real people, real jobs

oporto, 24th october 2018

Pedro Empis Randstad Portugal





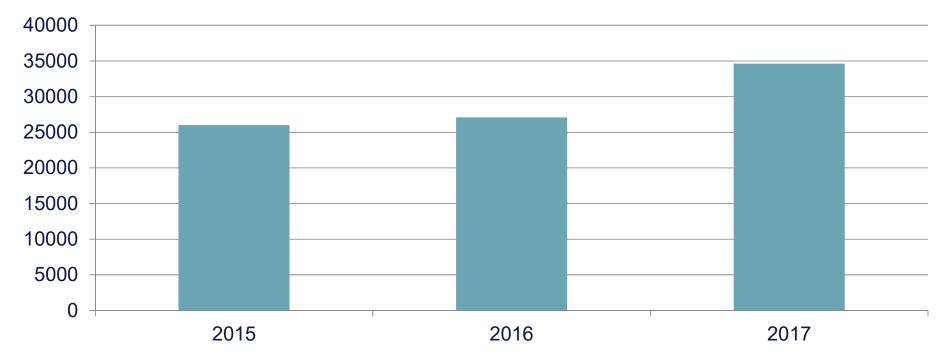
randstad portugal bringing people to jobs.

55,000

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randstad portugal bringing our contribution.

call center assistants (source: APCC)



people expecting from us.

600,000

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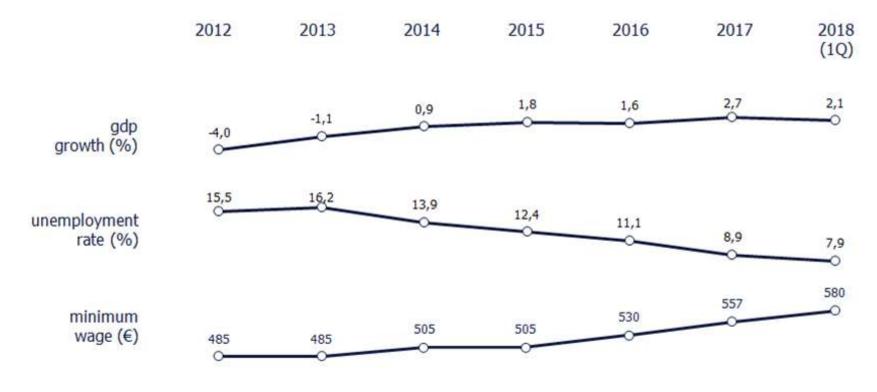
everything is ok?



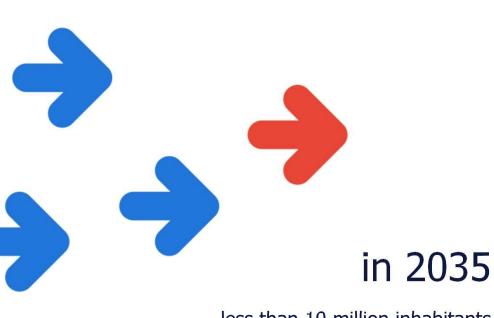
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economy in portugal back in business.



elderly people 4.0 are the newcomers.



less than 10 million inhabitants 1/4 elderly 2012 2035 males females 95+ 90 - 94 85 - 89 80 - 84 75 - 79 70 - 74 65 - 69 60 - 64 55 - 59 50 - 54 45 - 49 40 - 44 35 - 39 30 - 34 25 - 29 20 - 24 15 - 19 10 - 14 5 - 9 0 - 4

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real people

real challenges.

real people vs

real bots.

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fat, lazy, machine driven

the end of "workers"?

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the end is

the new beginning

28 THE EXAMPLES, Westmenday, August 22, 1973

Automation Changes Bowling Industry

Progrades Magazine: Net very long age the game of heating and a concentral different after their is basic. Mary voltage design have august toleration of

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jobs polarization



Notes: Starting from 2 digit ISCO classified occupations, 'Low' is defined as the employment in the four lowest paying occupations, 'Middle' as the nine middling occupations and 'High' and the eight highest-paying occupations.

