

Supplier Code of Conduct

Randstad Group

1. Introduction

Randstad is the global leader in the personnel services industry. In today's technology-driven world, there are many talented professionals, and we help people and organisations realise their true potential. We underline our commitment to lifelong employability and our contribution to economic growth for society as a whole with a clear goal: By 2030, we will be present in the working lives of 500 million people worldwide.

Since our company was founded, sustainability has been one of Randstad's core values. We work in such a way that the interests of all those who are directly or indirectly involved in our business are equally served. Our suppliers make an important contribution to the quality of our services. We therefore require our suppliers to adopt our standards and comply with this "Supplier Code of Conduct" - this Code is an integral part of our terms and conditions. It is designed to ensure that goods and services are procured in a socially responsible and sustainable manner and in accordance with our business principles.

As an industry leader in personnel services, we recognise the need to conduct business with integrity. For this reason, Randstad is a signatory to the United Nations Global Compact and respects and supports its ten principles relating to human rights, labour, the environment and anti-corruption. Full details can be found here: <https://www.unglobalcompact.org/aboutthegc/thetenprinciples/index.html>.

The principles Randstad adheres to with respect to work are set out in the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work: Freedom of association and the right to collective bargaining, elimination of all forms of forced or compulsory labour, effective abolition of child labour, and elimination of discrimination in the context of employment and occupation. Full details can be found here: <http://www.ilo.org/declaration/lang--en/index.htm>.

Randstad is committed to maintaining the highest ethical corporate standards. By embedding the Global Compact principles into our strategy, culture and day-to-day operations, we ensure that Randstad employees and suppliers fulfil these fundamental commitments. We consider these ten principles to be part of our business principles. Full details of our business principles can be found here:

<https://www.randstad.com/about-randstad/corporate-governance/business-principles/>.

2. Supplier Code of Conduct

This Supplier Code of Conduct is designed to ensure that goods and services are procured in a socially responsible and ethical manner in accordance with our business principles. The Code therefore imposes obligations on our suppliers, and compliance with the Code is a key factor in deciding whether we will enter into and/or continue a relationship with a supplier. Our suppliers are required to read all aspects of the Code and must perform in accordance with the principles set out therein. By signing the Code and its provisions, the Supplier agrees to comply with and uphold these provisions in all business interactions with Randstad. The provisions of the Code also apply to the Supplier's own supply base (subcontractors and sub-suppliers) and the Supplier is responsible for ensuring compliance with the Code throughout the supply chain. Randstad reserves the right to amend the Code.

A violation of this Code of Conduct may ultimately be grounds and cause for Randstad to terminate the business relationship, including all related supply contracts.

3. Laws

The Supplier must comply with all international, national and local laws relating to health and safety, labour and the environment. In addition, the Supplier must have all relevant permits before processing an order. If even one permit is missing, the Supplier must obtain it as quickly as possible, but no later than three months after order placement. Randstad will implement additional controls at the senior management level to ensure the protection of its operations until the necessary permits are obtained. The Supplier will inform Randstad as soon as the required permits have been obtained. If local standards for a particular industry and/or international guidelines are stricter than the laws applicable at the Supplier's place of business, the Supplier must comply with these stricter requirements.

4. Management systems and certification

Randstad expects its Suppliers to comply with high industry standards relevant to the Supplier's industry related to data privacy and information security. If a Supplier uses artificial intelligence (AI) as part of its offering to Randstad, the Supplier shall ensure that it uses AI ethically and responsibly and in accordance with Randstad's AI Principles. Randstad prefers to work with suppliers that use certified quality management systems and standards (e.g. ISO 9001 and 14001). Depending on the services or products offered, our suppliers must be able to provide the following information:

- relevant information on the impact of its business processes on human rights, the environment and health and safety;
- senior management information on the control of quality standards, anti-bribery and corruption (ABAC), data protection and information security;
- the quantifiable targets that the company has formulated in these areas and the time frame in which it intends to achieve them;
- interim information on the extent to which the company is making progress in achieving the targets set.

5. Monitoring and evaluation

To ensure that global governance goals are met, Randstad tracks and monitors the implementation of the Supplier Code of Conduct across its entire supplier base. In addition, compliance with the Code is discussed in meetings with particularly important suppliers and at any other time we deem appropriate. If there is reason to do so, Randstad may decide to audit a supplier on the relevant aspects of the Code. This audit can be carried out by Randstad or by a third party appointed by Randstad. If a supplier is not or not yet able to comply with the provisions of this Code, Randstad will discuss with that Supplier what measures need to be taken to ensure compliance with the Code in the near future. Failure to comply with the Code may result in either not entering a business relationship with the Supplier or terminating an existing business relationship. Any termination of the business relationship with the Supplier shall include all affiliated companies of the Supplier company.

6. Human rights

We expect suppliers working for Randstad to understand and support the importance of our responsibility for human rights in relation to all stakeholders, both within the Randstad Group and in all external business relationships. This includes promoting a diverse and inclusive workforce, also among our suppliers. We are particularly committed to protecting those groups of people who are particularly vulnerable in the labour market. These groups may vary from country to country and/or region and include children, people with disabilities, immigrants, the LGBTI+ community, indigenous peoples and ethnic minorities, and the longterm unemployed.

