



WORKPLACE OPTIONS' PREPAREDNESS FOR COVID-19

April 9, 2020

WPO has continued to provide support this last week to thousands of individuals contacting our service centers around the world. As people begin to settle down to life in lockdown conditions (after the first few weeks of sudden adjustments to new work and leisure patterns), we have seen a steady rise in the demand for regular sessions of telephonic and video consultations. This was a development that our operational teams around the world expected and one that we had planned for.

All our service centers continue to operate virtually, except for Shanghai where our offices have remained open since the lockdown in China was lifted. Our Singapore center closed again earlier this week and went into virtual mode after government guidance following a new localized outbreak of pandemic infections.

The proportion of callers requesting support for emotional issues around the pandemic rose from 12 percent of all calls, as reported for the month of March, to just over 28 percent of all calls in the first week of April, with over half of these again originating in the U.S. The next highest number was in the UK (14 percent) and then Canada (11 percent). In this same period, we have also seen that employment concerns now rank as the second most common work-life request received, a jump from its fourth place throughout February and March, reflecting the harsh economic reality now facing employees and family members the world over.

Our expanded program of free, live mindfulness sessions continued this week in English, French, Spanish, Portuguese, and Mandarin, and we are delighted to report that close to 10,000 participants joined our sessions in different time zones around the world.

Our content developers have been hard at work, and this week, we launched a pre-recorded

virtual roundtable discussion by a panel of subject matter experts looking at the challenges faced by managers managing remote staff. This is the first of a new series of free, weekly pre-recorded seminars for clients worldwide, focusing on a wide range of practical and emotional aspects of life during the COVID-19 pandemic. In addition to these webinars, our teams, each week, continue to provide clients with content for their employees on a range of pandemic themes, as well as a regular News For You (NFY) featuring links to informative content from governments and health organizations around the world.

During this global pandemic, WPO is totally committed to ensuring that we provide clients with a steady flow of helpful resources for their employees and managers. We will continue to review this communication plan daily, recognizing that during these extraordinary times we want to go to extraordinary lengths to support everyone.

We appreciate your messages of support, as well as your understanding that we are often implementing measures and innovating at very short notice and in a unique way. We are in this together and look forward to serving you in every way possible as we go through this time of uncertainty and change.

As always, we wish you and your loved ones the best of health.

Alan King
President and Chief Executive Officer



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In the month of March alone, we launched a record number of temporary personal support hotlines for over 55 different organizations.