

Adecco South Africa

Communication on Progress

2008-2009

Brief description of nature of business

Adecco South Africa specialises in human resource solutions, with a comprehensive service offering that includes temporary & contract staffing, outsourcing and permanent recruitment. More information is available on www.adecco.co.za.

Statement of support

Adecco South Africa 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.

Marc Schmitt: Managing Director, Adecco South Africa
Hlengiwe Spencer: UNGC Liaison, Adecco South Africa

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

Human Rights

- Principle 1 – Businesses should support and respect the protections of internationally proclaimed human rights
- Principle 2 – Make sure that they are not complicit in human right abuses

We at Adecco recognise our responsibility in enforcing human rights in the workplace. The following are in place in support of the human rights principle:

- Health & Safety Policy (including general security policy) – ensuring the health and safety of all staff in their work stations and offices
- Industrial Relations Policy – ensuring that all employees understand their rights and obligations within the workplace
- Recruitment & selection policy – which stipulates non discrimination when recruiting and selecting
- Involvement in Community social development – Adecco supports non governmental organisations, like HIV /AIDS patients and disabled children home.

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.

We also train 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.

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.

By the end of February 2009, 65% of employees had confirmed that they had completed a related online training course on business conduct and had done the online testing for proper understanding of the modules. The testing includes the agreement that employees will comply with the principles and will report any violations

The introduction to code of conduct is tackled in our induction for all new employees. A quarterly report is generated that indicates how many employees have completed the modules on business conduct and ethics. This report is used as an opportunity to encourage and motivate those who have not completed to take these on line modules.

Labour standards

- Principle 3- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- Principle 4 – Businesses should eliminate all forms of forced and compulsory labour
- Principle 5 – Businesses should uphold the freedom abolition of child labour
- Principle 6 – Businesses should eliminate discrimination in respect of employment and occupation

The management of Adecco South Africa totally recognise, respects and grants the right to collective bargaining. 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.

We at Adecco eliminate any form of discrimination in respect to employment. Opportunities are given to all. Where possible, preference is given to individuals from the previously disadvantaged group, as per the employment Equity Act. When recruiting, internal adverts go out first, giving current employees opportunities to grow within different positions. All employees are exposed to company benefits such as training, promotions and performance rewards.

Our recruitment & selection policy explicitly stipulates rules against discrimination when recruiting and placing staff. All out staff have access to this policy via the intranet or by contacting human resources directly.

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. Hence no employees are hired by force. Child labour is prohibited and not promoted.

Adecco's corporate code of business conduct 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

We at Adecco believe in open communication and transparency. Employees are free to discuss their complaints and grievances without fear.

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Environment standards

- Principle 7 – Businesses should support a pre cautionary approach to environmental challenges
- Principle 8 – Businesses should undertake initiatives to promote greater environmental responsibility
- Principle 9- Businesses should encourage the development and diffusion of environmentally friendly technologies

Adecco does not work with chemicals or technologies that may harm the environment; however we ensure that, all our clients adhere to health & safety rules by sending branch managers to do inspections, ensuring cleanliness and no harm to the environment.

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

Adecco's corporate code of business conduct 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

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Anti corruption Principles

- Principle 10 – Businesses should work against corruption in all forms including extortion and bribery

Adecco's corporate code of business conduct addresses the topic of "conflict of interest", which may lead to active or passive or bribery. Adecco maintains the highest possible standards of ethics and integrity.

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