

the impact of a culture where
everyone belongs.



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a driving force for inclusion and elevating underrepresented voices.

People are at the heart of our success. As part of its Human Forward brand promise, Randstad US is committed to creating a culture where everyone is welcomed, respected, valued, developed, and included. We believe that our diverse teams are more innovative and successful because they belong. Inclusion and belonging don't happen by accident. They are part of an ongoing intentional effort coupled with goals and targets for improvement. We are proud to unveil our first equity, diversity, inclusion, and accessibility (EDI&A) report for Randstad US.

In this report, you will enjoy stories and reflections on the successes and pivotal moments of our EDI&A journey.

For example, in 2017, we appointed the first chief diversity and inclusion officer in the staffing industry. With this appointment, the Randstad

equity, diversity, and inclusion office was created to provide strategy and support the goals of our executive diversity council (EDC).

While we have made great strides, we recognize that this is a journey, and there is always work to be done!

Randstad's commitment to EDI&A is foundational to our company and explicit in our core values. Our success is built upon that foundation and reflected in the diverse talent, employees, clients, and communities we serve. As the largest global provider of human capital services, we consider diversity to be an integral part of our business strategy. It is our hope that this report will continue to position us as EDI&A trailblazers in our industry while inspiring our peers to take action on inclusion and belonging in a meaningful way.



karen fichuk, CEO
randstad north america, executive board member



rebecca henderson, CEO
global businesses, executive board member

blazing trails and breaking barriers.

Equity, diversity, inclusion, and accessibility (EDI&A) are founded on respect and the willingness to embrace and leverage our differences. At Randstad US, I am proud of our journey and recognize that true inclusion and belonging is not a sprint. We keep momentum with one intentional action and inclusive mindset at a time. Everyone has a role to play in ensuring our culture reflects the changing demographics of our increasingly global marketplace.

In 2020, the death of George Floyd became a rallying cry for action and change, which was the culmination of my years of championing equity, diversity, inclusion, and belonging. At that moment, I realized that as a society, we had turned a corner and could no longer sidestep the need to have meaningful dialogue in the workplace about racial diversity, microaggressions, and trauma. Living in a triple pandemic of COVID-19, the great resignation, and social injustice was the perfect storm to ignite a collective movement to confront systemic

issues in our communities and workplaces.

The past 24 months have clearly demonstrated the importance of inclusion, psychological safety, and belonging in the workplace. As we continue toward a more dynamically diverse, culturally skilled, and inclusive organization, I am thankful for the improvements we have made thus far. This journey has been supported by our CEOs, senior leadership, human resources, benefits, learning and development, internal talent acquisition, business resource groups (BRGs), employees, and talent.

I am especially proud of the work of the Randstad equity, diversity, and inclusion (REDI) team. Each of you inspires me to rise to the challenge every day. It is an honor and privilege to serve and give a voice to all of our people so that we may grow and thrive together.

Join us in celebrating the following milestones that showcase our incredible journey.



audra jenkins
chief diversity and inclusion officer

our journey

2014

- Launched **Hire Hope** to help women survivors of homelessness, domestic abuse and trafficking
- Offered same-sex domestic partner benefits for internal employees

2017

- Industry pioneer by appointing the first chief diversity and inclusion officer

2019

- First and only staffing firm to receive DiversityInc's 2019 Top 50 Companies award
- Appointed second female executive board member
- Launched **Diversity Deep Dive** podcast to share DE&I best practices
- Created Randstad Empowering All Latinos (REAL) BRG

2018

- Established the executive diversity council (EDC)
- Mandatory conscious inclusion training company-wide

2020

- Earned top score of 100:
HRC Corporate Equality Index
Best Places to Work for LGBTQ+
- Launched Randstad Inclusive Sponsorship Excellence (RISE)
- Earned top score on Disability Equality Index® (DEI)

2021

- Recognized Martin Luther King, Jr. Day as a paid company holiday
- Launched **Transcend** Program
- Joined the **OneTen** initiative
- Created new **supplier diversity** portal





expanding our culture of belonging.

Over 60 years ago, Randstad's mission was crafted with the intention of promoting and representing the interests of all people. The company is well regarded as a joint venture that reflects the dynamic needs of our society. Collectively, we believe that society thrives when a labor market thrives. So too will people with a fulfilling job.

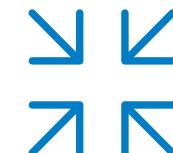
We also understand the energizing power of feeling valued, respected, and inspired. That's why we reaffirmed our commitment to creating an inclusive workplace where we harness the power of diverse thought, experience, and backgrounds.

Today, this foundation of respect, inclusion, safeguarding labor and human rights, and valuing our differences is operationalized within three strategic pillars that guide our path forward:

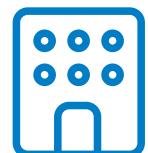
workplace



marketplace



business





beyond optics — our focus on actively nurturing our team.

Our workplace pillar focuses on our internal EDI&A goals while galvanizing our teams to ensure that inclusion and belonging remain central to our core values and rooted in our daily business practices. Every day, employees, talent, clients, suppliers, and partners interact with Randstad US. Each interaction is an opportunity to showcase our phenomenal people. A few highlights:

executive diversity council (EDC)

This year, we expanded our council to include additional layers beyond the executive committee and its direct reports. The council is chaired by our North America CEO, Karen Fichuk, and co-chaired by our North America CFO, Denise Dettingmeijer, with diverse representation across all Randstad US business lines and our business resource groups (BRGs). In 2021, the council's initiatives helped further drive stakeholder accountability and support of Randstad's equity, diversity, inclusion, and accessibility strategy.

