

Corporate		Frequently Asked Questions about the Misconduct Reporting Procedure	
Procedure No.	2.1.3		
Effective Date.	06/05/10		
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Q. What is the Misconduct Reporting Procedure?

Randstad has Business Principles that call on all employees to always act ethically, with integrity and in compliance with Randstad policies & procedures and with all applicable laws & regulations.

The misconduct reporting procedure outlines the steps to follow if you suspect or have evidence of any serious misconduct within or relating to the Randstad Group, and if reporting locally is likely to be inappropriate or ineffective. It should be considered as a last resort.

Reports can be submitted through the Integrity Line, a telephone hotline and a secure webpage.

Q. What do you mean by misconduct?

The Misconduct Reporting Procedure can be used to report serious misconduct, which includes but is not limited to breaches of human rights principles, violations of legal obligations, lack of compliance with internal policies, or personal misconduct.

Q. Why does our company need a Misconduct Reporting Procedure?

Randstad is obliged by law to offer a misconduct reporting facility and we encourage people to report any incidents, situations and concerns where it is evident that conduct is not in line with our core values.

This Misconduct Reporting Procedure is intended for use in the event that reporting through the normal lines is likely to be inappropriate or ineffective.

Q. Who can submit a concern, or lodge a complaint? A client? A temp? Employees? Is there any different level of treatment?

Since reporting can be done anonymously, we are not concerned who makes the complaint but rather the credibility and gravity of the complaint, and how it relates to Randstad.

Every country/operating company of the Randstad Group has its own Local Integrity Officer, who will deal with complaints.

Q. When should I report something I witnessed to the Integrity Line?

In our company, if you witness an illegal act, have a complaint, or see someone misbehaving, you would normally report it to your supervisor. Sometimes however, this might be an impossible option, because you fear retaliation for example.

The Integrity Line is not meant to replace the regular reporting procedures that already exist, but should be only seen as an ultimate remedy. It is another route to take after you have exhausted all other avenues, or if you cannot use the regular channels.

Q. Can I report anonymously?

Yes, but anonymous reports must always be made through the Integrity Line.

In order to minimize false reports and for reasons of privacy protection, any anonymous reports received through channels other than the Integrity Line will not be investigated.

Q. What happens if I am involved in the illegal activity, have a change of heart, and want to report it? Can I be held accountable for my actions?

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Submitting a report on the Integrity Line will not protect you automatically if you participated in the improper act. You can however submit a complaint in good faith without fear of retaliation.

Calling the Integrity Line telephone system (hotline)

Q. How does the Integrity Line work?

You dial the free phone number, enter your access code and leave your message. Within one week you can call back to listen to the response. You can reply to this response. This conversation cycle can be repeated endlessly.

Tip: write down your message before you make the call.

Q. Is the system difficult to use?

Not at all: straightforward voice prompts guide you through the simple process.

Q. Will my voice be heard by my employer?

No. The Integrity line is operated by an independent external provider that transcribes and translates your message and sends us a typed word-for-word transcript of what you have said.

Tip: if you still do not feel comfortable, someone else can read out your message.

Q. Can my identity be discovered?

Firstly, you are in total control of the content of the message you leave: if you leave your contact details, the external provider will forward them; if not, the provider and your employer will not know who you are. Furthermore, we have agreed not to seek the identity of any caller.

Q. Can my employer trace my call?

No. The employer has no access to the Integrity Line telephone system.

Tip: if you still do not feel comfortable, use a public or non-identifiable phone.

Q. What happens to the recording of my message?

The external provider will delete the recording from the system as soon as Randstad has confirmed receipt of the written transcript.

Q. Is the Integrity Line service totally confidential?

The service is provided by an independent, external provider company and we have agreed not to seek the identity of any caller.

Q. Can that confidentiality ever be broken?

If the external provider of the Integrity Line receives a call threatening violence or an illegal act, it will retain the recording to hand over to the authorities upon request.

Q. Who at Randstad receives my message?

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The Local Integrity Officer of the country or operating company concerned. A copy is sent to the Central Integrity Officer at Randstad Holding.

Q. Who is paying for my call?

Access is via a free phone number so you can call at no cost to yourself.

Q. Is there a limit to the length of message I can leave?

No. However, after seven minutes you get a notification followed by an option to continue.

