

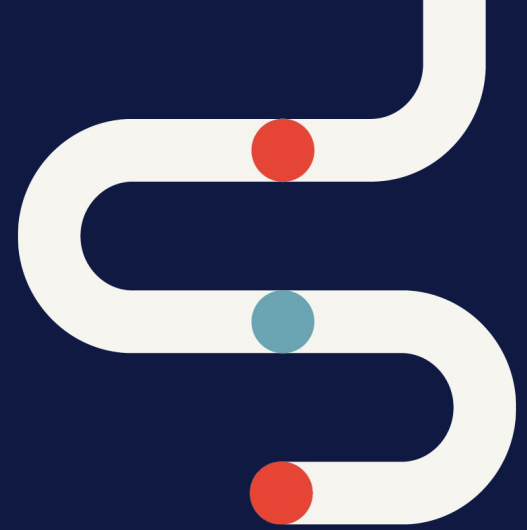
business continuity framework - COVID 19.

business continuity plan & crisis management



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In line with the ongoing news of COVID-19 (coronavirus), Randstad and Randstad Sourceright are activating measures, both globally and in markets across the world, to protect the people we come in contact with every day, including our valued clients, candidates and colleagues. Our company's number one priority is to provide a safe and healthy work environment in partnership with our customers, and we are constantly evaluating all potential risks and considering how to best mitigate them.

Randstad maintains a Business Continuity team focused on maintaining all aspects of our business functions related to the COVID-19 virus and its impact. In the current business environment, we have established protocols following recommendations from health authorities, national, regional and local task forces, and other advisory groups to ensure we can continue to run our business and support our clients and workers in the safest and most effective manner possible for all stakeholders.

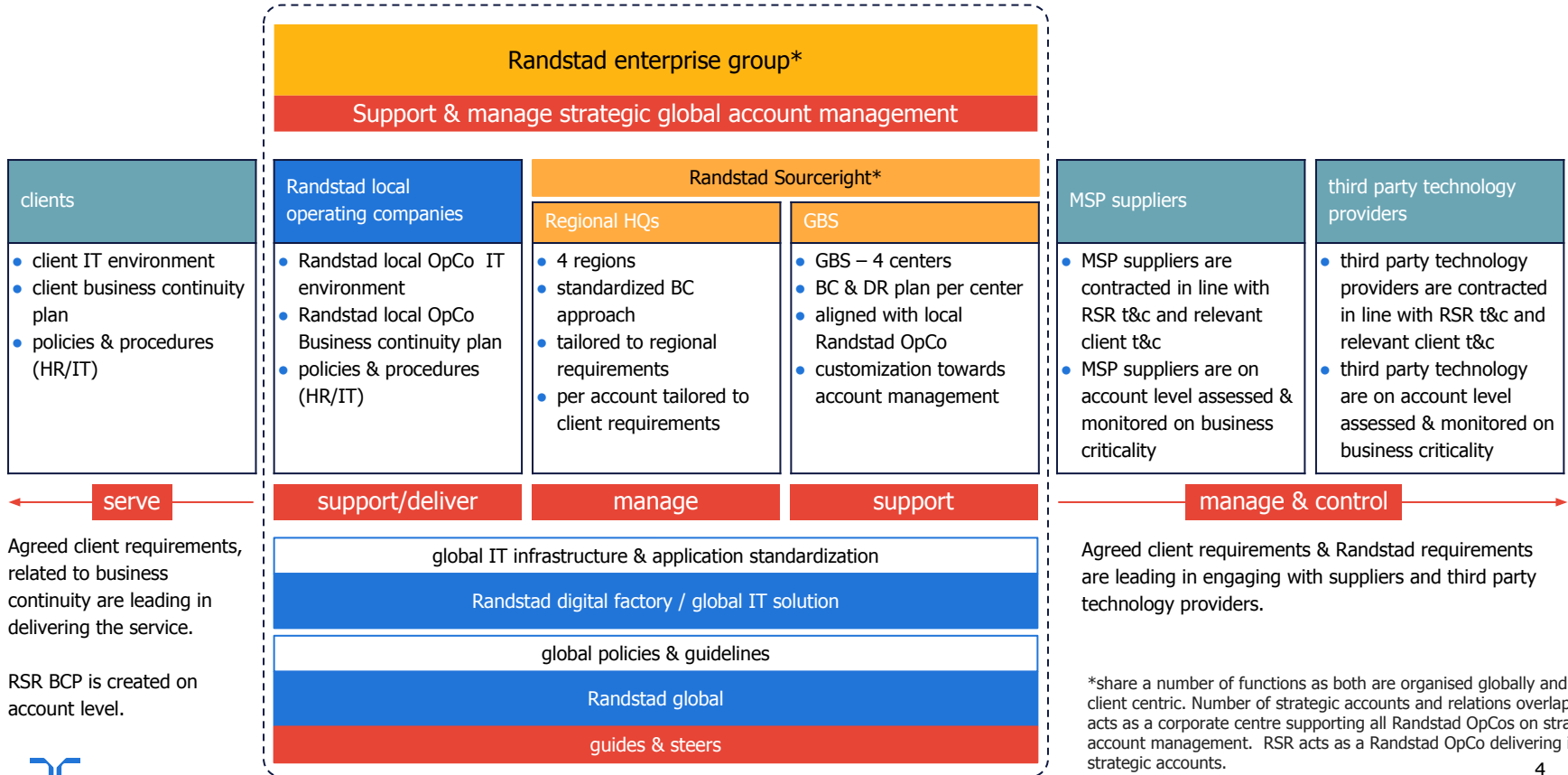
To start, our preparedness plan consists of:

