

social responsibility report.

2023



randstad

partner for talent.

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message from Patrick Poulin

Finding meaningful work makes such a difference in a person's life. Helping talent on their career journey, and supporting clients make equitable and inclusive recruitment decisions is what we do everyday. It's why we love our jobs.

This love for what we do, and the desire to help others is at the heart of this report. As Randstad Canada continues to make progress on our ambition to be the world's most equitable and specialized talent company, we know that we have an important role to play in the world of work. Our people take that responsibility seriously.

Working with our talent, clients and employees, we showed great resilience and adaptability in facing market conditions. Moreover, we worked with our communities to ensure that we were having a positive impact on those around us. We do this by providing skilling and upskilling opportunities for our talent, helping our clients better understand their opportunities when it comes to creating more flexible and equitable workplaces, and listening to and working with community partners to meet the needs of those most in need among us.

This report highlights Randstad Canada's ongoing commitment to our values, and building a culture of inclusion. I am proud of the level of volunteerism and community investments that were made. For our advances in our diversity and inclusion efforts, and our participation in moving us forward towards Net Zero.

Sincerely,

Patrick Poulin, President & Managing Director, Randstad Canada



message from Carolyn Levy

2023 was an incredible year! We unveiled Randstad Digital, a new organization that focuses on a talent-first philosophy, specializing in meeting the technology talent needs of our clients' digital ambitions across a wide range of industries.

We hit the ground running, leveraging our unique position in the industry to help companies accelerate transformation by providing global talent, capacity, and solutions across specialized domains. We are fast becoming a premier digital enablement partner to our clients.

Throughout this transformation, we have held true to our purpose and our desire to make a difference in the lives of others, striving to create a more equitable world of work. This commitment to community is at the core of who we are, and as we evolve and grow, we are intentionally embedding principles and practices that promote sustainability, diversity, equity, inclusion, and accessibility.

This report always makes me proud of who we are, and where we are headed.

Sincerely,

Carolyn Levy, Managing Director & Head of Canada, Randstad Digital



message from Veronica Frisch

At Randstad Sourceright, we know that to propel our clients forward with the most successful solutions, we need to understand the big picture.

Our people demonstrate that understanding everyday, through the expertise they bring to their jobs, and the passion they show in how they engage in their communities and support inclusion within and beyond the organization.

Showing our commitment to corporate citizenship, Sourceright, Risesmart and Enterprise employees around the globe spent 2,733 hours volunteering in 2023. These fulfilling experiences supported our ability to learn and connect with our communities.

In 2023 we also continued to grow our commitment to equity through gender parity. As an Executive Sponsor of our Women's Inclusion Network, I had the pleasure of working with female identifying people and male allies from coast to coast to create a safe space to learn, grow and uplift one another.

As we look to 2024 and beyond, we also see a greater need to focus on providing support to marginalized youth. That is why Randstad Sourceright is proud to partner with our clients who align with our vision of a brighter future for these children. We know that it is only through our combined efforts that we can create the conditions necessary to generate equitable employment outcomes in the future. I look forward to seeing what we can do together.