EDC member spotlight.



"I am originally from Scotland, and my wife is from Mexico, so I have seen firsthand how our differences can sometimes be misunderstood. It's a privilege to be involved in Randstad's journey and to help in this process."

malcolm smith
SVP corporate finance,
Randstad US



"We hire such strong talent who can bring unique and innovative ideas to the table, but only if they feel they belong at the table. That's why inclusion and belonging are so important."

kaelyn phillips
director, global talent development,
Monster



"Inclusion is our secret weapon; if we all armed ourselves with the ability to be self-aware and emotionally intelligent and be our authentic selves, we'd have the opportunity to build trust, transparency, and performance."

markesha kirkman
VP of recruiting,
people and culture



"In the absence of inclusion, everything, from experiences gained and outcomes achieved, whether professional or personal, is inherently incomplete and less than what it could be."

christina fernandes
deputy general counsel

reaching new horizons with business resource groups.

We are proud of our seven business resource groups (BRGs) and their enduring passion for engaging our workforce, raising awareness, and championing inclusion. Each BRG has an executive sponsor and is led 100 percent by our employee volunteers who serve to create opportunities for our ever-evolving diversity strategy and initiatives.



african heritage



abilities in motion
(AIM)



randstad empowering
all latinos (REAL)



leaders of the future



forces 4 business (veterans)



pride



women in randstad
empowering development
(WIRED)



chioma bishop



jacinta winston

african heritage

An inclusive environment that encourages community, leadership, and development for employees of African heritage and their allies. Members are treated to a diverse palette of mentorship activities, networking, community service, educational programming, and social gatherings. Some flagship programs include:

- conscious conversations
- current event kickback
- mentorship circles
- leadership academy
- the annual race for equity and justice

These activities have provided and continue to successfully provide space for people of African heritage and their allies to take a breath, be uplifted, and grow forward.

"I love our 3 E's — expanding our reach as a BRG, enhancing the professional experience of our members, and enriching Randstad, exposing all to elements of the rich and diverse culture of people of African heritage."

chioma bishop, director, intelligent automation

"As a founding member of the African Heritage BRG, it truly has been an amazing ride, from meeting some new faces in the breakroom and asking what they were working on to now co-leading this fantastic group that has become my family. The changes in Randstad's D&I posture over the past three years are a testament that our work matters and we are making a difference."

jacinta winston, VP, time to pay



sheila harvey



denise dettingmeijer



alexis cunningham

abilities in motion (AIM)

Advocates for full and meaningful employment for people with disabilities, whether physical, intellectual, cognitive, or developmental.

This year, we introduced co-working sessions, a neurodiversity chat group, a focus group for hearing loss, and a support group for cancer at work and participated in many events to ensure that disability and accessibility are at the forefront of the discussions about inclusion in our company.

"In the past four years, we've been able to implement substantial programs to ensure that people with disabilities have the best experience possible as they enter the organization, and feel welcomed and never excluded during their time here."

sheila harvey, VP, randstad enterprise accounts

"We've made great strides in raising awareness of disability inclusion best practices and providing tools and resources to ensure that we have a workplace that is inclusive and accessible for all."

denise dettingmeijer, chief financial officer, North America

"I love being able to bring people together with BRG events, and I am passionate about finding ways to meet the needs of other people just like me!"

alexis cunningham, field operations specialist, ar/ap/adjustments



kristina lappin



marcela grammatico-elliott

randstad empowering all latinos (REAL)

Exists to connect Randstad with the Hispanic/Latinx culture through education and through service to our internal and external communities. We accomplish this through our focus on cultural exposure, professional development, and community outreach.

"I am grateful to work for a company that is so dedicated to helping each employee feel like they can bring all of themselves to work. As a founding member of REAL, it's been amazing to see the Latinos and allies within Randstad come together to form a place of community, celebration, development, and generosity. I'm so proud of what this group has accomplished."

kristina lappin, sr. developer, intelligent automation

"I love being part of a great Latino community where everyone can openly share their culture and their background. Participating in the REAL BRG has made me grow personally and professionally."

marcela grammatico-elliott, sr. director, treasury and insurance board member, executive diversity council



john mastronardo

leaders of the future

The Leaders of the Future relaunched in January 2021 with a new vision: to be a place where professionals can engage, develop and inspire the next generation of leaders and shape the evolving economy of tomorrow. In 2021, we hosted six events, all targeted to prepare and motivate participants to lead themselves in their professional and personal lives. The relaunch of this BRG started with 40 leaders to now an outstanding 189! With the help of our executive sponsor and executive guests who have participated and led these calls, this success truly embodies the mission of Leaders of the Future.

According to employees* at all levels, digital leaders of the future must:

→ **76%**

have the ability to keep people connected and engaged

→ **77%**

be agile and digitally savvy in their use of digital tools to drive business success