- Global, regional and local task forces of senior leaders created to address, monitor and respond to developments;
- Business continuity plans and response teams tailored to the local health & safety measures and regulations;
- Ongoing efforts to drive awareness around hygiene to reduce the potential spread of the virus;
- Work from home accommodations for individuals, teams and office locations in accordance with local regulatory, client-specific and Randstad parameters.

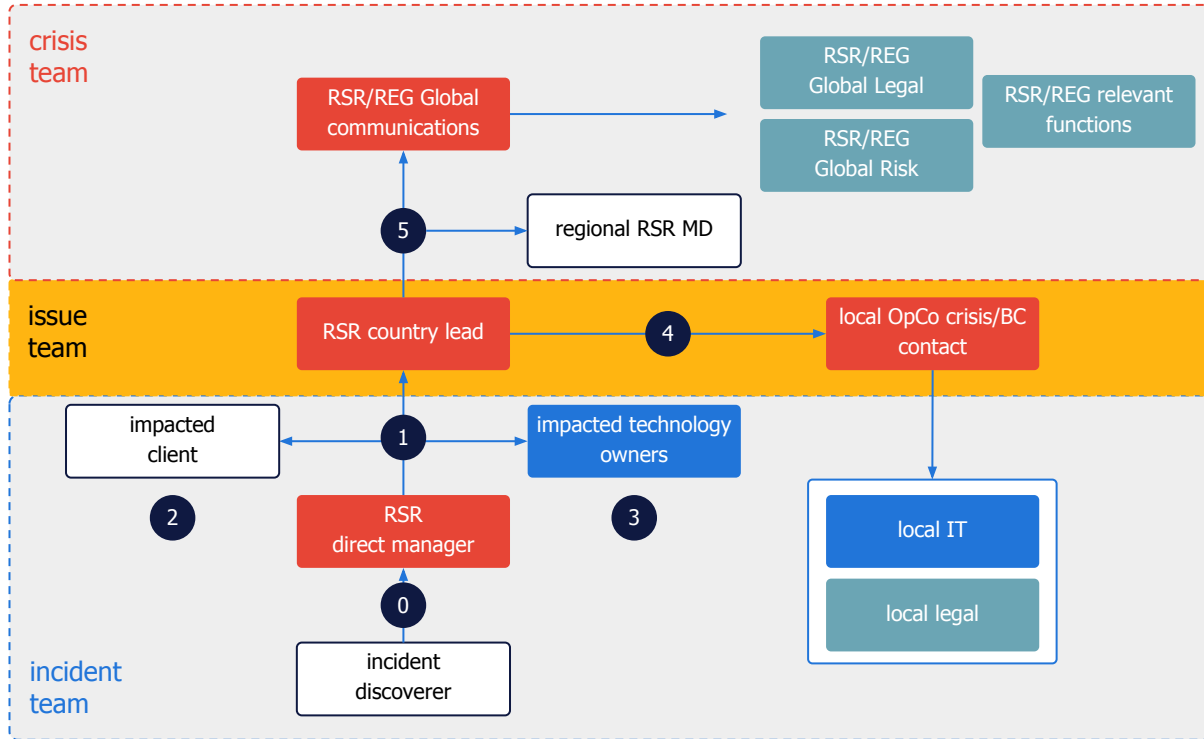
In this document, we have provided an overview of our global business continuity plan for Randstad Enterprise Group and Randstad Sourceright.



business continuity - governance framework.



incident treatment - escalation tree.



