

quality,  
environment,

information  
security, credit  
management  
and social  
responsibility  
policy.



The aim of Randstad Group companies is to become leaders in the matching of labour supply and demand and in the provision of high-quality and professional HR services.

Our mission is to play a leading role in shaping the world of work by paying close attention to the needs of individual workers and at the same time demonstrating flexibility, ability to respond to customer needs and respect for privacy and security issues.

This objective is expressed in the principles of this Quality, Environment, Information Security, Credit Management and Social Responsibility Policy.

- **customer satisfaction:** constantly ensuring and improving customer satisfaction by implementing their expectations and complying with service requirements so as to become an increasingly reliable partner and to maintain the business relationship over time
- **attention to the evolving market:** promptly responding to market changes through a lean, flexible and competitive organisation that is attentive to the environmental impact of its operating processes
- **careful management of in-house and externally provided staff:** involving the entire workforce in all of the service delivery processes, allowing staff to grow professionally and take part actively in the company
- **protection of data and information:** manage data and information throughout the lifecycle of relationships between organization, customers, and employees by ensuring integrity, confidentiality and availability
- **commitment to reducing the environmental impact of our activities:** setting up the virtuous management of waste and resources
- **accurate credit management:** managing and improving credit management from flexible work and directing sales action towards efficiency goals of cash flow

In order to make the commitments that have been undertaken become effective, in compliance with standards UNI EN ISO 9001, UNI EN ISO 14001, UNI EN ISO 27001, CRMS FP and SA8000 was developed and is maintained on an ongoing basis, and this Policy was drawn up. This document addresses all of the parties directly or indirectly involved in the activity of the Randstad Group companies in Italy, in other words, all of our Stakeholders.

The commitments that the Group has decided to undertake with regard to Quality, Environment, Credit Management and Social Responsibility are detailed in the following pages.

## commitment to information security:

- ensure the Confidentiality, Integrity and Availability of managed Information
- constantly evaluate the risk of information handling and the processes that characterize the organization
- protect the information assets proactively
- maintain the image of society as a reliable and competent partner
- ensure to all external subjects a high degree of confidentiality of the information handled
- pursue continuous improvement of security processes
- ensure a high degree of resilience to Business processes
- ensure full compliance with the current Data Protection Act
- spreading the security awareness in the staff by increasing the level of sensitivity and competence with appropriate training and information actions



## commitment to quality:

- understanding customer needs intended as complying with the contractual commitments in terms of how and when the service is delivered
- organisation based on a process approach which envisages measurement methods controlled by the Integrated Management System, through the definition of monitoring indicators
- constant updating of staff recruitment techniques, to best meet the needs of our customers
- attention and sensitivity in managing in-house and externally provided staff with a view to creating a motivated and highly professional workforce
- dissemination of quality-oriented culture through appropriate information actions addressing all staff and aimed at increasing their awareness of this issue
- periodic monitoring of the satisfaction of customers and of in-house and externally provided staff
- integrated solutions for outsourced activities that guarantee a personalized approach for greater process efficiency and cost optimization
- focus on training as a moment of total growth.

## commitment to the environment:

- ensuring full observance and compliance with all laws, regulations and other applicable provisions on environmental matters
- pursuing the continuous improvement of our performances and reducing the environmental impact of our activities, through a more effective management of waste and resources
- promoting competence, awareness and a sense of responsibility in our employees, collaborators and suppliers towards environmental protection
- promoting and implementing a "Green" internal purchasing policy as indicated in the "Suppliers'Code"
- promoting Smart Working as much as possible, thereby promoting the sustainable mobility of employees and collaborators
- privileging the use of offices in buildings featuring low energy consumption.



For further information:

- SAI (Social Accountability International): [www.sai-intl.org](http://www.sai-intl.org)
- SAAS (Social Accountability Accreditation Services): [saas@saasaccreditation.org](mailto:saas@saasaccreditation.org)
- RINA SERVICES: [www.rina.org](http://www.rina.org)

## commitment to social responsibility:

- refraining from employing child workers under the age of 16
- ensuring that young workers (aged between 16 and 18) are not exposed to risky, hazardous or harmful situations and that they may continue their school career successfully
- envisaging policies to help child workers go back to school and provide support to help their education
- ensuring that apprenticeship contracts are used in the interest of the young worker and in collaboration with training organisations, in accordance with existing legislation
- establishing procedures for the collection and resolution of reports from our employees regarding social responsibility issues
- guaranteeing a healthy and safe workplace, achieved with measures aimed at preventing accidents and damage to health
- ensuring that all staff, including new recruits, receive regular and documented training on health and safety
- establishing systems to detect, avoid and address potential health and safety risks
- recognising workers' right to collective bargaining and freedom of association (including the appointment of union representatives)
- ensuring that workers' representatives are not subject to discrimination



- ensuring that workers clearly understand their payroll
- guaranteeing that the salary paid is sufficient to meet staff's primary needs, in addition to providing further discretionary income
- ensuring that any deductions from salaries are not applied for disciplinary purposes, except in the manner set out in the sector-specific National Collective Agreement
- communicating openly with all internal and external stakeholders, by promoting the dissemination and adoption of social responsibility principles among suppliers, contractors and subcontractors
- combating all forms of discrimination arising from employment, remuneration, training, promotion, dismissal and/or retirement
- guaranteeing staff's right to follow practices or needs related to race, class, nationality, religion, disability, gender, sexual orientation, age, trade union membership or political affiliation
- hindering behaviour or gestures that are sexually coercive, threatening, abusive or aimed at exploiting workers
- ensuring that no use is made of corporal punishment, mental or physical coercion, or verbal abuse against workers
- ensuring that wages and salary allowances are paid in a manner that is convenient for their collection by the worker and in full compliance with the rules laid down by the sector-specific National Collective Agreement

## commitment to manage credit risk:

- evaluate the risk associated with the management of internal credit resulting from flexible work
- monitor customer portfolio and their payment performance
- to get continuous improvement of credit management processes
- maintain company image as a reliable and competent partner
- directing sales action towards efficiency goals of cash flow
- spread the culture of credit management through appropriate information actions for all staff

maximize sales  
minimize credits.



The Randstad Group is committed to:

- promoting the understanding and dissemination of the Quality, Environment, Information Security, Credit Management and Social Responsibility Policy to all staff, making it accessible even externally through publication on [www.randstad.it](http://www.randstad.it);
- stimulating, monitoring and verifying the commitment to constantly comply with standards UNI EN ISO 9001, UNI EN ISO 14001, UNI EN ISO 27001, CRMS FP and SA8000 by all Stakeholders involved in the Group's processes and activities by encouraging them to identify the most critical parts and to implement improvement actions in their management and operating.

[www.randstad.it](http://www.randstad.it)