Top 10 skills

in 2020

- 1. Complex Problem Solving
- 2. Critical Thinking
- 3. Creativity
- 4. People Management
- 5. Coordinating with Others
- 6. Emotional Intelligence
- 7. Judgment and Decision Making
- 8. Service Orientation
- 9. Negotiation

10. Cognitive Flexibility

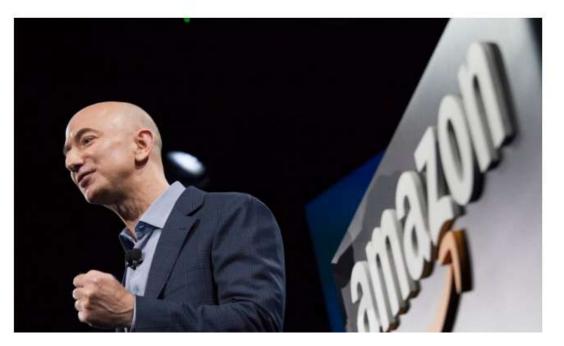
in 2015

- 1. Complex Problem Solving
- 2. Coordinating with Others
- 3. People Management
- 4. Critical Thinking
- 5. Negotiation
- 6. Quality Control
- Service Orientation
- 8. Judgment and Decision Making
- 9. Active Listening
- 10. Creativity

technology is becoming more human

Amazon is opening its first cashier-less retail store in Seattle

Abhimanyu Ghoshal, The Next Web Jan. 22, 2018, 6:13 AM







transformation

CCRandstated | 18

When a country has more than 5 million unemployed

real people vs

recruitment.

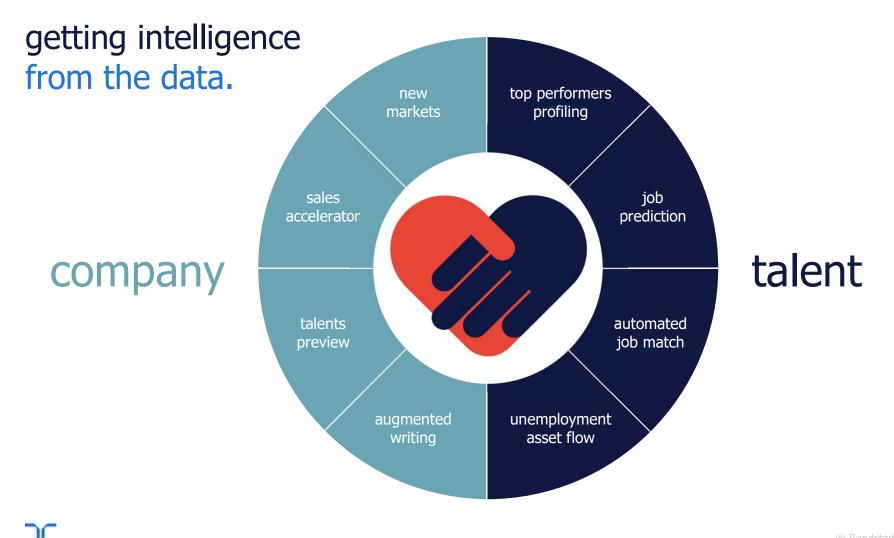


data science predict and prescribe

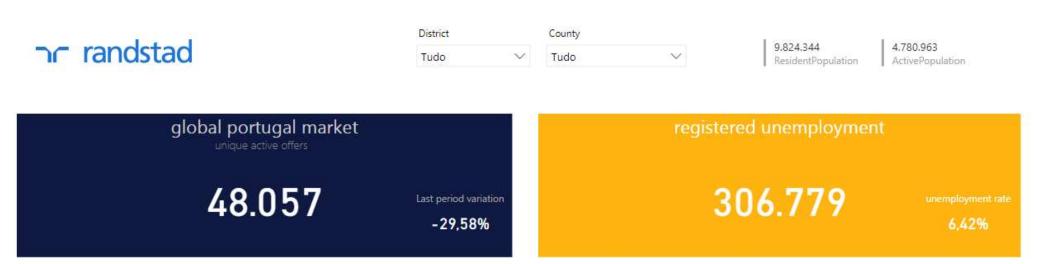


path to data science.

