

## Adecco Austria

# United Nations Global Compact Communication on Progress

From start of participation, 09.12.2004, - 31.8.2007

### Brief description of nature of business

Adecco Austria is the national subsidiary of Adecco SA, the world leader in human resource solutions, with a comprehensive service offering that includes temporary & contract staffing, outsourcing, permanent recruitment, outplacement and career services, training and consulting. More information is available on [www.adecco.at](http://www.adecco.at)

### Statement of support

Adecco Austria is willingly supporting UNGC with its best efforts. We clearly understand the importance of UNGC principles and steadily take appropriate actions according to them. We will continue to support UNGC because we see its principles as fundamental guidelines for sustainable development of our business.

31.8.2007

*Peter Levak, Country Manager, Adecco Austria*

## Action taken & impacts achieved regarding UN Global Compact...

### ... Principle 1 and 2:

#### **Businesses should support and respect the protection of internationally proclaimed human rights and make sure that they are not complicit in human rights abuses**

The internationally proclaimed human rights are incorporated in our national laws, which our employees are trained to comply with.

In 2005, we adopted Adecco's corporate code of business conduct. It was distributed as hardcopy to each single employee of our business. This code prompts our Employees to respect our Values (Respect, Responsibility, Honesty and Integrity), to comply with the law, and even beyond the law: make sure that they do their daily business in an ethical way, even if the literal law would probably allow an unethical action.

- By end of August 2007, all of our Employees had confirmed in writing that they had received and understood the code of business conduct, and that they agree to comply with its principles and to report any violations.

- Additionally, about 60% of our Employees had completed and passed a related online training course, which makes the Employees familiar with the code of business conduct and tests whether they have understood it properly.

- We also trained our Employees by an introductory online course in business ethics. This course raises the awareness to the fact that just following the law is often not enough but going beyond the literal law is often required in order to act ethically. By 2007, approximately 67% of our Employees had completed and passed this introduction into business ethics.

Apart from these training and prevention measures, our code of conduct provides also guidance in reporting issues on concerns: center-piece of this is the Adecco Compliance and Ethics Line, where employees can either via phone or through a secured website report any cases or threats of potential human rights abuses. This line is served 24 hours 7 days and operated by trained staff from a company independent from Adecco.

**... Principle 3:**

**Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining**

In our country, the law clearly grants the freedom of association and the right to collective bargaining, which is effectively recognized by the management of Adecco Austria. Adecco builds up appropriate relationships between top-management and employees through continuous open dialogue.

Nevertheless, our corporate code of business conduct, we adopted in 2005, provides also guidance in reporting issues on concerns: center-piece of this is the Adecco Compliance and Ethics Line, where employees can either via phone or through a secured website report any cases or threats of disallowed freedom of association or denied right to collective bargaining. This line is served 24 hours 7 days and operated by trained staff from a company independent from Adecco.

**... Principle 4:**

**Businesses should uphold the elimination of all forms of forced and compulsory labour**

In our country, the law clearly prohibits any form of forced and compulsory labour, and our employees who recruit candidates for our clients are trained to comply with the law, thus also not to accept any kind of forced and compulsory labour.

Nevertheless, our corporate code of business conduct, we adopted in 2005, provides also guidance in reporting issues on concerns: center-piece of this is the Adecco Compliance and Ethics Line, where employees can either via phone or through a secured website report any cases or threats of forced or compulsory labour. This line is served 24 hours 7 days and operated by trained staff from a company independent from Adecco.

**... Principle 5:**

**Businesses should uphold the effective abolition of child labour**

In our country, the law clearly prohibits child labour, and our employees who recruit candidates for our clients are trained to comply with the law, thus also not to accept any work being done by candidates who don't meet the required minimum age for the respective job.

Nevertheless, our corporate code of business conduct, we adopted in 2005, provides also guidance in reporting issues on concerns: center-piece of this is the Adecco Compliance and Ethics Line, where our employees can either via phone or through a secured website report any potential cases or threats of child labour. This line is served 24 hours 7 days and operated by trained staff from a company independent from Adecco.