The Supplier must respect human rights as set out in Randstad's [Human Rights Compliance Policy](#) and international treaties and regulations. The Supplier must be able to prove that all its products and/or services are manufactured or provided without violating human rights; this includes, but is not limited to, the prohibition of child labour and compliance with employee rights (no forced or bonded labour, protection of health and safety, fair working hours, no discrimination). Any non-compliance with human rights may result in automatic termination of the business relationship between Randstad and the Supplier.

Rejection of forced labour

No forced labour, slave labour or comparable forms of labour shall be used. All work must be voluntary and without threat of punishment. Employees must be able to leave work or employment at any time. In addition, there shall be no unacceptable treatment of workers, such as psychological hardship, sexual and personal harassment and humiliation. The commissioning or use of security forces must be refrained from if, during their use, persons are injured or treated in an inhumane or degrading manner or if freedom of association is affected.

Prohibition of child labour

Child labour may not be used at any stage of production. Suppliers are required to adhere to the recommendation from the ILO conventions on the minimum age for employment of children. Accordingly, the age shall not be less than the age at which compulsory education ends under the law of the place of employment and in any case not less than 15 years.

If children are encountered at work, the Supplier shall document the actions to be taken to remedy the situation and allow the children to attend school. The rights of young workers must be protected. Under the age of 18, they may not be used for work that is harmful to the health, safety or morals of children. Special protective regulations must be observed.

Fair remuneration

The remuneration for regular working hours and overtime must correspond to the national statutory minimum wage or the minimum standards customary in the industry, whichever is higher. Employees shall be provided with all benefits required by law. Payroll deductions as a penalty are not permitted. The Supplier shall ensure that employees receive clear, detailed and regular written information on the composition of their remuneration.

Fair working hours

Working hours must comply with applicable laws.

Freedom of association

The right of employees to form and join organizations of their choice and to bargain collectively and to strike shall be respected. In cases where freedom of association and the right to collective bargaining are restricted by law, alternative means of independent and free association of employees for the purpose of collective bargaining shall be provided. Employee representatives must be protected against discrimination. Employees may not be discriminated against on the basis of forming, joining or being a member of such an organization. They must be granted free access to the workplaces of their colleagues to ensure that they can exercise their rights in a lawful and peaceful manner.

Prohibition of discrimination

Discrimination and unequal treatment of employees in any form is inadmissible unless it is justified by the requirements of employment. This applies, for example, to discrimination based on gender, race, ethnic or social origin, skin colour, disability, health status, political conviction, origin, ideology, religion, age, pregnancy or sexual orientation. The personal dignity, privacy and personal rights of each individual shall be respected.

Health protection, occupational safety

The Supplier is responsible for a safe and healthy working environment. By setting up and applying appropriate occupational safety systems, necessary precautionary measures shall be taken against accidents and damage to health that may arise in connection with the activity. Excessive physical or mental fatigue must be prevented by taking appropriate measures. In addition, employees shall be regularly informed and trained on applicable health and safety standards and measures. Employees shall be provided with access to drinking water in sufficient quantities, as well as access to clean sanitary facilities.

Preservation of the natural resources

The Supplier shall not, in violation of legitimate rights, take away land, forests or waters, the use of which secures the livelihood of individuals. The Supplier shall not modify soil in a harmful way, cause water and air pollution, noise emissions and excessive water consumption if this harms the health of individuals, significantly impairs the natural basis for the production of food or prevents access to safe drinking water or sanitary facilities.

Complaint mechanisms

As part of the implementation of the German Supply Chain Act, Randstad has set up a complaints procedure through which both employees of the Randstad Group and external third parties / employees of suppliers can lodge complaints. The complaints procedure can be found on our homepage at <https://www.randstad.de/fehlverhalten-melden/lieferkettensorgfaltspflichtengesetz/>. The Supplier shall inform its employees of this possibility in an appropriate manner. The complaint procedure respects the confidentiality of identity.

7. Employee

The Supplier must respect and enforce the labour principles in accordance with the Randstad standards set out in the introduction to this Supplier Code of Conduct. As outlined in our Health & Safety Policy, Randstad places the highest priority on health and safety in its organisation, both for our employees and for temporary workers. We expect the same from our Suppliers. In addition, the Supplier must ensure that employees travelling to Randstad sites are informed about the content of this Code and the operating rules (including environmental rules) applicable at Randstad. The Supplier's employees may be required to complete Randstad's compliance training programme if this is deemed relevant to the Supplier employee's work for Randstad. The Supplier is also responsible for ensuring that its employees who work for the Randstad Group have the qualifications, standards and knowledge required for the work. If it is determined that a Supplier's employees are in violation of the Code, the Supplier shall be notified, and an action plan must be agreed upon to ensure that compliance with the Code is quickly achieved.