→ **76%**

drive a culture of innovation, learning and continuous improvement

→ **60%**

be adept at risk-taking

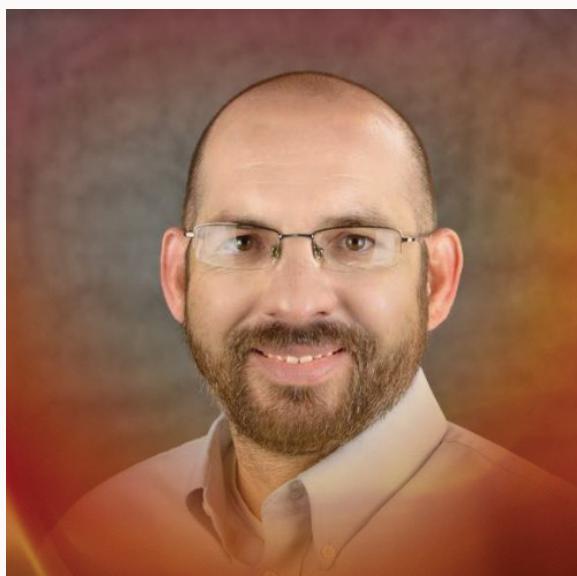
"Leading is not a spectator sport. It's an active practice that everyone can participate in, whether it's professionally or personally. This BRG has given me and so many other Randstad employees opportunities to continually educate ourselves and learn from one another."

john mastronardo, manager, business knowledge

*The respondents were across two surveys, one that targeted employees and a second that targeted hiring decisionmakers and C-suite executives. source: randstad 2025: the post-digital frontier study.



jennifer stone



eric averett

forces 4 business (F4B)

Exists to enrich the lives of our service members, veterans, and their families. It's a people-centered approach — #humanforward! By engaging and developing our military community, we shore up Randstad's mission with the added value our service members, veterans, and military families bring to the workforce.

"The most rewarding part of being actively engaged with the veteran BRG is the feeling of giving back to my people. My dad, an Air Force veteran, and the military gave me and my family a wonderful life, and I enjoy honoring that every day working with veterans and military families."

jennifer stone, internal talent acquisition recruiter

"Being a veteran and a part of the Forces 4 Business BRG is such an amazing gift because transitioning from military to civilian life can be quite challenging. Our buddy program pairs new hire veterans with tenured Randstad veterans to help mentor them and ensure the transition to the Randstad civilian culture is the least difficult it can be!"

eric averett, GBS sourcing manager



negin naraghi



clare marshall

pride

Is focused on creating a work culture where LGBTQ+ employees are comfortable and confident in bringing their whole selves to work. Programming last year included events like Queer Reading, Transitioning in the Workplace, Tea with the Queens, Sweat with Pride, Pride decorating contest, #andibelong campaign.

“Although there’s much the LGBTQ+ community continues to fight for, we have made so much progress, and with the PRIDE BRG and its mission, I will continue to be a part of that progression so one day we won’t need to fight for our rights.”

negin naraghi, VP of global client delivery, randstad sourceright

“Any large company can publicly support the inclusion of the LGBTQ+ community, but Randstad has taken an amazing top-down approach to ensure that we are actually walking the walk. We’ve taken a critical look at any gaps in inclusivity and worked diligently to close them, with great success.”

clare marshall, sr. workforce consultant



allison damerell



lissa versteegh

women in randstad empowering development (WIRED)

Empowers Randstad women to develop themselves as leaders, both personally and professionally, and to achieve exceptional results through collective inspiration, sharing knowledge, and giving back to the community. We are proud to have supported our internal network through two years in a pandemic environment, while allowing us to grow to 700+ members.

"I've enjoyed and appreciated participating in a platform to allow women of the next generation to have easier access to thought leadership, exposure, and opportunities, both personally and professionally."

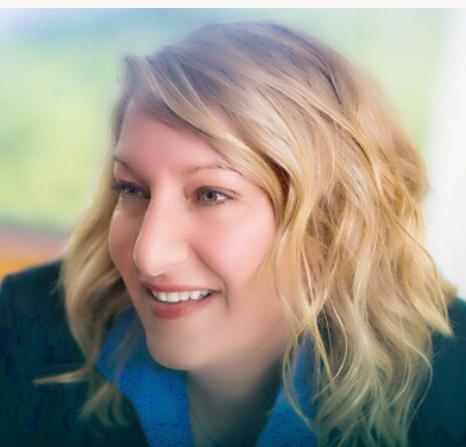
allison damerell, SVP, randstad enterprise group

"I'm thankful to have had the opportunity to invest in other women the way strong women leaders invested in me when I was young. It's rewarding to watch women reach beyond what they thought they were capable of doing."

lissa versteegh, SVP, sales strategy and development



jessica dicicco



jenn gosselin



erin tolar

developing our employees.

Developing and growing our employees to prepare them for their next career step is crucial. Several of our internal development programs enable our staff to visualize their potential while partnering with senior leaders in a mentorship or sponsorship relationship.

"Our leadership programs leverage a flipped classroom approach with innovative learning techniques and tools, which enables an experiential learning environment. It's so rewarding to see employees' growth in our programs and see them take on more responsibility in the organization."

jessica dicicco
VP, RUS learning and development

"I am amazed by the amount of drive and passion our participants invest into their professional and personal growth. It's humbling to witness their confidence skyrocket when they realize they don't have to change who they are to become a leader; it's already inside them."

jenn gosselin
sr. learning manager

"One of the most valuable things I witness from our participants are those aha moments each week as they learn a new coaching skill or feedback method. They say things like, 'It was so eye-opening to learn the importance of first seeking someone else's perspective before providing feedback.'

erin tolar
learning & development manager

learning and development highlights:

1

Conscious Inclusion Training incorporates modeling inclusive behaviors through actions and language in our daily interactions, disrupting unconscious bias with intervention strategies and allyship.



7R

EDI&A Report - 2021

2

Accelerate is an experiential-based learning program with a goal to shift mindsets that drive productivity and performance among managers.

