

randstad group

misconduct reporting  
procedure.

contact details per  
country.



# misconduct reporting procedure.

## contact details per country

### **Free phone line**

- The Complainant dials the applicable free phone number; the telephone call is received by a voice-response system. The Complainant receives a unique case number after the report has been made. The external provider then sends a word-for-word transcript of the voice recording to the Local Integrity Officer of the country/Company concerned.
- For protection of the caller's anonymity, the voice recording remains with the external provider and is destroyed as soon as the Local Integrity Officer has confirmed receipt of the transcript.
- Via the unique case number, the Local Integrity Officer can leave a reply message for the Complainant to confirm receipt of the complaint and, if necessary, with verification questions or a conclusion. After the initial complaint, the Local Integrity Officer will endeavor to post a reply within a maximum of five working days.
- The Complainant may call again, using the case number, and will be able to hear the reply from the Local Integrity Officer. The Complainant can choose whether to answer questions immediately or at a later stage.

### **Online complaint form**

- The Complainant goes to the applicable web page, leaves a message by entering a text, and receives a unique case number. The external provider translates the message and sends the translation plus a copy of the web message to the Local Integrity Officer of the country/ Company concerned.
- Via the unique case number, the Local Integrity Officer can leave a reply message for the Complainant to confirm receipt of the complaint and, if necessary, with verification questions or a conclusion. After the initial complaint, the Local Integrity Officer will endeavor to post a reply within a maximum of five working days.
- The Complainant may log in again using the case number, and will be able to see the reply from the Local Integrity Officer. The Complainant can choose whether to answer questions immediately or at a later stage.

See next pages for contact details per country.

Country	Freephone and web access	Access code	Language options
<b>The Central Integrity Officer* for the Randstad Group can be reached via</b> <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/nl">www.speakupfeedback.eu/web/integrityatrandstad/nl</a>		<b>55984</b>	English, Dutch
<b>Argentina &amp; Uruguay*</b>	0800 666 0078 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/ar">www.speakupfeedback.eu/web/integrityatrandstad/ar</a>	<b>37821</b>	LA Spanish, US English
<b>Australia</b>	1800 452 051 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/au">www.speakupfeedback.eu/web/integrityatrandstad/au</a>	<b>47064</b>	English
<b>Austria</b>	0800-295175 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/at">www.speakupfeedback.eu/web/integrityatrandstad/at</a>	<b>64282</b>	German, English
<b>Belgium</b>	0800 71365 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/be">www.speakupfeedback.eu/web/integrityatrandstad/be</a>	<b>42101</b>	Flemish, French, English
<b>Brazil</b>	0800 891 9678 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/br">www.speakupfeedback.eu/web/integrityatrandstad/br</a>	<b>15678</b>	Portuguese-Brazilian, US English
<b>Canada</b>	1-866-818 1239 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/ca">www.speakupfeedback.eu/web/integrityatrandstad/ca</a>	<b>42102</b>	US English, Canadian French
<b>Chile</b>	123 0020 2775 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/cl">www.speakupfeedback.eu/web/integrityatrandstad/cl</a>	<b>40972</b>	LA Spanish, US English
<b>China</b>	North, calling with Netcom: 10800 744 0179 South, calling with Telecom: 10800 440 0179 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/cn">www.speakupfeedback.eu/web/integrityatrandstad/cn</a>	<b>42118</b>	SC Mandarin, SC Cantonese, English
<b>Czech Republic</b>	800 900 538 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/cz">www.speakupfeedback.eu/web/integrityatrandstad/cz</a>	<b>14218</b>	Czech, English
<b>Denmark</b>	8088 5638 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/dk">www.speakupfeedback.eu/web/integrityatrandstad/dk</a>	<b>42103</b>	Danish, English
<b>France</b>	0800-908 810 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/fr">www.speakupfeedback.eu/web/integrityatrandstad/fr</a>	<b>42104</b>	French, English
<b>Germany</b>	0800-1801 733 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/de">www.speakupfeedback.eu/web/integrityatrandstad/de</a>	<b>42105</b>	German, English
<b>Greece</b>	00800 4414 2695 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/gr">www.speakupfeedback.eu/web/integrityatrandstad/gr</a>	<b>11638</b>	Greek, English
<b>Hong Kong</b>	80096 3161 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/hk">www.speakupfeedback.eu/web/integrityatrandstad/hk</a>	<b>85416</b>	TC Mandarin, TC Cantonese, English

