

Internal Communication

From: Janet Agnello

Sent: Tuesday, March 17, 2020 8:00 AM

To: LeadershipGroup <LeadershipGroup@qpsemployment.com>; HQ Managers <HQManagers@qpsemployment.com>

Cc: Executive Team <ExecutiveTeam@qpsemployment.com>; Human Resources <HR@qpsemployment.com>

Subject: Guide for Managing Remotely

Good Morning Leaders!

As many of our employees are working from home, your HR department (thanks Candy) has put together a guide to help you manage your employees and ensure productivity. A great place to start is the whole reason so many are working from home right now.

Answer the "why" – QPS has taken the stance of having employees working from home for a 3 week period to "slow the curve" of the Coronavirus. This decision is about keeping our employees safe and continuing to serve our customers' needs, even more, it's about having a larger role within our community to keep all people safe. Our health systems simply cannot handle the volume or testing or illness that this virus may bring if it continues to spread. Imagine if you have a loved one that needs hospital care for a serious illness and there are no hospital beds available. Your action of performing your job from home is a direct way to slow the virus and contribute to managing the amount of people entering into our health care system so that those most in need may be seen. We will all get through this situation working together as a large community dedicated to slowing the spread of the virus.

Please share with your managers. If you have any questions, please reach out to me or anyone on the HR team.

Thanks,
Janet

Internal Communication

Effective today, March 16, we are expanding our social distancing practices in the following ways:

- Each employee shall **choose one branch or location** to work out of – travel between branches will be limited

- All cross-branch in person meetings will need to move to virtual meetings or be postponed (i.e. Avengers, Wolf Pack, RBOMM's, Sales/Service, and etc.)
- Staggering of employees working from home for an uninterrupted 3 week period of time where possible – talk to your next level leader to find the best balance as it this strategy may not work everywhere as each situation is unique
- Stagger shifts based on employees availability and family needs, **show flexibility with child care/family needs** (i.e. 11am – 8pm, 8am – 5pm, 6am – 10am & 2pm – 6pm (split shift), various combinations of hours may be considered)
- Sales employees shall work from home or out of one branch and find **creative ways to connect** with customers virtually. Use good judgment on customer visits where requested or needed to provide the right experience
- Reminder: Social distancing is all about keeping **distance of 6 feet** between each other (i.e. refrain from shaking hands, keep distance in common areas like the lunch or break area, etc)
- Continue using the CDC's recommended hand washing practices and regular cleaning within each locations
- Employees showing symptoms and/or are sick should stay home – **contact HR to report illness**

Even though these measures may seem cold and unfriendly, they are welcomed and appreciated as we work together as a community to slow the coronavirus and stay healthy! We all have a **personal responsibility** to do the right thing for ourselves and our business and should encourage this with our employees. Each of us as leaders, must find creative ways to celebrate with our teams, provide extraordinary customer experiences, keep positive, have humor, and show care in new ways. Together we are creating a whole new experience that will be memorable for decades to come. **Let our family spirit continue to embrace these moments for our internal employees, AEs and customers!!**

Thanks,
Janet

Internal Communication

Good Afternoon QPSers,

To say that the past week has been a “wild ride” would be an understatement. As you watch the news and read stories online it is clear that there is no play book and the rules are changing by the hour. I want to provide some context how I see things and how the leadership of the company is addressing the situation. I don’t claim to have all the answers, but I know I am surrounded by people who are working their butts off to be the best through this. **QPS WILL BE THE MOST PREPARED, HARDEST WORKING, AND COMPASSIONATE STAFFING COMPANY AROUND AS WE NAVIGATE THIS SITUATION FOR OUR INTERNAL EMPLOYEES, CUSTOMERS AND AEs.**

