

# randstad sustainability report:

empowering  
clients, talent and  
communities.



partner for talent.

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# randstad's societal value.

At Randstad, our commitment to a better, more sustainable future is at the core of everything we do. Our ambition to be the world's most equitable and specialised talent company drives us to play a crucial role in shaping a fairer, more inclusive world.

It is our goal to contribute to global societal needs positively by:

- promoting a fair labour market
- fostering equity at work
- supporting the green transition

As a trusted partner for talent, we empower our clients with the high-quality, diverse, and agile workforces they need to thrive in a talent-scarce world. Our mission extends beyond filling roles; we're dedicated to helping people

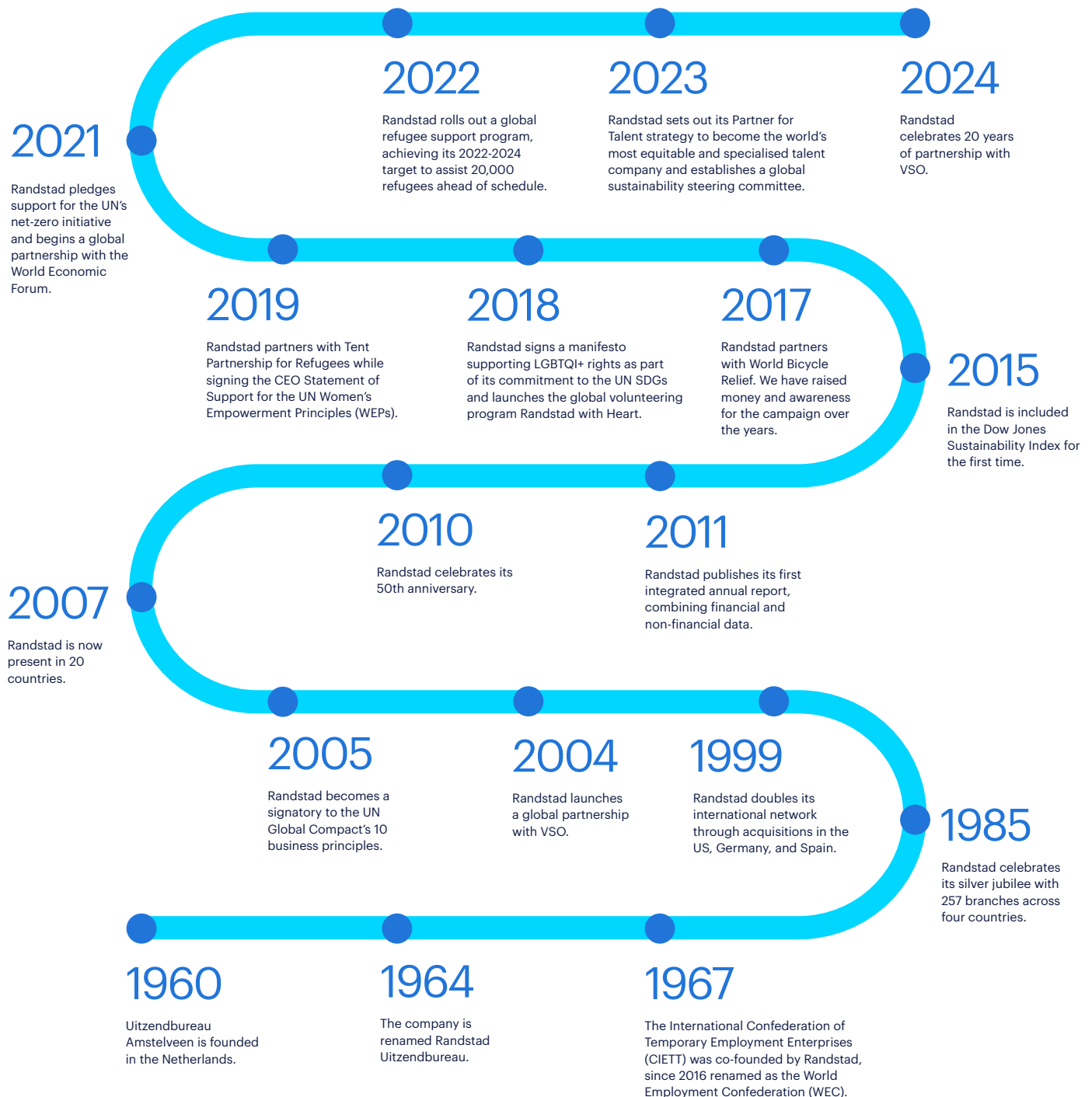
secure meaningful employment, develop essential skills, and find purpose and belonging in their workplaces. And we have forged strong partnerships with other organisations to enhance our value to society.