| | | where we are | | | |
|--|---------------------------|---|--|---|----------------------|
| structure internal data | self service reporting | structure new internal sources | structure new external sources | preditive analytics | new business |
| financials performance recruitment | | clients and candidates IQS hard/soft skill assessments Digital channels perfomance social networks | macroeconomics unemployment jobfeed partners other public entities | national market candidates unemployment | |
| | | | | | © Randstad 2017 22 |



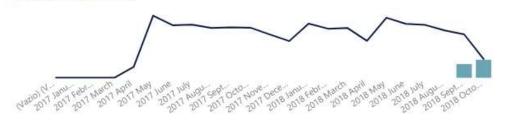
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top job categories

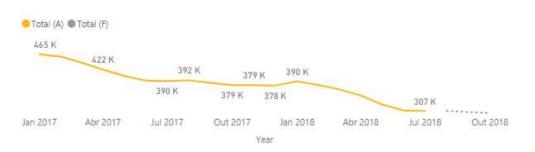


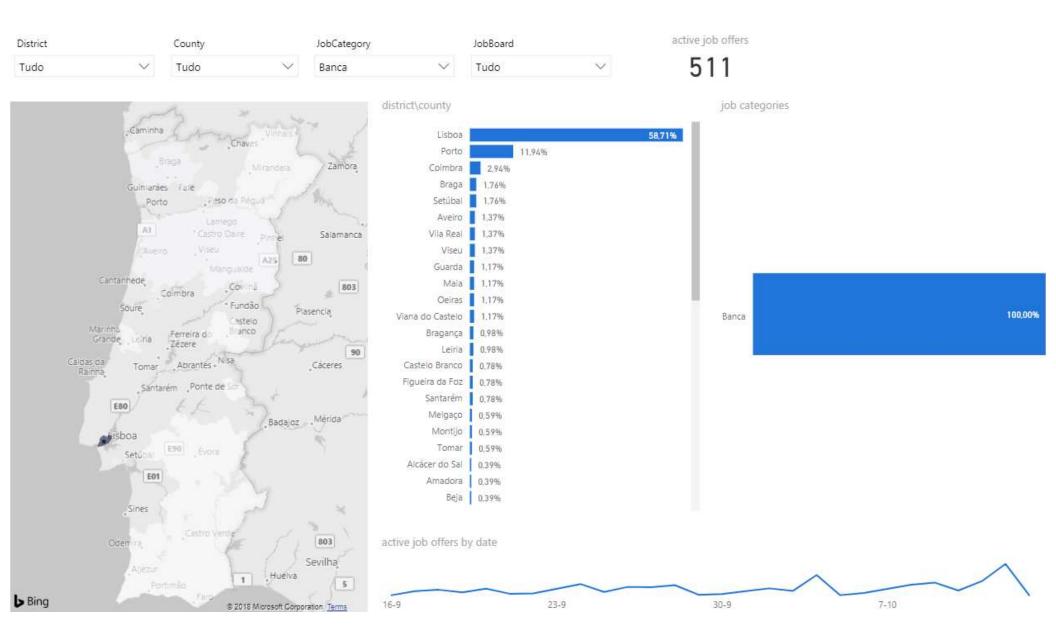
Active JobOffers JobOffers



top functions



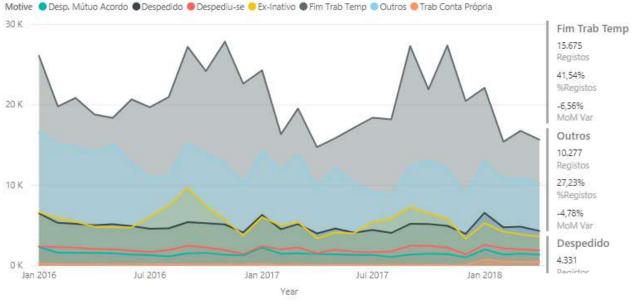




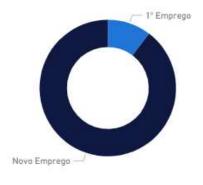


