

Randstad Group policy

Title	Discrimination, Intimidation & Harassment Policy
Effective date	20 June 2011
Function	Group Legal
Document	DIHP_version1_20062011

1. Purpose

The purpose of this policy is to reinforce Randstad's commitment to provide a work environment to employees that is free from discrimination, intimidation and harassment and thereby promote equal opportunities and ensure that people are treated with dignity and respect. By making Randstad's position explicit this policy supports Randstad's mission to shape the world of work.

This policy is consistent with and supportive of **Randstad's Business Principles**, especially principles 1, 8 and 11:

1. We know and comply with the laws that govern our business, international human rights principles and Randstad's internal policies and procedures.
8. We treat others fairly, act with care and consideration and respect human rights. We do not tolerate intimidation or harassment in any form.
11. We value diversity and do not discriminate on grounds of age, color, disability, gender, marital status, nationality, race, religion or sexual orientation or any other irrelevant or illegal characteristics.

2. Applicability

This policy applies to all companies within the Randstad Group and all Randstad employees (including temporary workers) with immediate effect.

Whilst this policy sets the minimum standard expected within the Randstad Group, local legislation will always apply and prevail over this policy if, and to the extent that, the standards of this policy do not meet standards required by local laws. Where necessary, each Randstad Group company should amend this policy to reflect such local legal requirements.

The implementation period is 2011 (to be discussed). Implementation of this policy may require that applicable employees' representatives or workers council should be informed or involved.

3. Status

This is a new Randstad Group policy.

It was adopted by Randstad Holding executive board on 20 June 2011.

This policy may be reviewed on a regular basis to ensure it complies with applicable legal requirements and continues to meet our commercial needs.

4. Definitions

Discrimination includes both direct and indirect discrimination based on age, colour, disability, gender, marital status, nationality, race, religion or sexual orientation.

Discrimination is any action taken or employment practice adopted that makes distinctions between individuals or groups so as to disadvantage a person or group of people and advantage others on the basis of an attribute or on the basis of characteristics irrelevant or illegal to the situation. Employment practices include interview, hiring, promotion, demotion, compensation, discipline and dismissal.

Direct discrimination is a policy or practice that directly adversely affects or excludes a person or group from a benefit on the basis of personal attributes or characteristics that are irrelevant to the situation.

Indirect discrimination is a policy or practice that appears to be neutral, or the same for everyone, but which, in operation, results in a particular person or group being adversely affected or excluded from a benefit, which policy or practice cannot be objectively justified.

Intimidation or Harassment is conduct or a series of actions that create a hostile, abusive or intimidating work environment for a reasonable person. Intimidation or harassment can be verbal, psychological or physical. It may be a single incident or a series of incidents.

5. Policy

5.1 General

Randstad does not tolerate discrimination, intimidation or harassment towards and amongst Randstad employees. In particular, Randstad does not tolerate discrimination, intimidation or harassment towards Randstad employees by clients.

A work environment should be created and maintained within each Randstad Group company that supports this policy so that Randstad employees are free from discrimination, intimidation and harassment. Each Randstad Group Company shall uphold this policy towards its clients where Randstad employees work.

Each Randstad Group company is responsible for ensuring compliance with this policy and applicable local legislation. Compliance with this policy necessarily requires adequate communication, incorporation in induction and training programs and implementation in the work process.

5.2 Discrimination

Randstad employees shall treat other (potential) Randstad employees fairly, act with care and consideration and shall not discriminate in performing their duties.

Any positive discrimination initiatives should be carefully checked to ensure compliance with applicable local legislation.

5.3 Intimidation and Harassment

Randstad employees shall not intimidate or harass others, and shall not behave in an unwelcome manner.

Intimidating, harassing or unwelcome behavior can include:

- Flirting, advances and/or propositions of a sexual nature.
- Making remarks, insults, humor, jokes which are demeaning to an individual, including regarding their body or clothing, national origin, culture, race, age, religion.
- Offensive touching, such as patting, pinching, hugging or repeated brushing against an individual's body; sexual assault; and/or suggestions that submission to or rejection of sexual advances will affect decisions regarding an employee's work assignments, status, salary, benefits or other terms or conditions of employment.

5.4 Misconduct Reporting

In the event of a breach of this policy, employees should first raise concerns through their normal (local) reporting channels, either through local management lines or regular local contacts, such as via identified confidants, complaint desks etc. Reporting to management is usually the fastest and preferred route, and the best way to ensure a good and open work environment throughout the Randstad Group.

If local reporting channels are likely to be inappropriate or ineffective, the Randstad Misconduct Reporting Procedure should be used but this should be considered as a last resort. All concerns raised in accordance with this procedure will be treated strictly confidentially and with the complete assurance that there will be no retaliation against any employee filing a good faith complaint.

In the event of proven discrimination, intimidation or harassment appropriate corrective action and/or disciplinary measures will be taken by the relevant Randstad Group Company in accordance with local laws and practices.

The Misconduct Reporting Procedure can be found at:

<https://www.randstadatwork.com/corporate-information/values-policies.html>

<http://www.ir.randstad.com/governance.cfm>

5.5 Legal advice

As set out above, local requirements should be checked with local legal advice to ensure compliance with all applicable laws and regulations. Should you have any questions concerning this policy please contact Helen Hulsker of Group Legal (Helen.Hulsker@randstadholding.com / +31 20 569 5737).

