randstad for Kerala' drive, and for Odisha Cyclone FANI survivors we collected funds.

other initiatives

There are many other contributions Randstad India makes to society by supporting various causes. For example, we visited 8 NGOs on International Volunteers Day (December 5) and interacted with them. We also participated in the global walk for a cause challenge, where we generated €2,000 by walking 2,000 km in a week.

supply chain.



randstad spain is very much aware of the role of procurement in its global strategy. this strategy is to strengthen long-term relationships with suppliers, regarding them not just as suppliers, but as partners of the organization.

argentina

An example of good supply chain management is the procedure followed by Randstad Argentina. The first mandatory step for suppliers in formalizing their relationship with Randstad is to register on Randstad's extranet website and explicitly subscribe to the Supplier Code. Once a supplier is in the system, they are automatically informed when changes are made to the Supplier Code or other conditions. They are also asked if they are interested in receiving news from our Sustainability department.

italy

Randstad Italy implemented a web portal for the qualification of suppliers in 2016. It consists of a very detailed questionnaire with general information about the supplier, its organizational structure, its quality and social responsibility approach, and its certifications. In particular, with regard to sustainability, Randstad asks the supplier to give evidence of its certifications (e.g., SA8000, ISO9001), their policies, and their approach to the Organizational Model ex D.Lgs 231/2001. The portal also requires the supplier to attach its Sustainability Report (if it exists), for the reference of the CSR Manager. In 2018, more than 110 new suppliers were qualified.

spain

Randstad Spain is very much aware of the role of procurement in its global strategy. This strategy is to strengthen long-term relationships with suppliers, regarding them not just as suppliers, but as partners of the organization. Randstad Spain has an ethical and responsible framework that encompasses a set of principles and values, such as objectivity, transparency and equal opportunities for all suppliers. In order to professionalize the Purchasing Function, Randstad Spain asks its suppliers to complete a questionnaire as part of the approval process. This involves a preliminary evaluation regarding the company's economic financial data, quality standards, and activities in the field of CSR and sustainability. More than 300 suppliers adhere to the Supply Code, more than 61% comply with sustainable sourcing, and 97% focus on local sourcing.

taking



environmental
care.

e-meetings, teleconferencing, and videoconferencing are strongly recommended as effective alternatives to travel. they represent an opportunity to significantly reduce our impact on the environment and help to slow climate change.

general

E-meetings, teleconferencing, and videoconferencing are strongly recommended as effective alternatives to travel. They represent an opportunity to significantly reduce our impact on the environment and help to slow climate change. We also aim to reduce emissions by cutting down on face-to-face contact between employees and candidates, increasing online contact, and making more matches online.

Several operating companies have bicycle plans for their employees (e.g., the Bike to Work scheme at Qualitair and the Cycle scheme for Staffing employees in the UK), while we also actively promote the use of public transport. In the major Dutch cities, many offices already have company bicycles.

Several of our operating companies collect old mobile phones and empty toners and cartridges for recycling.

belgium

Randstad Group Belgium aspires to become the 'greenest' company in the sector in Belgium. To achieve this, it is applying a wide range of measures, including CO₂ reduction programs, 100% green energy programs, setting waste limits, responsible purchasing, mobility plans, and energy analyses in the outlets. Some 75% to 90% of their mailings are now digital (contracts, invoices, salary slips, etc.). In addition, the company's head office is certified in accordance with BREEAM (Building Research Establishment Environmental Assessment Method). Randstad and Tempo-Team Belgium have also changed the offer of company cars, encouraging the use of hybrid cars or cars with minimal CO₂ emissions. In 2019, an 'environment' working group and a 'mobility' working group were set up. These two working groups are made up of colleagues whose objective is to create sustainable solutions that better respect our environment.

the netherlands

The Facilities Department at Randstad's Dutch head office plays a pioneering role for our Dutch operating companies. Over the past few years, the department has implemented several resource-saving measures at the corporate head office, as well as at the local premises of Tempo-Team and Randstad. Examples of such measures are the replacement of all incandescent and PLC light bulbs by LED lamps (all in the existing armatures) and the installation of efficient light circuits (light goes out when there is no movement on floors). Several vital parts of the heating and cooling systems have been replaced (e.g., filters and valves) to improve energy efficiency. In addition, for many years, both Tempo-Team and Randstad have been working to reduce energy, paper, toners, and other kinds of waste.

For several years, all electricity used at the Dutch head office has come from sustainable sources. Since 2014, Randstad Group Netherlands has used electricity generated from Dutch wind power for its branches in the Netherlands. Wherever possible, Dutch branches are making use of CO₂-compensated gas.

In addition, Randstad, Yacht and Tempo-Team in the Netherlands have implemented a new printing system, replacing separate printers by one central printer per floor or office. All employees have an individual printing pass, so they can pick up their prints. This new printing system reduces paper consumption considerably. The toners in these new printers also have less impact on the environment.

With regard to catering, the assortment contains biologically produced ingredients where this is possible, and the vegetarian assortment is constantly being expanded. The coffee cups are recycled.

