

## **PERSOL Group Human Rights Policy**

At the PERSOL Group, our mission is to create a future where anyone in the world can “Work and Smile.”

We also define “Work Well-being” as the happiness and satisfaction that people feel through their work, and we support the work of individuals with diverse values.

Lifestyles and workstyles are different from person to person. We believe it is important that all people can freely choose their own work, work comfortably, and challenge their own potential, without suffering discrimination. We also believe that this will lead to the realization of a richer and happier life. For that purpose, we value equality of opportunity and diversity, do not tolerate any forms of discrimination or harassment, and protect the dignity and respect the rights of all people.

We have established the PERSOL Group Human Rights Policy in line with our aspirations for a society where work is linked to smiles, and are advancing initiatives for the respect of human rights.

### **1. Commitment**

At the PERSOL Group (PERSOL HOLDINGS CO., LTD. and its consolidated subsidiaries, hereafter, “the Group”), we respect the human rights of all people concerned with the Group’s business activities commencing with the Group’s officers and employees (including temporary staff, etc.) and individuals who utilize the Group’s services (including registered temporary staff, job seekers, etc.).

We endeavor not only not to be directly involved with any violations of human rights, but also not to be complicit indirectly in the Group’s business activities. We are committed to the application of internationally recognized human rights contained below and implement initiatives in accordance with the UN Guiding Principles on Business and Human Rights.

- The International Bill of Human Rights (“the Universal Declaration of Human Rights,” “the International Covenant on Civil and Political Rights,” and “the
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International Covenant on Economic, Social and Cultural Rights”).

- “The ILO Declaration on Fundamental Principles and Rights at Work” of the International Labour Organization (ILO).

Across the Group’s operations we have refined our human rights approaches and frameworks to observe the related laws and regulations of each country and region where we operate. We aspire to ensure the conduct of our business activities is undertaken in a fair and sincere manner in accordance with social norms. In cases where internationally recognized human rights standards and the related laws of each country and region conflict, we seek to adopt the higher standard.

## **2. Scope of Application**

This human rights policy applies to all officers and employees of the Group (including temporary staff, etc.). We expect business partners involved with the Group’s business activities (client companies, contractors, service and equipment suppliers, etc.) to understand and observe this policy.

## **3. Human Rights Issues of the PERSOL Group**

- **Equality of opportunity and prohibition of discrimination and harassment**

We respect the rights of individuals to ensure that equal opportunities are provided to all, including the Group’s officers and employees (including temporary staff, etc.) as well as individuals who utilize the Group’s services (including registered temporary staff, job seekers, etc.).

We do not tolerate any form of discrimination based on gender, sexual orientation, age, race, nationality, creed, religion, disabilities, etc., and we do not tolerate behavior or harassment deemed to be inappropriate in the workplace such as socially unacceptable verbal or physical conduct or communications.

- **Protection of privacy and considerations when using algorithms**

We give consideration to the protection of privacy concerning the handling of personal data and work to prevent and mitigate the negative effects that may emerge from privacy violation risk.\*

Also, when implementing data analyses and predictions using algorithms, we give

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sufficient consideration so that individuals do not suffer unfair discrimination and diversity is not lost.

\*Risk that problems concerning the privacy of individuals (including discrimination and other violations of human rights) may manifest in society.

- **Ensuring health and safety**

Health and safety are an integral part of our daily operations. We strive to continuously improve our workplace health, safety, and environmental performance. We think it is most important for both the company and its workers to always strive to act safely, and we work to ensure health and safety.

- **Prohibition of forced labor, child labor, and human trafficking**

We have a zero-tolerance policy against all forms of forced labor, child labor, human trafficking, and other modern slavery and related activities.

- **Appropriate payment of wages and appropriate working hours management**

We adhere to the applicable laws and regulations associated with fair payment of wages and working hours management.

- **Respect of freedom of expression, freedom of association, and collective bargaining rights**

We respect expression, forming associations, and membership in organizations in accordance with the free will of the individual, as well as freedom of the exercise of collective bargaining rights.

In addressing the above-stated issues, we pay special attention to the rights of people who may be vulnerable, such as women, foreign workers, persons with disabilities, LGBTQ+, indigenous and first nation peoples, racial and ethnic groups, etc.

