

A smiling woman with dark hair, wearing a dark quilted jacket and a patterned scarf, is talking on a pink smartphone. She is standing outdoors in a city setting with trees and buildings in the background. The lighting suggests it might be late afternoon or early morning.

randstad
canada 2022

social responsibility
report.



randstad

human forward.

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message from president & managing director, patrick poulin.

At the start of this year, it was my honour to take on the role of President-Managing Director of Randstad Canada. It is my privilege to lead a company that has, for more than 18 years, been a part of my professional story and that, at its core, values people, working to create opportunities for them to access meaningful work.

2022 was a year of growth for the company, but it also demonstrated that the impacts of the COVID pandemic and a shifting world of work continue to be widely felt. Finding a balance with remote and in-office workplace models, dealing with entrenched levels of talent scarcity, and ingraining company-wide focus on diversity, inclusion and social impact were challenges that all organizations faced. In the past year, we elevated our long-standing commitment to corporate social responsibility (CSR) and sustainability to address these challenges, and find solutions that benefit our talent, clients, employees and of course, the communities that we serve.

This report is a source of great pride for me. It showcases the many ways in which Randstad is making a difference, and living our commitment to environmental, social and governance (ESG) objectives.

Following two years of remote and virtual work life in 2022, we brought back in-person events that our company holds dear. The first, our international Randstad Ride to raise funds for cancer research and care. The second being our beloved national employee fundraiser in support of the Randstad Foundation and our Youth Forward commitment. Together, these activities generated \$570,000 in corporate and employee funds towards charities across the country.

We expanded our commitment to diversity and inclusion through the creation of our Executive Diversity Council and the growth of our Diversity and Inclusion consulting division. We also supported immigrant and refugee employment, creating a special project to help place 115 Ukrainian refugees in supportive workplaces.

Looking forward, we will continue to prioritize knowing and serving our communities across the country. In doing so, we will be advancing our global ambition to become the world's most equitable and specialized company.

Sincerely,

Patrick Poulin



2022 in review.

think globally, acting locally.

As a global company, our ambition is to become the world's most equitable and specialized talent company in the world. To do that, we know that we need to support as many people as possible throughout their working lives.

Our efforts and activities are guided by our commitment to the United Nations Global Compact, and our meeting our specific KPIs around the [Sustainable Development Goals \(SDGs\)](#) of:



4 quality education



5 gender equality



8 decent work and economic growth



10 reduced inequalities



13 climate action

In Canada, all of our activities are anchored in these ambitions and goals. Through global working groups and activities, our local activities to advance the SDGs are amplified and ensure that our efforts are contributing to making a difference for people around the globe.

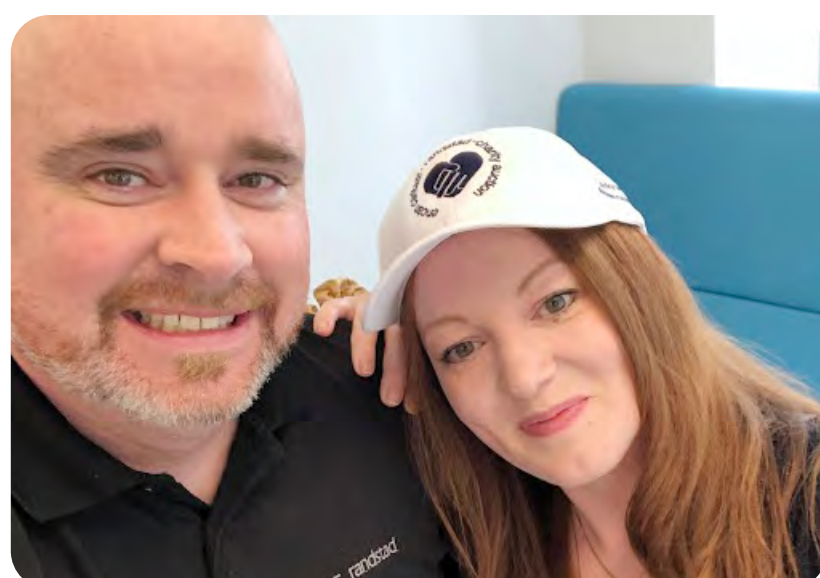




a year of extraordinary giving.