It is of course a good idea to think carefully about what you want to say so that your message is as clear and concise as possible.

Q. What if I make a mistake when leaving my message?

No problem. Simply stay on the line and start again or if you wish, put the phone down and ring again later – you cannot “crash” the system.

Q. How quickly will the external provider pass my message on to the Local Integrity Officer?

Your transcribed message will be sent to the Local Integrity Officer, in principle, within one working day.

Q. I want to remain anonymous but still receive a reply; how can I do this?

The Integrity Line system will give you a unique case number. This randomly-generated number is repeated several times to make sure you are able to make a note of it.

By entering your case number when you call back, you will be able to listen to the response from Randstad. Your identity remains protected.

Tip: have a pencil and paper ready to write down the case number.

Q. How quickly can I check for a response?

Randstad has undertaken to respond within five working days.

Q. Can I call the Integrity Line at any time?

Yes. The Integrity Line is available 24 hours per day and 365 days per year.

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

Yes. Although we prefer English, if you feel more comfortable leaving a message in your native language, please feel free to do so. Just choose the appropriate language option. *)

If you have left a message in your native language, replies to your message or requests for additional information by Randstad will be in your preferred language as well.

However, please make sure that you have made a note of your personal case number.

Q. What if I want to submit documents?

You can log on to the secure Integrity Line web service using the same case number. There you can leave your – electronic – documents.

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Q. How will I know whether my complaint has been addressed?

Via the unique case number, the Local Integrity Officer will confirm receipt of a report to a complainant within five working days, and will conduct an investigation. In case of questions or other response, the Local Integrity Officer can post a reply message through the Integrity Line. If you have made a note of your personal case number you can always call in to find out the status of your case.

Q. What if I lose my case number?

If you have lost your case number, please call again and leave your message again. Use the new case number for all further communication.

Contacting the Integrity Line web service (online complaint form)

Q. How does the Integrity Line web service work?

You go to the secure web page (through a hyperlink or by entering the URL), enter your access code and leave your message. Within one week you can return to the web service and read the response. You can reply to this response. This communication cycle can be repeated endlessly.

Q. Is the system difficult to use?

Not at all: straightforward screens guide you through the simple process.

Q. Can my identity be discovered?

Firstly, you are in total control of the content of the message you leave: if you leave your contact details, the external provider will forward them; if not, the provider and your employer will not know who you are. Furthermore, we have agreed not to seek the identity behind any message.

Q. Can my employer trace my message?

No. The employer has no access to the Integrity Line web service.
Tip: if you do not feel comfortable, do not use a computer that is monitored.

Q. Is the Integrity Line web service totally confidential?

The service is provided by an independent external provider and we have agreed not to seek the identity of people who have left a message.

Q. Can that confidentiality ever be broken?

If the external provider of the Integrity Line receives a call threatening violence or an illegal act, it will retain the recording to hand over to the authorities upon request.

Q. Who at Randstad receives my message?

The Local Integrity Officer of the country or operating company concerned. A copy is sent to the Central Integrity Officer at Randstad Holding.

Q. Is there a limit to the length of message I can leave?

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Your message will be sent to the Local Integrity Officer, in principle, within one working day.

Q. I want to remain anonymous but still receive a reply; how can I do this?

The Integrity line web system will give you a unique case number. Please make sure to write this down carefully. By entering your case number, you will be able to read the response from Randstad. Your identity remains protected.

Q. How quickly can I check for a response?

Randstad has undertaken to respond within five working days.

Q. Can I leave a message at any time?

Yes. The web service is available 24 hours per day and 365 days per year.

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

Yes. Although we prefer English, if you feel more comfortable leaving a message in your native language, please feel free to do so. Responses will be in your native language as well.

If you have left a message in your native language, replies to your message or requests for additional information by Randstad will be in your preferred language as well.

Q. What if I want to submit documents?

The web service enables you to attach – electronic – documents.

Q. How will I know whether my complaint has been addressed?

Via the unique case number, the Local Integrity Officer will confirm receipt of a report to a complainant within five working days and will conduct an investigation. In case of questions or other response, the Local Integrity Officer can post a reply message through the Integrity Line. If you have made a note of your personal case number you can always call in to find out the status of your case.

Q. What if I lose my case number?

If you have lost your case number, please leave your message again.

Use the new case number for all further communication.