



Human and Labour Rights

Position Statement

At the Adecco Group, our purpose is to make the future work for everyone. We believe that our services bring many positive benefits, particularly in the areas of employability and access to work, and thus livelihoods. Our vision is of a world where everyone has the opportunity to gain or maintain access to the world of work, and is enabled to reach their full potential, and where every job provides decent working conditions, fair remuneration, and social protection.

As a world leading talent solutions and advisory company and one of the largest employers worldwide, our success begins and ends with our people. We are a business of people for people, touching the working lives of hundreds of thousands of individuals every day. We believe that respecting internationally recognised human and labour rights is not only the right thing to do, but that investing in our talent and their rights is simply the best way of doing business. It is one of the many ways we bring our purpose and our values to life, and a key contribution we can make towards the achievement of the United Nations Sustainable Development Agenda.

We recognise our responsibility to ensure respect for human and particularly labour rights within our sphere of influence, across our value chain, and wherever we do business, and our ability to positively impact human and labour rights. We continuously strive to embed fair and ethical recruitment practices and the respect for workers' rights in our daily business operations across the world. We are committed to the protection of workers and addressing any human or labour rights abuses or violations as we become aware of them, to the best of our abilities. It is in our inherent interest to ensure that the Adecco Group is neither complicit nor implicated in any human and/or labour rights abuses, and we are committed to making this a fundamental part of how we operate.

As a leader in the world of work, we want to set an example in how we create a responsible, positive, and inspiring environment to attract, retain and empower our people across the world. At the Adecco Group, we are committed to playing our part.

The following sets out the high-level approach, principles and standards that guide our efforts:

1. Respect for international and national standards

In our human and labour rights efforts, we are guided by some of the most authoritative international norms and standards in this field, complementing national labour and employment laws. These include:

- The International Bill of Human Rights, consisting of the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, and the International Covenant on Economic, Social and Cultural Rights
- The core labour conventions of the International Labour Organization (ILO), including the ILO Declaration on Fundamental Principles and Rights at Work and the ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy
- The ten principles of the UN Global Compact, which we committed to in 2003 as first company in our industry
- The UN Guiding Principles for Business and Human Rights
- The OECD Guidelines for Multinational Enterprises
- The Dhaka Principles for Migration with Dignity.



We furthermore follow sector specific standards such as ILO Convention 181 on Private Employment Agencies and linked to that ILO Recommendation 188, the World Employment Confederation Code of Conduct, and the EU Guide on Business and Human Rights for the Employment and Recruitment Sector.

Where national law and international human rights standards differ, we seek to uphold the standard offering greater protection for our people. Where they are in conflict, we will adhere to national law while seeking ways to respect international human and labour rights to the greatest extent possible.

2. Clearly defined internal human and labour rights standards

At the Adecco Group, we have several policies, standards and procedures in place that translate our commitments and expectations into our daily business, such as our Group Code of Conduct and Group Policy Human and Labour Rights, which sets out the Group's commitments and global minimum standards in this area and describes the responsibilities and processes by which we will implement these.

Other relevant documents include our third party code of conduct and further global and (as applicable) country-level policies, guidelines or other documents addressing topics including but not limited to terms of employment, health & safety, non-discrimination or workplace conduct, modern slavery, data security and privacy, business acceptance, and integrity and compliance (including report management and investigations).

3. Responsible recruitment and employment practices - key principles

Several key principles form the basis of our approach. These are described in more detail in our Group Policy Human and Labour Rights:

- *We are committed to respecting all internationally recognised human and labour rights salient to our operations.*
Annex A provides an overview of those risks that as part of our risk assessments we have identified as the most likely to be affected, directly or indirectly, by the business activities of a talent solutions and advisory company like ours.
We apply extra care in circumstances where human and labour rights may be particularly at risk given our business activities, such as in the context of cross-border recruitment and internal migration, or in the case of activities that involve individuals or groups who may be particularly vulnerable such as migrants, refugees, women, persons with a disability, or young workers.
- *We are committed to not causing or contributing to adverse human and/or labour rights impacts in areas which we can directly influence (direct impacts) and address such impacts when they occur, to the best of our abilities. Wherever feasible, we also strive to take steps to identify, prevent or mitigate adverse human and/or labour rights impacts that are linked to our operations, products, or services, or through our business relationships (indirect impacts).*
- *We promote equity, diversity, and inclusion and prohibit any form of discrimination of or by any colleague, consultant, associate, candidate, or person providing services on behalf of or to the Adecco Group, at any stage of that person's journey with us – from recruitment to compensation, access to training and promotion, to termination or retirement.*
- *We are against any form of modern slavery, including forced, bonded, prison and/or indentured labour, child labour, and human trafficking, across any of our operations.*



This includes our commitment to the Employer Pays Principle: we do not charge directly or indirectly, in whole or in part, any fees and related costs¹ to jobseekers and workers for the services directly related to temporary assignment or permanent placement or require workers to provide a monetary deposit or other collateral as a condition of employment.