Sincerely,

Veronica Frisch
Executive Vice-President, Randstad Sourceright Canada



about randstad



39

markets



43,340

corporate employees



4,692

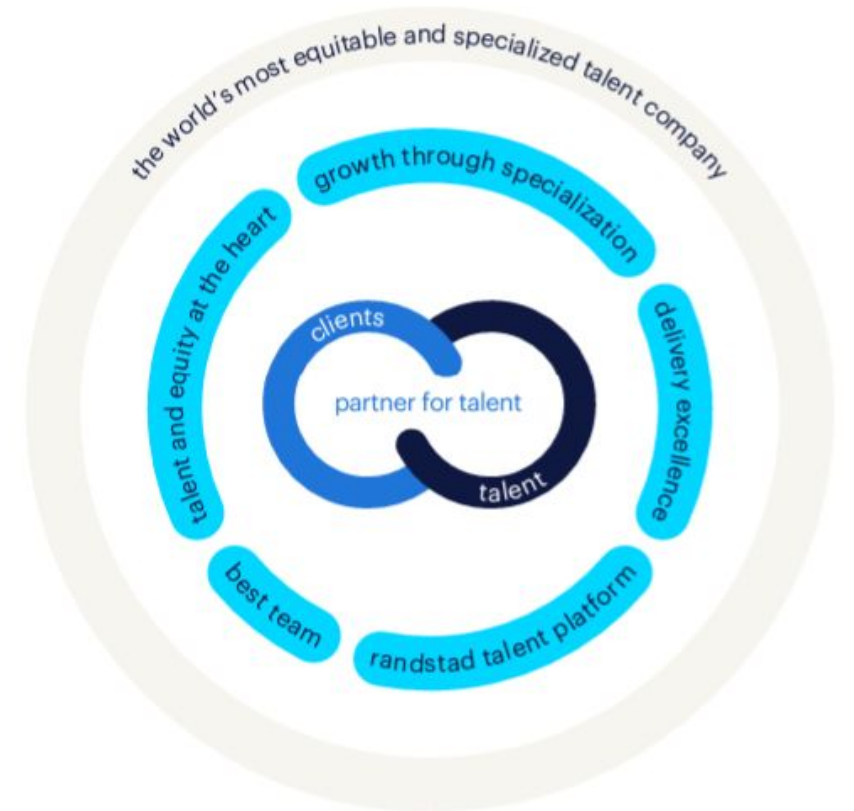
outlets



€ 25.4

billion revenue

Randstad is the world's leading talent company and a partner of choice to clients. We are committed to providing equitable opportunities to people from all backgrounds and help 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. Randstad was founded in 1960 in the Netherlands, and Randstad Canada was founded in 1997.



our sustainability commitment

Everyday, our more than 1,000 consultants work to generate equitable employment outcomes for people across Canada.

As a global company, we are committed to the United Nations Sustainable Development Goals (4,5,8,10 and 13 specifically).

In Canada, we aim to ensure we are having positive impacts on these goals to ensure a more sustainable future for all by living our purpose, prioritizing our people, and being a strong partner in our community.

4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



13 CLIMATE ACTION

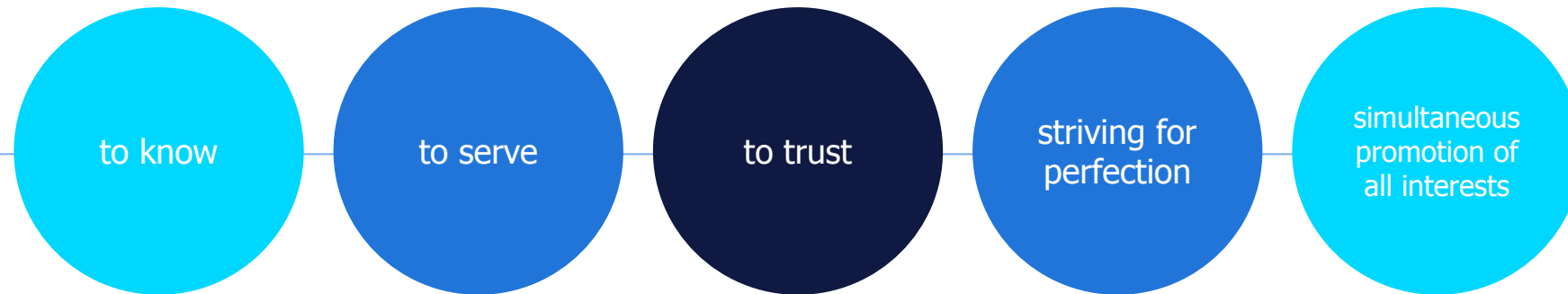


living our
purpose.



