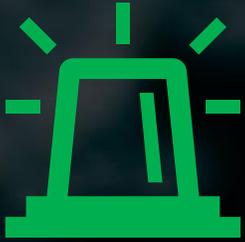




COVID-19 (Coronavirus)
Response Plan and
Risk Mitigation

Business Continuity Plan & Response



Emergency Management Team

A global interdepartmental team is empowered to quickly make strategic decisions in response to critical events that affect our employees and facilities.

Kelly's EMT has been leading our response to COVID since it was activated in January.



Pandemic Planning

Kelly's business continuity programs specifically plan for pandemics and include 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.



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.

Kelly COVID-19 Risk Mitigation



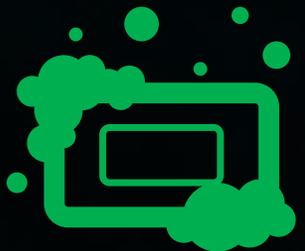
Contact Tracing

Safety and Security teams interview people infected with COVID to identify everyone they had close contact with and locations where they worked. All potentially impacted employees are notified of their potential exposure and cleaning and quarantine protocols are initiated as required.



Social Distancing

Kelly has modified work environments where employees frequently gather, such as conference rooms and break rooms, and communal work areas to encourage all employees to maintain social distance while in Kelly facilities.



Hygiene Equipment

All internal employees have been provided with masks and use of masks is required for every person who enters a Kelly facility.

Disinfecting wipes and hand sanitizer are made available to employees throughout the facility.



Facility Engineering

Safety and Facilities experts have implemented risk mitigation protocols, such as increasing airflow and minimizing use of communal areas in our HQ locations, to reduce the ability of COVID to spread within Kelly facilities.



Employee Screening

Kelly is requiring all employees to self-screen and report instances of contact with COVID+ individuals or symptoms of COVID. Additional in-person screening is implemented at facilities with larger employee populations.



Increased Cleaning

Kelly has increased the cleaning frequency in its facilities, with specific focus on frequent cleaning of all high-touch surfaces.

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.



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.



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 locations.

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.



Visitors

Kelly has restricted visitors to Kelly facilities to only those that are essential to ongoing operations.

Additionally, Kelly is screening all visitors to our headquarters and facilities.

Kelly COVID-19 Response

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 customers' needs. Whether it's an anticipated ramp up or in response to short-term demand due to illnesses, we're here to support your needs.

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.

Operations Flexibility

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.

Ongoing Monitoring

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