There are experiments with electric bikes and cars, and to limit travel video conferencing is available in many rooms and as part of Google Suite.

As Randstad Groep Nederland, we aim to contribute to increasing biodiversity by placing two apiaries on the roof of the head office. Bees play a major role in our ecosystem by pollinating trees, flowers and plants. That's why we like to support a local and sustainable project.

australia

Randstad Australia is now using DocuSign as part of a digital candidate registration solution within the Asia Pacific region, after a successful year-long pilot program in Australia. The solution allows job seekers to update background information online and has removed more than one million pieces of paper each year from the Australian business, which has major environmental benefits – a saving of 120 trees and a carbon footprint reduction of 12 tons of CO₂ per year. The benefits of going paperless are many and wide-ranging. DocuSign allows companies and their employees to transact business digitally anytime, anywhere, on any device, in a manner that is secure, legal, and easy to use.

italy

Randstad Italy obtained ISO 14001 certification in December 2016. The goal is to become more environmentally aware through a policy of:

- Reducing the use of printed paper (electronic signature of contracts for both workers and companies);
- Correct disposal of spent toners and controlling branches' air-conditioning systems, especially those containing ozone-depleting gases (almost all removed);
- Using LED lighting in the branches, using energy from renewable sources;
- Monitoring the use of electricity, gas, and water, and reducing CO₂ emissions;
- Information and supply of tools (suitable bins) for the separate collection of waste;
- Preferential use of suppliers who comply with the Supplier Code;
- Providing electric vehicles to colleagues with company cars;
- Training all colleagues on environmental issues;
- Distribution of the Environmental Decalogue (Ten Commandments).

In 2018, 100% of the electricity used came from renewable sources, and environmental training was provided to all branches. In 2019, we started replacing water dispensers with water columns (reducing plastic waste). We also improved our digital tools. For example, we introduced the electronic signing of contracts. In November, 48.3% of clients and 75.3% of candidates were using the electronic signature. We also introduced the Digital Private area for workers and clients to share certain documents (contracts, paychecks, etc.). And finally, timetable checks went from manual to digital.

norway

Randstad Norway is ISO 9001 and 14001 certified and the goal is to become more environmentally aware through:

- Reducing the use of printed paper;
- Reducing the company's environmental impact from electricity (using LED lighting in the branches, using energy from renewable sources etc.);
- Monitoring and measuring employees' carbon footprint (web-based tool);
- Waste management through suitable bins for separate collection and disposal of waste;
- Awareness training for employees on Randstad Norway's sustainability goals;
- Reducing Randstad Norway's environmental impact from business travel.

the travel guidelines state that flights are not permitted to destinations that can be reached by train within 3.5 hours. in 2018, 5,559,181 kilometers were traveled by train by randstad germany employees.

germany

Since 2018, 100% of the electricity used has come from renewable sources. The travel guidelines state that flights are not permitted to destinations that can be reached by train within 3.5 hours. In 2018, 5,559,181 kilometers were traveled by train by Randstad Germany employees.

Since June 2016, 'Mein Randstad' has been available as an app. And since November 2016, Randstad Germany has been using an electronic remuneration statement, so that employees working for clients can have their statement of account made available online in the portal or in the app. Since January 2017, newly hired employees on client assignments no longer receive paper remuneration statements as standard.

The electronic time recording system 'e.ts' has been available since 2007. It enables resource planning, time recording and time evaluation in digital form and thus prevents the creation of thousands of documents per year. In addition to the successful internal digitalization of administrative processes, Randstad Germany is continuously working with its clients to establish paperless work processes. Until just a few years ago, all temporary workers had to document their assignments on time sheets in paper form with four copies for further processing at Randstad. With the introduction of the electronic recording procedure 'e.ts', this proof can also be provided in the form of an electronic timesheet. This saves energy costs, working time for copying and sending files, printer cartridges and over 2 million sheets of paper.

hong kong

Randstad Hong Kong has launched a recycling program in the office, encouraging staff to reduce, reuse and recycle through designated recycling bins that are picked up weekly.

china

In 2019, Randstad China implemented waste sorting, second-hand clothes/books recycling, and online tree planting programs to improve cities and the environment.

france

Three waste collections and cleaning operations were organized in France. A big operation involved cleaning the beach of Gruissan and a training session for the teams of South West with 'Surfrider Foundation'.

Employees from Paris gave free time to collect waste in a district of the capital (plastic bottles, cigarette butts, etc.) with 'Racines Profondes Association'.

Randstad and Appel Medical teams from Angers worked with the 'Du Rab Durable' association on the banks of the river Maine to carry out a major cleaning operation.



portugal

In 2019, Randstad Portugal organized several social impact days, some of which related to the environment. Through information sharing, we developed environmental awareness.

We have reduced the use of plastic by offering glass bottles to all employees. Next year, we will provide ceramic coffee cups. We have also placed recycling containers and ecopoints in all Randstad workplaces, informing all colleagues about the correct way to recycle.



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comments or questions

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