

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; 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**
- 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, 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, leaves a message by entering a text (in the local language or in English), 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 the unique case number, 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 the case number 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 |
|--|--|--------------|------------------------------------|
| The Central Integrity Officer* for the Randstad Group can be reached via | | 55984 | English, Dutch |
| www.speakupfeedback.eu/web/integrityatrandstad/nl | | | |
| Randstad Group companies | | | |
| for AUSY , Monster and Randstad Sourceright see end of the list | | | |
| Argentina & Uruguay* | 0800 666 0078 www.speakupfeedback.eu/web/integrityatrandstad/ar | 37821 | LA Spanish, US English |
| Australia | 1800 452 051 www.speakupfeedback.eu/web/integrityatrandstad/au | 47064 | English |
| Austria | 0800-295175 www.speakupfeedback.eu/web/integrityatrandstad/at | 64282 | German, English |
| Belgium | 0800 71365 www.speakupfeedback.eu/web/integrityatrandstad/be | 42101 | Flemish, French, English |
| Brazil | 0800 891 9678 www.speakupfeedback.eu/web/integrityatrandstad/br | 15678 | Portuguese-Brazilian, US English |
| Canada | 1-866-818 1239 www.speakupfeedback.eu/web/integrityatrandstad/ca | 42102 | US English, Canadian French |
| Chile | 123 0020 2775 www.speakupfeedback.eu/web/integrityatrandstad/cl | 40972 | LA Spanish, US English |
| China | 4009901434 calling with provider Unicom: 108007440179 | 42118 | SC Mandarin, SC Cantonese, English |

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

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

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

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

* web access only

