

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; 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 | www.speakupfeedback.eu/web/integrityatrandstad/nl | 55984 | English, Dutch |
| Greece | 00800 4414 2695 www.speakupfeedback.eu/web/integrityatrandstad/gr | 11638 | Greek, English |

* web access only

