

randstad global procedure

misconduct reporting procedure

contact details

integrity line.



# misconduct reporting procedure.

## contact details integrity line.

### Integrity Line user instructions

When you prepare to speak up via the Integrity Line, consider the following aspects for reporting:

- what happened?
- who is involved - who did what and were there any witnesses?
- when did it happen?
- where did it happen?
- how did it happen - what means or methods were used?
- if you know, why did it happen?

If possible, you may share, along with the online report, any evidence, document, reference, photo, or any relevant information, which may assist us in assessing the report in a more efficient way. If you do not have such evidence, any reference or recommendation of where to look for such material will be helpful.

### free phone line - reporting orally

- The person reporting dials the applicable free phone number, enters the access code and a 4 digit personal pin code; the telephone call is received by a voice-response system. After making the report, the reporting person receives a unique case number. The report can be made in the local language or in English. The external provider then sends a word-for-word transcript of the voice recording to the Local Integrity Officer of the country/company concerned.
  - please speak clearly
  - if you want to be contacted directly, make sure you leave your contact details; your phone number is NOT registered when you report by phone
  - **register your unique case number for communication purposes**
  - **register your personal pin code**
- For protection of the reporting person's anonymity, the voice recording remains with the external provider and is destroyed as soon as the Local Integrity Officer has confirmed receipt of the transcript.
- Via the unique case number, the Local Integrity Officer will leave a reply message for the reporting person to confirm receipt of the report and, if necessary, to ask verification questions or summarize a conclusion. After the initial report, the Local Integrity Officer will post a reply within a maximum of seven days from receipt of the message.  
**Please check for a response message!**  
**Your phone number is not registered when you report.**

- Using the unique case number and personal pin code, the person making the report can call the free phone line again to hear the reply from the Local Integrity Officer. The person reporting can choose whether to answer questions immediately or at a later stage.

## online reporting form

- The person making the report goes to the relevant web page, enters the relevant access code, leaves a message by entering a text (in the local language or in English), creates a personal password and receives a unique case number. The external provider translates the message (if not in English) and sends the translation plus a copy of the web message to the Local Integrity Officer of the country/company concerned.
- Via their own unique case number (which is different from the unique case number of the person making the report), the Local Integrity Officer can leave a reply message for the reporting person to confirm receipt of the report and, if necessary, to ask verification questions or summarize a conclusion. After the initial report, the Local Integrity Officer will post a reply within a maximum of seven days from receipt of the message.
- The person making the report can use their own unique case number and personal password to log in again, and will then be able to see the reply from the Local Integrity Officer. The person reporting can choose whether to answer questions immediately or at a later stage.

Country	Freephone and web access	Access code	Language options
<b>The Central Integrity Officer* for the Randstad Group can be reached via</b>		<b>55984</b>	English, Dutch
<a href="http://www.speakupfeedback.eu/web/integrityatrandstad/nl">www.speakupfeedback.eu/web/integrityatrandstad/nl</a>			
<b>Randstad Group companies</b>			
for <b>Randstad Digital</b> , <b>Monster</b> and <b>Randstad Sourceright</b> see end of the list			
<b>Argentina &amp; Uruguay*</b>	0800 666 0078 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/ar">www.speakupfeedback.eu/web/integrityatrandstad/ar</a>	<b>37821</b>	LA Spanish, US English
<b>Australia</b>	1800 452 051 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/au">www.speakupfeedback.eu/web/integrityatrandstad/au</a>	<b>47064</b>	English
<b>Austria</b>	0800-295175 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/at">www.speakupfeedback.eu/web/integrityatrandstad/at</a>	<b>64282</b>	German, English
<b>Belgium</b>	0800 71365 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/be">www.speakupfeedback.eu/web/integrityatrandstad/be</a>	<b>42101</b>	Flemish, French, English
<b>Brazil</b>	0800 891 9678 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/br">www.speakupfeedback.eu/web/integrityatrandstad/br</a>	<b>15678</b>	Portuguese-Brazilian, US English
<b>Canada</b>	1-866-818 1239 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/ca">www.speakupfeedback.eu/web/integrityatrandstad/ca</a>	<b>42102</b>	US English, Canadian French
<b>Chile</b>	123 0020 2775 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/cl">www.speakupfeedback.eu/web/integrityatrandstad/cl</a>	<b>40972</b>	LA Spanish, US English

