

Randstad Germany (publisher)

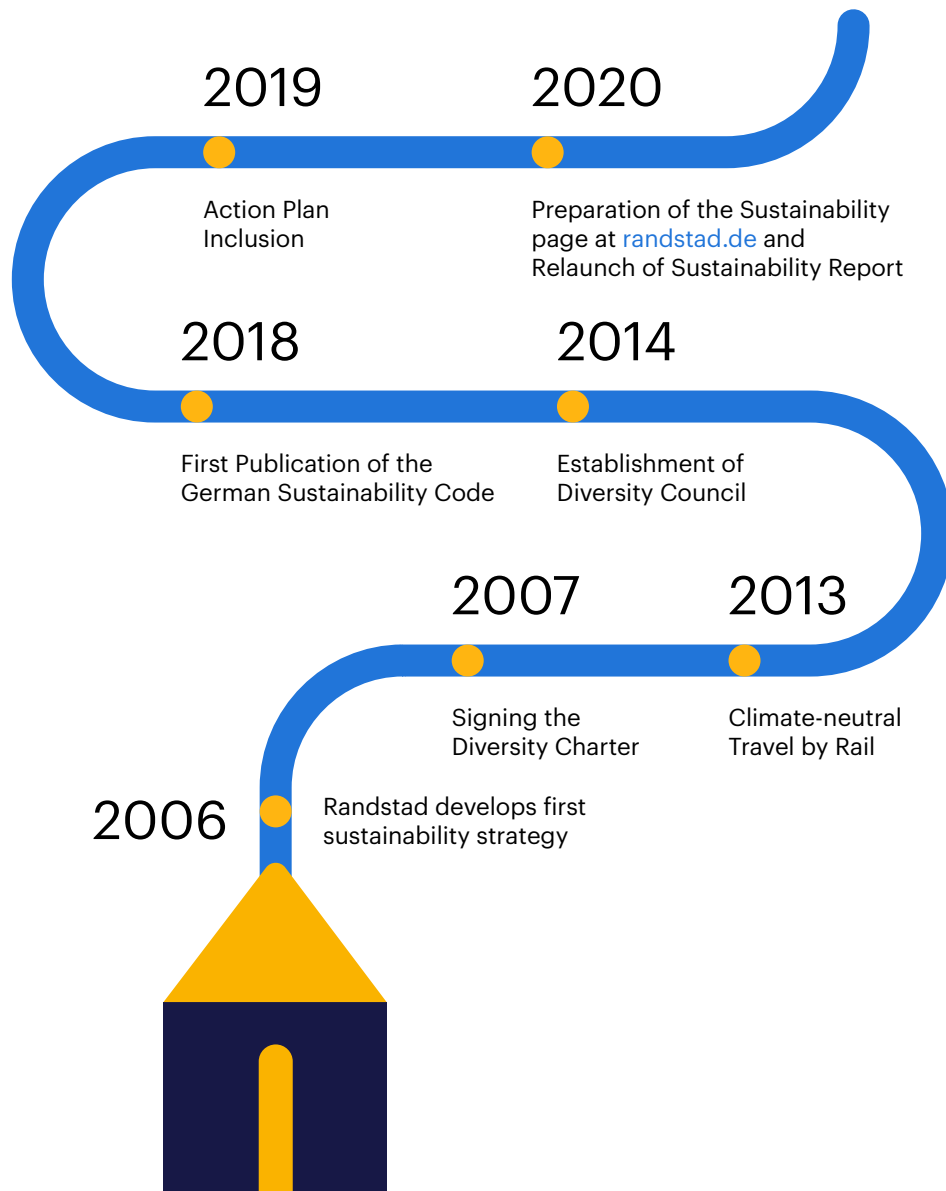
Sustainability Report



human forward.

 randstad

CSR Commitment at Randstad



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Foreword

Corporate Social Responsibility (CSR), frequently defined as sustainability, is a core element of the corporate portfolio of large enterprises as well as SME. Why do enterprises commit to sustainability? Is the company which is involved in reforestation more sustainable than a company that focuses on qualification and further training? How does Randstad Deutschland define sustainability and which are our key activities?