In 2022, Randstad Canada celebrated its 25th anniversary in the country, and we were able to highlight what we have always known: our people are our super power. Contributing to their communities in their own ways - whether it be volunteerism, infusing community considerations in their day-to-day business roles, or through financial giving - our people are making a difference.

Randstad Canada employees gave close to 3,780 hours to volunteering, truly making 2022 a year that brought the company together to give back.



the randstad foundation.

The Randstad Foundation is committed to generating equitable employment opportunities for young people in Canada, by partnering with organizations that specialize in skill development and providing access to the job market.

our 2022 partners



actua

Supporting the Future Skills Program to prepare the next generation of leaders for the world of work.



youth employment services

Supporting programming designed to help youth identifying with a mental health issue find and maintain employment.



water first drinking water internship

Providing sustainable solutions to the clean water crisis in remote indigenous communities through a 15-month paid internship for indigenous youth.



careers education empowerment

Supporting young black professionals through workforce development programs.

In late 2022, the Randstad Board of Directors welcomed a number of new members to bring diverse perspectives and areas of expertise to the activities of the Board.

foundation leadership



Audrey Lara
Chair of the Board



Patrice-Olivier Awa
Director of the Board



Jeff Goplin
Director of the Board



Eileen Hipolito
Director of the Board



Lauranna Ji
Director of the Board



Matthew Kindree
Director of the Board



Alexandre Morin
Director of the Board



Anthea Saldanha
Director of the Board



Rita Sposato
Director of the Board



Uma Venkatarmiah
Director of the Board



Brooke Cromar
Executive Director



our youth forward commitment.

Youth in Canada face unemployment rates that are double the national average. The pandemic has only exacerbated this challenge and barriers to youth employment are mounting.

Randstad recognizes our unique position to support employers across the country in providing greater opportunities to the next generation of the workforce. That is why Randstad launched our Youth Forward commitment to propel youth forward by helping them understand and access the job market.

Understanding that the first step to making a difference is understanding the landscape and the incredible work that is being done by organizations across the country, Randstad executives heard from a panel of practitioners to share their insights and perspectives. This informative and engaging opportunity to hear from diverse youth employment experts has informed their strategic direction and action plan for 2023.

Randstad was also proud to be the first staffing industry organization to join the [MyStartr Employer Coalition](#), further demonstrating our commitment to supporting the development of young talent.



the randstad ride.

The Randstad Ride for Myriam was created in 2013 as a tribute to one of our own, Myriam Laaouan, who lost her courageous battle with cancer. That first year, her coworkers, friends, and family organized the charity bike ride to raise funds in her memory.

Now in its tenth year, the Randstad Ride is a symbol of the spirit of generosity that is the embodiment of Randstad employees. Like so many things in our lives following the lockdowns of the pandemic, the Ride is truly a hybrid event. In 2022, the Randstad Ride was once again virtual, officially welcoming Germany to the event and bringing together more than 400 people to ride, run, or roll to raise approximately \$157,000 for cancer research and care.

In 2022, pandemic restrictions had lifted to the point that we were able to once again revive our four day in-person cycling challenge, bringing together 55 riders and volunteers who traveled between Boston and Montreal for the cause.

2022 achievements

400 participants across the globe

\$157,000 raised for cancer research

55 Boston - Montreal event participants

67,000 KMs travelled

10th anniversary





equity, diversity
and inclusion.



our commitment to equity, diversity and inclusion.

Randstad Canada is committed to fostering a workforce reflective of all peoples in Canada. As a result, we are committed to developing and implementing strategies to increase the equity, diversity and inclusion within the workplace, for our clients and that benefit our talent.

Our goal is to be the driving force for lasting change. That's why we have a three fold approach to our diversity strategy:



purposeful consulting.

Created in 2021, the Equality, Diversity, Inclusion and Accessibility (EDI&A) division of Randstad Canada is committed to advising and guiding organizations across Canada to build inclusive workplaces - helping cultivate spaces where everyone feels a sense of belonging at work. Through their full menu of consultative services, the team is dedicated to providing clients with strategies and tools that will engage their teams and amplify their performance. Why create a consulting division? Over the last several years, we have noticed that many companies understand the need for a commitment to EDI&A within their organizations, but are not sure exactly how to bring it to life. Where do they start? Who do they partner with? How do they make a plan and get buy-in? Our consultants have first-hand knowledge and training on how to do this.