<b>China</b>	4009901434 calling with provider Unicom: 108007440179 calling with provider Telecom: 108004400179 (landline only) <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/cn">www.speakupfeedback.eu/web/integrityatrandstad/cn</a>	<b>42118</b>	SC Mandarin, SC Cantonese, English
<b>Czech Republic</b>	800 900 538 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/cz">www.speakupfeedback.eu/web/integrityatrandstad/cz</a>	<b>14218</b>	Czech, English
<b>Denmark</b>	8088 5638 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/dk">www.speakupfeedback.eu/web/integrityatrandstad/dk</a>	<b>42103</b>	Danish, English
<b>France</b>	0800-908 810 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/fr">www.speakupfeedback.eu/web/integrityatrandstad/fr</a>	<b>42104</b>	French, English
<b>Germany</b>	0800-1801 733 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/de">www.speakupfeedback.eu/web/integrityatrandstad/de</a>	<b>42105</b>	German, English
<b>Greece</b>	00800 4414 2695 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/gr">www.speakupfeedback.eu/web/integrityatrandstad/gr</a>	<b>11638</b>	Greek, English
<b>Hong Kong</b>	80096 3161 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/hk">www.speakupfeedback.eu/web/integrityatrandstad/hk</a>	<b>85416</b>	TC Mandarin, TC Cantonese, English
<b>Hungary</b>	0680 981 359 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/hu">www.speakupfeedback.eu/web/integrityatrandstad/hu</a>	<b>42106</b>	Hungarian, English
<b>India</b>	0008 0044 01221 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/in">www.speakupfeedback.eu/web/integrityatrandstad/in</a>	<b>42117</b>	English
<b>Italy</b>	800-787 639 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/it">www.speakupfeedback.eu/web/integrityatrandstad/it</a>	<b>42107</b>	Italian, English
<b>Japan</b>	0120 774878 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/jp">www.speakupfeedback.eu/web/integrityatrandstad/jp</a>	<b>65542</b>	Japanese, English
<b>Luxembourg</b>	800-21 048 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/lu">www.speakupfeedback.eu/web/integrityatrandstad/lu</a>	<b>42108</b>	German, French, English
<b>Malaysia</b>	1-800-88-4307 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/my">www.speakupfeedback.eu/web/integrityatrandstad/my</a>	<b>57253</b>	Malay, English
<b>Mexico</b>	01800 123 4618 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/mx">www.speakupfeedback.eu/web/integrityatrandstad/mx</a>	<b>19077</b>	LA Spanish, English
<b>Monaco</b>	80093617 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/mc">www.speakupfeedback.eu/web/integrityatrandstad/mc</a>	<b>86241</b>	French, English
<b>Netherlands</b>	0800-773 2587 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/nl">www.speakupfeedback.eu/web/integrityatrandstad/nl</a>	<b>42100</b>	Dutch, English