In 2006, we have already prepared our first sustainability strategy and continuously developed it further since then. For Randstad Deutschland, CSR means that we assume social responsibility in the area of our core business and aligned our corporate strategy to a more sustainable company development. We aim at coordinating our set economical, social and ecological goals. An essential field of action of our sustainability strategy aims at enabling as many people as possible jobs covered by social insurance. The principle of our central guideline is:

We believe that a sustainability strategy can only be successful if specifically coordinated activities distinctly relate to the core business. Success can only be achieved if the sustainability strategy is interwoven with the corporate DNA. As one of the largest HR service providers in the world, we focus on people, the successful integration into the labor market as well as all

“ We develop talents in economy and society. ”

other aspects concerning work, qualification and further training. Therefore, we set ourselves the goal to touch the work lives of 500 million worldwide by 2030.

More information on how we reach this goal, which tools we use, in which networks we are active and which standards are essential for our sustainability commitment, can be found on the following pages.

Please do not hesitate to contact us if you have any queries or would like to discuss our strategy. We look forward to hearing from you.



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Our Core Values

We have fostered our core values in the principles of our corporate philosophy. The core values are: to know, to serve, to trust, simultaneous promotion of all interests and striving for perfection. It illustrates how we define our responsibility with regard to economy and society. Through our values, we give our behavior a valid framework to which all employees (m/f/d)* of Randstad feel committed.



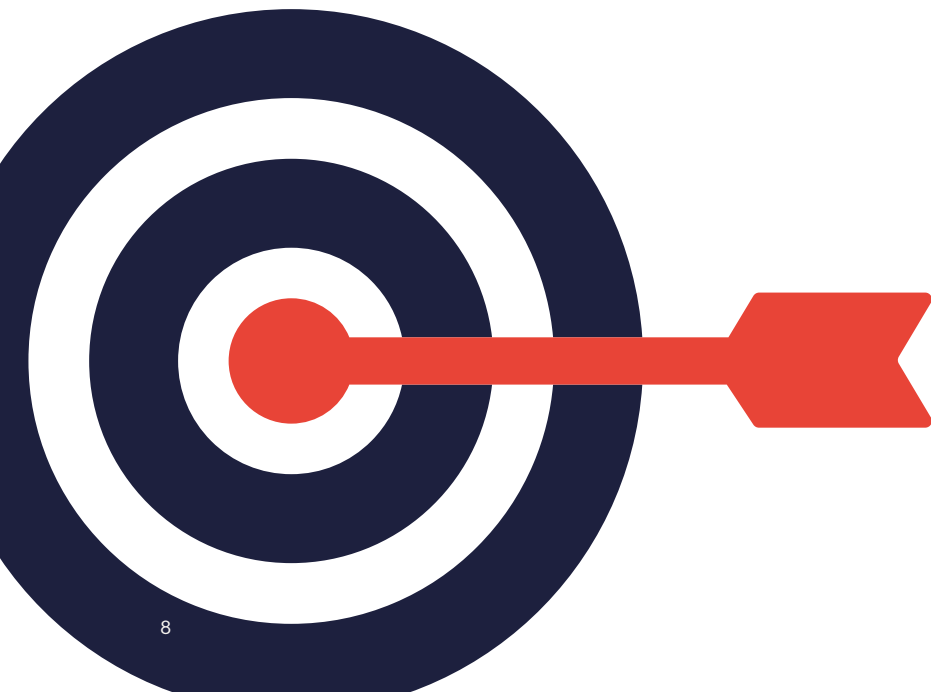
*For improving the readability of the text, the masculine form is mainly used for persons, functions, etc. However, it is unanimously used for all genders.

