

quality, environment and social responsibility policy



All. 1 Sez 5 Manuale per la Qualità e per la Responsabilità Sociale e Ambientale REV 4 del 15/04/2017

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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 and the ability to respond to customer needs.

This objective is expressed in the principles of this **Quality, Environment 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.
- **commitment to reducing the environmental impact of our activities:** setting up the virtuous management of waste and resources.

In order to make the commitments that have been undertaken become effective, in compliance with standards UNI EN-ISO 9001, UNI EN-ISO 14001 and SA 8000, an **Integrated Quality, Environment and Social Responsibility Management System** 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, the Environment and Social Responsibility are detailed in the following pages.



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
- **security of information systems** in order to preserve information while ensuring its availability, confidentiality and integrity
- **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.**



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.**



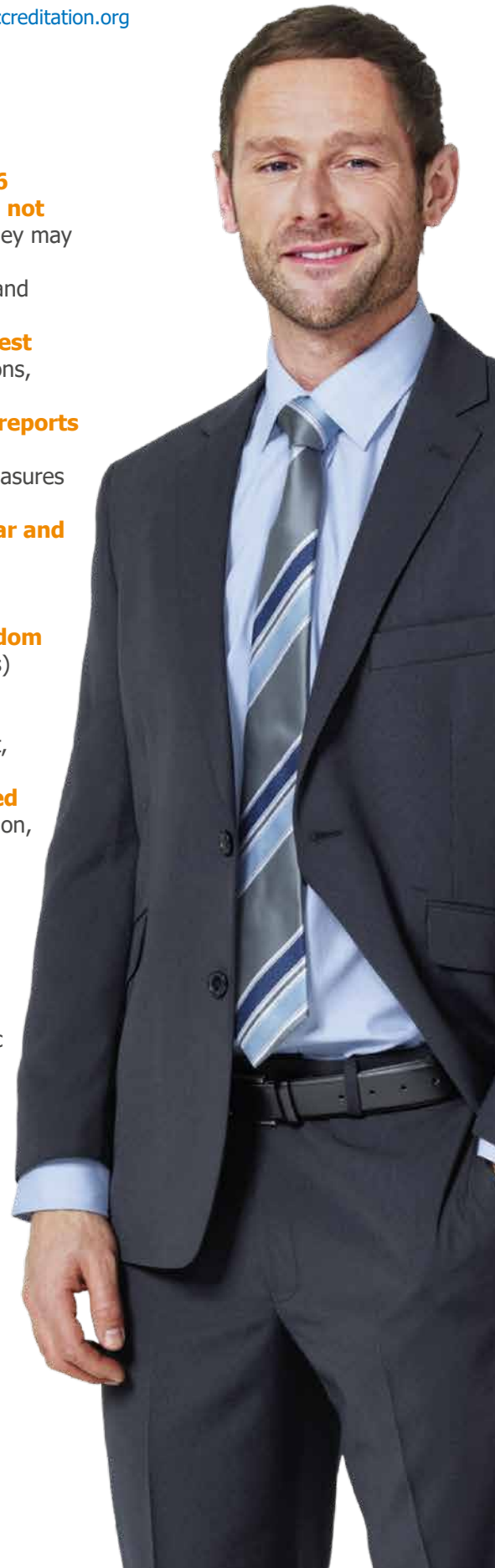


For further information:

- **SAI** (Social Accountability International): www.sa-intl.org
- **SAAS** (Social Accountability Accreditation Services): saas@saasaccreditation.org
- **RINA SERVICES**: 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**
- **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
- **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



The Randstad Group is committed to:

- promoting the understanding and dissemination of the **Quality, Environment and Social Responsibility Policy** to all staff, making it accessible even externally through publication on www.randstad.it;
- stimulating, monitoring and verifying the commitment to constantly **comply with standards ISO 9001, 14001 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 activities.



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