In addition to working with clients, the division provides support to the development of policies and practices within Randstad Canada. One of their key achievements in this regard was the implementation of a mandatory Hiring Manager Training program, which supports leaders in diversifying their talent pool and creating teams that better represent the communities where they live and work.

For more information, visit our [D&I consulting services page](#).



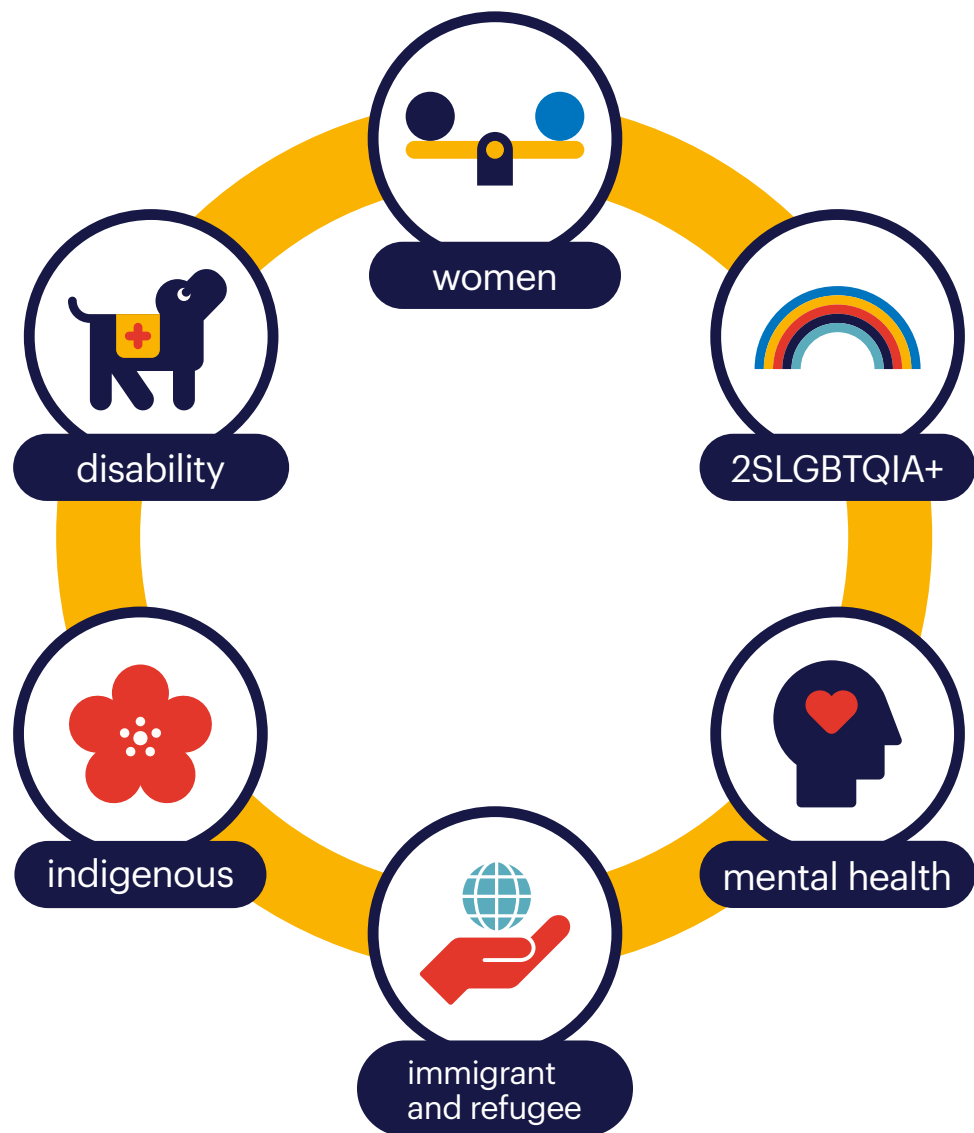


unlocking inclusion at work: the randstad business resource groups.

The Randstad Equity, Diversity & Inclusion (REDI) community is an employee-led initiative, with a mission to promote and give voice to the diversity, inclusion and equity movement within Randstad. The goal of the community is to foster safe and empowered places at work for all. To ensure that all individuals feel that their voices are heard, the REDI community established business resource groups (BRGs) as safe spaces for employees to discuss topics that matter to them, and inform their colleagues and leaders about their experiences and perspectives.