Our basis for sustainability

Our actions are guided by three key issues in order to reach all stakeholders with our concept:

1. We create attractive framework conditions such as fair remuneration and training opportunities and nurture an appreciative mindset in accordance with our Randstad core values every day.
2. Our business activities are certified and our actions are based on the standards which we count on. An essential component of this is the collective agreement.
3. We take part in various event formats and are actively involved in the organizations of which we are a member.

The dialog with you as an employee, customer or political player is essential to us. Please do not hesitate to contact us if you have any queries about our sustainability activities.



Our Sustainability Strategy

We regard our responsibility to facilitate employment subject to social security contributions as the core of our sustainability strategy. We place a strong focus on the qualification and further training of our employees.

In order to play a role in the working lives of 500 million people worldwide by 2030, we will continue to consistently combine our sustainability strategy with our main business. Our sustainability strategy is guided by the UN Sustainable Development Goals (SDGs). These goals are aimed at sustainable development on an economic and social as well as ecological level worldwide.



Our working priorities comprise the following SDGs:



Goal 4 Quality Education:

Learning on the job – acquiring new skills in temporary employment

We ensure that people have access to inclusive, equal-opportunity and high-quality education and lifelong learning. Education sharpens the eye for sustainable development. It plays a major role in encouraging each individual to develop personal responsibility, an understanding of democracy and the ability to innovate. One example of how we achieve this goal is through our “[Learning on the job](#)” program.



Randstad training programs are popular with employees

12,000

training courses were carried out in 2019

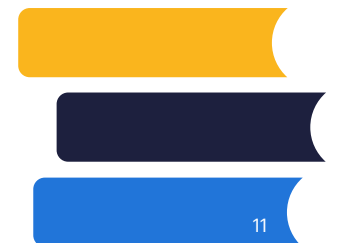
32%

of employees accept offers of training

Failure to complete their education and acquire work experience or evidence of qualifications means that many people are lacking in career opportunities. With “[Learning on the job](#)”, Randstad offers employees the chance to expand their skills and improve their vocational prospects. Through a variety of deployments at client firms, they automatically enhance their development and become familiar with new jobs, companies and workplaces, as well as adapting to new conditions and fostering social contacts. We call this “acquiring new skills in temporary employment”.

We document the skills and abilities acquired in a personal qualification passport. This procedure is possible only in our industry. Once employees have acquired adequate knowledge and passed a TÜV Rhineland examination, they receive a recognized certificate. Employees can currently obtain qualifications in the following occupations:

- Warehouse assistant
- Production assistant
- Dialog marketing assistant



Success Story

Pietro Scelfo



Catch-up school-leaving qualification enables career advancement

Pietro Scelfo was one of those to benefit from our offer. He had been working for several years for a Randstad in-house client as a specialist assistant, when he was offered the prospect of a better job. But the lack of a recognized qualification stood in the way of promotion.

Qualification plan points the way

His contact at Randstad provided support and used a qualification and time plan to illustrate the path to a vocational certificate.

TÜV and IHK certification

Pietro Scelfo followed the path to a certificate in two stages: First he was inducted into the “Learning on the job” program to become a warehouse assistant and passed both written and oral TÜV Rhineland examinations. The “Learning on the job” program is a service offered by the [Randstad Academy](#). Thanks to his TÜV certificate and his vocational experience, Pietro Scelfo then went on to pass the external IHK Wuppertal examination to become a specialist assistant, warehousing/logistics.

Expanded employment opportunities

In gaining his IHK certificate of proficiency, Pietro Scelfo has broadened his employment prospects and embraced new challenges: “I now have the chance to take up a job with a Randstad client as a warehouse logistics specialist. I am currently gaining some initial experience in this role, and I feel very comfortable.” “His long-term goal: to become a logistics “scheduler” and take on even more responsibility.