<b>Netherlands (Randstad nv)</b>	0800-773 2587 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/nl">www.speakupfeedback.eu/web/integrityatrandstad/nl</a>	<b>42116</b>	Dutch, English
<b>New Zealand</b>	0800 45 0436 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/nz">www.speakupfeedback.eu/web/integrityatrandstad/nz</a>	<b>62710</b>	English
<b>Norway</b>	800-18 333 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/no">www.speakupfeedback.eu/web/integrityatrandstad/no</a>	<b>15476</b>	Norwegian, English
<b>Poland</b>	00800 4411 739 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/pl">www.speakupfeedback.eu/web/integrityatrandstad/pl</a>	<b>42109</b>	Polish, English
<b>Portugal</b>	800-831528 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/pt">www.speakupfeedback.eu/web/integrityatrandstad/pt</a>	<b>01375</b>	Portuguese, English
<b>Romania</b>	0800894540 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/ro">www.speakupfeedback.eu/web/integrityatrandstad/ro</a>	<b>51643</b>	Romanian, English
<b>Singapore</b>	1800-8232206 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/sg">www.speakupfeedback.eu/web/integrityatrandstad/sg</a>	<b>26935</b>	English, SC Mandarin, Malay
<b>Spain &amp; Andorra</b>	900-973 174 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/es">www.speakupfeedback.eu/web/integrityatrandstad/es</a>	<b>42111</b>	Spanish, English
<b>Sweden</b>	020-798 813 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/se">www.speakupfeedback.eu/web/integrityatrandstad/se</a>	<b>42112</b>	Swedish, English
<b>Switzerland</b>	0800-561 422 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/ch">www.speakupfeedback.eu/web/integrityatrandstad/ch</a>	<b>42113</b>	German, French, Italian, English
<b>Turkey</b>	00800 448 824 369 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/tr">www.speakupfeedback.eu/web/integrityatrandstad/tr</a>	<b>42119</b>	Turkish, English
<b>United Arab Emirates</b>	800 0441 2727 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/ae">www.speakupfeedback.eu/web/integrityatrandstad/ae</a>	<b>13718</b>	Arabic, English
<b>United Kingdom</b>	0800-169 3502 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/gb">www.speakupfeedback.eu/web/integrityatrandstad/gb</a>	<b>42114</b>	English
<b>United States of America Randstad</b>	1-866-250 6706 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/us">www.speakupfeedback.eu/web/integrityatrandstad/us</a>	<b>42115</b>	US English, LA Spanish
<b>United States of America Spherion</b>	1-866-250 6706 <a href="http://www.speakupfeedback.eu/web/spherion/us">www.speakupfeedback.eu/web/spherion/us</a>	<b>57728</b>	US English, LA Spanish

Randstad Digital group companies			
<b>Belgium</b>	0800-71365 <a href="http://www.speakupfeedback.eu/web/integrityatrandstaddigital/be">www.speakupfeedback.eu/web/integrityatrandstaddigital/be</a>	<b>30753</b>	Dutch, French, English
<b>France</b>	0800-908810 <a href="http://www.speakupfeedback.eu/web/integrityatrandstaddigital/fr">www.speakupfeedback.eu/web/integrityatrandstaddigital/fr</a>	<b>96710</b>	French, English
<b>Germany</b>	0800-1801733 <a href="http://www.speakupfeedback.eu/web/integrityatrandstaddigital/de">www.speakupfeedback.eu/web/integrityatrandstaddigital/de</a>	<b>31290</b>	German, English
<b>India</b>	0008004401221 <a href="http://www.speakupfeedback.eu/web/integrityatrandstaddigital/in">www.speakupfeedback.eu/web/integrityatrandstaddigital/in</a>	<b>59691</b>	English
<b>Italy</b>	800-787639 <a href="http://www.speakupfeedback.eu/web/integrityatrandstaddigital/it">www.speakupfeedback.eu/web/integrityatrandstaddigital/it</a>	<b>74110</b>	Italian, English
<b>Luxembourg</b>	800-21048 <a href="http://www.speakupfeedback.eu/web/integrityatrandstaddigital/lu">www.speakupfeedback.eu/web/integrityatrandstaddigital/lu</a>	<b>49954</b>	French, English
<b>Netherlands</b>	0800 0222931 <a href="http://www.speakupfeedback.eu/web/integrityatrandstaddigital/nl">www.speakupfeedback.eu/web/integrityatrandstaddigital/nl</a>	<b>69557</b>	Dutch, English
<b>Portugal</b>	800-831528 <a href="http://www.speakupfeedback.eu/web/integrityatrandstaddigital/pt">www.speakupfeedback.eu/web/integrityatrandstaddigital/pt</a>	<b>39986</b>	Portuguese, English
<b>Romania</b>	0800894540 <a href="http://www.speakupfeedback.eu/web/integrityatrandstaddigital/ro">www.speakupfeedback.eu/web/integrityatrandstaddigital/ro</a>	<b>60413</b>	Romanian, English
<b>Switzerland</b>	0800-561422 <a href="http://www.speakupfeedback.eu/web/integrityatrandstaddigital/ch">www.speakupfeedback.eu/web/integrityatrandstaddigital/ch</a>	<b>23475</b>	French, English
Monster group companies			
<b>Austria</b>	0800-295175 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/at">www.speakupfeedback.eu/web/integrityatmonster/at</a>	<b>17691</b>	German, English
<b>Belgium</b>	0800-71365 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/be">www.speakupfeedback.eu/web/integrityatmonster/be</a>	<b>66550</b>	Flemish, French, English
<b>Canada</b>	1-866-8181239 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/ca">www.speakupfeedback.eu/web/integrityatmonster/ca</a>	<b>12181</b>	US English, French Canadian
<b>Czech Republic</b>	800 900 538 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/cz">www.speakupfeedback.eu/web/integrityatmonster/cz</a>	<b>65844</b>	Czech, English
<b>France</b>	0800-908810 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/fr">www.speakupfeedback.eu/web/integrityatmonster/fr</a>	<b>47826</b>	French, English

