

UNGC Communication on progress

Sustainability at Randstad Holding nv

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Randstad key facts 2011

- revenue € 16.2 billion
- # 2 player in the global HR services industry
- 3,566 branches & 1,145 inhouse locations
- average number of staffing employees 576,800
- average number of corporate employees 28,700
- present in 40 countries

sustainability: at the heart of what we do

- since our beginnings in 1960 founded on the belief that the value of work is a unifying force that shapes society better
- core values
 - to know, serve, trust
 - striving for perfection
 - simultaneous promotion of all stakeholder interests
- our mission: shaping the world of work
 - engage stakeholders
 - share expertise to take the HR services market to a higher level
- our core business: putting people to work
 - provide employment to 576,800 people around the world every day
 - thus play a central role in society
- our culture: good to know you
 - expression of how we live our values

who's involved: everyone +

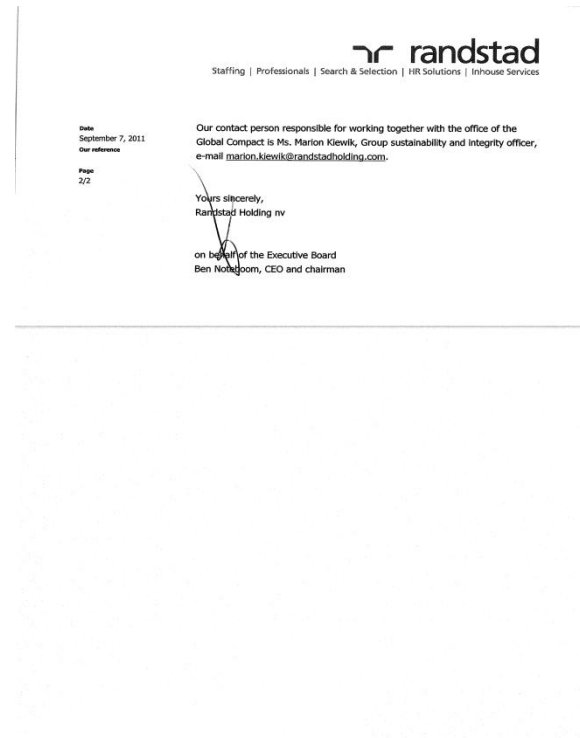
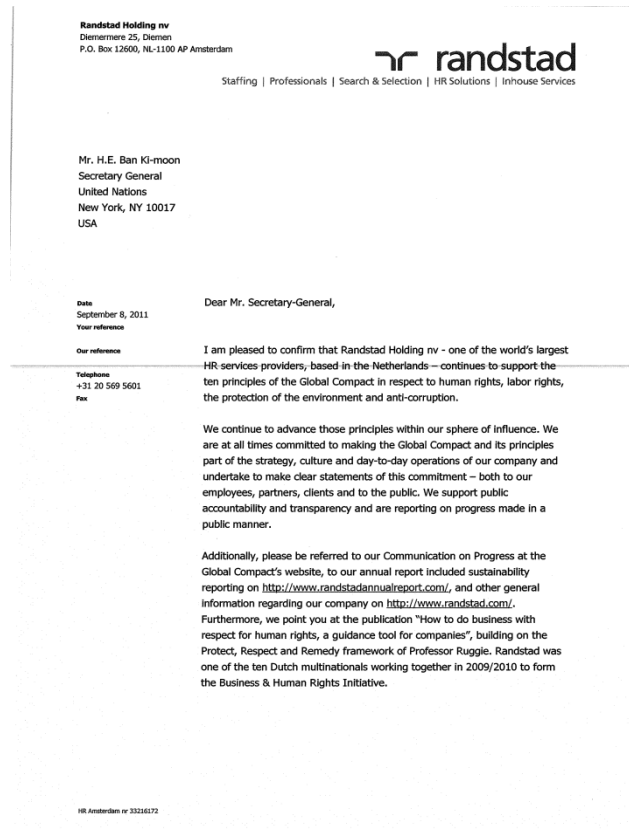
- **group communications**
 - internal communications
 - external partnerships/activities
 - external communications
- **IR/governance**
 - business principles
 - misconduct reporting
 - reporting/IR activities
- **public affairs**
 - employment market relations
 - social and stakeholder dialogue
 - CSR Europe / (Euro)ciett
- **group HR**
 - internal activities
 - diversity
 - training
- **group finance**
 - (integrated) reporting
 - control
 - audit
- **operating companies**
 - local activities
 - local employment market relations
 - certifications