Goal 5 Gender Equality

We support gender equality and self-determination. This is the only way in which people can overcome discrimination and stand up for their rights.

We are committed to [Workplace Pride](#) and listed in the [Gender-dax](#). Since 2014 Randstad has established a Diversity Council, a supra-departmental body which deals with projects surrounding diversity, anti-discrimination and equality.

In addition, all employees have access to service provider WDS. eldercare. This care concept provides support for both employees and dependents who require care. Randstad also offers flexible working hours that match the employee's situation and harmonizes with company needs.



Goal 8 Decent Work and Economic Growth

We play our part in promoting long-term, inclusive and sustainable economic growth through productive full employment and decent work for all. We provide our clients with the right staff in case of bottlenecks, order peaks and other entrepreneurial challenges. In doing so, we contribute to our partners' long-term, sure-footed success. In addition, we are also members of [UnternehmensForum](#), a Germany-wide coalition of companies that aim to enable individuals with disabilities or impairments to participate fully in the working world.



Goal 10 Reduced Inequalities

We are committed to reducing inequality. Economic participation, just like political and social participation, strengthens cohesion within society and has a positive effect on the development of the economy. Our Diversity Council regularly initiates projects focusing on current issues. Employees in need are supported by the company's social fund. Through our [Inclusion Action Plan](#), we are playing our part in promoting the self-evident appreciation of the value that people with disabilities represent. We are active signatories to the [Diversity Charter](#). The company network is committed to an unprejudiced and open working environment.



Goal 13 Climate Action

We are taking action to mitigate climate change. We are actively pursuing our goal of reducing our CO₂ footprint, not least by investigating and reducing climate-related impacts along our value chain. In our day to day work processes, too, we are innovative and proactive. Since May 2018, Randstad Deutschland has used 100% green electricity. Administrative processes are systematically recorded electronically in order to bring us closer to our goal of a paperless office. Besides this, we have electronic time recording systems and an employee app to further reduce paper consumption. Throughout Germany, our branches provide our employees with e-bikes when needed.

Our Material Sustainability Topics

Materiality analysis supports strategic orientation of our sustainability strategy

Materiality analysis is a tool well suited to identify the sustainability topics of material importance for the company. By focusing in this way, resources can be used more efficiently, employees can be convinced of the need for certain measures, and stakeholders kept specifically and effectively informed.

In order to improve our understanding of those sustainability topics which are of material importance for our business activities and stakeholder expectations, we have conducted a materiality analysis. Participating stakeholders included clients, applicants, employees, suppliers, authorities, investors, trade unions, civil society organizations and associations. Based on stakeholder rankings (opportunities to exert influence, importance of issues addressed, and legitimacy of interests), we carried out a comprehensive analysis of the data. We identified key topics that are of relevance for Randstad. These in turn form the basis for our Germany-wide sustainability activities.

- **Corporate governance:** Through the medium of defined Group guidelines, business principles, action instructions, practical guides and standardized processes, we ensure that our employees act in conformity with the law. In addition, we have laid down guidelines and stipulations that must be followed if an employee has concerns regarding possible infringements.
- **Responsible lobbying:** We transparently disclose our business model to our stakeholders and create fair conditions for our temporary workers at a political level.
- **Health & human safety:** Good and safe working conditions for all employees of Randstad Deutschland are a matter of course for us.
- **Co-determination:** Our elected employee representatives review applicable rights and contracts and help to shape our company.
- **Qualification:** We invest in education and training and offer qualifications for our employees. In doing so, we are playing our part in safeguarding the earning capacity of our workforce.
- **Diversity & inclusion:** Every day, we integrate and include disadvantaged people in the labor market.
- **Data protection and security:** We make sure that all our employees comply with the data protection regulations and apply them as the law requires.
- **Climate protection:** We are continuously reducing our CO2 footprint, particularly in the areas of infrastructure, procurement, mobility and innovation management.
- **Community:** We support charitable projects through corporate volunteering and donations.

