



The Adecco Group Human and Labour Rights Guidelines

As the world's leading provider of HR solutions and a Fortune Global 500 company, The Adecco Group upholds the principle that the inherent dignity and the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world as set forth in the [Universal Declaration of Human Rights](#). The responsibility to respect Human & Labour Rights is a global standard of expected conduct for all business enterprises wherever they operate, even beyond national laws and conventions¹.

1. Commitment

In November 2003, the The Adecco Group became the first company in its industry to sign the United Nations Global Compact (UNGC). In November 2008, UNI Global Union and Ciett Corporate Members, including The Adecco Group, signed a Memorandum of Understanding (MoU) to consolidate the industry's global social dialogue to achieve fair conditions for the temporary agency work industry².

These two public endorsements are due to the fact that The Adecco Group acknowledges adherence to the:

¹ [Guiding Principles on Business and Human Rights: Report of the Special Representative of the Secretary General on the issue of human rights and transnational corporations and other business enterprises](#), John

Ruggie : Commentary to principle 11.

² [Adecco CSR CoP](#) 2011, p. 22



- UN Charter of Human Rights
- ILO Declaration on Fundamental Principles and Rights at work
- ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy
- OECD Guidelines for Multinational Enterprises

2. Operational measures

Protect, Respect and Remedy: The Adecco Group aims to implement the United Nations “Protect, Respect and Remedy” framework which was endorsed by the United Nations Human Rights Council on 16 June, 2011. The Adecco Group recognizes that the Guiding Principles provide an authoritative global standard for preventing and addressing the risk of adverse impacts on human rights linked to business activity. We also refer to the [Employment and Recruitment Agencies Sector Guide](#) on Business & Human Rights, published in June 2013 by the European Commission.

Scope: The scope of issues relating to Human & Labour Rights encompasses the following main areas without excluding our broader sphere of influence:

- The Adecco Group’s Human & Labour Rights practices towards its employees, associates and candidates
- Client companies’ Human & Labour Rights practices
- Supplier Human & Labour Rights practices.

Risk assessment, prevention and remediation: should the The Adecco Group identify any risk of contributing to an adverse impact in the area of Human & Labour Rights, it will take the necessary steps to cease or prevent its contribution and use its leverage with internal and external business networks, including its relationships with joint venture partners and government to mitigate any remaining impacts to the greatest extent possible.



By doing so, and in accordance with its core business, The Adecco Group pays special attention to International Labour Standards³ such as:

- Freedom of Association and the right to collective bargaining
- Elimination of all forms of forced and compulsory labour
- Abolition of child labour
- Elimination of discrimination in recruitment and employment.

Sector specific issues

The Staffing Industry and the The Adecco Group recognize that the Human & Labour Rights perspectives may be extended to the following issues: Social security and pensions, wages, maternity and family leave, workplace health and safety, rights of potentially vulnerable groups⁴

, grievance mechanisms, workplace satisfaction

surveys (including employees, associates and clients), human trafficking.

3. Reporting and whistleblowing

Our Human & Labour Rights commitments are embedded in our Risk Management process, stated in our Group CoC & Supplier CoC⁵ as well as reported annually in the The Adecco Group's CSR Report / CoP as well as through our participation in the Robeco SAM's Dow Jones Sustainability Indices and the FTSE4Good (half-yearly).

Reporting issues and concerns⁶:

- Contact the Group Compliance Office: compliance@adecco.com

³ Including the relevant ILO conventions, i.e. 87 & 98 (Freedom of Association), 29 & 105 (Forced Labour), 138 & 182 (Child Labour), 100 & 111 (Discrimination)

⁴ OHCHR: [Overview of vulnerable groups](#)

⁵ [The Adecco Supplier CoC](#), p. 1, 2

⁶ [The Adecco Group CoC](#), p. 10, 11



- Make a report via The [Adecco Compliance & Ethics \(“ACE”\) Conduct website](#)
- Call The [Adecco Compliance & Ethics \(“ACE”\) Line](#) at any time.

All reports to the “ACE” or Group Compliance office are handled confidentially, and all allegations are taken seriously. The assessment of Human & Labour Rights risks and impacts is an on-going process with our internal and external stakeholders.

4. Responsibilities and contact

Senior management is responsible for ensuring compliance with these guidelines including, but not limited to, the establishment of programmes and compliance with reporting requirements. Respecting Human & Labour Rights, however, is the responsibility of all of us, at every level within our organisation.

The Adecco Group

Corporate Social Responsibility CSR

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