

misconduct reporting procedure.

frequently asked questions



FAQs

1. about the Misconduct Reporting Procedure

Q. What is the Misconduct Reporting Procedure (MRP)?

The MRP is a global procedure that explains your options to confidently and safely speak up on any suspected serious misconduct within or relating to the Randstad Group.

It encourages open dialogue and outlines the steps to follow to raise concerns, ensuring you are protected from any threat or retaliation.

Q. Why does Randstad have this procedure?

Randstad is committed to a culture of openness and accountability, which is essential to protect our people, our company values, and all stakeholders. Randstad is obliged by law to offer a procedure for reporting misconduct and we encourage all stakeholders to report any incidents, situations and concerns where it is evident that conduct is not in line with our core values. The MRP is in place to provide a safe and easy way to report misconduct. The Randstad Group Integrity Line is intended for use in the event that reporting through the normal lines is likely to be inappropriate or ineffective.

Q. What is considered Misconduct?

Misconduct refers to incidents or situations where you reasonably suspect or have evidence of serious misconduct or unlawful behavior. This includes, but is not limited to, concerns related to:

- Randstad's core values, Business Principles, policies, or procedures.
- Bribery and corruption, fraud, or misappropriation of company assets.
- Discrimination, racism, harassment, or intimidation (including sexual harassment).
- Breaches of human rights principles (e.g., modern slavery, child labor).
- Health and safety failures or environmental issues.
- Violation of laws or regulations, including those related to competition, tax, and European Union law.
- Conflicts of interest or unauthorized disclosure of confidential information (including personal data).

Q. Who can submit a report or raise a concern?

The procedure is for any **Stakeholder** who wants to speak up. A Stakeholder includes:

- Randstad corporate employees, officers, directors, and trainees.
- Talent (temporary staff, independent contractors, freelancers).
- Former employees and former talent.
- Candidates, job seekers, and volunteers.
- Clients, suppliers, and their staff/subcontractors.
- Shareholders and investors.

2. where and how to report

Q. Where should I report an issue first?

We encourage you to speak up through regular, local reporting channels first, as this is usually the fastest route. This may include:

- Your direct **manager** or **HR representative**.
- Your **consultant** or their manager.
- **Legal counsel, Risk & Audit**, or other trusted roles (e.g., ombudsman, confidant).

Q. When should I use the Randstad Group Integrity Line?

You should use the Integrity Line (secure webpage or telephone hotline) if:

- The suspected Misconduct cannot be reported via regular channels (e.g., they are likely to be inappropriate or ineffective).
- You do not feel comfortable reporting your issue through the regular channels.
- The Integrity Line is an alternative, ultimate remedy.

Q. Can I report anonymously?

Yes. If you wish to remain anonymous, you are strongly advised to report through the Integrity Line. It is operated by an independent, external provider and is designed to protect your identity while enabling safe, two-way dialogue via a unique report number and password/PIN.

Q. What information should I include in my report?

To enable a fair and efficient investigation, please be as specific as possible. Consider the **Who, What, When, Where, How, and Why** of the incident. You are also encouraged to share any evidence, documents, photos, or references you may have.

Q. What if I am involved in the activity I am reporting?

Submitting a report on Misconduct to the Local Integrity Officer directly or via the Integrity Line will not automatically protect you if you participated in the improper act. However, if you report in good faith, you can do so without fear of retaliation for reporting and Randstad **will consider this as a mitigating factor** when assessing the consequences of the misconduct.

3. confidentiality and protection from retaliation

Q. Will my report be kept confidential?

Yes. All concerns raised are treated as confidential to the maximum extent possible, including your identity, consistent with the need to conduct an investigation. Your identity will not be disclosed without your explicit consent to anyone beyond the limited number of authorized people directly involved.

Q. Will I be protected from retaliation?

Yes. You will be protected from any form of threat or retaliation if you report with reasonable grounds to believe the information is true at the time of reporting. Randstad will not tolerate any form of threat, discrimination, or disciplinary action against anyone reporting potential Misconduct in good faith, and including the alleged person targeting / trying to uncover the identity of the reporter.

4. the process

Q. Who at Randstad receives my message?

Your report is received by the **Local Integrity Officer** of the country or local/global market concerned. A copy is also sent to the **Central Integrity Officer** at Randstad N.V. Both are impartial functions.

Q. How quickly will my report be acknowledged and handled?

- **Acknowledgement:** The Local Integrity Officer will confirm receipt of your report, either directly or through the Integrity Line, **within seven days**.
- **Investigation and Feedback:** You will be informed whether the matter is assessed as potential Misconduct or should be handled locally by another function. The Local Integrity Officer may ask further questions to better understand the concern reported or relevant for the investigation, and will provide feedback on the outcome or progress of the investigation **at the latest three months** from the acknowledgement of receipt.

Q. How can I check for a response?

If you report through the Integrity Line (web or phone), you will receive a unique, randomly-generated **Report Number** (not known to Randstad) and will create a personal password or PIN. You can use this unique report number and password/PIN to log back in (web) or call back (phone) to check for a response from the Local Integrity Officer.

Q. What if I lose my report number?

If you lose your report number (and/or password/PIN), you must submit your message again. Use the new report number for all further communication regarding that concern.

5. using the Integrity Line

Q. Can I leave a message in my native language?

Yes. You can leave your message in your native language or in English, as selected when you make your report. The communication continues in the language you originally used. Machine translation to/from English is provided for the Local Integrity Officer and/or Central Integrity Officer.

Q. Is the service available at any time?

Yes. The Integrity Line web service and telephone hotline are available **24 hours per day and 365 days a year**.

Q. Can I submit documents/attachments?

Yes. The secure web service enables you to attach electronic documents to your report.

Q. How does the Integrity Line web service work?

- Visit the secure webpage: <https://randstad.speakup.report/en-GB/integrityatrandstad/home>
- Select the language in which you want to leave your message (the system will automatically select the language used for your browser settings at the first option)
- Click **'+ New report'**.
- Note down your unique **Report Number** and create a **Password**.
- Type your message, select the relevant Randstad entity, and upload any attachments.
- Check back with your Report Number and Password within seven days for a response.

Q. How does the Integrity Line telephone hotline work?

1. Dial the freephone number relevant to your location (see [Annex 2](#) in the full procedure for country-specific numbers).
2. Enter the **Organization Code: 129347**.
3. Select your language.
4. You will receive a unique **Report Number** and be asked to choose a **4-digit PIN code**. **Write them down carefully**.
5. After the tone, speak your message clearly and specifically.
6. Call back with your Report Number and PIN code within one week (5 working days) to hear the response.