Employee Commitment

A matter of honor

For us, social commitment is an established part of our corporate philosophy. For this reason not least as part of the “Matter of Honor” project initiated in 2010, we support voluntary engagements by our employees in support of good causes. Once the planned initiative has been reviewed and approved by the Matter of Honor advisory board, employees receive financial support for their project.

Making jam for a women’s refuge

Together with our client TE Connectivity, our colleagues have been making jam – some called it “Mamma-lade” – for sale on behalf of the KARLA 51 women’s refuge. They met with other voluntary helpers on the premises of KARLA 51, where they prepared fruit, made jam and decorated the filled jars, before heading out to sell their produce. The fruit itself was donated as it was too ripe to be sold. Martina Birthelmer of Randstad was deeply moved by this day of action: “It was something special for me to experience this shared commitment along with our clients and the other voluntary helpers. We should take time out more often to help other people. Little things can make a big difference.”



Proceeds from the sale of “Mammalade” go to the organization running the refuge and will be used to fund events for the women and their children. The organizers are keen to arrange a food distribution with musical accompaniment for young and old. Randstad supported this employee commitment with a financial contribution.



Preparing refugees for the world of work

“International classes” in the town of Brühl are getting ready to enter employment. Our colleagues have had several meetings with the participants to lend support. Aged between 18 and 30, the majority of them originate from countries such as Syria and Afghanistan. “Our motivation was to provide local support to help people who have suffered hardship to rebuild their lives. Our knowledge and our assistance have smoothed their path into the world of work, and we hope that they too will fulfill their own individual wishes and life goals.” Our colleagues carried out a CV check and prepared the participants for introductory interviews, as well as providing help and advice in response to individual questions.

Randstad supported this particular commitment by contributing the funding for a laptop.

Randstad Foundation initiative “You are a talent”

To enable young people starting work to successfully link up with potential employers, Randstad is licensed under the “You are a talent” initiative launched by the Randstad Foundation. Throughout Germany, teams of mentors are cooperating with lower secondary schools where they support year groups on the path to employment. Support continues through to the point of applying for a suitable apprenticeship. School students from grade seven through to grade nine are introduced to the world of professional life through teaching units geared to their age groups. Here the students discover their talents, identify suitable occupations and gain an insight into their future employment through company visits and work experience.

Take for example this visit to the Continental company headquarters in Frankfurt.

The committed team of mentors in Eschborn organized a visit to Continental in Frankfurt to give school students some practical experience. Company representatives gave the students a presentation of the company’s history and described the high standards expected of applicants for various occupations. An informative tour of the plant ended with a visit to the training workshop where the youngsters tried their hand at filing and thread cutting. “For the students, there is no substitute for the “aha! effect” of a visit to a company. This is where it becomes clear to them just how important their performance at school is for an attractive apprenticeship,” explained Ulf Fröhlich, one of the mentors in Eschborn. “It’s moments like this that keep motivating me to continue in my role as a mentor.”

Support from Joblinge e.V.

Support in finding work or training is available from the [Joblinge initiative](#), in particular for young people with “placement-

barriers”, few if any role models or successful experiences at school.

These are youngsters whose life to date has also deprived them of adequate financial or language support.

Take Martin* from Frankfurt. He lost his mother when he was 13, and his father in early 2019, both to cancer. At 21 he now has an extended lower secondary school leaving certificate. The Joblinge initiative offered him a structure, tools and the self-confidence he needed to set out in search of a training place. Cooperating companies even offered him practical work experience. The Joblinge supervisors and his mentor Ilona Battenfeld from Randstad accompanied him in his search for work experience and apprenticeships. “It is amazing that just by listening and sharing thought processes, I could give a person so much power and strength,” wrote Martin’s mentor in her résumé. Hard work, staying power and above all his own individual strengths paid off in the end. He was given an apprenticeship in a DIY store where he had previously made a good impression while on work experience.

