

A close-up portrait of a woman with dark, wavy hair, smiling and looking slightly to the right. The image has a soft, warm tone. A semi-transparent teal overlay covers the bottom portion of the image, where the text is located.

randstad canada

2020 social responsibility report.

message from our CEO.

2020 was a game-changer. It redefined our lives, and the world of work along with it. A global pandemic, economic uncertainty, environmental concerns and issues of social justice, equality and racism topped the list of things that have challenged us all as individuals and collectively. Though we faced challenges, the year also gave us an opportunity to heighten our strategic thinking and collective action, for our Randstad family, partners, clients and communities as well.

As the way we work has transformed at lightning speed, our team worked to lead the change and guide our clients and talent through the world of work during these uncertain times. We developed a Coronavirus Resource Centre to support a Safe Return to Work plan for our clients while enhancing our own business continuity plan to protect our team so they could continue to effectively support our clients in their time of need.

Amid the heavy disruption, Randstad stood up for what we believe in. We recognized the need to do more in the diversity and inclusion space and took actions such as joining the BlackNorth Initiative, appointing our first Canadian Chief Diversity Officer, providing a strong mandate to our executive D&I Council, and contributing to the global conversation on the gendered impact of COVID-19 through our Women Transforming the Workplace Program.

At a time when we could have given in to pessimism, the team at Randstad came together while working apart and promoted virtual volunteerism in our communities. We shared time and expertise with our charity partners, impacting the lives of hundreds of marginalized job seekers across the country. Truly inspired by the impact of giving, the Randstad team also continued to raise money for charity and collected more than \$136,000 through a number of initiatives.

Throughout this report you will see our ongoing dedication to being a valuable part of society. I remain hopeful for the future, simply because I've seen what great people can do when they come together and strive for positive change, even during the most challenging of times.

Sincerely,



Marc-Etienne Julien
CEO, Randstad Canada &
Managing Director, Global Talent

our approach to CSR.

Randstad is the global leader at pairing job seekers and companies with their perfect match. But as the architects of work, we are so much more. Our commitment to building a stronger society doesn't end there. Through our cohesive and strategically embedded corporate social responsibility strategy, and through the work of the Randstad Canada Charitable Foundation, we're working to tear down barriers to employment for all.

our global framework and sustainable development goals

At Randstad Canada, our CSR strategy is rooted in our global values and commitments to the United Nations Global Compact and in our pursuit to accomplish our global ambition to touch the work lives of 500 million people worldwide by 2030.. Each day, we aim to live our values: to know, to serve, to trust, and to ensure simultaneous promotions of all interests. Across the globe, creating a positive impact on society is a core pillar of Randstad's philosophy and sustainability is integrated into our strategy and a core part of our business.

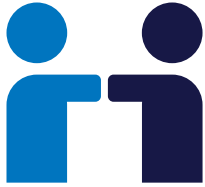
Our goal is to contribute to a sustainable future, both on a social and economic level, through facilitating the development of fair and efficient labour markets across the world. Randstad has committed to sustainable development goals 4, 5, 8 and 10, in particular, with regard to promoting sustainable economic growth, decent work for all, and reducing inequalities.

These commitments and values act as our North Star, and influence how we embed CSR in our work every day.



randstad canada's mission.

Our mission, which fuels everything we do, is to make work meaningful and accessible to people in our communities through three areas of focus:



workforce inclusion

We work with partners to enhance access to the Canadian job market for marginalized and immigrant populations by supporting channels of entry.



skill building

We provide individuals with the tools they need to reach their full potential by supporting projects and organizations that build competencies required in the job market.



early education

We're committed to connecting youth with opportunities and preparing them to meet the challenges of the future world of work. We do this by building digital skills and promoting STEM.

We believe these are outcome areas in which Randstad can have a major impact and are the key pillars that guide our strategic planning.

This purpose-driven mission allows us to partner with organizations to enhance the employability of marginalized and vulnerable populations through the work we do at the Randstad Canada Charitable Foundation.

the randstad canada charitable foundation.

In 2020, amid challenging circumstances, the Randstad Canada Charitable Foundation recognized the urgent necessity of supporting local Canadian charities. Through a number of corporate and employee-driven initiatives, over a quarter of a million dollars was distributed among impactful charities, particularly those making a difference in our 3 areas of focus: workforce inclusion, skill building and early education.