County

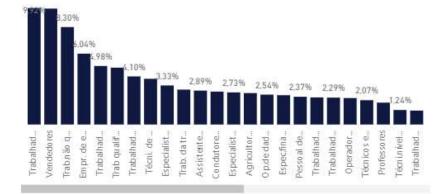
District



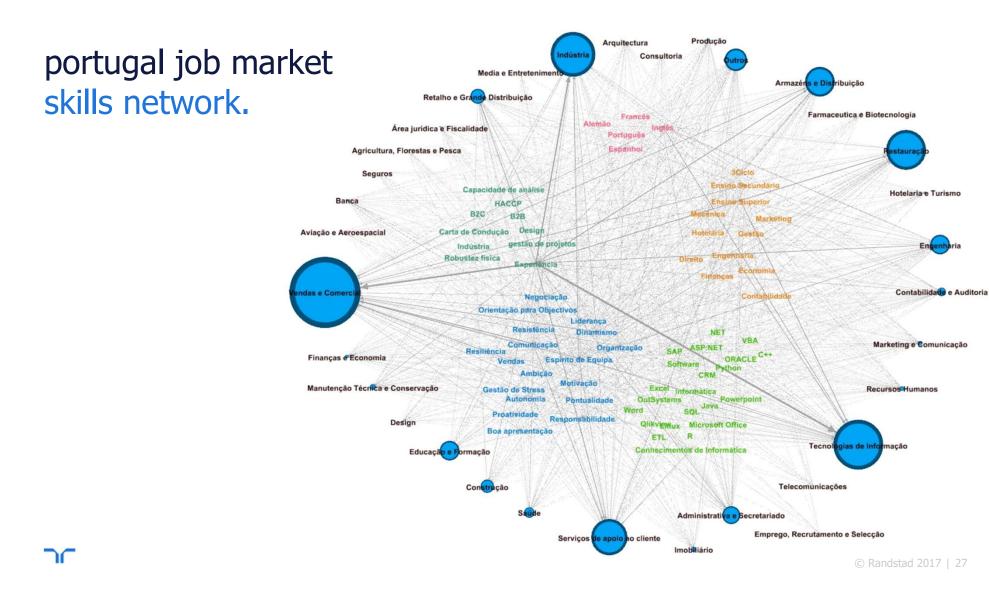
Value por Situacao

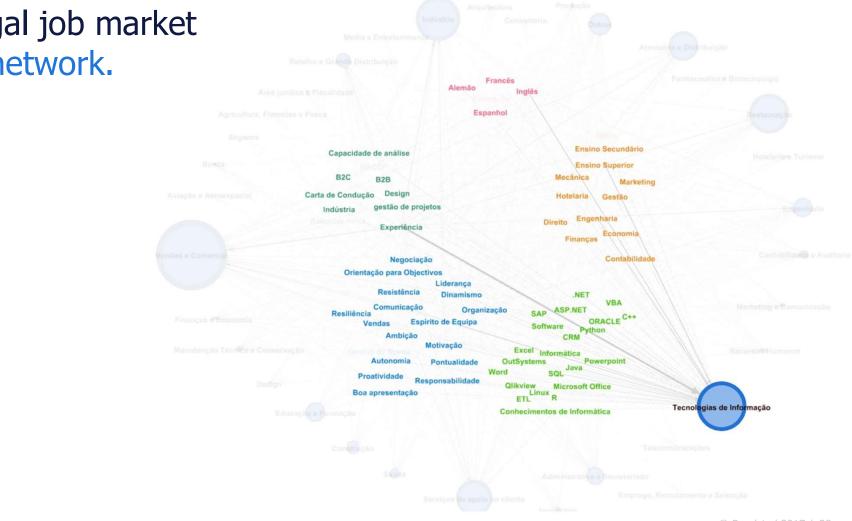


past job experience



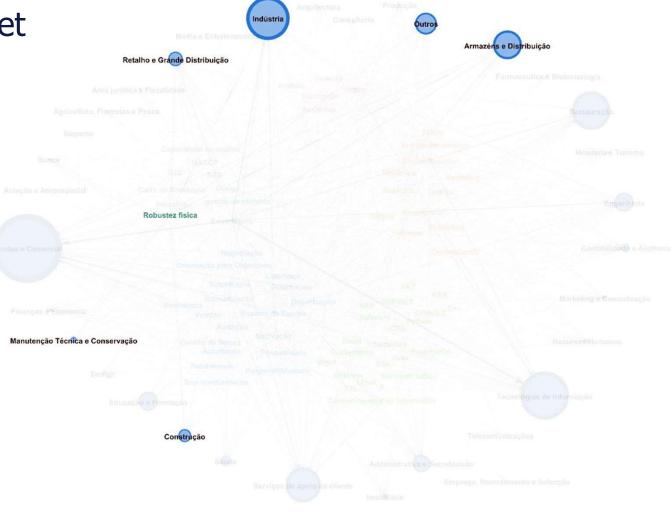
Abril de 2018





portugal job market skills network.

portugal job market skills network.



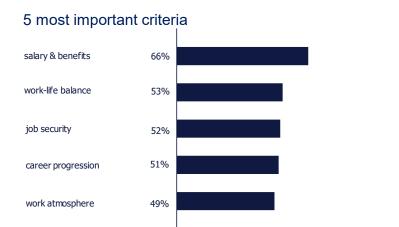
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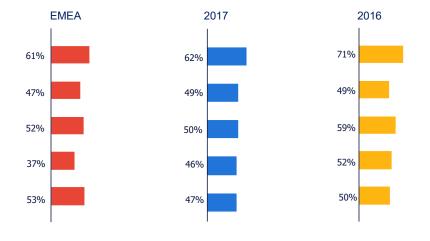
real people vs

retention.

what potential employees want when choosing an employer.

versus 2017







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what do potential employees want top 5 by job category and industry.

white collar workerssalary & benefits67%work-life balance54%job security51%career progression51%work atmosphere50%

information and communication

ſ

| salary & benefits | 67% | |
|--------------------|-----|--|
| work atmosphere | 53% | |
| work autosphere | 55% | |
| work-life balance | 49% | |
| | | |
| career progression | 48% | |
| | | |
| job security | 45% | |
| h | | |
| base: n=405 | | |

| hlue collar workers | | l |
|---------------------|-----|---|
| salary & benefits | 67% | |
| job security | 53% | |
| work-life balance | 51% | |
| career progression | 51% | |
| work atmosphere | 46% | |
| | | |

administrative and support service activities

| salary & benefits | 66% | |
|--------------------|-----|--|
| job security | 54% | |
| work atmosphere | 51% | |
| work-life balance | 50% | |
| career progression | 48% | |
| base: n=389 | | |

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employee - employer exchange in portugal and the region.

a gap between what employees seek and what employers offer is a valuable opportunity for your EVP.