In this report, we highlight the innovative ways our teams around the world are making a tangible impact and building a more equitable society. While we're focused on the future, we also take pride in our legacy of positive change.



# then and now.

Our timeline shows how Randstad has evolved over the years and how our efforts have paved the way for a more just and equitable world.





# collaborative responsibility.

Our efforts to solve societal and environmental issues cannot succeed if they happen in siloes. Alongside many other organisations, we have aligned our sustainability framework with the United Nations' Sustainable Development Goals (SDGs) to maximize its impact.

Of the 17 goals, we target the 5 where our reach and expertise can make the biggest difference:

## **4 QUALITY EDUCATION**

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

## **5 GENDER EQUALITY**

Achieve gender equality and empower all women and girls

## **8 DECENT WORK AND ECONOMIC GROWTH**

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

## **10 REDUCED INEQUALITIES**

Reduce inequality within and among countries

## **13 CLIMATE ACTION**

Take urgent action to combat climate change and its impacts



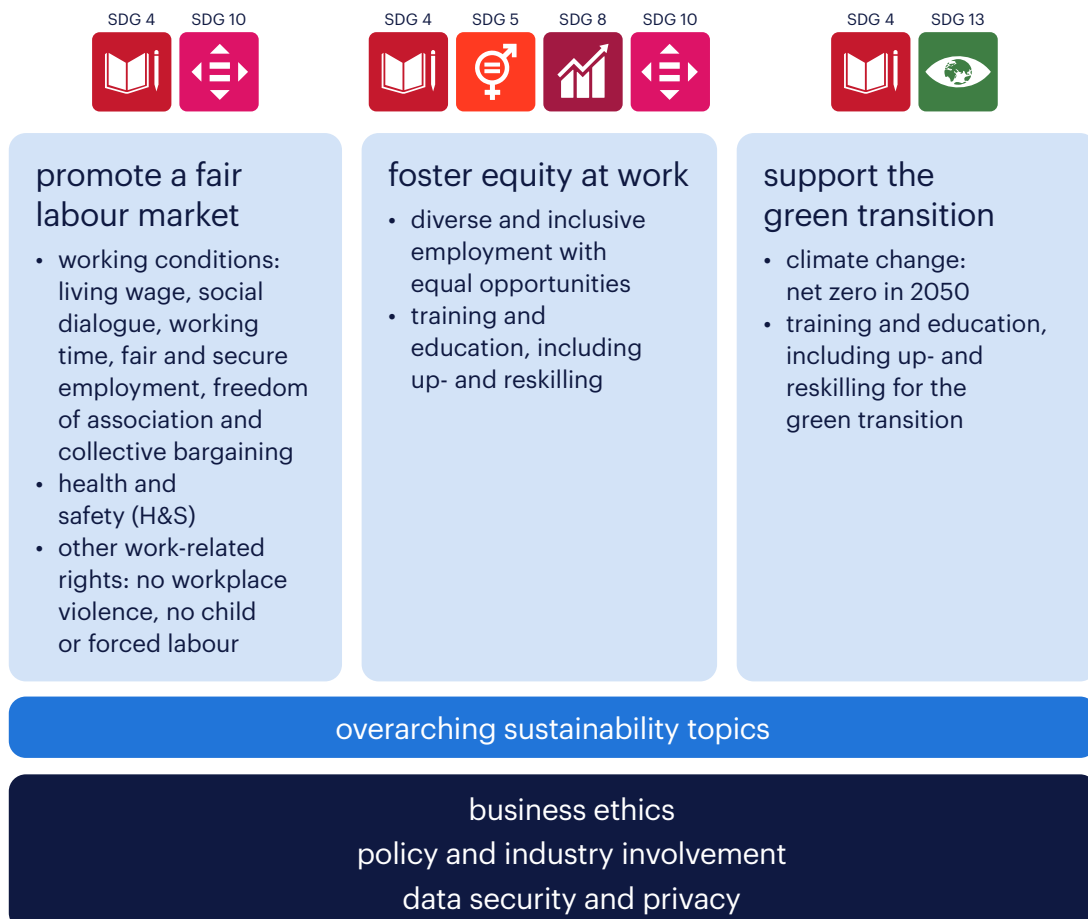
# our sustainability framework.