8. Ethical business conduct

Suppliers undertake to comply with the OECD Guidelines for Multinational Enterprises, the BSCI Code of Conduct or the Global Compact. This applies in particular to the following principles:

Fair competition

The standards of fair business, fair advertising and fair competition shall be observed. In addition, the applicable antitrust laws must be complied with, which, in dealing with competitors, prohibit in particular agreements and other activities that influence prices or conditions. Furthermore, these regulations prohibit agreements between clients and Suppliers that are intended to restrict clients' freedom to determine their prices and other conditions autonomously when reselling.

Confidentiality / Data protection

The Supplier undertakes to meet the reasonable expectations of its client, suppliers, customers, consumers and employees with regard to the protection of personal information. The Supplier shall comply with the laws on data protection and information security and the official regulations when collecting, storing, processing, transmitting and disclosing personal information.

Intellectual property

Intellectual property rights shall be respected; technology and know-how transfer shall be made in a way that protects intellectual property rights and client data.

9. Anticorruption

In accordance with our business principles, we do not offer, pay or accept bribes. Randstad rejects gifts or offers of hospitality, even if they only appear to constitute undue influence. Randstad pursues an active policy to prevent bribery and corruption (see also <https://www.randstad.com/about-randstad/corporate-governance/compliance/>). The Supplier must cooperate fully in the prevention of bribery and corruption and ensure that its employees and subcontractors do not commit any acts of bribery or corruption and thereby violate local legislation and international treaties. Gifts or invitations to Randstad employees must be authorised by the employee's line manager, unless they are of low value. Any non-compliance with anti-bribery and anti-corruption regulations may result in the termination of the business relationship between Randstad and the Supplier.

10. Environment

Recognising the fact that the earth's natural resources are limited and fragile, Randstad considers environmental protection to be inextricably linked to its overall goals and values, making it an important subject of all Randstad activities. Randstad therefore expects its Suppliers to comply with all applicable environmental laws and regulations.

In accordance with its environmental policy, Randstad strives to work with suppliers who take various measures to protect the environment, some of which are outlined below.

Reduction of the carbon footprint

Suppliers shall strive to minimize the use of fossil fuels and minimize CO2 emissions by using energy from sustainable sources where possible. The Supplier shall practice procedures to reduce the consumption of natural resources, reuse materials, return recyclable waste materials for recycling, limit business travel and purchase recycled and environmentally friendly materials, depending on the Supplier's industry.

Reduction of waste and water consumption

Within the scope of applicable legislation, suppliers shall have a procedure for the safe separation, handling, storage, transport, use/reuse and disposal of waste, as well as for the sustainable use and reuse of water.

Pollution prevention

Suppliers should have clear pollution reduction targets and, where possible, utilise new technologies to achieve them.

As far as relevant for the respective business area, Suppliers shall fulfill their ecological responsibility in the following areas: treatment and discharge of industrial wastewater; dealing with air emissions; dealing with waste and hazardous substances; reducing consumption of raw materials and natural resources; dealing with energy consumption/efficiency.

As part of the Randstad Net Zero program, we reserve the right to include a commitment to measure and reduce CO2 emissions in a future Supplier Code of Conduct.

11. Implementation of the requirements and control options

We expect our Suppliers to identify risks within their supply chains and to take appropriate measures. In the event of suspected violations and to safeguard supply chains with increased risks, the Supplier will inform the company promptly and, if necessary, on a regular basis about the identified violations and risks as well as the measures taken.

Randstad shall verify compliance with the standards and regulations outlined in this document using a self-assessment questionnaire and, if necessary, risk-based audits at Supplier production sites. The Supplier agrees that Randstad may conduct such audits once a year or for a specific reason to verify compliance with the Code at the Supplier's premises during normal business hours after reasonable advance notice by persons appointed by Randstad [Randstad Group - Supplier Code - Procurement, 01/01/2023 Page 7 of 8]. The Supplier may object to individual audit measures if these would violate mandatory data protection regulations.

If a violation of the regulations of this Code of Conduct is identified, then Randstad will immediately notify the Supplier in writing within one month and set a reasonable grace period for the Supplier to bring its conduct into compliance with these regulations. If the situation cannot be remedied in the foreseeable future, the Supplier must notify Randstad immediately and, together with Randstad, develop a concept and schedule for ending or minimizing the violation. If such a violation has occurred culpably, the grace period expires fruitlessly or the implementation of the measures described in the concept does not remedy the situation after expiry of the grace period, making it unreasonable for Randstad to continue the contract until proper termination, and if no milder means are available, Randstad may terminate the contract /business relationship and terminate all contracts after the fruitless expiry of the grace period set, if Randstad has threatened to do so when setting the grace period. A statutory right to extraordinary termination without notice, in particular in the case of violations that are deemed to be very serious, shall remain unaffected, as shall the right to claim damages.

This Code of Conduct shall apply as the basis for all future deliveries and services. By signing this document, the Supplier undertakes to act responsibly and to comply with the principles/requirements outlined.

The Supplier further undertakes to communicate the contents of this Code to employees, agents and subcontractors in a manner that is comprehensible to them and to take all necessary measures for the implementation of the requirements.

Name, street, postcode, city

Date, signature