our ambition and purpose

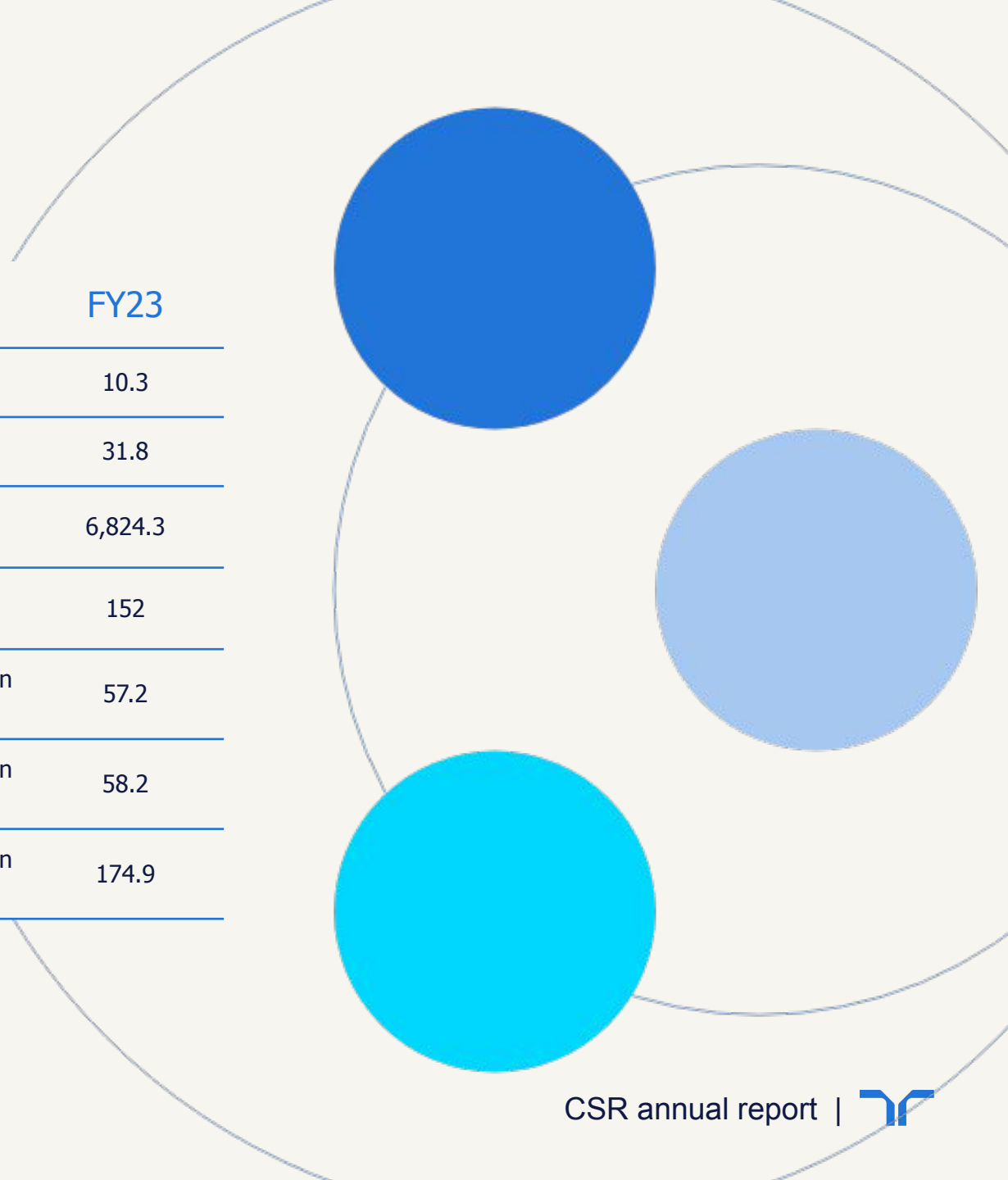
Randstad aspires to be the world's most equitable and specialized talent company. As a market leader here in Canada, we are passionate about creating an inclusive culture and sustaining core values.

