

randstad global guidelines

artificial intelligence principles.



AI principles.

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At Randstad, we believe the best results are achieved by combining our passion for people with the power of today's technology, with the goal of supporting people and organisations in realising their true potential.

Over the years we have experimented with many advanced technologies to accelerate and enhance the connection between talent, consultants and clients. We are adopting artificial intelligence (AI) systems in order to augment our employees' capabilities and improve the experiences, opportunities and outcomes for talent and our clients. These technologies are being applied at various points in our processes, and always with humans in control of the technology and its outcomes.

At Randstad, and in line with commonly accepted practices, we define an AI system to be a machine-based system that infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions. Different AI systems vary in their levels of autonomy and adaptiveness after deployment. Any development or deployment of AI systems by Randstad is in scope of these AI principles.

As the application of AI, and in particular generative AI, becomes increasingly more common not only in our business, but around the world, its use raises questions about the role AI should play in people's lives and what guidelines should be applied to the technology. In 2019, Randstad defined its own set of AI principles to answer questions such as these. We are updating these AI principles in 2024 in light of the many technological and regulatory advancements in this area, and the increased societal expectations surrounding the use of AI.

Supplementing our core values - to know, to serve, to trust, striving for perfection and the simultaneous promotion of all interests - and in line with our business principles, these AI principles define our commitment to the responsible use of AI. We see them as a common foundation for our company and all our stakeholders - including clients, talent, partners, suppliers, and our own

employees - as we navigate the rapidly developing world of AI. We apply the AI principles across all Randstad companies appropriate to the context and consistent with the state of art as it develops.

Randstad is committed to the ethical and responsible use of AI. We are cautious with its application to ensure it serves the best interests of our stakeholders and mitigates possible risks associated with the technology. Randstad does not see AI as a substitute for humans or human interaction, but rather as a powerful means to augment human capabilities. We know from our heritage that real connections are not made from data and algorithms – they require human involvement.

Our use of AI is in part intended to help make interactions with clients and talent more personal, relevant, and meaningful. We ensure that critical decisions - i.e. decisions that produce legal effects concerning individuals or similarly significantly affect them - always require human oversight.

Our AI principles:

1. beneficial outcomes for all

AI systems should respect individuals' fundamental rights and should be used to benefit society as a whole. For our industry this means for talent, clients, and our consultants, and for benefits such as advancing the inclusion of underrepresented populations and creating new social, economic and educational opportunities for people.

2. human oversight and respect for human autonomy

AI systems should be used to augment human capabilities, and be capable of being effectively overseen by natural persons. The allocation of functions between humans and AI systems must follow human-centric design principles and leave meaningful opportunity for human choice and intervention. AI systems should support humans in the working environment, and aim for the creation of meaningful work.

3. transparency and explainability

When using AI systems, Randstad should be transparent about the use thereof and should provide meaningful information:

- to make individuals aware of their interactions with AI systems,
- to explain to individuals how the AI systems come to their outcomes, and
- to provide individuals that are negatively affected by an AI system with an opportunity to challenge outcomes.

4. fairness and inclusivity by design

AI systems must treat individuals fairly and respect principles of non-discrimination, diversity and inclusiveness as reflected in applicable laws. To this end, those building and using AI systems should implement appropriate mechanisms and safeguards throughout the AI system lifecycle and take into consideration different perspectives reflective of the AI system's societal context.

5. compliance, safety and security

The development and use of AI systems should comply with applicable laws, including dedicated AI laws and laws related to intellectual property, privacy, data protection and cybersecurity, ensuring AI systems and data are reliable, resilient, robust, accurate and secure.

6. accountability

Those providing or, as applicable, those deploying AI systems remain at all times responsible and accountable for their use.

Randstad will continue to invest in existing and new AI-driven technologies, through internal product development efforts, leveraging commercial solutions, and by acquiring external expertise through acquisitions and partnerships. This will enable us to continue to 'push the envelope' in our effort to better connect with talent and clients and help them realise their true potential, foster inclusive employment, and shape the world of work.

document control

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