"I learned valuable leadership skills, including providing effective feedback, developing goals for my team, increasing financial performance, and providing situational leadership. Within four months of completing the program, I moved into a leadership role, and a year later, I became the director of equity, diversity, inclusion, and accessibility."

courtne brazier-barrett
director, equity, diversity & inclusion
accelerate graduate

3

Leaders in Motion (LIM) builds the leadership competencies of our people managers, allowing employees to vicariously experience managerial challenges. When faced with those challenges in real life, they will be armed with the critical tools needed to build confidence on how to proceed. This program provides six months of intensive coaching from their facilitator, peers, and an executive sponsor, followed by three months of reinforcement.

welcome

our journey

our strategy

making progress

tangible impact



"A core part of the LIM curriculum focuses on making the work environment more inclusive. I'm always delighted when I hear about participants being promoted, and I like to think that LIM has played at least a small part in their promotion."

greg dillon
RUS, sr. learning manager,
LIM program manager

"LIM has not only helped the leaders on my team grow and develop, but it has also helped me grow as their sponsoring manager so that I can be a better mentor, coach, and guide for them."

jill eubank
VP, professional and commercial staffing

spotlight on RISE sponsors

4

The Randstad Inclusive Sponsorship Excellence (RISE) program connects nominated employees with executive leaders in a sponsorship arrangement expected to produce improved outcomes for both sponsors and employees.



“Being a RISE sponsor has given me the opportunity to receive and give thoughts on leadership growth ... with emphasis on continual learning, shared moments, and mutual respect.”

cindy keaveney
chief people officer,
randstad global businesses

“As a sponsor in the RISE program, I gained tremendous learnings and appreciation for my mentee through exposure to his job responsibilities and life challenges. It was inspirational to see how impactful it was to open doors and guide him towards his career goals.”

alan stukalsky
chief digital officer

“Participating in the RISE sponsorship program is a highlight of my year. Chris and I formed a friendship, and we routinely shared information about our respective leadership styles and strategies while also conferring about his career goals.”

jay p. ferguson, jr.
chief legal officer

“From my point of view as a male, it was so easy for me to encourage my mentee, a woman of color, to ‘be brave’ in taking my advice. I learned that she has so much more to consider, which was eye-opening. As such, I realized that she IS brave, and I am so proud of her.”

hary bottka
rsr managing director,
strategic operations



twaneesa mallory



sandra ugalde



jomondre frink

sponsees

"Being part of RISE has given me a unique connection with an executive who is inspiring and has shown me new ways to have impact as a leader. Being in a position where that wealth of knowledge is available on a corporate scale is invaluable."

twaneesa mallory
HR director

"I was fortunate enough to have worked with a sponsor who provided meaningful direction and guidance that is invaluable to me and my career."

sandra ugalde
sr. manager, compensation

"I had the pleasure of being paired with Bob Lopes, CHRO. Bob helped me to realize that my continued success will be based more on my ability to be seen as an executive partner than as a project executor or systems implementer.

jomondre frink
sr. director, product ownership and business analysis

engaging our employees

Belonging is having a sense that you are at home in all the spaces you occupy. At Randstad US, we consistently engage our employees through our monthly Randstad in Touch surveys. The surveys are personalized and anonymized to ensure that through their authentic feedback, all employees can contribute to making Randstad US a place where everyone has a voice, and their unique differences are embraced and celebrated. Each people manager receives a dashboard of results that is incorporated in their performance metrics.

Key insights include:

- Employee net promoter score (eNPS)
- Insights into areas where managers can improve engagement
- Benchmarks on areas where managers and the organization are positively performing

In 2021, we added questions to better measure inclusivity and fairness. This has been an excellent tool to affirm the progress we are making as an organization.

a snapshot of a recent Randstad in Touch survey

inclusiveness

9.2

At Randstad
people of all
backgrounds
are accepted
for who they are

8.6

I feel a sense
of belonging
at Randstad

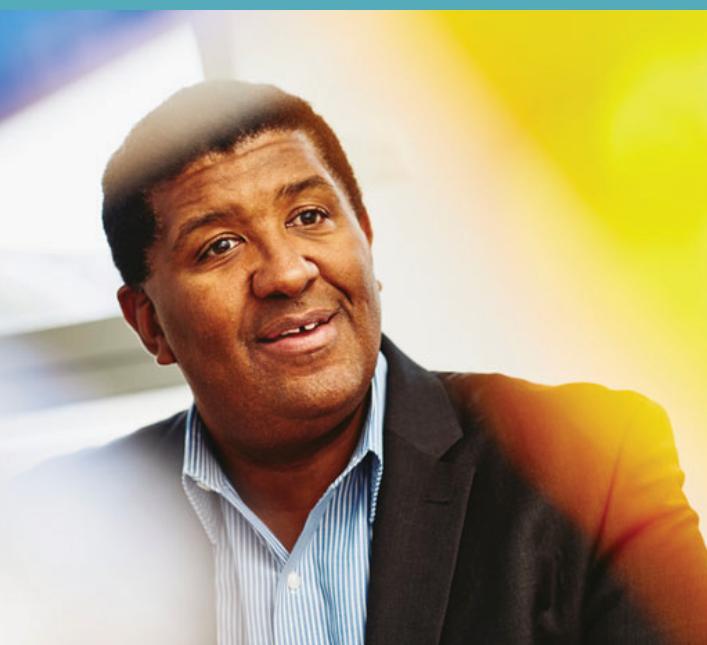
8.6

I feel like
I'm valued
as a person
at Randstad

scores based on a scale of 1-10 with 10 being the highest possible score.