As a leading talent company in the labour market, Randstad has in-depth knowledge of the world of work. But with this insight comes a responsibility to drive change.

Through our daily interactions with clients and talent, and our continuous dialogue with governments, employers and labour organisations, we are proud to be part of the critical conversations that contribute positively to global societal needs.

Randstad's sustainability strategy is formalised in the overall company governance with a steering committee led by Myriam Beatove Moreale, CHRO. The Sustainability Steering Committee is responsible for defining priorities and targets, steering for business alignment, and integrating sustainability within the global vision to be the world's most equitable and specialised talent company.

Our sustainability framework reflects our commitment to addressing societal needs by focusing on three key pillars: promoting a fair labour market, fostering equity at work, and supporting the green transition.



# a global effort.

We have introduced more than 100 social innovation programs to ensure we are playing our part in driving sustainability.

## north america

Across North America, we are dedicated to a wide range of initiatives, from winning multiple health and safety awards in Canada to launching the Hire Hope program in the United States, which supports women who are the most vulnerable, including survivors of homelessness and human trafficking.

## europe

Throughout Europe, we offer programs aimed at creating a more equitable and sustainable work environment. In Germany, the Randstad Academy re-trains talent for jobs in the renewable energy sector.

In the Netherlands, we have supported refugees and migrants in finding work through our Inzendbureau initiative. In Italy, our Randstad Box hub is helping to address youth unemployment, while in Belgium, we're supporting older talent getting back into the workforce through our welfare2work scheme.

## latin america

In Latin America, our efforts to foster labour inclusion are highlighted by our program in Argentina's Barrio Mugica. Since 2018, the project has supported 180 beneficiaries through workshops, training and support, with 115 people hired in total.

## asia pacific

In the Asia Pacific region, our commitment to inclusive employment is exemplified by Randstad Australia's development of 'Recruitable', a program designed to remove barriers in mainstream recruitment and facilitate easier employment for people with disabilities. In India, our Randstad for All program has supported members of the LGBTQ+ and disabled communities. Our colleagues in India have also driven wellness initiatives to support the mental health of talent, and similar schemes have been set up in Hong Kong SAR.

For a full list of our Local Sustainability Initiatives, [read our 2024 report here.](#)

# welcome.



Equity and sustainability are deeply interconnected. People are the driving force behind labour markets, innovation, and productivity. But when they are affected by social, economic, or environmental challenges, their potential is compromised. As employers, it is our responsibility to create the conditions in which talent can thrive.

As the world's most equitable and specialised talent company, Randstad is committed to advancing sustainable business practices, positively impacting our communities and the environment, and holding ourselves accountable for our actions. Our Partner for Talent strategy reflects this commitment as we strive to provide talent with the support they need to reach their full potential.

In this report, we celebrate some of the most impactful initiatives led by our teams around the world. These achievements are made possible through the dedication of our people to our sustainability framework. We combine our efforts with local and global partners, such as VSO, World Bicycle Relief and UNICEF, through whose work we can also make a meaningful impact on people's lives, often when it's needed most.

I extend my gratitude to all of our Randstad colleagues who contribute to our sustainability efforts every day. Across our global markets, I am inspired by the collective effort to secure a better future for all.

[Myriam Beatove Moreale](#)

Chief Human Resources Officer and Chair of the Sustainability Steering Committee



Addressing global sustainability challenges requires a collaborative effort, which is why we are committed to aligning our actions with the United Nations' Sustainable Development Goals.