Also, to prevent and mitigate the adverse impacts regarding the above-stated issues, as a prerequisite, we believe that the presence and efforts of individuals who can understand the feelings, ways of thinking, and perspectives of many people is essential. To those ends, we not only do not tolerate discrimination, harassment, and other actions that cause a loss of diversity, but also strive to foster a corporate culture that can understand and respect diversity, and work toward the promotion of diversity (diversity, inclusion and

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equality [DI&E]) in order to provide these values to society toward achieving the Group vision “Work and Smile.”

#### **4. Governance**

The supervisory responsibility regarding the respect of human rights is borne by the officer in charge of compliance, and the division responsible for compliance coordinates with the concerned divisions at each Group company as the core and advances initiatives for the respect of human rights.

The division responsible for compliance compiles information on a scheduled basis and provides updates on the status of application of this Policy to the Headquarters Management Committee (HMC) via the Sustainability Committee and the Risk Management Committee respectively. The Representative Director, President and CEO reports these to the Board of Directors, which periodically oversees this process and issues directives for action as necessary.

#### **5. Human Rights Due Diligence**

We identify any potential and/or actual salient human rights impacts and are committed to implement the necessary actions to prevent and mitigate them. In cases where it becomes clear that we have caused or contributed to an adverse impact on human rights, we provide appropriate remedial and corrective measures.

#### **6. Grievance Management**

We have established grievance escalation frameworks across the Group so that all stakeholders including employees, temporary staff, job seekers, etc. can escalate any identified human rights issues.

On receipt of any Human Rights grievance, we take immediate action to confirm the facts, consider measures to remediate the issue and prevent its recurrence. We also ensure that those who have adversely suffered are provided with the necessary support and leadership.

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### **7. Stakeholder Consultation**

We conduct dialog and consultations with both internal and external stakeholders on our approach and commitments to human rights and strive to promote our respect for human rights.

### **8. Communication**

Information regarding the status of initiatives for the respect of human rights is disclosed on the Group's website, Integrated Report, etc.

### **9. Human Rights Policy Dissemination and Education**

We implement education and measures to raise awareness regarding activities on our approach to human rights management to promote understanding and firm establishment of the human rights policy among officers and employees.

December 20, 2022

Takao Wada  
Representative Director, President and CEO  
PERSOL HOLDINGS CO., LTD.

This policy was approved at the December 16, 2022 meeting of the Board of Directors of PERSOL HOLDINGS CO., LTD.

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## PERSOL集團人權政策

在PERSOL集團，我們的使命是創造一個世界上任何人都可以「微笑著工作（Work and Smile）」的未來。

我們將「工作幸福感（Work Well-being）」定義為人們透過工作獲得的幸福及滿足感，我們多元價值觀的個人提供工作支援。

生活方式及工作方式因人而異。我們認為，重要的是所有人都能夠自由選擇自己的工作、舒適地工作、挑戰自己的潛能而不受歧視。我們也相信，這將能帶來更豐富、更幸福的生活。為達成此目的，我們重視機會平等及多元性，不容忍任何形式的歧視或騷擾，並保護所有人的尊嚴及尊重所有人的權利。

我們訂定PERSOL集團人權政策，以期打造一個工作與微笑緊密相連的社會，並持續推動保護人權的各項行動。

### 1. 承諾

在PERSOL集團（PERSOL HOLDINGS CO., LTD.及其合併子公司，下稱「本集團」），我們尊重參與本集團業務活動之所有人的人權，從本集團經理人及員工（包括臨時人員等）到使用本集團服務之個人（包括登錄臨時人員、求職者等）。

我們不僅致力於避免發生直接侵害人權的任何行為，且亦竭力避免在從事本集團業務活動時間接侵害人權。我們承諾保護下文所列之國際公認人權，並依據聯合國工商企業與人權指導原則（UN Guiding Principles on Business and Human Rights）實施各項行動。

- 國際人權法案（International Bill of Human Rights） - 世界人權宣言（Universal Declaration of Human Rights）、公民權利及政治權利國際公約及經濟（International Covenant on Civil and Political Rights）、社會、文化權利國際公約（International Covenant on Economic, Social and Cultural Rights）。
- 國際勞工組織（ILO）之國際勞工組織關於工作之基本原則及權利宣言（ILO Declaration on Fundamental Principles and Rights at Work）。

於本集團整體業務中，我們持續完善本集團的人權實踐與框架，以遵守我們所從事業務之各國家及地區的相關法律及法規。我們希望確保本集團業務活動均係以公平、真誠且

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符合社會常規的方式進行。當國際公認之人權標準與各國家及地區之相關法律間有所歧異時，我們將採行較高的標準。

