

Coronavirus (COVID-19): Client FAQ

What is Roevin doing to address the situation?

We have regional response teams in place, who are working jointly with the Adecco Group's North American 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 Roevin 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 SARS epidemic in 2003 and has proven effective.

Roevin is part of the Adecco Group, which has operations globally, including China, Italy and much of the rest of Europe, and 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 Roevin being proactive in screening candidates?

Part of our COVID-19 response strategy requires us to ensure we are screening our candidates and contractors 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 pre-placement process, in addition to our own supplemental screening forms, and that relevant copies are stored and sent to you.

How is Roevin guiding its contractors to minimize potential exposure while they're working on assignments?

In addition to receiving information on the preventative measures to take to prevent the spread of the virus, all of our contractors have been told to contact a Roevin 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

With many companies offering flexible work arrangements, has Roevin 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 Roevin's own employees and contractors 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 travelled on a cruise ship.

How are contractors remaining informed as protocols evolve and situational changes occur?

Roevin ensures that our contractors consistently have the most up-to-date information through issuing frequent updates via email, texts, our dedicated COVID-19 landing page on our website and posts on our communication boards.

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

Yes, with our business continuity plans activated as of March 16, 2020, our entire operations are continuing to run fluidly and has the capacity to function remotely and offer the same placement services. Roevin 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 contractor payment or client billings.

Who do I reach out to for questions or concerns that I have concerning Roevin contractors and COVID-19?

We have created a dedicated email address at businesscontinuity@adecco.ca to ensure you can submit any COVID-19 related questions or concerns. We encourage you to use this dedicated email address to ensure that your inquiries are answered promptly.

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 contractors working at your location, you can reach a member of the Roevin Team — even after regular business hours — who are available to address those concerns and, if necessary, escalate to our senior executive team. All teams have forwarded their office lines to their cell phones and have access to email to be able to assist you rapidly.