



## **COVID-19 STATEMENT**

**Updated 1st July 2020**

Whilst some of our key locations are open to ensure we can continue to meet the needs of candidates where digital solutions aren't possible, Impellam people are also working with our extensive network of candidates from home.

We do this to keep our people, candidates and the society we work in safe, but do so with the absolute confidence that our digital capabilities and sound contingency planning has enabled a smooth transition for candidates and customers alike.

We are actively reviewing the role we will play in re-starting economies around the world and planning the support and partnership we will offer our customers through the provision of engaged, talented candidates as we contemplate moving into a new phase of fighting covid-19. This is to ensure that as and when restrictions ease in each of our geographies we are well prepared and positioned to support our candidates, customers and colleagues alike.

### **What does this mean for you?**

The actions we are taking support our people to stay healthy and safe so they can continue to partner with our candidates and customers. Our robust infrastructure and digital capacity; in conjunction with our global communication & collaboration platform means Impellam people can continue to work together and access our systems in service of our candidates and our customers, from wherever they are in the world.

### **Candidates**

We're working closely with our candidates using digital means and high-grade technology to keep our people safe during covid-19.

We, like many businesses, have supported home working for many years, and we've adapted quickly to be able to continue to support those looking for work and importantly, to help those needing work as a result of covid-19.

If you're looking for work, visit our brands to apply for a job or to arrange a digital interview.

## **Customers**

We are here to help you through this period and we are fully operational across our Managed Services and Specialist Staffing portfolio with Impellam Group brands, and our people are well prepared and well equipped to attract, engage and place talented, specialist people; to provide expert advice through innovative solutions at a challenging time.

Get in touch with us using the [contact us form](#) to discuss any support you need.

We will continue to partner with candidates and customers through the coming weeks and if you would like more information about our response to covid-19, please get in touch with your local team.

## **Our actions to date**

1. We have consulted with and continue to follow the official guidance provided by respective bodies (government and healthcare) in our regions of operations – the UK and Ireland, Europe, the United States, Australia and New Zealand.
2. We have created a coronavirus response team, a centralised formation of key personnel from relevant backgrounds (HR, Legal, Finance, Communications etc.) to review and action our existing Business Continuity protocols and in particular – our pandemic policy.
3. A review of that policy and others associated with it (working from home, travel etc.) concluded at the beginning of the UK outbreak with the publication of a covid-19 policy

across all businesses, to ensure we follow the guidance provided by respective governments and healthcare bodies and at the right time.

4. In conjunction, we launched our incident response communications strategy – an internal and external communications approach for our people, customers and candidates; including resources, weekly updates, signposting to official information and FAQs.

5. As part of a robust Business Continuity Plan, we have formalised the processes, plans and procedures that we would need to follow in potential scenarios, we've considered as many variables as we can in order to mitigate risk to you, our people, the supply chain and our business.

6. This included testing our capacity and digital infrastructure to allow all Impellam people to work from home, shifting procedures to digital platforms, adapting processes to social restrictions and reviewing critical levels for our staff, candidates and suppliers.

8. All of these processes, plans and procedures are reviewed on a daily basis by the Business Continuity Team following a daily brief; to adapt to the evolving situation at pace and to communicate to our people through our global collaboration & communication platform: Workplace.