# Coronavirus (COVID-19)

## Client FAQs

Last updated: April 10, 2020

As the situation evolves, please check with your Spherion consultant to ensure you have the most current version of this document.

**What is Spherion doing in response to the coronavirus outbreak?** Spherion's number-one priority is a safe and healthy work environment for all. We have taken the following steps in furtherance of this commitment:

- The Executive Team has created a Coronavirus Task Force to manage issues arising from this matter. The Task Force will proactively communicate updates as information and necessary responses evolve.
- Spherion is actively communicating with internal and external employees on assignment concerning:
  - The [CDC's recommendations](#) for the prevention of COVID-19 (Coronavirus);
  - Spherion's expectation that employees report actual or potential exposures;
  - The need to stay away from worksites and/or self-quarantine when appropriate because they have:
    - Become symptomatic (or tested positive for the virus);
    - Have travelled to high-risk locations;
    - Have recently traveled aboard a cruise ship; or
    - Have come in contact with others who are infected or may have been exposed.
- Our front and back office is working proactively with clients to meet their specific business, compliance and safety needs.
- Spherion's existing Business Continuity Planning team is:
  - Updating its recommendations in real-time based on information from the CDC and other authorities;
  - Working with clients on their business continuity needs; and
  - Coordinating with clients and Spherion consultants if worksites for our employees must shift in response to this pandemic.

**How will Spherion prepare and be ready for my recruiting needs?** Spherion recruits in a variety of market conditions, including a tight labor market and specialized skill environments. While following guidance from health authorities, we will ensure our employees continue to meet the needs of our clients and customers in the safest and most effective manner possible.

**I am a Spherion client and we have specific protocols and requirements to screen and identify exposed or ill employees. Will Spherion's temporary employees adhere to our guidelines?** Spherion works with a large and diverse group of employers and we are committed to working with each of our clients to respond to their specific and unique needs. Working with you, we will develop appropriate, compliant guidelines for your work environment. Strategies to promote the health and safety of your workforce include:
- Staggering shifts
- Encouraging employees to work from home where possible
- Reconfiguring workflows to keep employees six feet apart
- Hiring clinicians to conduct your organization's clinical screening procedures
- Adding overnight shifts to avoid crowding
- Introducing flexible attendance policies to encourage those who are sick not to come to work

**Is Spherion restricting employee travel to at-risk locations? Are there other travel restrictions in place that could impact my business?** Business travel to at-risk areas identified by the CDC is restricted for all Spherion employees. Non-essential travel has been suspended in the US until further notice. Client-related travel must be approved by the client and Spherion's business leadership.

Any Spherion employee (internal or temporary) returning from personal travel to a restricted country, who traveled aboard a cruise ship or who had a travel layover in a restricted country is required to provide relevant travel and health information before going to the office or a client site. Individuals may be required to stay at home and self monitor for symptoms for the CDC-recommended 14 days, depending on their responses.

**Can you screen all of your employees to ensure they don't bring the virus into my work location?** We commit to a continuous effort to inform, educate, and drive awareness around CDC and WHO prevention guidelines. Additionally, we will work with our clients to develop appropriate and pertinent screening protocols for your work environment that align with recommended best practices. For clients without a process to screen external personnel, we are working to implement a general Health Questionnaire to screen new employees who have recently traveled to an at risk location, are aware of a known or potential exposure, or have recently been ill.

**If an employee tests positive for COVID-19, is the employee required to let us or Spherion know?** We require all of our temporary workers to inform their Spherion representative if they contract Coronavirus. We will seek necessary voluntary consent to disclose personal information to our clients in this event.

If consent is withheld, Spherion will provide clients with as much information as possible to allow you to take the necessary steps to protect your workforce without violating legal obligations owed to our employees. For example, we will provide information about the date, time and location of the potential exposure, but we may be unable to disclose an employee's name.

**What is your company's plan to sustain your business and have the ability to support your clients? What is Spherion's plan to sustain business during the COVID-19 pandemic?** We have a robust business continuity plan in place, built on three pillars:

- **Prevention**: We're monitoring the situation and communicating with federal, state and local health authorities to ensure our employee safety measures are aligned with recognized best practices and official mandates. Our primary concern is — and will always be — the health and safety of all our employees.
- **Preparedness**: We have a designated business continuity planning coordinator to lead contingency planning efforts. Meanwhile, our full-time vendor risk management group is proactively coordinating with critical business partners and service providers to minimize the risk of business disruptions.
- **Response**: Our crisis management team and business continuity steering committee are overseeing key decision-making related to the global pandemic. We're also working to assist our customers with their own in-house business continuity planning.

**What are Spherion's recommended best practices to mitigate and prevent the spread of COVID-19?** We believe governments and health agencies are best positioned to determine appropriate measures, such as the World Health Org (WHO) and the CDC. We are adhering to their guidelines on mitigation and prevention.

- Communicate prevention steps
- Allow employees to frequently wash hands
- Practice social distancing
- Wear face coverings
- Sanitize work areas, providing disinfectant and hand-sanitizer to employees in their workstations
- Encourage anyone who has recently traveled to an impacted area, been exposed to someone infected, or showing signs and symptoms to remain at home

Please know that as the coronavirus outbreak continues to evolve, we'll continue to take decisive action — and do everything in our power to support our customers while protecting the health and safety of our employees.


References for updates and best practices for employers:
CDC: https://www.cdc.gov/coronavirus/2019-ncov/index.html
WHO: https://www.who.int/emergencies/diseases/novel-coronavirus-2019
OSHA: https://www.osha.gov/SLTC/covid-19/
NIOSH: https://www.cdc.gov/niosh/emres/2019_ncov.html
EEOC: https://www.eeoc.gov/eeoc/newsroom/wysk/wysk_ada_rehabilitaion_act_coronavirus.cfm