At Randstad we are dedicated to building a sustainable future where promoting a fair labour market, fostering equity at work and supporting the green transition are not only the right thing to do, but a business imperative.

These core sustainability pillars guide us in identifying where we can have the greatest impact. By prioritising quality education, gender equality, decent work and economic growth, reducing inequalities, and taking climate action, we are confident in our ability to drive meaningful change.

Through our services, Randstad has a unique position to accelerate systemic transitions through well-functioning, equitable labour markets on a healthy planet.

I encourage all Randstad colleagues, partners, and stakeholders to actively engage in and support the initiatives highlighted in this report. Sharing your progress and learning from one another is key to accelerating our collective impact and fostering sustainable growth.

[Marlou Leenders](#)

Global Head of Sustainability



## chapter one

# promoting a fair labour market.

The world of work is ever-evolving. Advances in digitalization, remote work and a flourishing informal economy mean that traditional work arrangements and labour contracts have ushered in many new forms of employment.

While these trends have provided more opportunities and job flexibility to workers, they can also lead to more risk and erosion of rights. Randstad is one of the most active advocates in our industry for protecting these rights and ensuring people everywhere have access to fair and decent jobs that provide living wages. We are committed to driving the provision of decent work and reducing inequalities for talent.

### the importance of fair labour practices

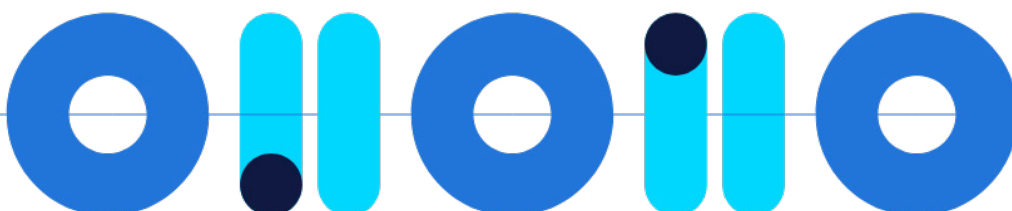
Our in-depth knowledge of talent — paired with our close collaboration and constant communication with employers, workers, governments and unions — means we can shape the future of the world of work.

We're proud to take a lead in improving talent employability and access to social protection systems. We invest in conversations on important issues including living wage, working time, fair and secure employment,

and freedom of association and collective bargaining.

Through this, we aim to raise awareness and contribute to improved working conditions in our markets. We are also committed to protecting work-related rights and do not tolerate any violations. This includes fundamental rights such as no workplace violence, child labour or forced labour.

 **8** DECENT WORK AND ECONOMIC GROWTH  **10** REDUCED INEQUALITIES



# taking action.

Here's a snapshot of some of the work we are doing globally to help promote a fair labour market.

## working conditions and work-related rights

Randstad is a signatory of the United Nations Global Compact and respects and supports all its principles, including those regarding human rights and labour.

Through our daily interaction with clients and talent, and our continuous dialogue with governments, employers, and labour organisations, our ambition is to contribute to global societal needs.

Randstad aims for a labour market where all people, regardless of their backgrounds or circumstances, can participate in healthy and safe working conditions, have equitable opportunities, are up- and reskilled and receive adequate and fair wages for their work.

Decent work provides meaning and prosperity, which all talent should be entitled to as a basic human right, regardless of the form of employment.

At Randstad, we take this responsibility seriously. We are committed to reducing inequalities which is reflected by providing over 600,000 people with fair and quality work opportunities on a daily basis.

A joint approach by business leaders, policymakers and worker representatives will help to increase the priority of creating fair and quality work for all.

[Sonja van Lieshout](#)

Global Head of Public Affairs, President World Employment Confederation Europe





## health & safety

Randstad is committed to providing and maintaining a healthy and safe working environment for our own employees and talent we place. The prevention of personal illness is one of our top priorities.

We implement best practices in health and safety (H&S) throughout our workforce worldwide. Below are just a few initiatives that highlight how we drive change in this area.

