

# Communication on progress

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# Randstad key facts 2009

- revenue € 12.4 billion
- # 2 player in the global HR services industry
- 3,200 branches & 947 inhouse locations
- average number of staffing employees 465,000
- average number of corporate employees 27,640
- present in 44 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 interest
- our mission: shaping the world of work
  - engage stakeholders
  - share information to take the HR services market to a higher level
- our core business: putting people to work
  - provide employment to 465,000 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

# UN 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.

# UN 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

# UN 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.

# UN global compact principles: labor\*

some examples of Randstad companies' local initiatives that support the eradication of unethical labor practices include:

- Mexico, France: Randstad Mexico and Group Randstad France are individual signatories of the UN Global Compact
- India: our Ma Foi 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

# UN 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

# UN 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.

# csr memberships & partnerships

- csr reporting & listings
- vso