The Foundation also engaged more employees than ever in virtual skills-based volunteer opportunities, bringing their knowledge and insights to more than 300 job seekers over the course of the year.

the year in review

\$126,557

raised by Randstad employees for charity partners

\$440,804

allocated to charities in 2020

336 job seekers

reached through employee webinars

leadership



chair
lara speirs
randstad canada



marc-étienne julien
randstad canada



matthew kindree
pallett valo LLP



steve mackinnon
randstad canada



spiro papanicolaou
randstad canada



uma venkataramaiah
united way/centraide



gabe mazzarolo
corus orthodontists
(term ended august 2020)

randstad foundation grant recipients in 2020.

When the pandemic began in early 2020, the Randstad Foundation Board of Directors moved quickly to reassure grantees that their funding was secure. Additionally, the Foundation enabled funds originally allocated for project-based grants to be unrestricted so that organizations could direct the funds to where they were needed most. As a gesture of this commitment, the Foundation also signed the Give5 Pledge, calling on all grant-making Foundations to increase their grant allocations in a time of great need for the nonprofit sector.

grantee highlights

With support from Randstad grants, our charity partners were able to make a difference in key areas related to skill development and employment accessibility. A few notable successes among 2020 grant recipients include:



13 young Indigenous adults are participating in the current cohort of the Water First Internship Program



75% of YES Lighthouse Program participants found employment after completing the program



90% of Actua Future Skills Program participants said they feel better prepared to be advocates for diversity in STEM as a result of their instructor experience

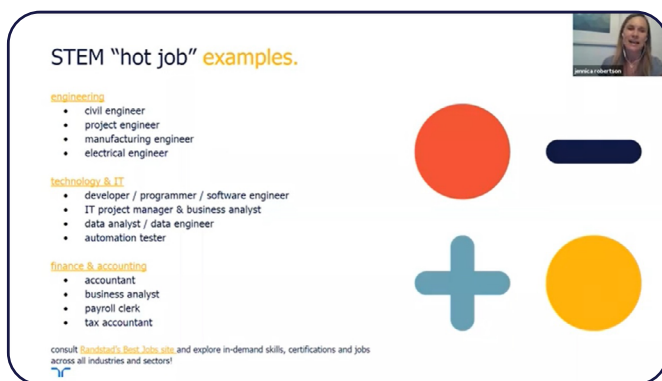
giving back to our communities.

In times of crisis, communities have always rallied together, through volunteering and raising much needed funds to improve conditions for those most in need and at Randstad, our team couldn't be more in tune with this calling. While navigating the new realities presented by COVID-19, our employees were eager to brainstorm new ways they could make a difference while prioritizing the health and well-being of community members during this unprecedented time.

partnering for success: skills-based volunteering

Pivoting to remote volunteering, Randstad employees switched from in-person talks and activities to giving webinars and job-seeker networking events through programs offered by charity partners, including the Canadian National Institute for the Blind (CNIB) and Youth Employment Services (YES). From giving talks and real-world advice on everything from how to secure employment and maintain mental wellness during the job search process to providing insightful guidance on how to communicate and collaborate effectively. Through these and other skills-based volunteering opportunities, Randstad touched the lives of 436 job seekers.

Randstad has also focused on promoting mentorships and building connections around the globe. Through our global partnership with Voluntary Service Overseas (VSO) in 2020, seven Randstad Canada employees participated in mentoring youth job seekers in East African countries to connect and share ideas and approaches.



STEM "hot job" examples.

engineering

- civil engineer
- project engineer
- manufacturing engineer
- electrical engineer

technology & IT

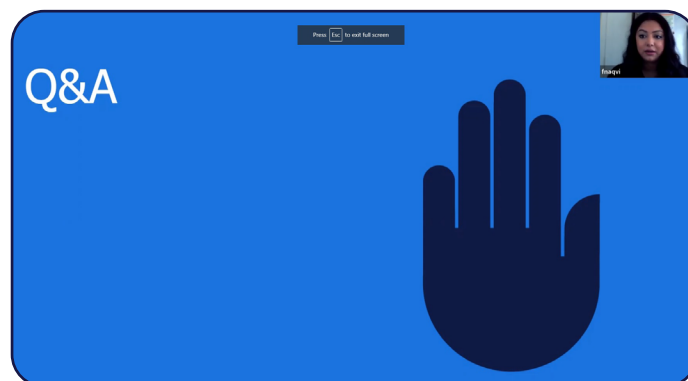
- developer / programmer / software engineer
- IT project manager & business analyst
- data analyst / data engineer
- automation tester

finance & accounting

- accountant
- business analyst
- payroll clerk
- tax accountant

consult [Randstad's Best Jobs site](#) and explore in-demand skills, certifications and jobs across all industries and sectors!

randstad



Q&A

Press Esc to exit full screen

fraser

the #randstadgiveitforward challenge.

