



# Health and Safety

Creating workplaces where everyone feels safe and secure



## Why This Matters

Every company has a responsibility to protect the health, safety and wellbeing of its employees. Because we put millions of people to work each year worldwide, we know exactly how workplace security benefits everyone: when people feel safe, engagement is higher, retention is longer, and people develop more skills and experience. The world of social media also means that employee experience is more transparent than ever – maintaining high standards as an employer helps us continue to attract the best talent.

In today's uncertain world, it's more imperative than ever for people to feel safe and secure in a healthy work environment. Alongside other leading HR services companies, we founded the [Safely Back to Work Alliance](#) to help organizations, policy makers and governments prepare for the new normal in the workplace. As the world's largest private sector employer, we have a leading role to play in driving healthy labor markets and protecting individuals across our industry. We shared safety protocols from across 26 countries and many industries, and are proud that we have been a part in scaling this important initiative, now led by our industry association, the World Employment Confederation.





## Proud of Our Progress: Where We Are Today

### Global Commitment, Local Oversight

Our global Health and Safety Policy outlines our commitment to provide a safe working environment for all our internal staff, as well as the associates and consultants we place on assignment with clients. The policy is included in our [Code of Business Conduct and Ethics](#), and all employees are trained and certified annually.

Aligned with our global commitment, and in compliance with applicable local and national regulations, our operations around the world maintain local health and safety standards. Using custom-designed work environment surveys, we ensure our workplaces are safe while assessing the health and safety risk of client worksites and roles and educating clients on ways they can improve their own practices.

### Training for Greatest Impact

We provide training on safe and healthy work practices for all employees, associates and consultants globally via powerYOU, our digital learning platform, with additional role- and site-specific training where client locations require it.

We have designed tailored training for industries where workplaces present additional safety challenges. In France, our largest market, our virtual-reality training prepares associates to navigate potential hazards safely before they ever set foot on site. In Belgium and the Netherlands, we have developed logistics academies where we train and certify the safe operation of forklifts and other equipment in actual warehouse environments.

### Getting People Back to Work After Injury

We have 600,000 people working across thousands of client sites every day and take all possible measures to prevent injuries at work to keep our accident rates low. And if any of our people do sustain an injury, we look to ensure that they can get back to work safely and quickly. If they cannot immediately return to their previous role, we aim to find them alternative assignments supportive of their path to recovery. In Canada, we have partnered with Habitat for Humanity to place associates in roles at ReStores, enabling people to work through recovery while supporting Habitat's mission to create safe and affordable housing for families across the country. This innovative solution contributed to Manpower Canada's multiple ACSESS Health and Safety Awards.

### Building LGBTQ+ Inclusion

All people deserve to feel safe, respected and able to thrive in the workplace – inclusive of gender identity and sexual orientation – and we are committed to LGBTQ+ inclusion within our own workforce. We are proud to have received a perfect score on the Human Rights Campaign Corporate Equality Index for more than seven consecutive years and have also been named a Best Place to Work for LGBTQ+ Inclusion.

In addition, we've partnered with PridePass, a job site in Singapore that makes it easy for members of the LGBTQ+ community to find employment. By aggregating postings from employers friendly to LGBTQ+ workers, we've placed more than 1,000 jobs in safe and inclusive workplaces.



## Crisis Response and Emergency Preparedness

We've long had business continuity plans ready across the globe, and the health crisis created by COVID-19 gave us the (unfortunate) opportunity to put these to the test. Supported by proven issues management communications, we learned just how well we can navigate emergency situations across our industry.

Our priority was – and remains – ensuring the health, safety and wellbeing of our staff and associates. Inclusive of this first goal, we focus next on helping as many people as possible to codays of COVID-19, we quickly migrated 80% of our staff to remote working and enabled thousands of associates to work safely from home. We reassigned associates from disrupted industries like hospitality to roles supporting essential work.

As workplaces began to reopen, we rolled out client and associate communications around a [Safe Return To Work](#) and [Safe Restart](#) and also require inspections, certification and training on Safely Back to Work protocols across our locations.

We are also well-accustomed to mobilizing our teams to support disaster response efforts, partnering with governments and non-profit organizations – including the U.S. Federal Emergency Management Agency – to train and place hundreds of our associates on 24/7 standby to support residents impacted by hurricanes, floods and other natural disasters.

## External Certification and Validation

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