

Memento

Misconduct Reporting Procedure for flex workers

As an international company, where the global competence is very important, Randstad group expects of all companies and employees that they behave at all times in accordance with its business principles.

The Misconduct Reporting Procedure describes the steps to be taken if you suspect serious misconduct in the Randstad group or have the appropriate evidence.

Anyone who suspects justified misconduct or is a witness or victim of misconduct is required to report. The stakeholders should first raise their concerns through their normal (local) reporting channels available via your Randstad Consultant, Branch Manager or Account Specialist. The message to the local management is usually the quickest and preferred way, and the best way to ensure a good and open working environment.

The Misconduct Reporting Procedure should not be used to circumvent normal reporting procedures. It should only be used if a local report is likely to be unsuitable or ineffective.

In Switzerland you may use the following **toll-free telephone number** and access code:

Phone number 0800 561 422

Access code 42113

You can also use the **Web service SpeakUp** to leave your complaint in writing :

<https://www.speakupfeedback.eu/web/integrityatrandstad/ch>

Examples of serious cases of misconduct (list not exhaustive):

- violations of the principles of human rights
- violations of the Business Principles of Randstad
- violations of the Randstad policies and procedures
- criminal offences
- non-compliance with legal obligations
- omissions in the field of occupational safety

Process for the reporting of misconduct via hotline or online form:

Hotline

- The reporting person calls the toll-free number; the call is answered by an automated voice response system. Once the report is complete, the reporting person receives a case number. The external service provider then sends a word-for-word transcript of the recorded call to the local Integrity Officer of Randstad.
- For the protection of the caller's anonymity, the recorded call remains with the external service provider and is destroyed as soon as the Integrity Officer confirms receipt of the transcript.
- The Integrity Officer can use the case number to leave a response for the reporting person, in which he confirms receipt of the report, and asks verification questions or presents a conclusion as applicable. After receiving the report, the Integrity Officer will endeavor to leave a response within no more than five working days.
- The reporting person can retrieve the Integrity Officer's response by entering the case number. The reporting person can choose whether they wish to answer any questions asked immediately or at a later date.

Online form

- The reporting person visits the corresponding website, submits a message by entering a text, and receives a case number. The external service provider translates the message and sends this to the local Integrity Officer together with a copy of the website message.
- The Integrity Officer can use the case number to leave a response for the reporting person, in which he confirms receipt of the report, and asks verification questions or presents a conclusion as applicable. After receiving the report, the Integrity Officer will endeavor to leave a response within no more than five working days.
- The reporting person can log back in using the case number and view the response from the Integrity Officer. The reporting person can choose whether they wish to answer the questions asked immediately or at a later date.