Randstad Canada has provided clients with advice and support to ensure high H&S performance. It is also the winner of multiple H&S awards and distinctions, including the 2023 industry award from the Association of Canadian Search, Employment & Staffing Services (ACSESS).

Randstad Canada's mental health and wellness strategy includes a series of webinars to help improve mental health in the workplace.

Elsewhere, Randstad Argentina has a dedicated H&S team that runs a program to reduce the number of occupational accidents and illness among temporary workers.

They take a multi-stakeholder approach to implement specific H&S training for talent in the induction program, specific training for clients, holding onsite audits and delivering a thorough prevention plan.

This plan builds on a Randstad analysis of workplace accidents at client sites, resulting in observations and recommendations. The results of this program are noticeable — with a 7% reduction in injury rate last year.

Randstad Canada won the 2023 industry award from the Association of Canadian Search, Employment & Staffing Services.



# chapter two

# fostering equity at work.

Equity is at the heart of everything we do. As well as promoting equal treatment in the workplace, we strive to give everyone the same access to employment opportunities, regardless of their background.

This benefits all parties, especially talent traditionally underrepresented or discriminated against. It also results in a more comprehensive and diverse talent pool that helps employers secure resources more quickly and effectively. Our approach integrates a wealth of reskilling and upskilling to help people gain better access to decent jobs and wages.

Gender equity, disability inclusion, multi-generational workforces, LGBTQI+ awareness, refugees, migrants and locally-defined underrepresented groups are all key focus areas at Randstad.

## the role of randstad in fostering equitable workplaces

The simultaneous promotion of all interests is one of our core values at Randstad. The principles of equity, diversity, inclusion and belonging (EDI&B) are at the heart of who we are.

Everyone, regardless of their background, deserves work that provides dignity, security and purpose. We aim to create more equitable and diverse workplaces, both at Randstad and with our clients and partners. This includes taking action to make

sure everyone has the same access to opportunities, while also supporting our clients in building inclusive workplaces and closing the gender pay gap.

To achieve these goals, we proactively seek to level the playing field. Randstad runs many local initiatives to promote equal opportunities in the labour market, each designed to serve the needs of a specific underrepresented group.



# taking action.

Here's a snapshot of some of the work we are doing globally to empower talent and foster equity at work.

## women

The Randstad US Hire Hope initiative offers an extensive nine-month career-readiness training program designed to support the most vulnerable women, including survivors of homelessness and human trafficking.

It is made possible through collaboration with community-based partners and the dedicated involvement of Randstad's employee volunteers.

Since its establishment in 2014, more than 370 women have successfully graduated from the program, with 90% also securing apprenticeships and job placement opportunities.

Our efforts to advance gender equality and women's empowerment are deeply embedded into our strategy. We are committed to multiple initiatives aimed at addressing gender inequality, mostly through skilling programs.

# 370+

women have graduated from the Randstad US Hire Hope initiative





# taking action.

## persons with disabilities

Randstad Australia has joined forces with Get Skilled Access, a specialist disability and consulting company, to develop 'Recruitable', a program that aims to remove the barriers within mainstream recruitment, making employment of persons with disabilities easier for all.

In 2023, through the Recruitable pilot, Randstad placed several high-level professionals with a disability with our partnering organisations. Across Australia, Randstad placed 221 candidates with disabilities in 2023.

Randstad takes tangible steps to improve employability, skills and opportunities for persons with disabilities, placing 12,200 people in employment in 2023.



# 12,200

people with disabilities placed  
into employment in 2023

## recruitable



watch here

# taking action.



Randstad for All initiative, Randstad India.

## LGBTQI+ community

Randstad is committed to fostering inclusion for LGBTQI+ individuals across the globe. In India, our colleagues have spearheaded the 'Champions of Change' initiative, which promotes diversity and inclusion in the workplace.

Through this program, participants engage in comprehensive inclusion training, with a focus on gender equity, LGBTQI+ inclusion, and disability inclusion.

Additionally, Randstad for All offers a tailored learning journey designed to support talent from the LGBTQI+ community and individuals with disabilities, as part of our ongoing effort to create a more inclusive workforce.