Each year, Randstad looks forward to being part of the season of giving in their communities. In previous years, this has taken the form of team-based volunteering opportunities helping in community centres and food banks across the country. The #RandstadGiveItForward challenge was a way for employees to share stories of giving back and inspire their colleagues to do the same. Whether helping a neighbour with groceries, giving blood, having a food drive, or volunteering virtually, more than 150 unique volunteering activities were shared by employees throughout the challenge. In return, each employee participating was offered the opportunity to have a donation made to the Charity of their Choice through the Randstad Foundation.

To top it off, Randstad pivoted the Randstad Annual Charity Auction to a virtual event (complete with live band!) that raised more than \$35,000 for the Randstad Foundation, and engaged more than 400 Randstad employees.



the randstad ride for myriam.

Started more than seven years ago by a group of Randstad Canada employees, the Ride for Myriam is an annual multi-day cycling event that honours a Randstad colleague who lost her battle with cancer. In recent years, the ride has been an inspiring challenge: a 600 km trek from Montreal, Canada, to a destination of choice in North America.

Even though a physical ride between countries was not possible in 2020, the Randstad Ride found a way to be more inclusive and engaging than ever before. Pivoting to virtual, the 2020 goal remained the same: to bring communities together and raise funds for cancer research. Participants were invited to sign up for the online challenge and cycle, run or walk to help reach the collective goal of \$50,000 raised and 8,891 kilometres travelled (the length of the US-Canada border). All Canadian proceeds from the event benefited cancer research through the Canadian Cancer Society.

Randstad employees, friends and families rose to the challenge.

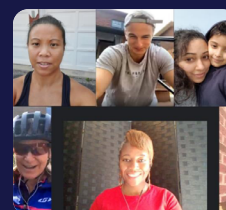
565 participants

7 countries participating

53 teams

40,636 km travelled

\$149,924 raised



putting people first:

prioritizing health & wellness.

Our number one priority throughout the pandemic has been the health and safety of our employees, talent and stakeholders. Like so many businesses, within weeks of the pandemic crisis, all Randstad branches were closed, and our employees were working remotely to contain the spread of the virus.

But through this time of adversity, Randstad employees showed resilience and an ability to be even more agile and creative.

supporting mental health.

The past year has been undoubtedly difficult. As we continue to move through the COVID-19 crisis and adjust to a new normal, it's critical to provide support and resources to our employees and clients to help them care for their mental health during these times.

According to research from [CAMH](#), 50% of Canadians reported worsening mental health since the pandemic began with many feeling worried (44%) and anxious (41%). 1 in 10 Canadians polled also said that their mental health has worsened 'a lot' as a result of COVID-19.

To address these mental health challenges, the Randstad team developed a number of resources for management teams to check in on employees' mental health during the pandemic. Topics included how to create a safe and healthy work environment free from mental health stigma, noticing the signs and symptoms of an employee who may need help and what to do next, and insights on how to deploy a toolbox, intranet page or an Employee Assistance Program (EAP) to regularly remind employees about supports available to them.



leading businesses safely back to work.

To ensure the health and wellbeing of workers and a strong economic recovery, Randstad initiated the 'Safely Back to Work' Alliance with The Adecco Group and Manpower Group in 2020. To expand the alliance and network of participating partners, the World Employment Confederation (WEC) is now the leader of this Alliance and will continue to engage country federations, and private sector members, working closely with local authorities and relevant stakeholders, to support the safe return to work for workers and organizations globally, reinforcing the critical role of the private employment services sector in driving healthy resilient labour markets and recovery for countries and organizations in the post-COVID-19 environment.

helping communities and clients navigate change.

To affirm our position as market leaders, the team at Randstad remained dedicated to providing the critical services our clients rely on. We helped businesses accelerate their use of digital platforms and remote work environments so they could adapt to rapidly changing safety measures and regulations.

As we anticipated the needs of our clients, we compiled tools and resources like webinars and online training sessions to help businesses navigate a number of complex issues such as: implementing health and safety protocols, how to staff up or down in response to the virus, planning for business success after COVID-19, preparing for the future of work, and training their workforce to acquire the necessary skills to be successful working in a new environment.



diversity & inclusion: accelerating change.

confronting unconscious biases and the gendered impacts of COVID

Women Transforming the Workplace is a program designed to empower women and promote their unique abilities and innovative contributions to workplaces today and in the future. The initiative, designed to foster a strong sense of community and delve into issues that matter to women, focused on unconscious bias in the workplace, diversity, the wage gap, parental leave, skills, and other issues that impact on women.

To really dive into these issues, the team at Randstad conducted a national survey in collaboration with Ipsos, to understand how unconscious biases influence perceptions of male and female leadership and their contributions in the Canadian workplace. According to the findings, and despite research demonstrating the benefits of female leadership, women remain underrepresented and have less influence in C-suite positions, senior management, and at the board level.