<b>Germany</b>	0800-1801733 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/de">www.speakupfeedback.eu/web/integrityatmonster/de</a>	<b>34991</b>	German, English
<b>Ireland</b>	1800-552136 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/ie">www.speakupfeedback.eu/web/integrityatmonster/ie</a>	<b>08901</b>	English
<b>Italy</b>	800-787639 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/it">www.speakupfeedback.eu/web/integrityatmonster/it</a>	<b>23534</b>	Italian, English
<b>Luxembourg</b>	800-21048 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/lu">www.speakupfeedback.eu/web/integrityatmonster/lu</a>	<b>82807</b>	French, German, English
<b>Netherlands</b>	0800 0222931 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/nl">www.speakupfeedback.eu/web/integrityatmonster/nl</a>	<b>30051</b>	Dutch, English
<b>Spain</b>	900-973174 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/es">www.speakupfeedback.eu/web/integrityatmonster/es</a>	<b>13146</b>	Spanish, English
<b>Switzerland</b>	0800-561422 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/ch">www.speakupfeedback.eu/web/integrityatmonster/ch</a>	<b>04135</b>	German, French, Italian, English
<b>United Kingdom</b>	0800-1693502 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/gb">www.speakupfeedback.eu/web/integrityatmonster/gb</a>	<b>19478</b>	English
<b>United States</b>	1-866-2506706 <a href="http://www.speakupfeedback.eu/web/integrityatmonster/us">www.speakupfeedback.eu/web/integrityatmonster/us</a>	<b>30681</b>	US English, Latin American Spanish
<b>Randstad Sourceright EMEA*</b>			
<b>Belgium</b>	<a href="http://www.speakupfeedback.eu/web/integrityatrsr/be">www.speakupfeedback.eu/web/integrityatrsr/be</a>	<b>76666</b>	French, Flemish, English
<b>France</b>	<a href="http://www.speakupfeedback.eu/web/integrityatrsr/fr">www.speakupfeedback.eu/web/integrityatrsr/fr</a>	<b>76629</b>	French, English
<b>Germany</b>	<a href="http://www.speakupfeedback.eu/web/integrityatrsr/de">www.speakupfeedback.eu/web/integrityatrsr/de</a>	<b>11611</b>	German, English
<b>Hungary</b>	<a href="http://www.speakupfeedback.eu/web/integrityatrsr/hu">www.speakupfeedback.eu/web/integrityatrsr/hu</a>	<b>24207</b>	Hungarian, English
<b>Netherlands</b>	<a href="http://www.speakupfeedback.eu/web/integrityatrsr/nl">www.speakupfeedback.eu/web/integrityatrsr/nl</a>	<b>55370</b>	Dutch, English
<b>Poland</b>	<a href="http://www.speakupfeedback.eu/web/integrityatrsr/se">www.speakupfeedback.eu/web/integrityatrsr/se</a>	<b>79791</b>	Polish, English
<b>Sweden</b>	<a href="http://www.speakupfeedback.eu/web/integrityatrsr/se">www.speakupfeedback.eu/web/integrityatrsr/se</a>	<b>63326</b>	Swedish, English
<b>United Kingdom</b>	<a href="http://www.speakupfeedback.eu/web/integrityatrsr/gb">www.speakupfeedback.eu/web/integrityatrsr/gb</a>	<b>45420</b>	English

\* web access only

