Returning to our offices with care

FOR OUR CANDIDATES, OUR CUSTOMERS
AND OUR SUPPLIERS

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In our main geographies, we will continue to follow regional guidelines as they are released and updated. This is important for an international business such as ours - timings and approaches will differ and our considered approach will reflect these inflections and variations. We have aligned with local, regional and state guidelines to develop plans in conjunction with occupational health and safety professionals, government regulations and public health authorities.

With covid-19 continuing to be a threat to people’s health and well-being, we have a responsibility to protect our people and this is our priority. This document will set out what we are doing or have done in order to provide confidence and reassurance that we have taken the necessary steps to ensure the continued health and safety of our people, candidates, customers and suppliers.
We are actively reviewing the role we will play in re-starting businesses including planning the support and partnership we will offer our customers globally through the provision of engaged, talented candidates and full scale, end-to-end talent management solutions as all businesses start to operate in the “new normal” which has come out of covid-19.

This will ensure that, as restrictions ease in each of our geographies, we are well prepared and positioned to support our candidates, customers and colleagues alike.

Our robust infrastructure and digital capacity, in conjunction with our global communication and collaboration platform, has proven Impellam people can work together and access our systems in service of our candidates and our customers, from wherever they are in the world. Impellam people have continued to work with our extensive network of candidates and partnered with our international customers through the crisis, with the confidence that our digital capabilities and sound contingency planning enabled a smooth transition for candidates and customers alike.

Nevertheless, as restrictions ease across our key locations; the United Kingdom, Ireland, North America, New Zealand and Australia, we have put in place a carefully planned process to facilitate a return to our offices where it is appropriate to do so, and only where we can be sure of the health and safety of our people.
In all locations, we have taken extra care to gather our people’s thoughts, feelings and personal circumstances. Particular consideration has been given to those who fall within the ‘clinically vulnerable’ and/or ‘vulnerable’ categories as defined by the local authorities and where current guidance states they should stay at home and shield, or any pregnant women or disabled people who may have specific concerns. Other considerations are also important, such as the need to use public transport or their home working environment and will be a key factor in deciding how and when we ask our people to return to the office.

Understanding employee sentiment and circumstance

Where necessary, we have taken action to mitigate the identified risks, including adapting roles or working patterns and updating our properties to support social distancing and enhanced hygiene protocols. All risk assessments will be shared with our people, so they remain informed of the steps we have taken to protect them at work.

Undertaking risk assessments of our people, properties and operations

A robust risk assessment strategy of our people’s circumstances, the premises in which they work and the roles they perform has informed our planning and defined the adaptations we have made to ensure we can offer a safe environment for our people and visitors.

Risk mitigation

Where necessary, we have taken action to mitigate the identified risks, including adapting roles or working patterns and updating our properties to support social distancing and enhanced hygiene protocols. All risk assessments will be shared with our people, so they remain informed of the steps we have taken to protect them at work.
Preparing our properties

Like every workplace around the world, we have adapted our locations through a myriad of tools from sanitation stations to social distancing measures; including seating arrangements, visitor protocols or the way we use our communal areas.

Preparing our protocols

We have a responsibility to act swiftly in the event of an actual or suspected case of covid-19 to protect our stakeholders and also to play our part in preventing the transmission of covid-19. Business protocols have been reviewed, including the way we conduct meetings and any business travel – alongside a robust reporting process for suspected or confirmed cases of covid-19.

In common with many businesses, we have taken extra steps to ensure the continued health and well-being of our people. This has included collecting additional information, on a voluntary basis, from our employees so we can respond to any special requirements they may have, whilst remaining cognisant of our obligation to comply with local data protection regulations.

These are documented within the Impellam Covid-19 Policy which applies to all Impellam people, is reviewed on a regular basis and is mandatory reading for all staff.
The 6 steps

Health & Safety reviews and audits

We will conduct regular health and safety reviews with regular audits, alongside working with local authorities and/or health and safety bodies of the regions where we operate. These audits align to Impellam’s Covid-19 Policy and the guidelines provided by the respective governments.

In all locations, social distancing will be implemented in line with local guidance.

Our social distancing monitors and robust communication strategy will ensure that our people are aware of how to keep covid-19 safe in the workplace.
Every year, we connect carefully chosen candidates with good work at all levels. They include technology and digital specialists, scientists, clinical experts, engineers, nurses, doctors, lawyers, teachers, receptionists, drivers, chefs, administrators, warehouse and call centre operatives.

We will continue to play our part in ensuring that our extensive network of candidates understand the key role they play as part of our clients’ workforce around the world in the transition to a new kind of normal.

As our candidates generally work on-site with our customers, they will be subject to the health and safety protocols, risk assessments and subsequent adaptations at the site and pertinent to the roles they are assigned, which may include the provision by the client of Personal Protective Equipment, where necessary.
Candidates, customers and suppliers

Customers

We will continue to work closely with our customers and will request that customers advise us, or the candidate directly, of the measures they may have taken to ensure workers’ continued health and safety.

If a customer needs to make changes to the workforce, shift patterns or put in place other arrangements we will be on hand to support them through that process, keeping our candidates informed every step of the way.

Suppliers

We will keep our suppliers informed and engaged - from letting them know of any changes we make which may impact how we work with them and how we expect to engage with them in the future to support a safe working environment for all.
As always, your local contact will be there to answer any questions you may have about the precautions we’ve put in place and the steps we’ve taken to ensure that, as and when restrictions ease in each of our core geographies, we are well prepared and positioned to support our colleagues, candidates, customers and suppliers alike.

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