- 5 issue has become a crisis, global crisis team is leading
- 4 incident has become a critical issue, local crisis/BC contact is co-leading
- 3 impacted third party technology providers are included in mitigation process
- 2 if client notification is required BCP of client is leading
- 1 direct manager assesses the criticality & escalation required
- 0 incident is reported to direct manager

business continuity on client level initiatives started in relation to COVID 19.

account team analysis

All teams are being assessed on employee criticality, to ensure backup is organized. Assessment of and preparations for review of scalability of FTE are in progress. Continuous alignment across company & departments to ensure adequate employee base to continue serving our clients.

services & activities

All processes delivered within accounts are being assessed on their criticality, vulnerability & dependencies to ensure alternative routing/processes are developed in time.

third party technologies

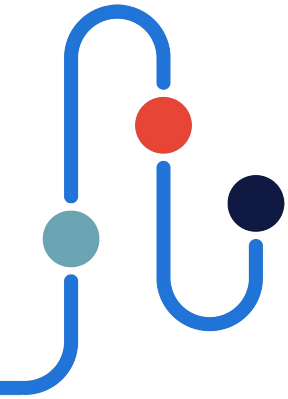
Third party technologies engaged by RSR are being assessed on criticality, vulnerability & dependencies. BC & DR plans are verified and mapped against critical processes impacting accounts.

MSP suppliers

MSP suppliers engaged by RSR are being assessed on criticality. BC plans are validated and continuous contact is ongoing.

new substitutes

Ongoing research in potential tooling, technologies and/or methodologies to substitute impacted processes/technologies on highest level to maintain adequate level of service delivery.



remote working flexible work options.

work from home

A work from home policy is one that allows an employee to work from home with the same access to office systems and programs as if you were based in the office. This policy requires an employee to be confined to their place of residence during the prescribed work hours when not present in the office. Fixed [prescribed working hours](#) are applied (8-5 or 9-6).

remote working

Remote working is a flexible work policy that allows employees (after approval from their manager) to perform/undertake work remotely from any location without requiring to be present in the office. They will have access to the same office systems and connectivity as per when they are present at their office desk. An employee is not required to report their whereabouts other than to be available for work and work interactions during the prescribed work hours. Applying [flexible working hours](#) are optional after formal approval from senior management.



technology support remote access management.



account team analysis

Every employee can be / is equipped with a laptop to work from home.

Working environment of randstad is cloud based:

- enabling 24/7 availability
- remote accessibility
- increased & controlled information security

test & secure

Testing protocol before work from home is enforced

- access to citrix & randstad google environment from home to ensure remote access is guaranteed
- firewall/security update on every laptop is current/renewed
- fixed telephone lines linked to mobile phones
- stability of hangouts/camera/wifi capacity/firewall access

monitor & maintain

Continuous monitoring of stability and effectiveness.

- virtual meeting with teams on set time on a daily business
- reporting of all tech issues consolidated
- end of day dashboard reporting check in to ensure all activity was captured and recorded

Weekly reporting of issues on connectivity, stability, programs and overall technical issues

health, travel & meetings precautionary measures.

It's compulsory for all staff to adhere and/or report in forms on the following:

health

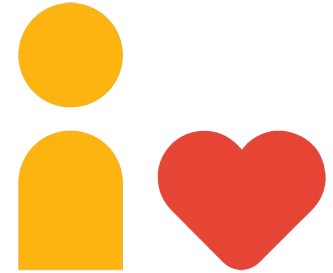
- all personal visits to doctor, any symptoms of health issues
- any family member or resident residing with them who is experiencing or suspected symptoms virus
- any staff with suspicions of symptoms or related family members

travel

- all travel for personal or work trips-details of location, travel dates etc.
- to follow randstad guidelines on all travel bans unless otherwise approved by country director

meet

- physical meetings with client, candidates & colleagues are minimized towards the advice of the local health authorities
- replacing all face-to-face meetings with other digital modes of communication
- Work related social gatherings and events are postponed until further notice



randstad

human forward.