## 2. 適用範圍

本人權政策適用本集團之所有經理人及員工（包括臨時人員等）。我們期待所有參與本集團業務活動的業務夥伴（客戶、承包商、服務及設備供應商等）都能瞭解並遵守本政策。

## 3. PERSOL集團之人權問題

- **機會平等；禁止歧視及騷擾。**

我們尊重所有人權利，確保向所有人提供平等之機會，包括本集團之經理人及員工（包括臨時人員等）及使用本集團服務之個人（包括登錄臨時人員、求職者等）。

我們不容忍基於性別、性取向、年齡、種族、國籍、信仰、宗教、殘疾等任何形式之歧視，我們亦不容忍被認為於工作場所不適當之行為或騷擾，例如不被接受口頭或肢體之社交行為或溝通。

- **保護隱私權；使用演算法時之考量**

我們在處理個人資料時將隱私權之保護納入考量，並努力防止及減輕隱私權侵害風險\*所可能產生的不利影響。

此外，在使用演算法進行資料分析及預測時，我們會進行充分考量以避免個人受到不公平歧視並確保多元性。

\* 關於個人隱私權的問題（包括歧視及其他侵害人權之行為）可能會發生於社會上的風險。

- **確保健康及安全**

健康及安全是我們日常營運的重要部分。我們努力持續提升工作場所的健康、安全及環境水準。我們認為對公司及員工而言，最重要的是持續努力以安全的方式行事，我們亦努力確保健康及安全。

- **禁止強迫勞動、童工及人口販運**

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我們對一切形式之強迫勞動、童工、人口販運及其他現代奴隸制及相關活動採取零容忍政策。

- **適當的薪資給付及適當的工作時間管理**

我們遵守與公平薪資給付及工作時間管理相關的適用法律及法規。

- **尊重言論自由、結社自由及團體協商權**

我們尊重言論自由、結社自由及依據個人自由意志加入組織及行使團體協商權的自由。

於處理上述問題時，我們將特別考量弱勢族群的權利，如婦女、外籍勞工、殘疾人士、同志族群（LGBTQ+）、原住民及各種族裔群體等。

同時，為防止及減輕關於上述問題之不利影響，我們認為首先必須努力瞭解不同人的感受、思維方式及觀點。為達成此目的，我們不僅不容忍歧視、騷擾及其他會破壞多元性的行為，且亦努力培養瞭解及尊重多元性的企業文化，並竭力促進多元性（多元性、包容及平等），俾以向社會提供該等價值，實現本集團「微笑著工作（Work and Smile）」的願景

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#### 4. 治理

關於尊重人權之監督責任由負責法規遵循的經理人承擔，負責法規遵循的部門與集團各公司相關部門協調，擔任尊重人權之核心及推進行動。

負責法規遵循的部門應定期彙整資訊，並透過永續發展委員會及風險管理委員會分別向總部管理委員會（Headquarters Management Committee, HMC）提供關於實施本政策的最新資訊。董事代表、總裁及執行長向董事會應將該等資訊通報董事會，而董事會應定期監督此程序並於必要時發布行動指令。

#### 5. 人權方面之盡職調查

我們辨識任何潛在及/或實際之明顯人權影響，並致力於實施必要行動來防止及減輕該等影響。若發現我們已造成或促成對人權之不利影響，我們會實施適當的補救及改正措施

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#### 6. 申訴之受理

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我們已於集團內部建立整體申訴管道，俾以所有利害關係人（包括員工、臨時人員、求職者等）得通報任何所發現的人權問題。

在收到任何人權申訴後，我們將立即採取行動以確認事實，考量採取措施改正問題並防止其再次發生。我們亦確保向遭受不利影響之人提供必要的支持及指引。

## **7. 利害關係人諮詢**

我們與內部及外部利害關係人就我們對人權的態度及承諾進行對話及協商，並竭力促進我們對人權的尊重。

## **8. 溝通**

關於尊重人權行動之實施相關資訊將於本集團網站、綜合報告（Integrated Report）等處揭露。

## **9. 人權政策之宣傳及教育**

我們實施教育訓練及相關措施，以提高對我們人權管理方法的認識，以促進經理人及員工對人權政策之理解及確實執行。

2022年12月20日

Takao Wada

董事代表、總裁暨執行長

PERSOL HOLDINGS CO., LTD.

本政策經2022年12月16日PERSOL HOLDINGS CO., LTD.董事會決議通過。

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