"Adding EDI&A focused questions to our Randstad in Touch survey has given us more insight than ever before to measure our employees' perceptions of our inclusivity. We are proud of the efforts of all of our leaders to build a culture where each person is seen and heard. The input we receive through Randstad in Touch will continue to influence the strategic initiatives of the executive diversity council (EDC)."

bob lopes
chief human resources officer,
North America



3 REDI ambassadors spotlight

Randstad equity, diversity and inclusion (REDI) ambassadors serve as a model for inclusion by challenging biases that can circumvent EDI&A efforts; they partner with the REDI team on events, best practices, and recommendations to drive inclusion and belonging throughout our company.



"Randstad employees have many opportunities to make a positive impact on our internal culture. We welcome the participation of new hires in conversations that will allow them to become better partners to their clients and positively influence inclusion at each of their sites."

kevin meyer
manager,
business knowledge,RIS



"Diversity is one of the ultimate keys that unlock the true essence in human beings. As a REDI ambassador, I enjoy promoting awareness and having open discussions about diversity with my family, friends, and colleagues."

christine nguessan
account manager



"The REDI ambassador program is awesome. It allows me to volunteer and participate in expanding awareness surrounding diversity and inclusion. I feel more empowered to make a difference in the workplace and to influence diversity within our organization."

anissa patman
compliance manager



our brand in action attracts top talent

We have increased new-hire ethnically diverse representation by 13 percent from our baseline and have brought in 43 percent more veterans while continuing to build on our strong gender diversity, with women consistently accounting for more than 60 percent of our new hires across all categories.

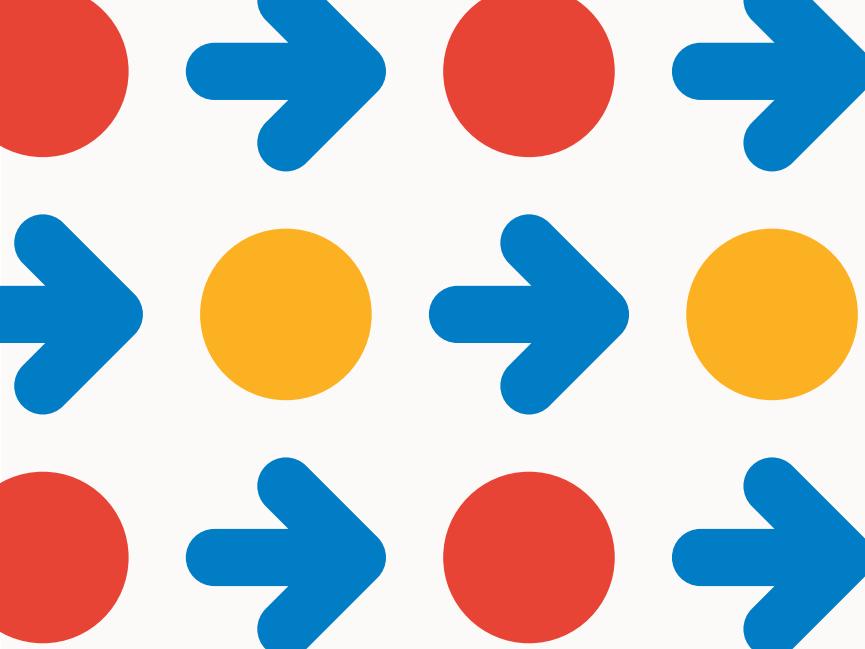
"We didn't focus on optics — we wanted results. After identifying areas where we're underrepresented, our team took an intentional approach to welcome dissenting opinions and the different perspectives a global organization needs. This team is only a few years into our diversity journey, and the wins are coming at an accelerated pace."

christine ramsey
VP, internal talent acquisition

We are diversity trailblazers in the human capital industry. Our marketplace pillar centers on our goal to touch the work lives of 500 million people by 2030. We are uniquely positioned to lead the way — from an equity, diversity, inclusion, and accessibility perspective — because that's the business we're in. As such, we focus on consistent, intentional effort to attract quality talent, provide thought leadership, and exemplify inclusivity.

Internal talent acquisition is a powerhouse team of passionate and committed talent advisors focused on onboarding highly skilled diverse staff into our organization. By leveraging artificial intelligence and engagement tools to enhance the candidate experience, we are able to ensure an inclusive recruitment process. We also offer [career resources](#) to provide candidates with career advice, upskilling, and job hunting tips.





empowering economic growth with intentional spend

"My primary focus is to mentor, develop, and engage with diverse businesses. I offer them best-in-class tools and solutions on how to create opportunities. Together, we innovate and enhance their niche services in today's very competitive world. The strength and success of a company's supply base comes directly from the company's commitment to building an equality-focused supplier advocacy program, which strategically supports socioeconomic growth and, in return, strengthens the company's brand."

nino campos
global supplier diversity manager



driving client value through supplier diversity



"I was so impressed with Nino's presentation overall, as was the Global SVP of procurement at Takeda. Nino reviewed our diversity supplier reporting and methodology, and shared insights into how we support these very important entrepreneurs within Randstad. Takeda shared with us that our commitment to EDI&A is an area where we continue to rank best in class as they reviewed us globally against top competitors within the MSP space."

scotty parrish
regional president,
randstad sourceright total talent solutions



one opportunity + two committed partners = exponential growth



Randstad's partnership with InfoMart began 25 years ago. At that time, we were a small, woman-owned business in an emerging industry called background checks. The opportunity to serve Randstad directly shaped the company we've become over the last 27 years.

Our leading-edge strategy made Randstad one of the first companies to implement screening nationwide on internal associate hires. Building a program that met Randstad's needs prompted InfoMart to design products, processes, and customer service models that got us in the door with other brands.