1. **FAMILY SPIRIT is at all-time high with our Internal Employees.** Your health, safety, and well-being are the most important things and that will never change. If you don’t take care of yourself and your family, you won’t be able to help your fellow QPSers, our customers, and AEs. The leadership team will continue to be flexible as we all balance the needs of home, work, life and health. Communicate with your leaders and with each other as we all have unique needs and challenges to deal with. Our beliefs are on display for the world to see.
2. **Our customers need us now more than ever.** They are dealing with a host of emotions and challenging decisions to make as well. Thank you for stepping up and being there for them and solving their unique challenges. Some customers have cancelled orders as an immediate reaction. We will be there for them when they are ready to hire again. Some customers have asked us for additional screening or modified their hiring practices. We will help them. Others customers have informed us that they need even more people as they ramp up their cleaning procedures or are looking to hire backups. We will work harder than ever to solve their challenges. Finally, we have been introduced to some new customers who are looking for people. We are excited to show them what QPS can do!
3. **We will build stronger relationships with new and existing AEs.** Our AEs have many of the same questions we are dealing with. I am asking all of you to communicate with frequency, clarity and authenticity as they navigate these same challenges. We also have the opportunity to meet new candidates and place them on new assignments. We have such an opportunity through this to build a community of AEs who trust that QPS is the place to be.

It has been amazing to watch all of QPS step up and rally through this. If this sounds like a rallying cry... It is. We know this is only the beginning of a challenging ride. There will be moments of frustration, confusion and not knowing exactly what to do next. Reach out to your leaders because we are here to help. There will also be moments to celebrate and cheer each other on. Take the time to celebrate and encourage one another. I am confident that if we all support each other in the weeks to come we will only be a stronger company. I am looking forward to QPS leading the way. With all of you.

Ryan Festerling
President and COO

Internal Communication

Our QPS family is our highest priority! We are empathetic to the disruptions the Coronavirus has caused your daily lives. With numerous school closings and potential for illnesses, your well-being is most important. We want to provide as much flexibility as possible to balance the well-being of our QPS Family with the business needs of our extended family, our customer. It is our intention to continue to provide outstanding service by applying these steps for operating our business at this time:

- **Employees who are unable to report to work due to childcare issues and/or family/personal illness** should contact their manager with as much notice as possible, if paid time off is available it will be approved, if no paid time off available unpaid time will be approved
- RVPs will be responsible for sharing resources to provide coverage and keep branches open and operating
- Branch employees may work from home if they have a QPS-owned device or their own to work from. They must have a working environment relatively free from distractions in order to perform essential duties and must gain RVP approval before working from home.
- HQ Managers will be preparing to provide adequate coverage as well, balancing employee and business needs.
- HQ employees may work from home if they have a QPS-owned device or their own to work from. They must have a working environment relatively free from distractions in order to perform essential duties and must gain manager approval before working from home.
- Should an internal employee or AE who's been present in the branch, report a positive result for Coronavirus, the location shall be closed, employees sent home and the building shall be disinfected prior to anyone returning. Quarantine will be considered. HR will be the main point-of-contact with internal and AEs to provide high touch communication and support through the situation.

Again, your well-being is top of mind in all of our decisions as we work through this situation together as a community. If you have any questions or concerns, or need to report any illness, reach out to any member of your Human Resources team.

Janet Agnello, PHR, CSP
Executive Vice President, Human Resources

Internal Communication

From: Janet Agnello
Sent: Wednesday, March 11, 2020 8:11 PM
To: Everyone@QPS <Everyone@qpsemployment.com>
Subject: Coronavirus Update and Resources

