

misconduct
reporting
procedure.

contact details



Randstad Group Integrity Line user instructions & contact details

Randstad group integrity line user instructions

When you prepare to speak up via the Integrity Line, consider the following aspects for reporting:

- **what** happened?
- **who** is involved - who did what and were there any witnesses?
- **when** did it happen?
- **where** did it happen?
- **how** did it happen - what means or methods were used?
- if you know, why did it happen?

If possible, you may share, along with the online report, any evidence, document, reference, photo, or any relevant information, which may assist us in assessing the report in a more efficient way. If you do not have such evidence, any reference or recommendation of where to look for such material will be helpful.

When you report via the [Randstad Group Integrity Line](#), you make use of SpeakUp®. SpeakUp® is a service enabling you to report serious breaches that otherwise might not be reported, in complete anonymity if you prefer. You can do this either via the website, by using the SpeakUp® app or by phone, without the interference of a human operator.

SpeakUp® is available 24 hours per day and 365 days a year. Therefore, you can use SpeakUp to leave a message or check for a response any time.

The service is operated by a third party, SpeakUp, an independent Dutch company based in Amsterdam, the Netherlands, and founded in 2004. SpeakUp is responsible for processing all messages.

how to leave a report

via web | online reporting

1. Visit the [Integrity Line](https://randstad.speakup.report/en-GB/integrityatrandstad/home) via the SpeakUp webpage with the URL (<https://randstad.speakup.report/en-GB/integrityatrandstad/home>) and/or QR code that is available under **Randstad Group Integrity Line contact details** below.
2. Click on **' + New report'** to start a trusted conversation.
In case you already have an open report, select **'Log in'**.
3. Click on **" + Continue"** if your message is regarding any misconduct or breach against our code of conduct
In case your message is about a customer service issue or a complaint, check the relevant Randstad website for the details on how to report this.
4. Select the **language** in which you want to leave your message.
5. Note down your unique **'Report number'** and **create a password** for your report.
6. You will need the **report number** and **your password** to check back for a response later. This information is unique to you and cannot be retrieved if lost. Please store it safely.
7. Now choose your **Country** and the **Randstad entity** your message is related to
e.g., Randstad, Randstad Digital, Randstad Sourceright, Randstad Enterprise/RiseSmart, Randstad GCC, Randstad Global, Randstad Central Integrity Officer.
8. Type your message. You can upload attachments via the clip icon found in the top-right corner.
9. Click 'Send message' and your message and attached files will be processed.
10. You have the option to leave your email if you'd like to be notified when there is a response. After adding your email, you'll be asked to type the verifying code sent to the provided email address.
11. You may expect a response within 7 days. You will need the **report number** and your **password** to access the [Integrity Line](#) to read the response message and/or to continue the conversation.

via phone

1. Please check below for the **Randstad Group Integrity Line phone number** relevant to your location.
2. Before you dial the phone number, ensure you are prepared to write down the report number and to remember the 4-digit PIN code you will have to choose. Maybe you want to
3. Dial the phone number for the country that you are located in (see below).
4. The **voice prompts will guide you** through the following steps:
 - Enter the **'Organisation code'** - 129347.
 - Select your **language**.
 - You will receive a unique **'Report number'**.
Write this down carefully as you will need it to be able to call back and hear a response to your report.
 - **Choose a 4-digit PIN code**.
Remember it so that you can log back in later.
 - **After the tone** simply **speak** your message.
 - Once done, press 1 or hang-up.
 - You can expect a response within one week. Make sure to **call back with your Report number and PIN** to check for a response.

contact details for online reporting



or

<https://randstad.speakup.report/en-GB/integrityatrandstad/home>

contact details for phone reporting

country	phone number	languages	organization code	
United States of America	18444466114	Freephone	English	129347