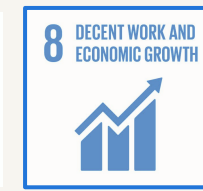


That is why we take great care to ensure that our positive contributions to society are aligned with our purpose and are integrated into our business activities. To that end, we are on a journey of continuous improvement to foster equity at work, support the green transition, and help as many people as we can find meaningful work.

living our purpose: 2023 by the numbers

topic	focus	description		unit	FY23
helping people find work	talent working	talent placed over 50		total %	10.3
		talent placed under 25		total %	31.8
fostering equity in the market	skilling & upskilling	Udemy training for talent		total hours	6,824.3
		the Propeller Experience participants		total #	152
support the green transition	global CO2 emissions	scope 1		CO2e metric ton (x1,000)	57.2
		scope 1+2		CO2e metric ton (x1,000)	58.2
		scope 3		CO2e metric ton (x1,000)	174.9





in focus: helping immigrants find work

Professional immigrants provide a wealth of knowledge, training and education to Canada. Many immigrants, however, are unable to find fulfilling jobs that utilize their full capabilities. Randstad aims to be a part of the solution to this problem.

In 2023, we continued to grow our partnership with the Toronto Region Immigrant Employment Council (TRIEC). Through the partnership, we continued to offer the Career Advancement for Immigrant Professionals Program to our employees and managers across Canada. Randstad was proud to be able to support TRIEC in translating their materials into French so that the course could be offered in French as well as English, making it a truly national opportunity. Beyond the course, TRIEC was pivotal in providing Randstad with guidance in the development of our thought leadership paper for employers around the importance of immigrant talent: [hiring immigrant talent: the path to a thriving workforce](#).

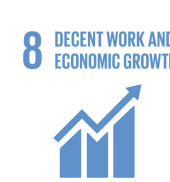
Adding to our commitment, Randstad's Immigrant Employment Solutions Division placed 215 refugees, finding housing for 91 refugees, and placing 63 individuals in roles regardless of their English and French language skills. The team trained over 150 people through webinars and supported approximately 500 refugees through interviews and networking.

in focus: fostering equity in the market by supporting talent skill development

We are walking the walk when it comes to being a partner for talent. We do this by providing training not only to our employees, but also to our talent.

Randstad also offers select talent access to the Udemy platform, which is a massive open online course provider aimed at professional adults and students. Upon completion of any selected courses, users receive a certificate as proof of their accomplishments. This promotes their professional credentials and grows their confidence, which can lead to new real-world work opportunities!

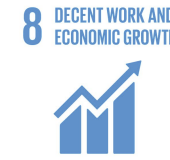
In addition to the Udemy platform, we offer a health & safety library of courses for industrial talent. This offering ensures that our workers are always equipped with the knowledgeable and safety skills they need, by staying current and relevant on best practices.



I recently moved to Canada...Udemy has been my go-to resource centre and it has helped me a great deal. The fact that it is free makes it more enjoyable, like going to University on a scholarship. I cannot afford not to make the most of it and I have Randstad to thank for the opportunity.

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in focus: supporting the green transition through our net zero commitment



Randstad has set **science based targets (SBTi)** with the goal to reduce emissions over 57% across scope 1 & 2 and over 30% in scope 3 by 2030. Our ambition is to work towards **Net Zero by 2050**



initiative

Randstad joins the **Business Ambition for 1.5°C campaign** by committing to Net Zero.



goal

To contribute to societal net-zero goals, Randstad must deeply reduce emissions and counterbalance the impact of any emissions that remain.



definition

The SBTi Net-Zero Standard defines corporate net-zero as:

reducing scope 1, 2, and 3 emissions to zero or to a residual level that is consistent with reaching net-zero emissions at the global or sector level in eligible 1.5°C-aligned pathways.

neutralizing any residual emissions at the net-zero target year and any GHG emissions released into the atmosphere thereafter.

recognition highlights

Through our activities to live our purpose and support our people, talent, clients and communities, we are grateful to have received recognition for our efforts in 2023. Some key highlights were:

Since 2019, Randstad has received Parity Certification by Women in Governance. This robust process allows Randstad to share our journey, and grow our equity, inclusivity and intersectionality efforts.