Hello QPS Family,

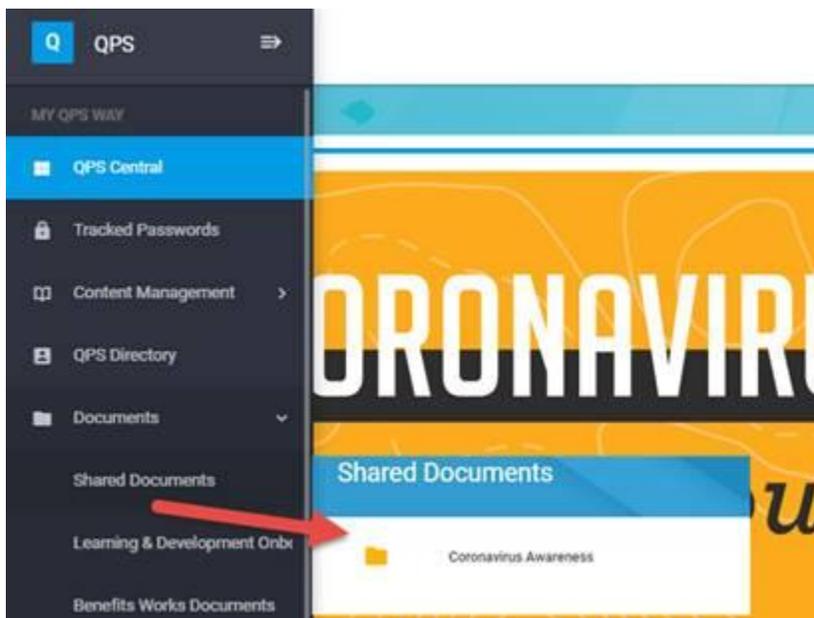
The ongoing news surrounding the Coronavirus continues to loom; most recently it has been updated to a Pandemic. Our commitment to you, is to provide regular communication and resources as the coronavirus situation develops and changes. Our updates are not meant to panic, but rather to help our QPS family prepare and prevent.

Last week we implemented a first measure in screening associate employees, requesting that you document and ask any newly assigned employee “*if they have traveled to countries identified by WHO as a country with an outbreak of the Coronavirus, or if they have been in close contact with anyone that traveled to these areas or been exposed to anyone that has a confirmed case of the Coronavirus in the last 14 days?*”

We ask that you keep up this level of screening. This week, our update to pass along is that we are providing a coronavirus resource folder on My QPS Way. We will add information in here, as needed, including:

- Prevention measures
- Symptoms
- Health resources
- Other effects on the economy including those on the financial markets and resources for your 401k questions during this time
- Previous communications

This folder can be found in shared documents:



As a reminder, it is QPS' practice during the outbreak for our Internal Employees to:

- Avoid close contact with people who are sick

- Avoid touching your eyes, nose, and mouth
- Stay home when you are sick!
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid shaking hands, use an elbow bump as an alternative
- Internal employees who are diagnosed with a flu virus (excluding Covid-19) are requested to stay home until you have been fever free for at least 24 hours, or other period of time under your doctor recommendation
- Internal employees who are diagnosed with the Covid-19 virus are requested to notify HR through phone or e-mail and should not return to work for the period of time recommended by your doctor. Additionally, you must obtain HR approval before returning to work
- If you have vacations and/or personal trips planned outside of the country to areas restricted for travel by the CDC, you should report these trips to Human Resources who will determine if a work-from-home quarantine period will be requested. You can visit the CDC here for the latest travel restrictions and/or recommendations <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

We sincerely hope you find these communications comforting and helpful as we pull together as a community to work through this situation. If you have any questions or concerns, please reach out to your Human Resources team. We are here to support you!

Thanks,
Janet
Janet Agnello, PHR, CSP

Internal Communication

From: Janet Agnello
Sent: Wednesday, March 4, 2020 4:20 PM
To: Everyone@QPS <Everyone@qpsemployment.com>
Subject: ACTION Required – Coronavirus, how QPS and YOU are taking proactive measures!

Good Afternoon,

QPS is monitoring multiple resources on the proactive measures being recommended. Nobody knows how the coronavirus outbreak will evolve, but there is a strong likelihood that the situation will get worse before it gets better. As with any new

virus, there are many opinions providing accurate and inaccurate information, which may lead to heightened concerns or even fear. This is why we continue to rely on expert organizations to guide our decision making on practices and policies.