# 123

champions of change have taken part in inclusion programs in India



Randstad for All initiative, Randstad India.

# taking action.



## migrants and refugees

Randstad Netherlands has developed a holistic approach aimed at supporting migrants and refugees towards employment. It has created a broad range of initiatives to support talent from these communities.

One example is the Randstad “Inzendbureau”, which opened its doors for a day in April 2024 to draw attention to the opportunities and challenges migrant and refugee talent faces in the labour market.

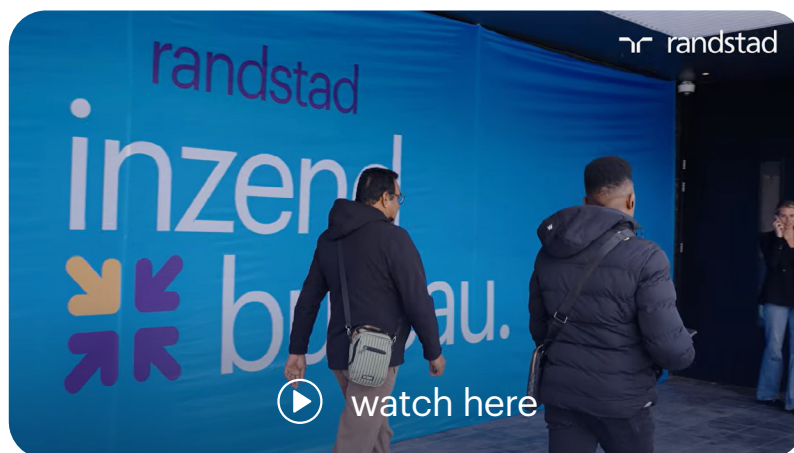
Employers from the region presented to 40 migrants and refugees. The candidates could follow the presentations in their own language through the use of interpreters.

Through reverse application, they could then choose which employers they wanted to work for.

In 2023, Randstad committed to supporting the work lives of 50,000 refugees over the next three years. It will do so by connecting refugees to jobs or training to improve their employability, such as language skills, interview preparation and upskilling programs for roles in logistics and technology.

# 35,000

refugees supported in 2023.



# taking action.

## multigenerational workforces

In Italy, Randstad Box — a hub in Milan — is helping to address youth unemployment by offering free co-working, study spaces and networking activities and training opportunities in an inspiring environment. To date, more than 600 people have been trained through more than 45 in-person training courses and 60+ online courses and apprenticeships.

Randstad Belgium, meanwhile, has helped older workers through the welfare2work project. The program supports this vulnerable group of jobseekers to get back into work, providing coaching and other career assistance while also working with organisations to raise awareness of the challenges some talent face when looking for new opportunities.



## Programa de Inclusión Laboral

watch here

Since 2018, Randstad Argentina has been running a labour inclusion program to support residents of Barrio Mugica, a shantytown which is home to more than 45,000 people, located in the center of Buenos Aires city. Since the start of the project in 2018, 600 interviews have been conducted, 24 workshops have been held over 60 training hours and involving 70 volunteers. The project has supported 180 beneficiaries, with 115 people hired in total.

# 600+

people have completed training  
courses helped by Randstad Box

# A new start.

Peter De Backer, 61, worked as a senior trainer for a well-known international truck company but lost his job while caring for his wife after she caught an incurable disease. After she passed away he was worried he would not find another job. Through the Randstad welfare2work scheme, he completed a 12-month coaching program to help him get back into work.



“One day, I found a job advert from an organisation called SKILLZ, that provides technical summer camps for children and young people. They were looking for a trainer who loves to share their knowledge and passion. I applied immediately. They thought I was overqualified at

first, but the Randstad trainers had repeated over and over again that we have to ‘do some follow up’ after a written application. So I called the recruiter and asked her if I could explain why I was a really good candidate — and I went on to get the job!”

Nancy Van den Wyngaert, another beneficiary of the scheme, was a long-term job seeker who balanced her search for employment with intensive informal medical care for her parents. She was keen to find a medical secretary or administrative role — positions that can be difficult to find for older workers. Through the scheme, she found a role in a local hospital.



