

Adecco Netherlands

United Nations Global Compact Communication on Progress

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Brief description of nature of business

Adecco Netherlands is the national subsidiary of Adecco Group, 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.nl

Statement of support

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

July 2009

Erwin van Iersel, Country Manager Adecco Benelux

Progress made on implementing UN Global Compact Principles

Human Rights

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

Significant investment agreements that include human rights

Adecco Group's core values, which are being followed by every Adecco subsidiary, are:

- Trust: Nothing is more important than trust. We are dedicated to earning the trust of our colleagues, clients and shareholders, and the environment in which we operate.
- Respect: Demonstrate respect for the rights and dignity of all people and organisations by being fair, just and compassionate.
- Responsibility: Take responsibility for our actions and hold ourselves and each other accountable for what we say and do.
- Honesty: Communicate in an honest way with our colleagues, associates, investors, customers, suppliers, governments and the communities in which we work.
- Integrity: Act with integrity by demonstrating the courage and strength of character to do what is right even when this is difficult or unpopular.

Based on these values, the Company's Code of Business Conduct is being revised. It reflects the increasingly multicultural business environment and the evolution of legal, financial and regulatory requirements. This document outlines the "way we work" and the Adecco Group's core values. The code is issued under the authority of the Board of Directors and applies to all people involved in the Company's operations. The Code of Conduct is available under www.adecco.com.

Screening of suppliers on human rights

Adecco Netherlands does not yet have social performance criteria, including human rights performance, as part of its suppliers' evaluation processes. Adecco has very good national and sector labour agreements.

Employee training on policies and procedures, concerning aspects of human rights

All our internal colleagues must do an online training course on our Code of Business Conduct, and on business ethics. This includes, but is not limited to, aspects of human rights. The training has to be attended until the relevant online tests are passed. On average, an employee takes two to three hours to complete

these courses. To date, almost 60% of our employees have completed and passed a related online training course which familiarises them with the Code of Business Conduct, as well as our core values – which include respect, responsibility, honesty and integrity – and tests whether they have understood the content. The other 40% should have completed and passed the training before 1 August 2009.

Total number of incidents of discrimination and actions taken

During the reporting period, Adecco Netherlands has not faced any accusations of human rights abuses. Adecco Netherlands is aware that “no reports” and “no accusations” is not the same as “no cases” and “no risks”, and therefore aims at making further progress in ensuring compliance with human rights.

Percentage of security personnel trained in human rights

Adecco Netherlands is not in need of specific security personnel to protect its offices or premises.

Total number of incidents of violations involving rights of indigenous people and actions taken.

See “Total number of incidents of discrimination and actions taken”.

... Principle 3:

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

Percentage of employees covered by collective bargaining agreements

a) Internal Colleagues: In The Netherlands, Adecco colleagues are represented by a works council.
b) External Colleagues (i.e. temporary employees on assignment via Adecco): Adecco Netherlands respect collective bargaining agreements, as well as freedom of association. However, there are no records kept of the percentage of associates represented by trade unions or covered by collective bargaining agreements. A comprehensive study entitled “Temporary agency work and collective bargaining in the EU” (www.eurofund.europa.eu) by the European Foundation for the Improvement of Living and Working Conditions (Eurofound), may provide further information: The study cites 11 countries (AT, BE, DE, DK, ES, FI, FR, IT, LU, NL, SE) that have umbrella employer associations which bargain collectively with trade unions on behalf of temporary agency firms. The survey cites 10 countries as having estimates of trade union density for agency workers. It ranges from Denmark, (50%), Finland (44%), Slovenia (0.18%), France (0.9%), Italy (1.4–17%), Austria and Luxembourg (5% each) to the **Netherlands (7%)**. In November 2008, UNI Global Union and CIETT Corporate Members, including the Adecco Group, signed a Memorandum of Understanding to create a partnership and global social dialogue to achieve fair conditions for the temporary agency work industry and the 9 million a day temporary agency workers around the world. The agreement is global in scope with mutual commitments to – amongst others – respect the freedom of association and the right to collective bargaining as guaranteed by the International Labour Organisation ILO.