united nations global compact

- signatories since 2005
- www.unglobalcompact.org
- commitment to the ten principles
 - UN Declaration of Human Rights
 - ILO Declaration on Fundamental Principles and Rights at Work
- inclusion in our Business Principles
 - www.randstad.com/corporate-governance/compliance



united nations global compact – CEO support



united nations global compact principles: human rights

1. Businesses should support and respect the protection of internationally proclaimed human rights; and
2. make sure that they are not complicit in human rights abuses.

in addition to core business activities, where safe and legal labor legislation is upheld and promoted, Randstad supports these principles through local initiatives within operating companies, including via our partnership with VSO (Voluntary Service Overseas) and efforts to raise awareness across our network.

united nations global compact principles: human rights

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

through Randstad's dialogues with, and various memberships in, stakeholder organizations - such as UNI Global, UNI Europa, CIETT/EuroCIETT - we strive to maintain and further freedom of association and collective bargaining

united nations global compact principles: labor

4. the elimination of all forms of forced and compulsory labor;
5. the effective abolition of child labor; and
6. the elimination of discrimination in respect of employment and occupation.

in addition to core business activities, where safe and legal labor legislation is upheld and promoted, Randstad supports these principles through local initiatives within operating companies and efforts to raise awareness across our network.

the promotion of diversity and equal treatment is central to the success of our organization, our clients and society at large, and across our markets we have recognized and incorporated diversity initiatives to increase efforts to fight inequality.

united nations global compact principles: labor

some examples of Randstad companies' local initiatives:

- Argentina, Mexico, France: Sesa Internacional in Argentina, Randstad Mexico and Group Randstad France are individual signatories of the UN Global Compact
- India: our Randstad Disha Foundation is instrumental in providing education, training and services which aid in the effort to cease unethical labor practices through the empowerment of local populations
- France: our French operation's commitment to diversity is one of the proactive ways we combat discrimination on a daily basis
- Spain: we are also proactive through our Fundación Randstad, helping underprivileged groups of the population gain access to the labor market.
- Global: our participation in Voluntary Service Overseas (VSO) allows us to contribute to building safer, healthier ways of working in some of the most impoverished regions in the world
- More initiatives: http://www.randstadannualreport.com/annual-report-2011/reportfrom.sustainabi/sustainabi.sustainabi3/aEN1174_Sustainability-initiatives.aspx

united nations global compact principles: anti-corruption

10. Businesses should work against corruption in all its forms, including extortion and bribery.

in addition to our Business Principles and Misconduct Reporting Procedure, which provides guidelines for and encourages reporting of all breaches to our Business Principles, our Competition Law Compliance Policy and Anti-bribery & Corruption Policy

(most documents can be viewed at:

<http://www.randstad.com/corporate-governance/compliance/integrity-and-ethical-behavior>)

united nations global compact principles: environment

7. Businesses should support a precautionary approach to environmental challenges;
8. undertake initiatives to promote greater environmental responsibility; and
9. encourage the development and diffusion of environmentally friendly technologies.

Randstad is committed to reducing its impact on the environment and proactively addresses this through energy and waste saving initiatives, including through intensive efforts to implement and improve recycling programs, utilize green/clean energy for offices and reduce impact related to travel through the gradual implementation of lower emission vehicles and environmentally-friendly travel and communication guidelines.

sustainability reporting

Sustainability framework

- Optimal workforces for clients
- Best jobs for candidates
- Employer of choice for our employees
- Expertise for a better society
- Sustainability basics: core values, business principles, good governance, responsible supply chain, limited environmental footprint
- Key drivers 2012-2020 → KPIs
- <http://www.randstadannualreport.com/downloadattachment.aspx?intLSAttSetId=f597339b-0a10-428c-bc9a-00d73c9dd0da>

Global Reporting Initiative

- “pioneered the development of the world’s most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide”
Organizational Stakeholder: commitment to transparency, accountability and sustainability

Dow Jones Sustainability Index

Carbon Disclosure Project

sustainability memberships & partnerships

- sustainability reporting & listings
- VSO