“My first day at work went very well. The welcome was very warm and I joined a great team. I had a very good feeling about it. Currently, I am still working at the hospital in the cardiology secretariat. I still work full-time (because I really

like the job), but the plan is to reduce it in the near future. I hope Randstad can motivate and empower many more people to find their way back to work.”



## chapter three

# supporting the green transition.

Each year, we see climate records broken and the impact extreme weather is having on communities globally. At Randstad, we actively promote policies and practices that support the green transition, including actions to minimise our climate impact.

We are privileged and proud to be in a position that enables us to develop more skilled talent for the green economy. As the energy transition is creating huge demand for talent, we are committed to closing skills gaps and help meet the demands of new technologies, organisations and markets.

### randstad's commitment in action

Our commitment to environmental protection is reflected in both our global environmental policy and our integrated reporting framework. To ensure we hold ourselves to account, we regularly analyse our work to better understand our impact.

We have also introduced programs and practices for conducting operations in an environmentally and economically responsible manner. Randstad pledged support to the UN's net-zero initiative in 2021, which aims for a 45% reduction of global emissions by 2030.

This has included establishing comprehensive greenhouse gas (GHG) emissions reduction targets and designing an action plan to reduce emissions by more than 57% across scopes 1 & 2 and by over

30% in scope 3 by 2030, compared to 2019. We will continue to work toward net zero by 2050. Our business will minimise our carbon footprint through sustainable mobility, energy efficiency in buildings, using 100% renewable energy, sustainable business travel and a supplier engagement policy.

To drive internal awareness and engagement, we have built a worldwide net-zero ambassador network. In 2023, the program had 156 active Ambassadors from 20 countries. Empowered to engage in their local areas, ambassadors brought to life 52 projects and started an initiative that has led to the planting of 63,500 trees.

Through collective effort, we can deliver a healthier, fairer environment for all.



# taking action.

Here's a snapshot of some of the work we are doing globally to support the green transition.

## energy efficiency in buildings

Renewable energy efficiency in buildings is a key component of our journey to net zero emissions — and it has three strategic pillars globally, which are led by our network of net-zero ambassadors:

1. Network footprint optimisation
2. Transition to energy-efficient office spaces
3. Promoting energy-efficient behaviours

We have successfully installed solar panels in several locations. This initiative not only reduces our carbon footprint but also promotes the use of renewable energy sources.

We have invested in deploying more efficient building components, such as energy-efficient windows and HVAC systems, to secure renewals.

These investments significantly enhance the energy performance of our buildings.

To reduce total CO2 emissions, we have implemented the use of reusable architectural walls instead of traditional drywall. This practice not only minimises waste but also promotes a circular economy within our construction processes.

As a company, we are well on track to meet our building energy efficiency targets. Our collaborative efforts, innovative practices, and the dedication of our regional ambassadors are driving us closer to our goal of net-zero emissions.



# taking action.

## upskilling & reskilling for the green transition

Talent scarcity is threatening the speed of the green transition, and that is why we help talent invest in reskilling and upskilling, empowering them to navigate the rapidly changing labour market.

The Randstad Academy in Germany works closely with education providers in the fields of metal and electrical engineering, and industrial mechanics (turning, milling, CNC) to meet their client's demands who are looking for specialised talent in the renewable energy sector.

More than 100 employees have gone through the Randstad Academy and have received a certificate. A large proportion of these people now work as skilled workers through Randstad on customer assignments or have been taken on by the customers themselves.

Other examples include Randstad France, where they have provided vocational training for installation technicians, electricians and business managers in sectors such as the construction industry (covering energy renovation, photovoltaics and waste management).

In the Netherlands, Randstad's Tempo-Team Werk en Leren (Work and Learn) trained solar panel mechanics in order to meet client demands in the renewable energy sector.

# 100+

people have gone through the Randstad Academy in Germany to learn new skills for the green transition



# chapter four

# corporate citizenship.

Randstad has a long history of charitable and philanthropic work aimed at bettering the lives of vulnerable people around the world. We're a proud partner of global charities providing life-impacting services, such as emergency relief in times of crisis. Our Randstad with Heart corporate citizenship framework helps coordinate and enhance our social efforts to align with our values.

