

What is Pertemps Staffing doing to address the situation?

We have response teams in place, who are working jointly with Pertemps Staffing's Steering Committee to closely follow the pandemic developments. Going forward we will continue to implement proactive measures aimed at keeping our valued clients, candidates and colleagues safe and healthy.

Does Pertemps Staffing have a business continuity plan in place to sustain its operations?

We have activated our Pandemic Plan, which has business continuity protocols for each of our regions and our back-office functions. It's been in place since the beginning of pandemic in 2020 and has proven effective. All of our business lines have continued to be fully operational and able to support our clients in continuing to run their businesses.

How is Pertemps Staffing being proactive in screening candidates?

Part of our COVID-19 response strategy requires us to ensure we are screening our candidates and associates for any potential exposure to the high-risk elements as identified by the Public Health Agency of Canada, to be able to take appropriate measures, limit exposure and encourage suggested quarantine timelines. To that end, we implemented a minimum candidate screening requirement for all of our Canadian offices. Our mandatory candidate screening form is now part of our initial touchpoint when connecting with any candidate. Completed forms are saved in the candidate's employee file.

My company requires candidates to complete our own screening forms, how will that be handled?

We will ensure that all of your screening forms are completed during the preplacement process, in addition to our own supplemental screening forms.

Are there protocols in place that will disrupt my business operations?

Many of our onsite teams provide critical services to clients who are striving to meet growing demands to carry out vital functions such as logistics, food and medical supplies. Understanding the importance of these services, continuing those functions has never been more critical. Therefore, we have put in place protocols such as social distancing during in-person meetings, virtual meeting options for groups of 20+ and strict hygiene measures. We believe these measures will ensure we can support your business when you need it most, while ensuring the safety of our staff.

How is Pertemps Staffing guiding its associates to minimize potential exposure while they're working on temporary assignments?

In addition to receiving information on the preventative measures to take to prevent the spread of the virus, all of our temporary employees have been told to contact an Pertemps Staffing Representative prior to going to work if they:

- Are currently experiencing any symptoms of illness, including shortness of breath, cough or fever
- Have tested positive for COVID-19
- Have been in close contact in the last 14 days with a person who has tested positive for COVID-19
- Have returned in the last 14 days from an international location
- Live with someone or have had close contact with someone who has returned from a cruise or international travel in the last 14 days
- Have returned from a cruise in the last 14 days Pertemps Staffing currently provides onsite services and personnel at my company.

With many companies offering flexible work arrangements, has Pertemps provided its employees with any accommodations that will affect its recruitment capabilities?

As the Coronavirus situation continues to evolve rapidly, we are committed to the wellbeing of our employees. We have provided various accommodations to ensure their safety, all while minimizing the impact on our ability to conduct recruitment activities on behalf of our clients. We are leveraging our in-house technology and innovative work arrangement model to ensure the services we provide remain unchanged and that our clients receive the support they are depending on.

Are Pertemps Staffing's own employees and associates allowed to travel?

All business international travel is prohibited until further notice, including all travel for conferences and internal company meetings. Anyone who has travelled since March 3, 2020, by air domestically or internationally, is required to respect the 14- day quarantine period. This also applies to anyone who has traveled on a cruise ship.

How are temporary associates informed as protocols evolve and situational changes occur?

Pertemps Staffing ensures that our temporary associates consistently have the most up-to-date information through issuing frequent updates via email, SMS texts, and posts on our communication boards. In addition to these communication methods, we are conducting daily pre-shift meetings at our onsite locations.

Is Pertemps Staffing able to recruit and place candidate during these times if I have a new urgent need?

Yes, with our business continuity plans, our entire operations are continuing to run fluidly and has the capacity to function remotely and offer the same placement services. Pertemps Staffing has the technology not only to screen, recruit and place candidates at our client sites, but also ensure that there is absolutely no interruption to associate payment or client billings.

What do I do if I have a health concern regarding a temporary associate who is working a shift that is outside regular business hours?

If you have concerns about the health status of any of our temporary employees working at your location, you can reach a member of the Pertemps Staffing Team by email at Info@pertemps.ca. Our Branch Managers and site supervisors are up-to-date on the latest protocol measures and can assist you rapidly.