Together, we made Randstad a better staffing company, and InfoMart has become a leading background screening company. Now, with over 9,000 customers around the globe, InfoMart is still a woman-owned business, but we are no longer small.



"Our work with Randstad is about so much more than revenue. It is a relationship built on mutual respect and success. They motivate us every day. Because of that, my team is just as passionate about the partnership today as we were 25 years ago. With Randstad's support, we built a small brand into one of the largest background screening companies in the industry."

tammy cohen
founder and chief visionary officer

expanding our culture of belonging via meaningful partnerships.

Advancing EDI&A is rarely a single-entity activity. Randstad US partners with the following organizations to create exponential impact, working toward the common goal of elevating our communities, people, and culture.

CEO ACTION FOR DIVERSITY & INCLUSION

ceoaction.com



Equal Pay International Coalition
EQUAL PAY FOR WORK OF EQUAL VALUE

equalpayinternationalcoalition.org



girlsontherun.org

WEConnect INTERNATIONAL

weconnectinternational.org



urbanstrategiesinc.org

NATIONAL COALITION FOR RACIAL JUSTICE & EQUITY

ncrje.org

SECOND CHANCE BUSINESS COALITION

secondchancebusinesscoalition.org

ONETEN

oneten.org

WOMEN OWNED

wbenc.org

NATIONAL Minority Supplier Development Council

nmsdc.org

TechBridge®

techbridge.org

buildingleaders llc

Founded in 2010 by Dr. Belinda Johnson White, the organization's mission is to provide timely and timeless culturally-relevant leadership and professional development services and products to build a stronger workforce. Amid severe global challenges, including the COVID-19 pandemic and persistent economic and social inequalities, the importance and necessity of a strong, diverse, and inclusive workforce must be at the forefront of organizational values.

buildingleaders.org

DE&I customer advisory board

Created to cultivate an intimate space for D&I leaders to collaborate and discuss critical topics to create equitable economic opportunity for every member of the global workforce.

diversityInc best practices

As a corporate subscriber, Randstad gains helpful insights on best-in-class diversity actions. DiversityInc Best Practices is a robust platform that brings together webinars, tips, and articles that address today's critical diversity topics.

diversityincbestpractices.com

national organization on disability (NOD)

Randstad is a member of the NOD Leadership Council, helping to elevate disability inclusion. We have been recognized as a leading disability employer for three consecutive years.

nod.org

world economic forum community of chief diversity and inclusion officers

Almost 100 CDIOs from around the world and across 20 different industries come together to develop a vision, strategies and tools to embed equity into the recovery and future of our economies and societies and shape long-term inclusive change.

weforum.org/projects/community-of-chief-diversity-and-inclusion-officers



2021 awards & recognition



Staffing Industry Analysts' (SIA) Top 50 Diversity, Equity and Inclusion Influencers



Global Business Alliance
Corporate Social Responsibility
Award 2021



Staffing Industry Analysts 2021
Global Power 150 Phenomenal
Women in Staffing



For a full listing of our awards,
visit: randstadusa.com/about/diversity

making a lasting impact

our culture and commitment to integrity continue to be recognized across different disciplines.

"As the executive sponsor of our PRIDE business resource group, I am proud of the work that our organization is doing to intentionally demonstrate inclusion of our LGBTQIA+ employees and allies. Earning a score of 100 on the Human Rights Campaign (HRC) Corporate Equality Index further demonstrates our commitment to creating a workplace and culture where everyone can be who they authentically are and thrive."

traci fiatte
ceo commercial staffing



beyond our walls: doing more for our local communities

Sustainability is the cornerstone of Randstad's core values, which are: to know, to serve, to trust, simultaneous promotion of all interests, and striving for perfection. Sustainable transformation happens with targeted actions and a tenacious, unwavering commitment. Several of our programs connect our employees directly to impactful opportunities which serve our communities.



"If leaders want to enact real change, it must begin with implementing strategies that encourage equality at all levels—from race to gender and sexual orientation."

sue marcus
managing director randstad sourceright
north america



In 2014, Randstad created the Hire Hope program to help women survivors of exploitation, homelessness, and human trafficking find a pathway back into society.

Randstad's Hire Hope program provides 35 weeks of career readiness training, focusing on paid apprenticeships, on-the-job training, and job placement opportunities. Upon completion of the program, participants are placed in a temporary or permanent employment opportunity and are offered six months of career transition support.



"This program completely changed the trajectory of my life. I was able to obtain an abundance of transferable skills, personal confidence, and above all, I was able to enhance my leadership skills. Participating in the program continues to fuel my drive and provides me with a sense of purpose in life. I will forever be grateful to Randstad for allowing me to turn my career into something meaningful."

jennifer dial
Hire Hope program lead

"Hire Hope opened the door to a wonderful opportunity for me! I'm currently an executive assistant with my company and have been there for four years. Since my graduation from the program, I have obtained my Project Management Certification. Hire Hope provided me with the skills, training, and opportunity I needed to jumpstart my career."

sherina lewis
Hire Hope graduate



"I am inspired by and proud of the work that our organization is doing to impact the lives of women survivors of homelessness, domestic violence, and human trafficking. The Hire Hope program is core to our sustainability goals and reflects our ongoing commitment to touch the work lives of 500 million people by 2030. When companies invest in improving our communities, we impact the health and financial well-being of families."

michael smith
ceo
randstad sourceright



"The women who come through Hire Hope are an endless source of inspiration to me, not just because they've already been through a lot to be there, but because their transformation during the program is wonderful to witness. I'm grateful that Randstad sponsors the Hire Hope program, and I've helped to contribute to it over the past few years!"

allston kendall
workforce consultant,
randstad inhouse services



"Hire Hope is not only purposeful, it provides purpose. As a curator of the program, I have seen the immediate impact on the lives of the women who have matriculated through Hire Hope. It's the Powerball of social impact programs and as a leader, I am inspired every day to make a difference."

crystal crowley
sr. diversity program manager,
Hire Hope



transcend.