Over the past two years, Women Transforming the Workplace has produced four white papers, held six roundtables to bring women together to discuss solutions, developed 16 podcasts, and shared thousands of ideas and insights within the community.



being the change we want to see.

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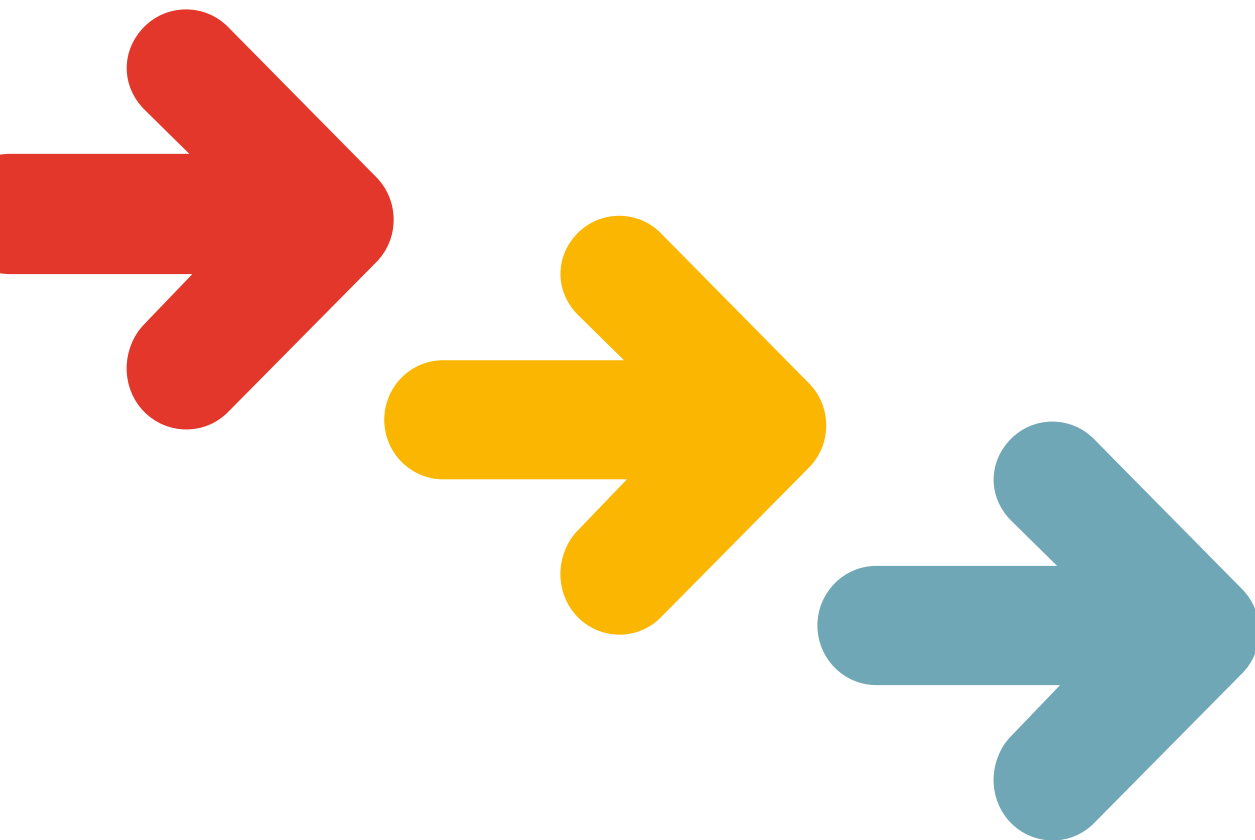
moving forward, together.

Our commitment to diversity and inclusion, corporate social responsibility and sustainability are only growing.

We know that the pandemic will have a lasting impact on recruitment and other HR activities. The team at Randstad is deeply focused on anticipating what's next. With today's workforce already leaning towards non-traditional workers such as contractors, freelancers, and virtual workers, it's essential for businesses to lean into the agile model and recognize the benefits of a flexible workforce. These changes need to be adopted in a sustainable and responsible manner to ensure that we're not leaving anyone behind.

As modern technology continues to open up a wide range of possibilities, the team at Randstad is highly equipped to help our clients build effective hiring processes that are not only effective now, but set up to weather future changes. We remain dedicated to continually reviewing and improving our recruitment practices.

Together, we will shape a world of work that is more inclusive and dynamic than ever before.





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, 2020 to December 31, 2020. The Randstad Social Responsibility 2020 document is our third 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 2020 Social Responsibility Report? Contact us at csr@randstad.ca.