

# protecting the world of work.

## Coronavirus - updated Tues 17th March

At Randstad, our clients' well-being remains our utmost priority. It's a time of unprecedented disruption and uncertainty but we remain focused on ensuring the workplace is a healthy and safe environment for all. Following Boris Johnson's statement on 16th March, we wanted to remain transparent and update you regarding what that currently means for the world of work, both in terms of protecting our stakeholders and business continuity planning. It's during challenging market conditions that our clients most rely on our recruitment expertise, agility and market knowledge.

### **Will Randstad branches close?**

There is no plan to shut any branches at this point in time. To support both our clients and candidates, we are already exploring home working scenarios and building out detailed business continuity plans. Proactive home working pilots and robust testing is already well underway.

Business continuity and client service levels are being guided by a team of Randstad experts, both on a global and local level. Please rest assured that we are working incredibly hard to ensure disruption is minimised wherever possible. In fact, our project team is meeting twice a day to ensure that we are on top of the current situation so that we can offer our clients, candidates and colleagues the most up to date advice and guidance.

We continue to follow [government](#) and [NHS advice](#) to ensure we find the right balance during this challenging period. As such, there may be occasions where we recommend conducting meetings with a conference call or via video technology.

### **What business continuity plans do you have in place?**

We are currently operating in line with our global business continuity plan, in addition to business continuity guidelines for individual client programs. We also have a one page summary UK plan in place, shared at the end of this FAQ, which is continuously evolving in line with government advice and employer best practice.

### **What advice are we sharing with clients, candidates and employees to limit the infection and spread of the virus?**

Randstad is closely following and promoting [NHS advice](#). We are advising our candidates and our employees to stay at home if they have either:

- a high temperature
- a new, continuous cough

#### **How long to stay at home**

- if you have symptoms, stay at home for 7 days
- if you live with other people, they should stay at home for 14 days from the day the first person got symptoms

If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.

If you have to stay at home together, try to keep away from each other as much as possible.

### **Supporting those who need to take extra care.**

Randstad is communicating government advice whereby avoiding social contact is particularly important for people over 70, for pregnant women and for those with some health conditions (please see below).

### **What are some of the chronic conditions said to heighten the risk?**

- Heart disease
- Lung disease

- Diabetes
- High blood pressure
- Cancer
- Patients undergoing treatments for autoimmune diseases, such as rheumatoid arthritis, lupus, multiple sclerosis (MS) and inflammatory bowel diseases
- Patients with HIV
- Anyone who has had organ or bone marrow transplants.

### **What will happen if a candidate/worker falls ill?**

All candidates have been instructed to reach out to their expert Randstad consultant via phone or email. Our consultants will then notify clients accordingly (and make further arrangements to cover the role where possible). Candidates are under strict instruction not to attend an assignment if they are suffering from the symptoms mentioned above and/or have returned from a high risk country.

### **What if you have your own Covid-19 policy?**

Again, please reach out to your expert Randstad consultant. They will work closely with you to follow your guidelines wherever possible.

### **What if you would like your candidate to work from home?**

There are some roles where working from home may be welcomed by all parties, please speak with your Randstad consultant if you would like to explore this. Unfortunately, we appreciate that this won't be feasible for all roles and placements (but we are working closely with our clients to explore flexible ways of working).

### **What practical advice is Randstad sharing to minimise infection (and spreading the virus)?**

- wash your hands with soap and water often – do this for at least 20 seconds
- always wash your hands when you get home or into work
- use hand sanitiser gel if soap and water are not available
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- avoid close contact with people who have symptoms of coronavirus
- only travel on public transport if you need to

- avoid social activities, such as going to pubs, restaurants, theatres and cinemas
- avoid events with large groups of people
- do not touch your eyes, nose or mouth if your hands are not clean
- do not have visitors to your home, including friends and family.

### **What medical advice is Randstad sharing?**

The advice is to only use the NHS when we really need to - and [to go online](#) rather than ringing NHS 111. You should reach out, via the [NHS 111 portal](#) in the first instance, if:

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days.

### **What will happen in the longer term?**

This is very hard for Randstad to predict but we always aim to move as swiftly as possible - in line with the latest government and NHS advice. We will continue to keep all Randstad employees, candidates, clients and partners up-to-date.

### **What's the latest travel advice?**

As this changes at speed, we ask our stakeholders to adhere to the advice shared by The Foreign & Commonwealth Office. The government website is also a very helpful online resource tool: <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

### **What is the impact of sick pay?**

Randstad will be paying sick pay for all those workers who are eligible. If temporary workers are not eligible, we recommend that they contact The Department for Work and Pensions (DWP) to explore the options available.

We are also in the process of expediting conversations via federations and unions to understand how we can safeguard the financial well-being of our contingent workforce and what government measures might be available to assist them during this time. Further communication on this topic will be shared upon confirmation.

**Who can support if you have further questions?**

Please rest assured you can also reach out to your Randstad consultant or you can email [Coronavirus.enquiries@randstad.co.uk](mailto:Coronavirus.enquiries@randstad.co.uk) for support.

### RESPONSE TO CORONAVIRUS

Randstad Global corporate communications have and continue to provide Randstad operating companies with guidance and updates.

Randstad UK Coronavirus Project Team (RCPT) has been established with scheduled meetings to coordinate Business Continuity Plan (BCP) and response to Coronavirus.

Corporate locations and employees have been issued with guidance on appropriate protocols for engaging with candidates, clients and visitors. This includes dealing with suspected cases of Coronavirus with oversight by RCPT and PHE (Local Health Protection Team).

BCP for all business lines and support functions are identified and have been reviewed to include:

- Testing of IT systems
- Upgrading of server capacity
- Completeness of critical personnel details
- Continuity plans for closure of office/branch with identification of alternative locations and personnel
- Testing of remote and home working for critical personnel
- Out of hours (OOH) service for key clients

We have a comprehensive BCP in place and Randstad has the flexibility and scalability to relocate and reallocate resources with immediate effect. Our BCP are well established and tested, enabling consultants to access group systems either from home, a group recovery site, or an alternative Randstad office. In addition all our back office support functions have BCP to ensure continuity of key areas including payroll, compliance and HR.

We have a clearly defined pandemic response process to provide assurance that we will maintain coverage during any disruption caused by Coronavirus. Our pandemic strategy is based on a proactive approach to prevent unnecessary spreading of disease.