



COVID-19 (Coronavirus)
**Response Plan and
Business Continuity**

Business Continuity Capabilities

Emergency Management Team

Global, interdepartmental group is empowered to quickly make strategic decisions in response to critical events that affect our employees and facilities.



Communications

A comprehensive protocol which leverages a variety of methods, including e-mail, audio calls, and text messaging, to maintain communication with employees, clients, and vendors/suppliers.



Continuity of Operations

The depth and breadth of our field network and our shared services operations allow us to shift business operations to alternate sites to support customers from a remote location.



Pandemic Planning

Specific Business Continuity planning for pandemics includes infections control measures, communication, education, and travel safety mechanisms.



Business Continuity Plan Testing

Kelly's Business Continuity and IT Disaster Recovery programs are tested at least annually. Most recently, the Business Continuity Plan was tested in February 2020, and the Disaster Recovery Plan in October 2019.



COVID-19 Response Escalation

We recognize that the situation with COVID-19 is fluid, and our Emergency Management Team has adaptive procedures in place to respond quickly and with the appropriate action to ensure the health and safety of our employees and our customers.

We maintain our commitment to offering our customers the support they need to maintain ongoing operations.

These responses may vary across customers and locations, and we encourage you to work with your Kelly contacts to discuss individualized business continuity plans to support your needs.



Response Escalation

- Emergency Management Team activated to handle COVID-19
- Communications to employees and customers regarding COVID-19
- Remote work encouraged for sick or symptomatic employees
- Restrict all travel to impacted areas (CDC Level 3), and non-essential travel to CDC Level 2 countries
- Mandatory 14-day quarantine upon employee return from high risk areas (CDC Level 2-3)
- Remote work encouraged for all employees (non-mandatory)
- Screen vendors and visitors at Global Headquarters for travel history to high-risk countries
- Restrict non-essential large gatherings and conferences
- Restrict non-essential US domestic travel to impacted regions
- Restrict all non-essential international travel, including to non high-risk areas (CDC Level 1)
- Restrict all non-essential US domestic travel (all regions/states)
- Restrict non-essential visitors from global and regional headquarters
- Restrict non-essential visitors from all facilities
- Customer on-site remote work encouraged for all employees
- Restrict all visitors from Troy Headquarters
- Restrict all visitors from all Kelly facilities (not including temporary)
- Mandatory HQ remote work for non-essential personnel
- Mandatory 14-day quarantine upon return from any travel outside of home region
- Mandatory remote work for all customer on-site employees (at Kelly direction)
- Restrict all US domestic travel (shutdown of all domestic US travel)

Kelly COVID-19 Response

Travel

Kelly Business Travel to highly impacted areas is currently restricted. Additionally, Kelly has restricted all other non-essential business travel domestically and internationally. We continue to monitor changes to risk levels for countries and will update these restrictions as warranted.

Remote-Work

Kelly's client facing and HQ support staff are equipped with the necessary technology to support remote work.

All personnel are required to work from home for at least 14 days upon return from any business or personal travel to high risk locations, or exposure to individuals who have travelled to these location.

Employees have also been directed to work from home if they are displaying any symptoms of illness, or have been in contact with those who exhibit symptoms.

Communication

Employees and Talent have been instructed to self-monitor for symptoms and have been provided with guidance on proper hygiene practices to prevent the spread of COVID-19.

Additional Communications will continue to be sent as needed or appropriate.

Customer Support

Kelly's client facing teams have the ability to quickly scale up or down as necessary to support different customers across states and regions as the situation changes.

Our expertise in managing a temporary workforce and large talent pools enables us to quickly respond to our customer needs. Whether its an anticipated ramp up or in response to short-term demand due to illnesses, we're here to support your needs.



Kelly COVID-19 Response



Large Events

Large events and conferences have been cancelled to minimize the risks of transmission. We continue to emphasize the use of technology to communicate to large audiences.



Headquarters and Facilities

Kelly is screening all non-essential visitors to our headquarters and facilities. Staff have been provided with additional sanitizing materials and additional cleaning staff have been added to clean high-touch areas at our headquarters.



Inquiry Management

Internal resources have been tasked with managing all questions and providing guidance to our internal employees, including those working with customer specific requirements in managing our temporary workforce.



Social Distancing

As suggested by the World Health Organization (WHO) and U.S. Center for Disease Control (CDC), Kelly is urging all personnel to use technology to manage meetings virtually wherever possible.

To avoid unnecessary risk of transmission, employees are instructed not to engage in traditional practices such as handshakes.



Ongoing Monitoring

Kelly's Emergency Management team is continuing to monitor the latest changes to WHO and CDC guidance. We also are monitoring best practices across our customer base to ensure our employees are not subject to unnecessary risks of exposure.