Randstad is a member of our industry association, ACSESS. In 2023, we won two prestigious awards: the CSR Award and the Health and Safety Award. These awards highlight our commitment to living our purpose by supporting our people, our talent and our communities through our everyday lives.



Lara Speirs, Chief Legal Officer & EVP Public Affairs was recognized by the Women’s Executive Network (WXN) as one of Canada’s Most Powerful Women: Top 100 (C-Suite Executive Category). The award highlights her transformational leadership and work in actively shaping an inclusive future.



prioritizing
our people.





extraordinary people fuel excellence

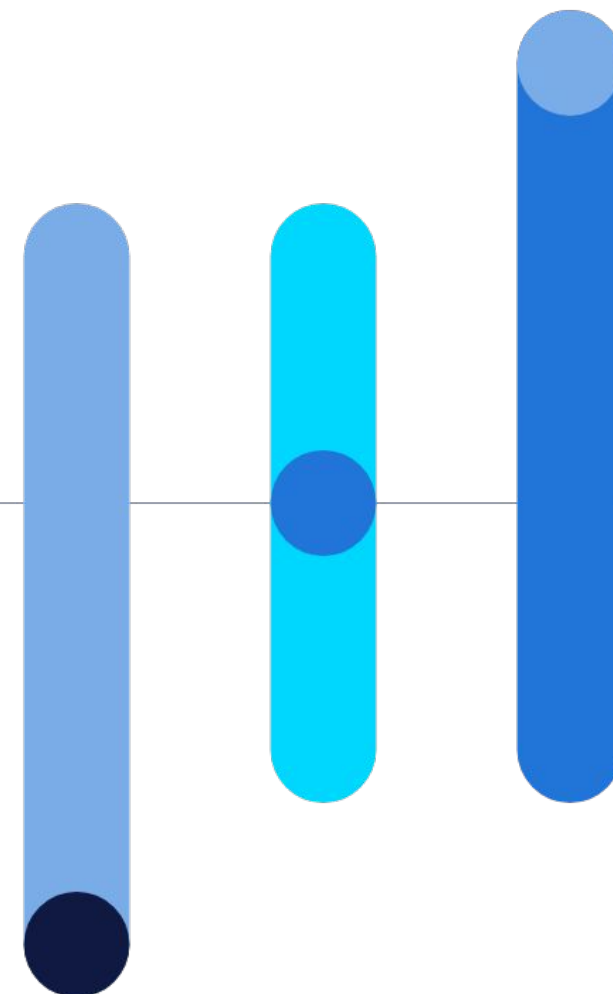
Our business begins in the hearts and minds of our people.

Randstad employees believe in our core values, our purpose and are proud to work for an industry leader and company embedded in communities across Canada. And that commitment to what they do shines through in their relationships with their talent, client and communities.

At Randstad, we know that employees who find personal fulfillment hand in hand with professional development thrive. That is why we ensure we encourage our people to be active participants in community life. As an organization, we work to provide company-sponsored volunteer hours to each employee, and support them in finding meaningful opportunities to get involved and make a difference.