Our BRGs continued to grow in 2022, adding new allyship and BRG groups. The year also saw the implementation of the Executive Sponsorship model, intended to give a stronger voice to the BRGs and ensure that their activities are supported at the highest level of the organization.

6 REDI groups



9 REDI talks

- international women’s day panel talk
- male allyship leadership talk
- indigenous community story
- advocate for Inclusion: disability webinar
- four bilingual REDI chats



improving
employment access
& advancement
for immigrants
and refugees.

one in three workers in Canada will be born outside of the country by 2031.

Already boasting 23% of the country's population is foreign born (the highest amongst the G8 countries), Canadian workplaces cannot ignore the importance of including immigrant and refugee talent amongst their workforces. And yet, immigrants and refugees still face barriers to employment, with higher unemployment rates than the national average, and lower rates of pay over the course of their career.

In 2022, Randstad Canada looked to create opportunities for Ukrainian refugees to access employment, while also supporting their employees through participation in a national career development program for immigrant professionals within the company.

23%

of country's population
is foreign born
(the highest amongst
the G8 countries)





building inclusion through partnership.

The Career Advancement for Immigrant Professionals (CAIP) program, delivered in partnership with the Toronto Region Immigrant Employment Council (TRIEC), is a dynamic four-month government funded curriculum designed to provide managers build their inclusive leadership skills while supporting immigrant professionals within their organization.

In 2022, Randstad concluded our participation in the CAIP pilot program, and has since integrated the program into our learning and development curriculum, hosting two cohorts throughout 2023, including implementing a train-the-trainer program to ensure that Randstad is able to offer the program beyond our partnership with TRIEC.

highlights

- Everyone reported learning and/or gaining insight from each session as well as taking new actions as a result of the program.
- Immigrant participants reported that the program helped them to better understand the importance of taking ownership of advancement as well as asking questions or reaching out to people beyond their own department/manager.
- Manager participants reported that the program helped them to better understand existing barriers to advancement for newcomer team members and actions they can take to better support their team members.



the ukrainian talent project.

As a result of the turmoil and the rapid influx of migrants from the Ukraine, we launched an initiative to help the Ukrainian immigrants and refugees adjust to life in Canada during these trying times. In order to expedite the recruiting process for Ukrainian migrants to find a job within weeks of their arrival, an employee-led task force was established and began working with four different community partners right away. A Facebook page later helped cement this as a fast mode of communication and process; now there have been 115 hires and almost 600 applications evaluated. This division is working with existing partners to expand their relationships to new areas with the goal of better serving the people in these communities with things such as language classes, housing suggestions, and career guidance and advancement opportunities.

partnerships



For me, it's incredibly rewarding to be able to help people so concretely, to be able to bring them both security through work but also peace of mind for their future here in Canada.

Marie-Eve Jalbert



women at work.

women at work.

There are multiple ways in which Randstad lives our commitment to gender parity across all areas of the company. Whether through our long-standing Women Transforming the Workplace Program, our participation in the 50-30 Challenge and our Parity Certification through Women in Governance, Randstad is committed to progressing women in leadership across the organization. With over 60% female workers and women in leadership positions, and parity at the highest levels of the organization, Randstad is ensuring women are at the decision-making tables.



**THE 50 – 30
CHALLENGE**



women transforming the workplace.

For over 10 years, Randstad Canada has strived to promote Canadian women's unique abilities and innovative contributions. Through a multi-faceted engagement approach, we want to empower women to transform the workplace from their own unique, collaborative and resourceful perspective. Through our partnerships and collaborations, we drive meaningful action to address barriers facing women in the workforce and to support Canada's economic growth.

the propeller experience

As title partner of Tellent's The Propeller Experience, Randstad is supporting women through a unique coaching program and collective for women ready to get "more" from their careers. Our program saw over 300 women sign up, and delivered support to not-for-profit organizations:

- Lean In Canada: we've put 20 women through the program.
- YWCA: supporting women reskilling into data analytics. We put 58 women through our program.
- Canada Career Foundation: we delivered a Propeller Masterclass to 60 women retraining into tech.