QPS' practice during the outbreak for our Associate Employees is as follows:

- Branch employees should ask every associate employee being offered a new assignment the following question:
 - Have you traveled to ***China, South Korea, Hong Kong, Japan, Macau, Italy or any other country identified by WHO as a country with an outbreak of the Coronavirus***, been in close contact with anyone that traveled to these areas or been exposed to anyone that has a confirmed case of the Coronavirus in the last 14 days? Current travel restriction list <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- AE's response to the question:
 - If yes, do not send the AE on assignment, send them home and let them know an HR representative will reach out within 24 hours
 - If yes or no, document the AE's response: Message Type = HR Related, Subject Corona – Yes or Corona - No
 - If yes, move AE to Pending Action Status
- Branch employee report "yes" responses to HR via email, providing the AE name and last 4 of SSN
- HR will reach out to the AE within 24 hours, review each case and inform the branch when the AE is available for work

QPS' practice during the outbreak for our Internal Employees is as follows:

- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth
- Stay home when you are sick!
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid shaking hands, use an elbow bump as an alternative
- Internal employees who are diagnosed with a flu virus (excluding Covid-19) are requested to stay home until you have been fever free for at least 24 hours, or other period of time under your doctor recommendation
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QPS' practice during the outbreak for our Customers is as follows:

- Respect specific customer requirements within legal boundaries, please consult with your RVP and/or HR
- Communicate our current practice with our customer
 - We are asking each newly assigned AE whether they have been in contact with the Covid-19 virus
 - And we are not allowing new AE's to be on assignment if they reported they have been in contact with the Covid-19 virus
 - HR will work directly with these AE's on any necessary quarantine period
 - We are asking AE's to stay home if they are sick and to use good health hygiene (i.e washing hands, coughing in elbow, etc)

Here are the expert resources we are using that are available to the public:

- World Health Organization: <https://www.who.int/>
- Center for Disease Control: <https://www.cdc.gov/>
- John Hopkins Tracker: <https://www.medpagetoday.com/infectiousdisease/publichealth/84698>

In **Family Spirit** and for the safety of all our employees and our customers we want YOU to commit to these proactive measures and stay tuned for more updates and information. If you have any questions or concerns, please reach out to your manager or HR.

Thanks, Janet

Client Communication

From: Ryan Festerling <ryan.festerling@qpsemployment.com>

Sent: Wednesday, March 4, 2020 4:42 PM

Subject: QPS Employment Group - Coronavirus Action Plan

QPS is monitoring multiple resources on the recommendations to mitigate the spread of coronavirus. Nobody knows how the coronavirus outbreak will evolve, but there is a strong likelihood that the situation could get worse before it gets better. We feel we have a duty to make sure that we look out for the well-being and safety of our employees as well as our customers.

For that reason, the first step of our action plan will be to ask all associates, before being sent to a new assignment, if they have traveled to known areas (as defined by the World Health Organization) that have confirmed cases of the coronavirus in the last 14 days. If a person answers yes, they will be not be placed for a 2 week period of time. Our Human Resources department will evaluate each case and will give clearance to place the associate employee again after the waiting period.

We are also communicating a gentle reminder to all current employees that the best prevention against the spread of the coronavirus, as well as any other illnesses, is to:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid shaking hands.

If you have additional screening requirements during this time, we ask that you please discuss that criteria with the QPS customer service representative or account manager who services your account.

Finally, here are the online resources we are using to both track information and guide our future steps.

- World Health Organization: <https://www.who.int/>
- Center for Disease Control: <https://www.cdc.gov/>
- John Hopkins Tracker: <https://www.medpagetoday.com/infectiousdisease/publichealth/84698>

Our goal is to be proactive but we also understand this is a fluid situation. We are prepared to change or escalate our procedures as needed.

Thank you,

Ryan Festerling

President and Chief Operating Officer

QPS Employment Group

AE Communication

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