our people: 2023 by the numbers

topic	focus	description	unit	FY23
workforce representation	women	all FTEs	% of total	68.5
	under 25	all FTEs	% of total	1.7
	over 50	all FTEs	% of total	10.8
career advancement	internal management appointment	all FTEs	total #	68
partner for youth	interns & co-op students	total headcount	total #	583
workplace retention	employability	all FTEs average length of employment at Randstad	in years	5.1
diversity, equity, inclusion & accessibility	business resource groups	all FTEs participating in BRG communities	total #	95
randstad with heart	volunteering	randstad with heart is our global initiative to promote volunteering	hours	3,963
	volunteering	randstad with heart is our global initiative to promote volunteering	% of total	41.5

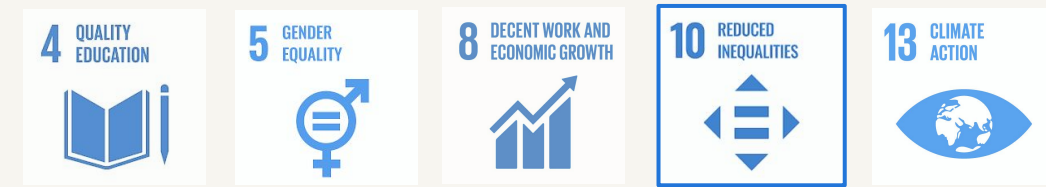


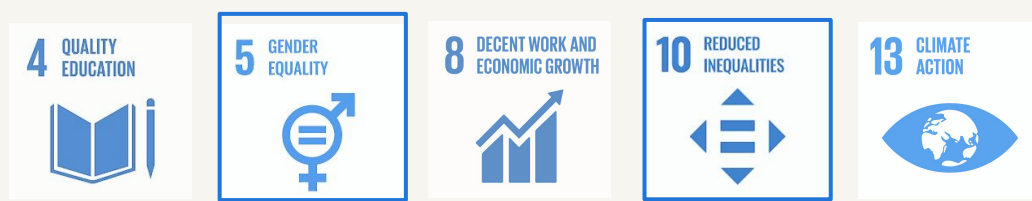
in focus: volunteering with heart

At Randstad, we know that understanding our community starts with being a part of it. That is why volunteering plays such an important role in our business and activities throughout the year.

Cultivating a culture of volunteerism, Randstad offers employees paid time off to pursue volunteering opportunities that are important to them. There are also numerous opportunities to give back through volunteer opportunities such as the Randstad Ride for Myriam, Month of Heart and our annual Charity Auction event in support of the Randstad Foundation.

By ensuring that we have multiple options available for employees, we are proud to share that in 2023 we had 365 employees use their volunteer hours, giving close to 4,000 hours to community causes across the country!





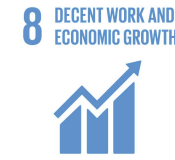
in focus: randstad business resource groups

Randstad is strongly committed to equity, diversity, inclusion and accessibility. We believe that when we support employees well-being, productivity and business performance follow. Through our Randstad Equity Diversity and Inclusion (REDI) business resource groups (BRGs), we aim to promote best practices and raise awareness of the importance of creating work environments that promote inclusion and cultivate belonging.

In 2023, our REDI BRGs continued to grow from strength to strength. Through REDI chats on a variety of topics, monthly business group meetings and awareness raising activities across Canada, the BRGs made it clear that Randstad employees are committed to making everyone feel able to bring their whole selves to work.

A highlight of 2023 was our Proud BRG's organization of Pride Month activities in branches across the country, bringing together close to 800 participants across 18 branches to learn about and celebrate our 2SLGBTQ1A+ community.

in focus: building gender equity from within



Randstad has long been committed to increasing women in leadership positions. Parity Certified by Women in Governance since 2019, Randstad continues to evolve how we build equity across the organization.

Randstad proudly boasts gender parity within our senior executives, and has more than 60% of female identifying employees across the organization.

Policies, practices and programs are continuously reviewed and refined to ensure that we are nurturing and retaining strong female talent.