- *We ensure safe and decent employment and working conditions.*
This includes equitable, objective, fair and competitive compensation and working hours in line with respective statutory provisions, collective agreements and industry benchmarks, and a safe and healthy working environment, including one free from violence, harassment, bullying, stalking or intimidation.
- *We respect the right to freedom of association and collective bargaining.*
We recognise the important role that social dialogue plays in safeguarding human and labour rights. Our commitment includes to not make workers available to a user company to replace workers of that company who are legally on strike.

4. Respecting human and labour rights across our value chain

We have a large and diverse extended value chain and recognise that part of our impact on society as well as the opportunity to create positive human rights impacts is linked to our clients, suppliers, and other third parties we engage with.

We strive to carefully select business partners and expect them to adopt the same human and labour rights principles and standards as the Adecco Group, as further defined in our supplier code of conduct, evolving business acceptance standards, purchasing policies, third party due diligence framework, compliance screening, and onboarding requirements. Wherever feasible, we make this part of our contractual agreements. We expect our suppliers to extend these standards to their own suppliers and business partners. We take extra care in assessing Suppliers that take over parts of a recruitment supply chain.

We have a strong preference for engaging and working hand in hand with our business partners on establishing responsible business practices. Should we become aware of practices that are irreconcilable with our commitments and approach, wherever possible we will first strive to exercise our leverage and work in collaboration with our business partners to remediate the situation and ensure respect for human and labour rights is restored. In severe and/or persistent cases of human rights violations and/or where remediation is not possible, we may ultimately remove ourselves from such a business relationship or activity.

5. Further elements of our human and labour rights approach

- a) Risk assessment and due diligence: We understand that human rights due diligence is an ongoing process. We are committed to regularly identifying and assessing human and labour rights risks and performing corresponding risk-based due diligence to the best of our abilities. Human rights due diligence is both an integral part of the Group's overarching enterprise risk management and stand-alone exercise for areas that require particular attention at certain stages in our business activities, such as when we recruit individuals and/or place them into work assignments or when we onboard new suppliers.

¹ As defined in the ILO General principles and operational guidelines for fair recruitment and definition of recruitment fees and related costs - https://www.ilo.org/global/topics/labour-migration/publications/WCMS_536755/lang--en/index.htm



- b) **Monitoring:** We strive to regularly monitor our performance, including through the integration of relevant elements in our internal control standards and corresponding audit processes. We publicly communicate our commitments, approach, and continuous efforts to embed the respect for human rights in our company culture and across our operations, primarily in our annual report and on the Adecco Group website.
- c) **Stakeholder engagement:** Regularly engaging with relevant internal and external stakeholders is an integral element of our approach to human and labour rights. We do so either directly or through relevant industry associations such as the World Employment Confederation, to ensure continuous learning and strengthening of our approach, as well as sharing of our expertise and labour market insights to help advance shared objectives. Stakeholders with whom we engage as part of our work include, but are not limited to, our employees and associates, employee representatives, business partners, relevant international, supranational and national policymakers and organisations, trade unions, human rights experts and civil society organisations.
- d) **Grievance mechanisms and remedy:** We provide formal whistleblowing and grievance mechanisms through which any actual or suspected misconduct can be reported anonymously; we prohibit any form of retaliation, intimidation, or disciplinary action against anyone who makes a report of misconduct in good faith, or conducts or participates in an investigation, even if it is ultimately concluded that no misconduct occurred. We are committed to providing for, or cooperating in, appropriate and effective remediation of any adverse human and/or labour rights impact for which we are responsible or with which we may be involved or associated as we become aware of it, to the best of our abilities.
- e) **Training:** All colleagues and consultants must participate in periodically held training sessions on human and labour rights (such as e.g., our Code of Conduct training). Training may differ depending on their roles and exposure to material issues.



Annex A: Salient human rights risks

We are committed to respecting all internationally recognised human and labour rights relevant to our operations. As part of our risk assessments, we have identified the following as the most likely to be affected, directly or indirectly, by the business activities of a talent solutions and advisory company like ours:

- Right to work and free choice of employment
- Right to just and favourable conditions of work, in our own operations, within our client's operations and our supply chain
- Right to equality, non-discrimination, and non-harassment
- Right to equal pay for equal work; right to just and favourable remuneration ensuring for themselves and their family an existence worthy of human dignity, and supplemented, if necessary, by other means of social protection
- Right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay
- Right to privacy
- Right to health and well-being at work
- Prohibition of all forms of modern slavery; forced, bonded, and indentured labour; human trafficking
- Elimination of unlawful child labour
- Freedom of association and collective bargaining, right to form and join unions and to strike
- Freedom to speak up and raise grievances

This does not exclude that potential or actual adverse impacts on other human rights than the ones presented could also arise from our business activities.

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