Additionally, we developed a Financial Services discovery stream to provide further support for women to become financially literate and explore careers in the sector. We have started to translate content from our modules into French, to ensure a wider community reach for women seeking to enhance their professional opportunities.

health & safety.





building healthy, fulfilling, and inclusive workplaces.

At Randstad Canada, we believe the health, safety, and wellbeing of our employees are of the utmost importance. Our global health & well-being guidelines outline our provisions on how to prevent physical and mental health issues as much as possible, and how to promote and address health and well-being among our employees. They also support the different needs considering the various life stages of our employees by offering, such as different forms of leave and flexible working hours.

The pandemic brought mental health to the forefront of the conversation, with an emphasis on a more holistic view of work and its potential impacts on wellbeing. In partnership with the Canadian Mental Health Association, Randstad Canada launched the “[Not Myself Today](#)” campaign with its aim to reduce stigma, raise awareness, and foster real conversations around mental health.

Randstad’s commitment to health and safety (H&S) is evident in our H&S program and extends to our talent, ensuring we place them in safe workplaces every day. Temporary workers, often new to a workplace, are up to three times more likely to be injured on the job, especially in the first month, than at any other time.

With a robust H&S program and training, we ensure that our talent is aware of their rights and responsibilities before they work at a new workplace. Our “human forward” philosophy emphasizes communication with talent to ensure that not only is each placement a good fit, but a safe fit as well. In collaboration with clients, Randstad Canada’s H&S team also provides consultative health & safety advice to support high H&S performance and safety culture enhancement.

Randstad Canada’s performance in the [Ontario Health & Safety Excellence Program](#) and CoR (Certificate of Recognition) audit in 2022 was recognized amongst temporary staffing agencies, achieving excellent H&S performance and for setting industry best practices over and above legislation standards.



environmental
sustainability.

our net zero commitment.

Whether a company has a large or small carbon footprint, we all have a responsibility to act and to do our part to be a Net Zero company. To that end, in 2021, Randstad joined the [United Nations Net Zero Coalition](#). Our goal - to achieve Net Zero across scopes one and two by 2030, and across scope three by 2050.

key initiatives in 2022.

1M

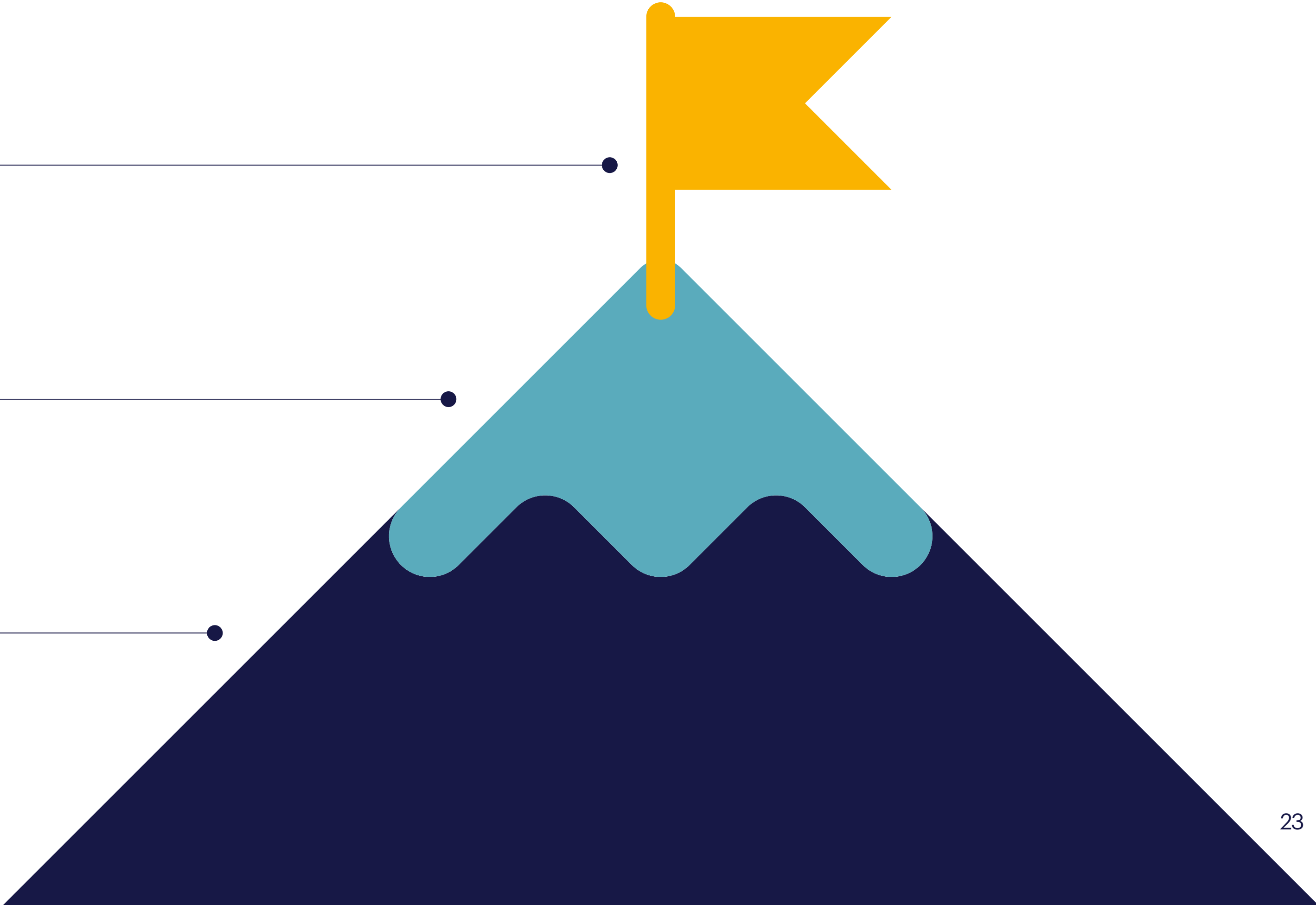
eliminated almost 1 million pages printed across Canada since 2019 by reducing the total number of printing devices across branches by 84%.

