



quality, health & safety,
environment, information security,
social responsibility policy,
gender equality, diversity and inclusion.



partner for talent.



Organizations today are in need of more support, service excellence, expertise and ultimately, access to talent. Our ambition is to become organizations' most valued partner for talent by understanding their needs and delivering solutions with focus and at scale. This is why our strategy is built on four specializations - operational, professional, digital and enterprise.



Our mission is to play a leading role in the world of work as a "partner for talent", paying maximum attention to the needs of talents and demonstrating, at the same time, flexibility, the ability to respond to customer needs and respect for the issues and principles set out in the document.

This objective is expressed in the principles of this [quality, health and safety, environment, information security, social responsibility policy, gender equality, diversity and inclusion](#).

- **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
- **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
- **health & safety at work:**
regarding health and safety for talents and employees as the utmost priority, in accordance with international human rights principles, internal policies and procedures and the laws that govern our business
- **commitment to reducing the environmental impact of our activities:**
setting up the virtuous management of waste and resources
- **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
- **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
- **gender equality, diversity and inclusion:**
providing equal opportunities and supporting diversity in the workplace, promoting a fair and heterogeneous work environment

In order to make the commitments that have been undertaken become effective, in compliance with standards UNI ISO 45001, UNI EN ISO 9001, UNI EN ISO 14001, UNI EN ISO 27001 e SA8000 UNI PdR 125 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 Ranstad Group companies in Italy, in other words, all of our Stakeholders.

The commitments that the Group has decided to undertake with regard to Quality, Health and Safety at work, Environment, Information Security, Social Responsibility policy, Gender Equality, Diversity and Inclusion are detailed in the following pages.

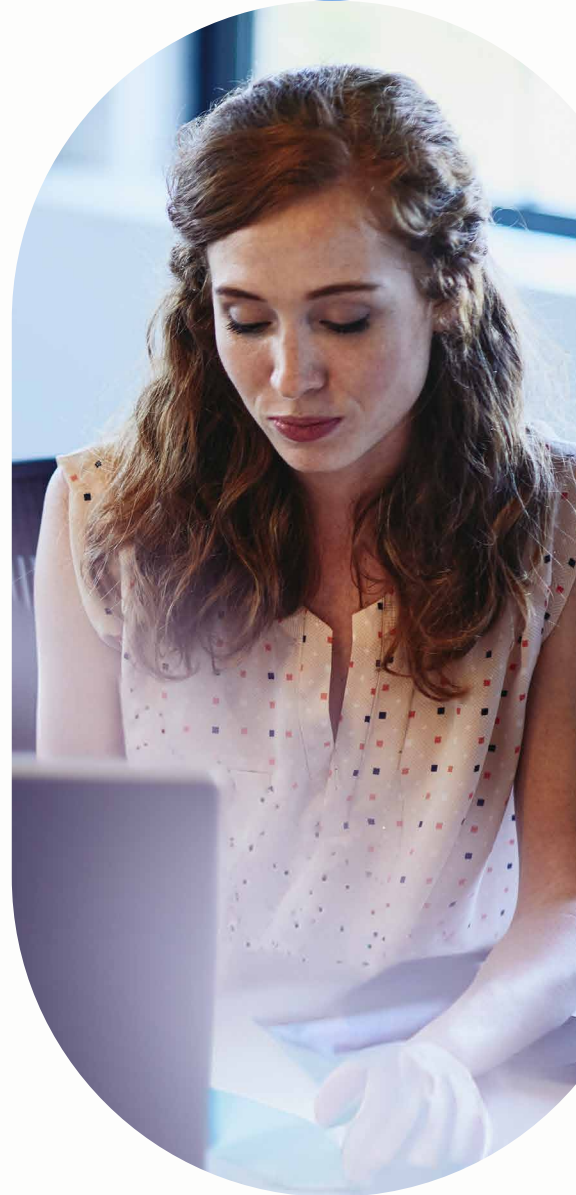


undertakings related to health & safety at work:

- respecting the legislation and regulation and any other requirements that the company must comply with, regarding public and private clients
- minimizing the risks to which workers are exposed by guaranteeing them safe and healthy working conditions and also by involving and raising the awareness of the clients whose premises are used while carrying out the work
- inform talents and employees so that they can act safely at all times to ensure their own welfare and that of others in the workplace, to avoid accidents and incidents and to promote health and to reduce risks
- promoting health and safety measures and objectives throughout every level of the business
- collaborating with our clients to ensure adequate health and safety compliance for talents and employees
- providing all talents and employees with adequate information and training on health and safety preventive measures
- identifying, monitoring, and reviewing responsibilities and accountabilities at all levels
- monitoring and managing injuries effectively by providing support to talents and employees to quickly recover and be able to return to work
- improving over time the Management system effectiveness and its safety performances by defining and implementing relevant objectives
- Ensuring a systematic risk analysis and careful planning of changes in processes, working environments and the equipment needed, that may affect workers' safety conditions
- promoting the participation and consultation of talents and employees in H&S matters
- establishing and maintaining an H&S operational structure appropriate to the specific local circumstances
- maintaining a global integrated health and safety framework in line with national and international standards

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.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



- 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



commitments for
gender equality,

diversity
and inclusion.

- Promote an open recruitment process, and ensure that no inquiries about candidates' private life (such as marital status, family composition and care responsibilities) are made during job interviews
- Apply clear and functional hiring policies to prevent inequalities and to discourage bias
- Try to achieve gender balance in corporate leadership composition, in correlation with sector and job position specifications
- Make career opportunities and professional development programs accessible to the entire corporate population
- Collect and make available data relating to personnel management in particular its composition in terms of gender, recruitment, training and development (or career advancement)
- Create a working environment that recognizes the value of people and their individual characteristics, preserving their psycho-physical well-being
- Provide training opportunities, aiming to develop and improve professional and leadership skills
- Support fairness and transparency by informing staff about Compensation & Benefit policies
- Adopt a welfare model which considers the needs of people of all genders and ages, providing measures to support parenting and caregiver activities
- Define specific programs for parental leave, encouraging the request from both parents, and define a plan for the management of the different phases of maternity (before, during and after)
- Promote work-life balance, promoting smart-working, hours flexibility, and supporting good practices attentive to the needs of all the staff
- Identify, prevent and treat the risks associated with physical, verbal and digital abuse, ensuring constant attention to the language used in the workplace, and stimulating communication that is as correct and neutral as possible

the randstad group is committed to:

- promoting the understanding and dissemination of the Quality, Health and Safety at work, Environment, Information Security, Social Responsibility policy, Gender Equality, Diversity and Inclusion 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 UNI ISO 45001, UNI EN ISO 9001, UNI EN ISO 14001, UNI EN ISO 27001, SA8000 and UNI PdR 125 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;



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