The Transcend program was developed as part of our commitment to progressing social justice and equity within Randstad US and our communities. Transcend's focus is to remove barriers, addressing the skill and talent gaps that limit employment opportunities in underrepresented communities. It provides a skills-first approach, leadership development, and job placement opportunities to participants in diverse and untapped communities. This program is part of our larger goal of reskilling 40,000 people in the US.

corporate match program

In response to the social injustice campaigns resulting from George Floyd's murder, we launched a donation match program to support social justice efforts in the community through the NAACP, the National Urban League, Teaching for Change, and Color of Change. Employees can donate to these organizations through the Randstad With Heart CSR platform and request a matching donation from Randstad. Randstad will match up to \$500,000 in donations.



"With social justice as a backdrop, Randstad created the Transcend initiative to address the huge opportunity in recalibrating the skillset of the untapped workforce. Given the depth and breadth of our client engagements, we hear from our clients about the current and future skills they are requiring for their respective businesses to thrive in this evolving new normal. Most importantly, we also hear and understand that the widest net has not been cast to invite diverse communities and individuals to the opportunity table. So, we have a very clear goal and objective to drive change and impact economic equity."

keith brown
director, community impact



"As a mom eager to transition to the next stage of life, Transcend afforded me the opportunity, at my own pace, to learn resilience, hard work, and commitment. Randstad is changing lives and building dreams. It totally transformed mine. Thank you so much for this great opportunity."

afolake ayo-vaughan
Transcend graduate

department of defense (DoD) military spouse employer partnerships (MSEP)



"I have the honor and privilege of bringing my 18 years as a military spouse to Randstad. I'm able to share my experiences, challenges, struggles, and our journey to transition from service, with other military family members and veterans at Randstad. We have built programs that create an impact for our military-affiliated co-workers."

Karin Childress,
VP, Veteran Center of Excellence



"Working full-time as a military spouse and a mom is as manageable as it is because of Randstad's culture. They also provide the flexibility, benefits, and resources necessary for me to remain successful in my career. I'm incredibly grateful to work for a company that goes the extra mile to support their military spouses and veterans."

Tifani Summa,
ITA Regional Recruiter



We are proud to be a DoD Military Spouse Employer Partner. Participating in the program enables direct access, career opportunities, and connections to military spouses.

msepjobs.militaryonesource.mil/msep/about-us



department of defense (DoD) skillbridge program



"Working at Randstad via the DoD skillbridge program has provided me with an opportunity to apply the skills I learned in the Army and to challenge myself in new areas, all while I was transitioning out of active duty."

vanessa saldana
RIS site manager



"I'm proud to work for an organization that is a DoD Skillbridge partner. One of the reasons veterans have issues finding a job post-military is no civilian experience. DoD Skillbridge removes those obstacles by bridging the military/civilian divide."

george darby iii
diversity and veteran recruiting strategist

Randstad is proud to be a DoD skillbridge provider. Transitioning service members gain on-the-job development, coaching, and work experiences during the last 180 days of their military service. Upon completion of the program, we partner with the service member to support longer term job placement.



"It is an honor to support the brave men and women who served and sacrificed for our freedom. As an executive sponsor of our DoD SkillBridge program, I have witnessed the direct impact of our internship and job placement of transitioning veterans."

greg dyer
group president
randstad north america

randstad hosted diversity events



“...That’s why we assembled this [white paper](#) and organized the CEO STEM Allies event. Our goal is to provide employers with the insights they need to advance the conversation and take meaningful action to improve diversity in STEM.”

raig paglieri
CEO, randstad technologies group
managing director, global professionals

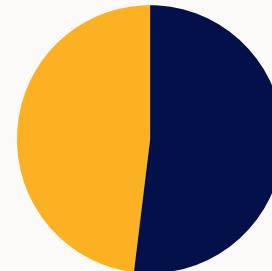
holding ourselves accountable for tangible results

goal 1: data-driven performance

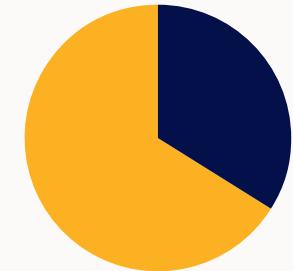
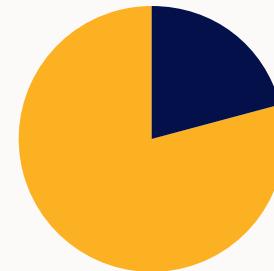
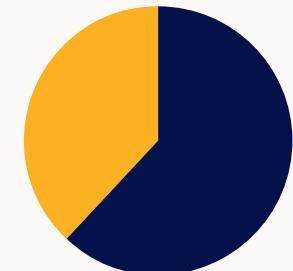
Randstad US measures progress by tracking its EDI&A performance against the Bureau of Labor Statistics (BLS) Professional Services benchmarks. In 2021, we consistently exceeded the BLS benchmarks for gender and ethnicity in our workforce.

*BIPOC stands for Black, Indigenous, and People of Color. Gender is defined for purposes of reporting as male and female to match the BLS definitions. Non-binary individuals have the option to select "other or not specified."

