

randstad global procedure

misconduct reporting procedure

contact details

integrity line.



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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
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 Randstad Digital , 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 calling with provider Telecom: 108004400179 (landline only) www.speakupfeedback.eu/web/integrityatrandstad/cn	42118	SC Mandarin, SC Cantonese, English
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

Randstad Digital group companies			
Belgium	0800-71365 www.speakupfeedback.eu/web/integrityatrandstaddigital/be	30753	Dutch, French, English
France	0800-908810 www.speakupfeedback.eu/web/integrityatrandstaddigital/fr	96710	French, English
Germany	0800-1801733 www.speakupfeedback.eu/web/integrityatrandstaddigital/de	31290	German, English
India	0008004401221 www.speakupfeedback.eu/web/integrityatrandstaddigital/in	59691	English
Italy	800-787639 www.speakupfeedback.eu/web/integrityatrandstaddigital/it	74110	Italian, English
Luxembourg	800-21048 www.speakupfeedback.eu/web/integrityatrandstaddigital/lu	49954	French, English
Netherlands	0800 0222931 www.speakupfeedback.eu/web/integrityatrandstaddigital/nl	69557	Dutch, English
Portugal	800-831528 www.speakupfeedback.eu/web/integrityatrandstaddigital/pt	39986	Portuguese, English
Romania	0800894540 www.speakupfeedback.eu/web/integrityatrandstaddigital/ro	60413	Romanian, English
Switzerland	0800-561422 www.speakupfeedback.eu/web/integrityatrandstaddigital/ch	23475	French, English
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