*The name has been changed.



Video: “Joblinge”

<https://www.youtube.com/watch?v=JpOQ5nwXsvo>

Standards, Certifications and Awards

Our sustainability strategy is based on the following standards and goals:

- The ten principles of the [Global Compact](#) of the UN on human rights, labor, environment and anti-corruption
- [ILO core](#) labor standards
- ISO certifications:
 - ISO 45001 Standard for occupational safety management system
 - ISO DIN EN 9001:2015 Quality management for “HR services regarding staff leasing”
 - ISO 45001:2018 Occupational safety and health regarding “temporary employment agencies”
- TÜV.com certified data protection: The [certificate](#) confirms that Randstad Deutschland complies with the EU General Data Protection Regulation and that data of the business partners is protected.

- In selected locations, we have been certified by TÜV Rheinland Cert GmbH as authorized partner pursuant to the Labor Promotion Act (§5 AZAV) for “performance-related remunerated employment services” and “activating measures as well as occupational integration” (certificate 01 600 102506).

Moreover, Randstad makes an annual statement re the [German Sustainability Code](#): Randstad Germany GmbH & Co. KG is listed in the database of the German Sustainability Code which enables transparency of the entrepreneurial sustainability performance. It is of major importance to us to have a sparring partner who provides us with feedback and helps us to continuously improve ourselves.

Furthermore, we are represented in:

- FTSE4Good Index
- Dow Jones Sustainability Index
- and in Genderdax

We are the winner of

- [SAP Hack2Sol](#) contest For this purpose, Randstad designed a prototype app for a mobile workplace inspection.

We are proud of the following awards:

- Randstad Deutschland was honored by the Federal Ministry of Labor and Social Affairs (BMAS) for the “[2019 Inclusion Action Plan](#)”. Hence, Randstad is one of nine enterprises which have published an action plan according to [BMAS](#).

Networks and Memberships

Exchange with other stakeholders goes without saying. Together, we address trends and impetus of tomorrow's world of work. We believe that continuous exchange with other stakeholders is vital in order to achieve our goals. Therefore, we are involved in the following:

[BDA](#) (Confederation of German Employers' Associations), [BAP](#) (Employers' Association for HR service providers e. V.), [Economic Council](#), [Green Economic Dialog](#), [Phineo](#), [Diversity Charter](#), [International weeks against racism](#), [HR forum inclusion](#), [Joblinge e.V.](#), [Corporate Forum](#) and [Zero Accident Forum \(ZAF\)](#).

Randstad is member of the [Non cliché Initiative](#). It supports young people to find their jobs beyond stereotypes. The goal is to establish a gender equal job and study orientation throughout Germany.



About Randstad

Randstad is the leading HR service provider in Germany. We support enterprises and employees to realize their potential by combining our technological expertise with our instinct for people. This principle is called "Human Forward". Randstad Group Deutschland employs 38,300 staff and has about 500 branches in 300 cities. Our revenue amounts to approx. EUR 1.56 billion (2020). Besides the classic temporary employment, our portfolio comprises the business units Professional Services, Staff Recruitment, HR Solutions and Inhouse Services. As an experienced and trustworthy partner, we offer customized HR solutions for our client companies. Our individual service and development offers for employees and applicants make us an attractive employer and service provider also for skilled workers and leaders.

We have been active in Germany for more than 50 years and the Randstad Group Deutschland is part of the Dutch Randstad N.V. With a total revenue of approx. EUR 20.7 billion (in 2020), more than 569,800 daily deployed employees and about 4,700 branches in 38 markets, our international Group is the largest HR service provider worldwide. Our

national branches also comprise Tempo Team, Gulp, Monster, twago, Randstad Sourceright, Randstad Outsourcing GmbH as well as Randstad Automotive and Randstad Financial Services in addition to Randstad Deutschland GmbH & Co. KG. Richard Jager is CEO.

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