

CORONAVIRUS (COVID-19): CLIENT FAQ

What is Adecco doing to address the situation?

We have regional response teams in place, who are working jointly with Adecco's North American Steering Committee to closely follow the pandemic developments. Going forward we will continue to implement proactive measures aimed at keeping our valued clients, candidates and colleagues safe and healthy.

Does Adecco have a business continuity plan in place to sustain its operations?

We have activated our Pandemic Plan, which has business continuity protocols for each of our regions and our back-office functions. It's been in place since the SARS epidemic in 2003 and has proven effective.

The Adecco Group has operations globally, including China, Italy and much of the rest of Europe, and all of our business lines have continued to be fully operational and able to support our clients in continuing to run their businesses.

How is Adecco being proactive in screening candidates?

Part of our COVID-19 response strategy requires us to ensure we are screening our candidates and associates for any potential exposure to the high-risk elements as identified by the Public Health Agency of Canada, to be able to take appropriate measures, limit exposure and encourage suggested quarantine timelines. To that end, we implemented a minimum candidate screening requirement for all of our Canadian offices. Our mandatory candidate screening form is now part of our initial touchpoint when connecting with any candidate. Completed forms are saved in the candidate's employee file.

My company requires candidates to complete our own screening forms, how will that be handled?

We will ensure that all of your screening forms are completed during the pre-placement process, in addition to our own supplemental screening forms, and that relevant copies are stored and sent to you.

How is Adecco guiding its associates to minimize potential exposure while they're working on temporary assignments?

In addition to receiving information on the preventative measures to take to prevent the spread of the virus, all of our temporary employees have been told to contact an Adecco Representative prior to going to work if they:

- Are currently experiencing any symptoms of illness, including shortness of breath, cough or fever
- Have tested positive for COVID-19
- Have been in close contact in the last 14 days with a person who has tested positive for COVID-19
- Have returned in the last 14 days from an international location
- Live with someone or have had close contact with someone who has returned from a cruise or international travel in the last 14 days
- Have returned from a cruise in the last 14 days

Adecco currently provides onsite services and personnel at my company. Are there protocols in place that will disrupt my business operations?

Many of our onsite teams provide critical services to clients who are striving to meet growing demands to carry out vital functions such as logistics, food and medical supplies. Understanding the importance of these services, continuing those functions has never been more critical. Therefore, we have put in place protocols such as social distancing during in-person meetings, virtual meeting options for groups of 20+ and strict hygiene measures. We believe these measures will ensure we can support your business when you need it most, while ensuring the safety of our staff.

With many companies offering flexible work arrangements, has Adecco provided its employees with any accommodations that will affect its recruitment capabilities?

As the Coronavirus situation continues to evolve rapidly, we are committed to the wellbeing of our employees. We have provided various accommodations to ensure their safety, all while minimizing the impact on our ability to conduct recruitment activities on behalf of our clients. We are leveraging our in-house technology and innovative work arrangement model to ensure the services we provide remain unchanged and that our clients receive the support they are depending on.

Are Adecco's own employees and associates allowed to travel?

All business international travel is prohibited until further notice, including all travel for conferences and internal company meetings. Anyone who has travelled since March 3, 2020, by air domestically or internationally, is required to respect the 14-day quarantine period. This also applies to anyone who has traveled on a cruise ship.

How are temporary associates remaining informed as protocols evolve and situational changes occur?

Adecco ensures that our temporary associates consistently have the most up-to-date information through issuing frequent updates via email, texts, our dedicated COVID-19 landing page on our website and posts on our communication boards. In addition to these communication methods, at our onsite locations, we are conducting daily pre-shift meetings.

Is Adecco able recruit and place candidate during these times if I have a new urgent need?

Yes, with our business continuity plans activated as of March 16, 2020, our entire operations are continuing to run fluidly and has the capacity to function remotely and offer the same placement services. Adecco has the technology not only to screen, recruit and place candidates at our client sites, but also ensure that there is absolutely no interruption to associate payment or client billings.

Who do I reach out to for questions or concerns that I have concerning Adecco associates and COVID-19?

We have created a dedicated email address at businesscontinuity@adecco.ca to ensure you can submit any COVID-19 related questions or concerns. We encourage you to use this dedicated email address to ensure that your inquiries are answered promptly.

What do I do if I have a health concern regarding a temporary associate who is working a shift that is outside regular business hours?

If you have concerns about the health status of any of our temporary employees working at your location, you can reach a member of the Adecco Team — even after regular business hours — who are available to address those concerns and, if necessary, escalate to our senior executive team. The After Hours Service Team is available from *Monday to Friday, 5:00 p.m. - 12:30 a.m.* and *5:00 a.m. - 10:30 a.m. EST*, and *weekends from 7:00 a.m. - 11:00 p.m. EST* by calling 1-866-851-8276 ext. 1 or by email at nightline@adecco.ca. During regular business hours, our Branch Managers are up-to-date on the latest protocol measures and can assist you rapidly.