Minimum notice period(s) regarding operational changes

Our workforces are informed about operational changes at the first opportunity. In The Netherlands, Adecco colleagues are represented by a works council. Depending on the theme, the works council has approval rights or advisory rights. Minimum notice period differs per theme also. On an international level, the Platform for Adecco Group Communication in Europe (PACE) was created in 1999 for the promotion of communication and social dialogue between the management and colleagues of the Adecco Group companies within the European Union (EU), the European Economic Area (EEA) and the European Free Trade Area (EFTA). As such, PACE represents about 57% of all Adecco Group colleagues. PACE meetings take place once a year. The trade union organisation Euro-FIET, one of the largest of the European Industry Committees affiliated with the European Trade Union Confederation, may attend with observers.

... 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, as mentioned underneath Human Rights, thus also not to accept any kind of forced and compulsory labour. Nevertheless, our corporate code of business 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 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, as mentioned underneath Human Rights, 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 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

As mentioned, we adopted Adecco's corporate code of business conduct. 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;
- Compensating Colleagues and Associates fairly for their work;
- Honoring the importance of each other's lives outside of work.

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.

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.

To date, 60% of Adecco Netherlands' employees have completed and passed a related online training course, which familiarises them with the Group's Code of Business Conduct – including anti-corruption policies and procedures – and tests whether they have understood them properly. The other 40% should have completed and passed the training before 1 August 2009.

... Principle 7, 8, 9:

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

Although our business of providing HR services is principally considered to be of low ecological impact, we recognize that our daily activities do have an effect on the environment. Therefore, we are committed to environmental responsibility and take steps to reinforce this commitment. Wherever we are operational, the applicable environmental regulations and laws will be regarded as setting the minimum standards of environmental performance. Apart from this we will work to minimize the negative environmental impacts of our operations by reducing harmful emissions and waste. To achieve this we will seek to decrease consumption of energy and materials.

Materials used by weight or volume, and percentage that are recycled input materials

The main materials we use for our office-based business are paper and ink/toner cartridges for printers. We aim to minimize the use of paper in all offices and increase the use of electronic documents, such as electronic time sheets, which use is stimulated amongst our clients. Where paper is still used, we stimulate the use of environmentally friendly paper. Next to that, we encourage to re-use paper and to recycle paper. All paper which is used in our offices is collected separately, so it can be recycled. Furthermore, we encourage recycling and the use of recycled products; products such as cartridges and batteries are being recycled.

Energy consumption by primary energy source and energy saved

Where possible, energy that is used to keep our office running is saved; e.g. we use low-energy light bulbs and our employees are encouraged to switch off electric devices before closing time; besides this, our new head office makes use of a cold/warmth depot in the floor, the conventional alternative of gasholders and cooling machines is thus not needed anymore; the use of this depot results in a considerable saving of CO2 emission and therefore contributes to the goals of the Kyoto Protocol; the new head office also gets an A-rating for energy consumption.

Direct and indirect greenhouse-gas emissions by weight and reductions achieved

Our operations do not directly discharge large quantities of greenhouse gases (GHG). Emissions of greenhouse gasses for which Adecco is responsible are mainly the result of commuter traffic. Adecco tries to limit these emissions: Adecco stimulates working at home (for employees who can work flexibly); Adecco stimulates the use of 'green' lease cars; next to that, part of the Adecco policy is to limit traveling by car or by plain as much as possible; the use of video conferences and conference calls is stimulated; Adecco also participates in the National Bicycle plan (Nationaal Fietsplan) to stimulate employees to cycle more instead of driving by car; with the plan, employees can buy a bicycle with tax benefits; by participating in the National Bicycle plan, Adecco contributes to the decrease of CO2 emission.

Emissions of ozone-depleting substances and NOx, SOx, and other significant air emissions

Adecco Netherlands is an HR services provider running an officebased business, its operations do not therefore cause any significant air emissions.

Total weight of waste by type and disposal method

To date, Adecco Netherlands does not monitor this environmental indicator.

Weight of transported, imported, exported, or treated waste deemed hazardous

Adecco Netherlands does not transport, import, export or treat any waste, and therefore no waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII.