36%

optimized our network footprint by reducing our total office rental square footage by 36% since 2019. This reduction has had a direct impact on our energy consumption, allowing us to reduce our carbon footprint while maintaining productivity through a hybrid work model.

2.33

maintained a low carbon footprint with CO2e footprint per employee in Canada is 2.33, a decrease from 2.74 in 2020.





looking forward.

Change is constant, but Randstad is confident that no matter the challenge, our purpose is clear: to help people realize their potential equitably and with specialized knowledge of industries across the country.

With this direction firmly in place, we look to ensure that we are supporting inclusion in a number of ways. Whether supporting women, enhancing access to the job market for immigrants and refugees, or driving a broad array of diversity and inclusive initiatives, we are looking to create a world of work that creates space and belonging for all.

In 2023, the Randstad Foundation will continue to work with partners who drive change in the area of youth employability. We're committed to supporting programs that empower young people with the skills, knowledge, and opportunities they need to succeed in the workforce.

We're also excited to celebrate our 10-year anniversary of the [Randstad Ride for Myriam](#), our annual event that raises funds for cancer research and care. This year's event will be particularly special as we celebrate a decade of making a difference. We'll be bringing together employees, clients, and partners from around the world to ride, fundraise, and honor Myriam's memory. We believe that this event is not only a testament to our commitment to making a positive impact, but it's also a great way rally our global community around this important cause.

As we look forward to building our global goal to support as many people as possible throughout their working lives, we know that meaningful engagement with our employees is key to creating positive change. That's why we'll continue to prioritize volunteering, community partnership development, and skills-based opportunities for our team members.

We're excited to continue building the world's most equitable and specialized talent company, together.

about the randstad social responsibility report.

This document provides a snapshot of our corporate social responsibility (CSR) actions and performance for the period from January 1, 2022 to December 31, 2022. The Randstad Social Responsibility 2022 document is our fifth annual publication and we hope you find it insightful.

For additional information about our CSR initiatives please visit <https://www.randstad.ca/about/social-responsibility/> Have a question or comment about our 2022 Social Responsibility Report? Contact us at csr@randstad.ca.



about randstad

Randstad is the world's largest talent company and a partner of choice to clients. We are committed to providing equitable opportunities to people from all backgrounds and helping them remain relevant in the rapidly changing world of work. We have a deep understanding of the labour market and help our clients to create the high-quality, diverse and agile workforces they need to succeed. Our 46,000 employees around the world make a positive impact on society by helping people to realize their true potential throughout their working life.

For more information, go to [randstad.ca](https://www.randstad.ca)