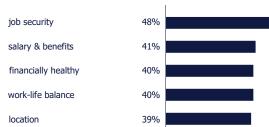
employees in portugal seek 1 salary & benefits 2 work-life balance 3 job security 4 career progression 5 pleasant work atmosphere 6 financially healthy 7 interesting job cob content 8 giving back to society 9 uses latest technologies 10 very good reputation employers in portugal offer 1 financially healthy 2 uses latest technologies 3 very good reputation 4 job security 5 career progression 6 pleasant work atmosphere 7 interesting job content 8 attractive salary & benefits 9 work-life balance 10 giving back to society employers in EMEA offer 1 financially healthy 2 uses latest technologies 3 very good reputation 4 job security 5 career progression 6 interesting job content 7 salary & benefits 8 pleasant work atmosphere 9 work-life balance 10 giving back to society gap top 31 salary & benefits2 work-life balance3 job security



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what factors do the portuguese stay or leave for.

top 5 reasons to stay*



top 5 reasons to leave**



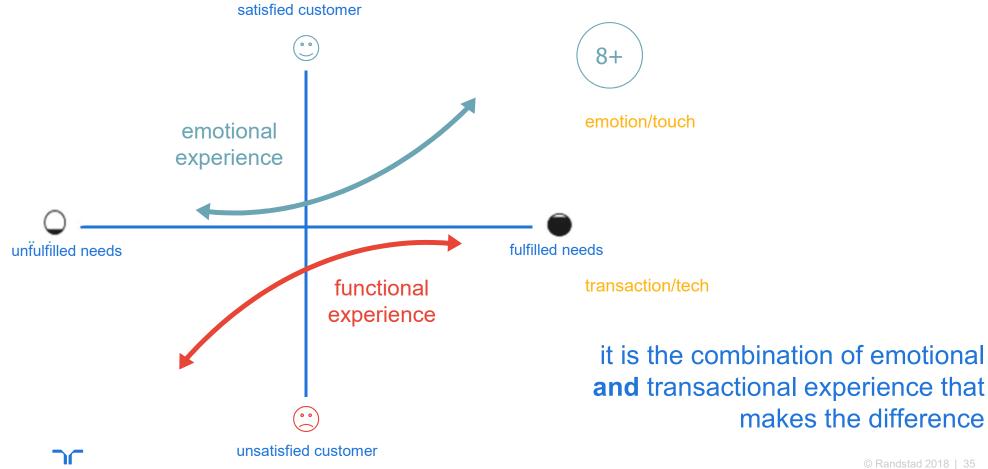
*of the respondents who said they stayed with the same employer for the past year and who do not plan to leave in the coming year

 $\ast\ast$ of the respondents who said they changed employers in the past year or plan to do so in the coming year

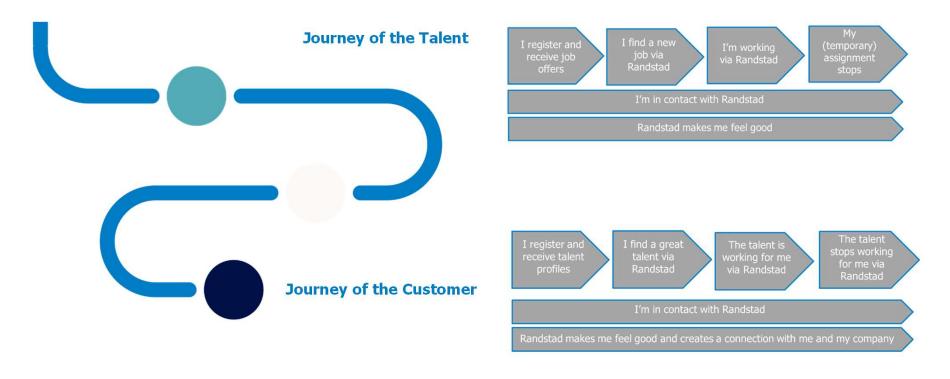




customer delight concept



at the heart of the approach lies the end-to-end customer journey, a crucial outside-in perspective.



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performetrics well being

o que faz o teu coração





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how to make the

difference



where smart technology



and talented people meets

randstad

human forward.