Initiatives to mitigate environmental impacts

Examples of environmentally aware actions include:

- the introduction of electronic time sheets (Adtime) allows us to track, approve and control the actual working hours of our external colleagues electronically only. Given the fact that we employ on average 12,000 external colleagues per day, this has a positive impact on the environment. Although we do not track the amount of paper saved because of the use of Adtime, it is obvious that Adtime saves many printed time sheets and envelopes; we continuously communicate to our Clients and convince them to shift with us from paper time sheets to the electronic web-time capture solution;
- our recycling system ensures that all paper and ink/toner cartridges are recycled;
- in the course of 2009, our head office moved to an innovative and more environmentally friendly building with an A-rating for energy;
- Adecco makes use of low-energy light bulbs
- our employees are encouraged to switch off electric devices before closing time;
- Adecco stimulates working at home (for employees who can work flexibly);
- Adecco stimulates the use of 'green' lease cars;
- part of the Adecco policy is to limit traveling by car or by plain as much as possible;
- the use of video conferences and conference calls is stimulated;
- Adecco participates in the National Bicycle plan (Nationaal Fietsplan) to stimulate employees to cycle more instead of driving by car; with the plan, employees can buy a bicycle with tax benefits; by participating in the National Bicycle plan, Adecco contributes to the decrease of CO2 emission;
- Adecco is environment-minded when products and services are being purchased.

Fines and sanctions for non-compliance with environmental regulations

Adecco Netherlands is not aware of any incidents of or fines for noncompliance with any applicable international declaration, or national or local regulations associated with environmental issues.

Significant environmental impacts of transportation

In our business, the environmental impacts of transportation relate to the car and air travel of our staff for the purpose of client visits and business trips. We currently do not measure or estimate the quantity of greenhouse gas emissions resulting from these activities. Adecco does the following to decrease the environmental impacts of transportation:

- Adecco stimulates working at home (for employees who can work flexibly);
- Adecco stimulates the use of 'green' lease cars;
- part of the Adecco policy is to limit traveling by car or by plain as much as possible;
- the use of video conferences and conference calls is stimulated;
- Adecco participates in the National Bicycle plan (Nationaal Fietsplan) to stimulate employees to cycle more instead of driving by car; with the plan, employees can buy a bicycle with tax benefits; by participating in the National Bicycle plan, Adecco contributes to the decrease of CO2 emission.

Total environmental protection expenditures and investments by type

Adecco currently does not have any specific environmental protection budgets and can therefore not report on respective expenditures and investments.

... Principle 10:

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

Business units analysed for risks related to corruption

The corporate company's internal auditors seek to proactively identify risks and evaluate controls, encompassing all business units, including Adecco Netherlands. Fraud is always a consideration when conducting the annual risk assessments or when reviewing control procedures each year. The risk area related to corruption is included as part of any fraud analysis.

Percentage of employees trained in organisation's anti-corruption policies and procedures

To date, 60% of Adecco Netherlands' employees have completed and passed a related online training course, which familiarises them with the Group's Code of Business Conduct – including anti-corruption policies and procedures – and tests whether they have understood them properly. The other 40% should have completed and passed the training before 1 August 2009.

Actions taken in response to incidents of corruption

Adecco Netherlands is committed to complying with all anti-corruption laws to ensure that our global business operations are carried out lawfully and honestly, and are free of the influence of corruption. Adecco's colleagues are advised that a report must be made if they know of, suspect, or think there is the potential for, a violation of the law, including incidents of corruption. To date, we are not aware of any incidents of corruption.

Public policy positions and participation in public policy development and lobbying

Adecco Netherlands encourages participation by our officers, directors, colleagues and associates in public affairs and political activities. However, all such activities must be conducted in their own time, outside working hours. There are significant legal restrictions on the political activities that corporations can engage in. Adecco is committed to full compliance with all such legal restrictions. It is never permissible to:

- Make direct financial contributions to political candidates from a corporate treasury account.
- Reimburse on Adecco's colleagues for a political contribution.
- Use Company property or facilities, or the time of any Company colleagues or associates, for any personal political activity.
- Engage in any political activity on Adecco's behalf without the express written approval of the Adecco Group's General Counsel.

As a corporate citizen of multiple countries and states, we maintain professional relationships with governments and government officials around the world. Many Adecco colleagues maintain frequent contact with regulatory officials so that they can ensure our operations are being carried out lawfully, in addition to obtaining necessary government authorisations. We shall conduct ourselves in a candid and professional manner when interacting with government officials, which is consistent with our commitment to being a good

corporate citizen everywhere we operate. On some occasions, we may also seek to influence government policies by lawfully communicating the Company's views to various government officials and legislators. Only authorised employees are permitted to present the Adecco views to government officials. To this end, we are a member of Ciett, Eurociett and the Dutch ABU, the Confederations of Private Employment Agencies, and an authoritative voice representing the interests of agency work businesses. We count governments among our most important stakeholders.

Financial and in-kind contributions to political parties, politicians, and related institutions

Our Code of Business Conduct does not allow us to make any such contributions to political parties, politicians and related institutions.