Here are a few examples of the efforts undertaken within the three pillars of this framework:

## volunteering with heart

Corporate volunteering gives all employees an opportunity to live the Randstad core values and develop personally and professionally.

### volunteering hours

Our global Randstad with Heart volunteering hours program allows employees to perform eight hours of voluntary activities annually for a charity of their choice. In 2023, more than 5,000 Randstad employees volunteered nearly 29,000 hours in their communities and we aspire for this number to grow in 2024.

### VSO

Randstad has a longstanding global partnership with VSO focusing on empowering marginalised people with sustainable work. Guided by our shared vision as Changemakers for Equitable Communities, we work through corporate volunteers, fundraising and funding projects to support youth employability and entrepreneurship in Tanzania, Zambia, Kenya, and Cambodia, helping young people develop marketable skills or start their own businesses. In 2023, VSO and Randstad's volunteers supported over 15,000 people across 4 countries, with more than 2,530 young people securing employment or becoming self-employed.

In 2023, we contributed...

1,500

bicycles to World Bicycle Relief

29,000

volunteer hours

15,167

people supported through VSO

€2.9 million

on corporate philanthropy

€280,520

to UNICEF

# corporate citizenship.

## giving with heart

Our corporate giving initiative allows us to support charities, foundations and NGOs aligned with our purpose and strategic objectives.

### world bicycle relief

Randstad has enjoyed a long partnership with World Bicycle Relief (WBR), an organisation that helps provide bikes to people in developing countries. A bike is important for people's mobility and can improve access to education, healthcare and work. We are currently supporting the mobilisation of communities in Zimbabwe where our funds contributed to 1,500 bicycles in 2023.

Randstad employees also continued to participate in WBR's global 'pedal to empower' challenge to raise awareness and funds to support women and girls.

### unicef

UNICEF is Randstad's emergency relief support partner. Employee-raised funds, matched by Randstad, supported relief efforts in Türkiye and Syria after earthquakes hit the countries. Randstad also contributed to the UNICEF Flex Fund which enables assistance to be delivered when and where it's needed most to support the world's most vulnerable children. In total, a contribution of €280,520 was made during 2023.



Randstad Kilimanjaro challenge team 2023.

## pro bono consulting with heart

Pro bono consulting focuses on all non-profit skills, time and services offered by employees to charities and non-profit technical support to NGOs and other groups.

### challenge fund for youth employment

Randstad is one of the fund managers of the Challenge Fund for Youth Employment, set up by the Dutch Ministry of Foreign Affairs. Its purpose is to enhance future prospects for 200,000 young people through investments in decent work and income. The fund focuses on the regions of West Africa/Sahel, the Horn of Africa, North Africa and the Middle East. Randstad provides technical assistance in the form of pro bono consulting and volunteers. A total of 84 projects have currently been implemented or are in the inception phase. So far, 38,000 jobs for youth have been created, matched or improved.



Randstad's impact on the mobilized community initiative from World Bicycle Relief, Hwange District, Zimbabwe.



# a fairer future.

Throughout this report, we have explored just a few of the ways we are living up to our commitment towards building a sustainable present and future. Around the world, many more of our teams are contributing to these efforts.

Whether it is through our awareness programs or working in collaboration with businesses and governments, we are committed to building a fair, sustainable and equitable labour market. Our sustainability framework gives us focus and aligns with targeted UN Sustainable Development Goals where we can have the greatest impact.

We are grateful to all the colleagues, clients and talent we work with around the world who are helping us deliver on our commitments.

However, efforts must be ongoing.

In the future, we will continue to work on our ambition to contribute to global societal needs positively by promoting a fair labour market, fostering equity at work, and supporting the green transition. We aim to realise this in partnership with clients, talent, governments, employers, labour organisations and other stakeholders.

By continuing to work together now and in the future, we can build a better world for all.



If you're interested in finding out more, you can read about all of our local sustainability initiatives [here](#).



# your thoughts, let's start a conversation.

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