BLS professional services benchmark



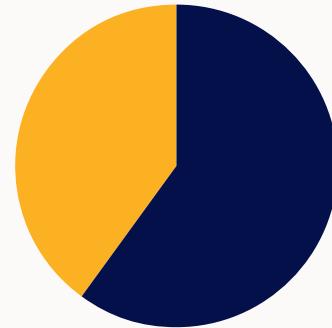
randstad US 2021



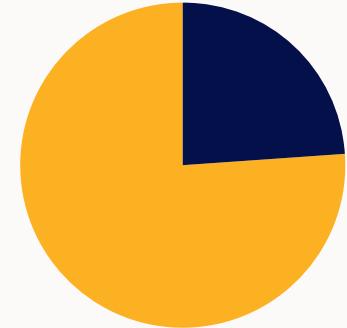
goal 2: consciously inclusive leadership

We are proud to develop leaders who create safe spaces where our employees can live up to their full potential every day. Our development programs and executive sponsorship ensure that we are continuously growing future leaders. Here is the breakdown of all US people leaders:

leadership by gender



leadership by ethnicity



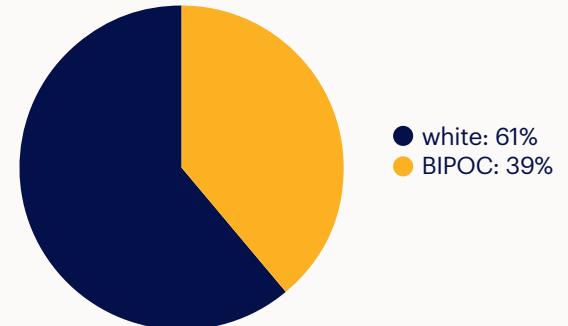
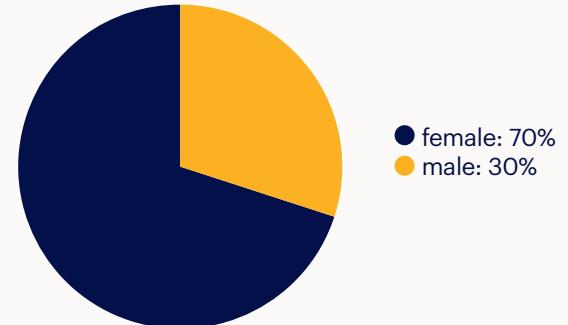
*Leadership stands for all people leader roles. **BIPOC stands for Black, Indigenous, and People of Color. Gender is defined for purposes of reporting as male and female to match the BLS definitions. Non-binary individuals have the option to select "other or not specified".

While we are progressing year over year, we are eager to increase our ethnically diverse leadership representation.

goal 3: accountable leadership

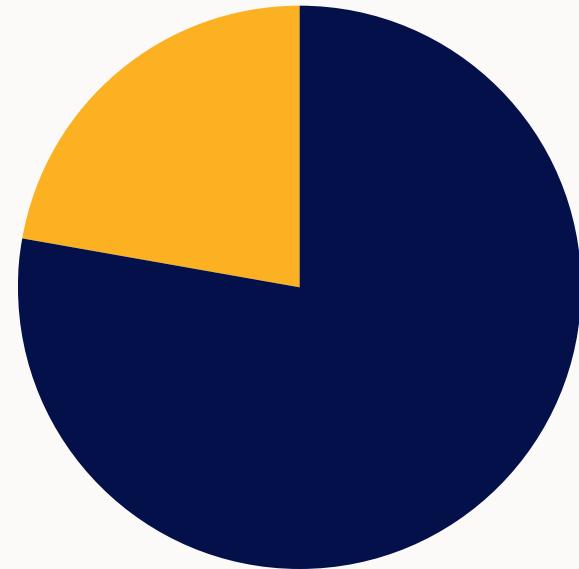
We have diversity metrics embedded in our senior leaders' overall performance metrics. The Executive Diversity Council (EDC) tracks performance quarterly. In 2021, we expanded our EDC membership to enhance our diverse representation.

randstad US EDC 2021 representation



goal 4: skilling for the future

We recognize the shortage of skilled workers and the gap between workers who will become unemployable in the next few years. We made a bold commitment to develop reskilling opportunities both internally and externally to support our goal to reskill 40,000 workers in North America over three years. Through our partnerships and internal learning platforms we offer employees multiple avenues to gain new skills to prepare for the future of work.



78% of a 3 year goal to reskill 40,000 workers achieved in just one year.

78% reskilling goal met in 2021.

the road ahead



We recognize we have a critical opportunity to expand and accelerate our commitment and momentum with equity, diversity, inclusion, and accessibility. The stark realization of systemic racial and social injustices and inequalities, the impact of these issues on workplace culture, COVID-19, gender parity and the importance of belonging — all of these reflect some of the ways 2021 has challenged us to be bolder and more resolute.

To our clients, suppliers, industry peers, and community partners reading this report, we encourage you to ask us questions, share your views, and inspire us with daring new ideas. We'll be better positioned to profoundly change our trajectory at both an organizational and a societal level if we work together. To our people, our greatest asset, we urge you to bring your full and authentic selves to work.

In the year ahead, we will proactively identify and break down barriers to equity. As we listen and learn, we'll find even more ways to lead the conversation, amplify voices, strengthen community bonds, and advocate for impact within and beyond Randstad.

audra jenkins
chief diversity & inclusion officer



3625 Cumberland Blvd, Suite #600, Atlanta, GA 30339
randstadusa.com/about/diversity-inclusion