**... Principle 6:**

**Businesses should eliminate discrimination in respect of employment and occupation**

In 2005, we adopted Adecco's corporate code of business conduct. It was distributed as hardcopy to each single employee of our business. This code addresses in particular topic of discrimination. It says: "...we must do our part to put our core value of respect into action by:

- Never engaging in illegal discrimination, harassment or violence or tolerating those who do;
- Providing equal employment opportunity to all Colleagues, Associates and applicants for employment without regard to race, color, religion, national origin, sex, age, disability, former military service, marital status, sexual orientation or any other personal characteristic protected by law.
- Performing unbiased and constructive employee evaluations".

By end of August 2007, all of our Employees had confirmed in writing that they had received and understood the code of business conduct, and that they agree to comply with its principles and to report any violations. Additionally, about 60% of our Employees had completed and passed a related online training course, which included the above mentioned subjects.

In some cases, it might be possible to discriminate although not violating the respective laws, because discrimination is a very sensitive issue and depends very much on a concrete, individual circumstances. Therefore, we trained our Employees by an introductory online course in business ethics. This course raises the awareness to the fact that just following the law is often not enough but going beyond the literal law is often required in order to act ethically. By 2007, approximately 67% of our Employees had completed and passed this introduction in to business ethics.

Apart from these training and prevention measures, our code of business conduct provides also guidance in reporting issues on concerns: center-piece of this is the Adecco Compliance and Ethics Line, where our employees can either via phone or through a secured website report any cases or threats of discrimination. This line is served 24 hours 7 days and operated by trained staff from a company independent from Adecco.

**... Principle 7:**

**Businesses should support a precautionary approach to environmental challenges**

In 2005, we adopted Adecco's corporate code of business conduct. It was distributed as hardcopy to each single employee of our business. This code calls our employees' attention to environmental challenges prompts everybody to use our company resources such as printers, paper, cars, etc. in full compliance with applicable environmental laws and in respect of saving our environment.

By end of August 2007, all of our Employees had confirmed in writing that they had received and understood the code of business conduct, and that they agree to comply with its principles and to report any violations.

**... Principle 8:**

**Undertake initiatives to promote greater environmental responsibility**

Our initiatives to promote greater environmental responsibility target on development, diffusion and implementation of environmentally friendly technologies in our daily business. See below under principle 9.

**... Principle 9:**

**Businesses should encourage the development and diffusion of environmentally friendly technologies**

As a service providing company, we can mainly influence our environmental footprint by running our offices in an environmentally friendly way. The consumption of paper is a central element, and we work constantly to reduce the use of paper and to increase the use electronic documents. One of the biggest paper consumption factors in our business are the time sheets for temporary work, i.e. the forms to document the actual working hours of our temporary employees. In order to save the amounts of paper used for these forms, in 2006, the electronic web-time capture solution was introduced: For Associates with Internet access, we offer an online timesheet. Using a unique user name and password, Associates login to a secure website and complete their timesheet. These are then authorised by the appropriate Line Manager before being sent to Adecco for verification and payment/billing.

We continuously communicate to our Clients and convince them to shift with us from paper time sheets to the electronic web-time capture solution.

**... Principle 10:**

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

In 2005, we adopted Adecco's corporate code of business conduct. It was distributed as hardcopy to each single employee of our business. This code addresses the topic of "conflict of interest", which may lead to active or passive or bribery, as well as "political contributions" and the topic of "anti-corruption laws" referring to both the 'Convention on Combating Bribery of Foreign Public Officials in International Business Transactions' and to the 'United Nations Convention Against Corruption'.

By end of August 2007, all of our Employees had confirmed in writing that they had received and understood the code of business conduct, and that they agree to comply with its principles and to report any violations.

By spring 2007, about 60% of our Employees had completed and passed a related online training course, which included the above mentioned subjects. In addition, 25% of our Employees completed and passed a specific online training course on 'Resolving Conflicts of Interest'.

In some cases, it might be possible to bribe although not violating the respective laws, because bribery is a very sensitive issue and depends very much on a concrete, individual circumstances. Therefore, we trained our Employees by an introductory online course in business ethics. This course raises the awareness to the fact that just following the law is often not enough but going beyond the literal law is often required in order to act ethically. By spring 2007, approximately 67% of our Employees had completed and passed this introduction in to business ethics.

Apart from these training and prevention measures, our code of business conduct provides also guidance in reporting issues on concerns: center-piece of this is the Adecco Compliance and Ethics Line, where our employees can either via phone or through a secured website report any cases or threats of potential corruption, extortion or bribery. This line is served 24 hours 7 days and operated by trained staff from a company independent from Adecco.