A key program developed and launched in 2023 was the Women's Inclusion Network Mentorship Program. Created by the women's business resource group, and supported by Randstad Canada's Human Resources team, this program brings women together from across the organization to provide support, guidance and spaces for frank conversation in support of career development and professional growth.



growing our
community
partnerships.





building our communities, together

At Randstad, we know the power of the collective. When we work together, we can make significant and positive contributions to the world around us.

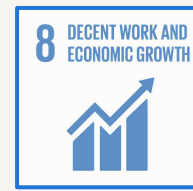
That is why we are committed to building meaningful partnerships with organizations large and small across Canada.

Through an aligned sense of purpose, we are contributing to positive outcomes for youth, women, cancer patients and so much more.

growing our partnerships: 2023 by the numbers

topic	focus	description	unit	FY23
randstad canada charitable foundation	partners	represents Foundation partners supported through grants and one-off funding	total #	17
	disbursement	funds distributed to charities	total %	39
	program support	classification of funding being awarded to grantees	% of total funding	57.4
	unrestricted funds	classification of funding being awarded to grantees	% of total funding	45.3
	charitable donations	all donations received	total \$ in thousands	340,771
the randstad ride	participants	Includes all participating countries	total #	362
	donors	all those who made a financial contribution to individual participants or teams	total #	1,510
	charitable contributions	total dollars raised for all participating charities	total \$ in thousands	201,135



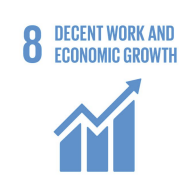
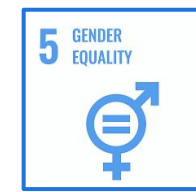


in focus: the randstad foundation

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

Annually through Foundation grants, more than 1,000 youth across 15 - 20 organizations received support to find employment, advance their skills or complete specialized programming.





in focus: advancing gender equity through the Propeller Experience

The Propeller Experience is a program co-created by TELLENT and Randstad Canada in 2021. The program aimed at repairing some of the damage done by the pandemic to women finding work and building their careers.

Between 2021 and 2023, the program reached close to 1,000 female identifying individuals through the program, virtual and in-person events. Of those women and marginalized genders who participated, 70% of women were underemployed or unemployed when they began the program and only 15% felt professionally confident.

After completing the program, 99% said they had increased professional confidence, 78% noted better pay and growth opportunities following being part of the program, and 87% of participants met or partially met the professional goals they set for themselves during the program.

The Propeller Experience estimates that based on a woman's average salary in Canada, by focusing on supporting women in their mid-career through this program, they have increased women's economic contributions by **over \$30M** since the start of the program.



10th anniversary



Marking the 10th edition of the Randstad Ride for Myriam, 2023 was a year to celebrate our commitment to cancer research and care through this incredible event!

Started as a way to honour a colleague who lost her battle with cancer, the event has grown from under 10 people to 365 participants in 2023.

This international event, which welcomes participants across Canada, the United States and Germany, raise more than \$201,000 for cancer research and care causes in their countries in 2023. All Canadian funds raised support the work of the Canadian Cancer Society.

to learn more please visit therandstadride.com



looking ahead

As we look to the future, our commitment to creating impact in our communities and being responsible corporate citizens remains steadfast. In 2024 and beyond, we will continue to prioritize ethical practices, sustainability, and community engagement. Our focus will be on expanding our diversity and inclusion initiatives, reducing our environmental footprint, and enhancing the well-being of our employees and the communities we serve.

We plan to invest in innovative technologies and training programs that empower our workforce and improve service delivery. By fostering a culture of continuous improvement and accountability, we will set new standards in the staffing industry. Our goal is to create a more equitable and sustainable world, aligning our business strategies with the evolving needs of our clients, candidates, and society at large.

We will also continue to grow our commitment to youth employability. Through the company, our Foundation and with community partners, we strive to help provide organizations with support in their efforts to create opportunities for all young people in the areas where we live and work.

Together, we will build a brighter future, driven by purpose and guided by our core values.



partner
for talent.