<b>Hungary</b>	0680 981 359 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/hu">www.speakupfeedback.eu/web/integrityatrandstad/hu</a>	<b>42106</b>	Hungarian, English
<b>India</b>	0008 0044 01221 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/in">www.speakupfeedback.eu/web/integrityatrandstad/in</a>	<b>42117</b>	English
<b>Italy</b>	800-787 639 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/it">www.speakupfeedback.eu/web/integrityatrandstad/it</a>	<b>42107</b>	Italian, English
<b>Japan</b>	0120 774878 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/jp">www.speakupfeedback.eu/web/integrityatrandstad/jp</a>	<b>65542</b>	Japanese, English
<b>Luxembourg</b>	800-21 048 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/lu">www.speakupfeedback.eu/web/integrityatrandstad/lu</a>	<b>42108</b>	German, French, English
<b>Malaysia</b>	1-800-88-4307 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/my">www.speakupfeedback.eu/web/integrityatrandstad/my</a>	<b>57253</b>	Malay, English
<b>Mexico</b>	01800 123 4618 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/mx">www.speakupfeedback.eu/web/integrityatrandstad/mx</a>	<b>19077</b>	LA Spanish, English
<b>Monaco</b>	80093617 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/mc">www.speakupfeedback.eu/web/integrityatrandstad/mc</a>	<b>86241</b>	French, English
<b>Netherlands</b>	0800-773 2587 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/nl">www.speakupfeedback.eu/web/integrityatrandstad/nl</a>	<b>42100</b>	Dutch, English
<b>Netherlands (Holding)</b>	0800-773 2587 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/nl">www.speakupfeedback.eu/web/integrityatrandstad/nl</a>	<b>42116</b>	Dutch, English
<b>New Zealand</b>	0800 45 0436 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/nz">www.speakupfeedback.eu/web/integrityatrandstad/nz</a>	<b>62710</b>	English
<b>Norway</b>	800-18 333 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/no">www.speakupfeedback.eu/web/integrityatrandstad/no</a>	<b>15476</b>	Norwegian, English
<b>Poland</b>	00800 4411 739 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/pl">www.speakupfeedback.eu/web/integrityatrandstad/pl</a>	<b>42109</b>	Polish, English
<b>Portugal</b>	800-831528 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/pt">www.speakupfeedback.eu/web/integrityatrandstad/pt</a>	<b>01375</b>	Portuguese, English
<b>Romania</b>	0800894540 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/ro">www.speakupfeedback.eu/web/integrityatrandstad/ro</a>	<b>51643</b>	Romanian, English
<b>Singapore</b>	1800-8232206 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/sg">www.speakupfeedback.eu/web/integrityatrandstad/sg</a>	<b>26935</b>	English, SC Mandarin, Malay

<b>Spain</b>	900-973 174 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/es">www.speakupfeedback.eu/web/integrityatrandstad/es</a>	<b>42111</b>	Spanish, English
<b>Sweden</b>	020-798 813 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/se">www.speakupfeedback.eu/web/integrityatrandstad/se</a>	<b>42112</b>	Swedish, English
<b>Switzerland</b>	0800-561 422 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/ch">www.speakupfeedback.eu/web/integrityatrandstad/ch</a>	<b>42113</b>	German, French, Italian, English
<b>Turkey</b>	00800 448 824 369 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/tr">www.speakupfeedback.eu/web/integrityatrandstad/tr</a>	<b>42119</b>	Turkish, English
<b>United Arab Emirates</b>	800 0441 2727 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/ae">www.speakupfeedback.eu/web/integrityatrandstad/ae</a>	<b>13718</b>	Arabic, English
<b>United Kingdom</b>	0800-169 3502 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/gb">www.speakupfeedback.eu/web/integrityatrandstad/gb</a>	<b>42114</b>	English
<b>United States of America</b>	1-866-250 6706 <a href="http://www.speakupfeedback.eu/web/integrityatrandstad/us">www.speakupfeedback.eu/web/integrityatrandstad/us</a>	<b>42115</b>	US English, LA Spanish

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\* web access only

