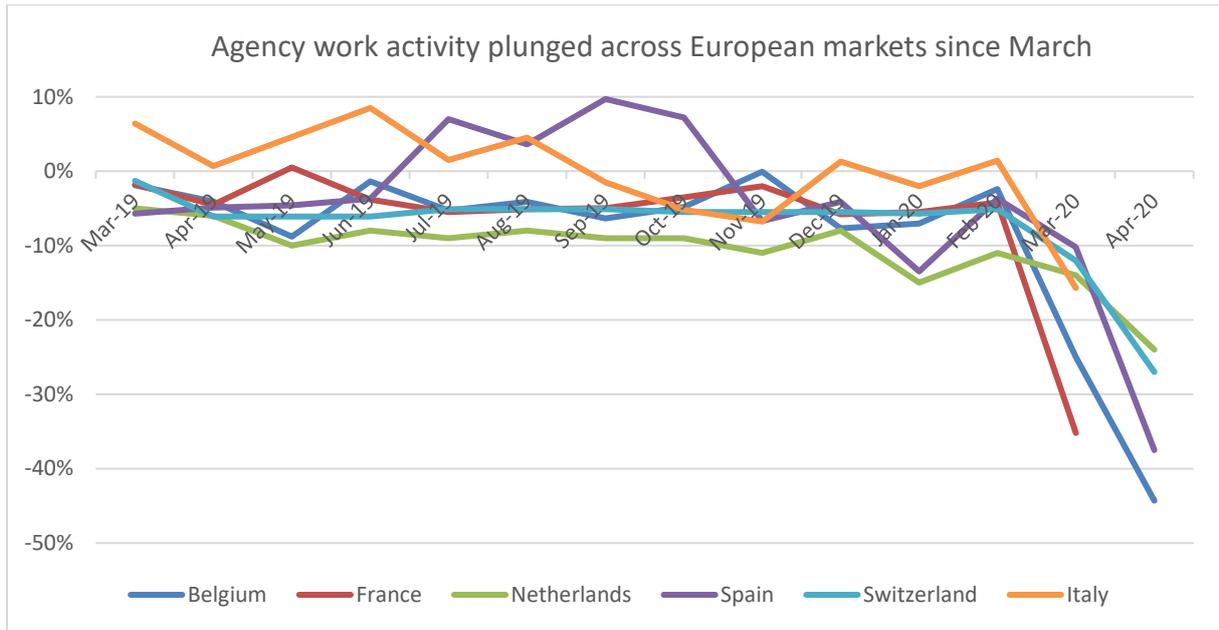


## Development of the agency work sector during the Covid-19 pandemic

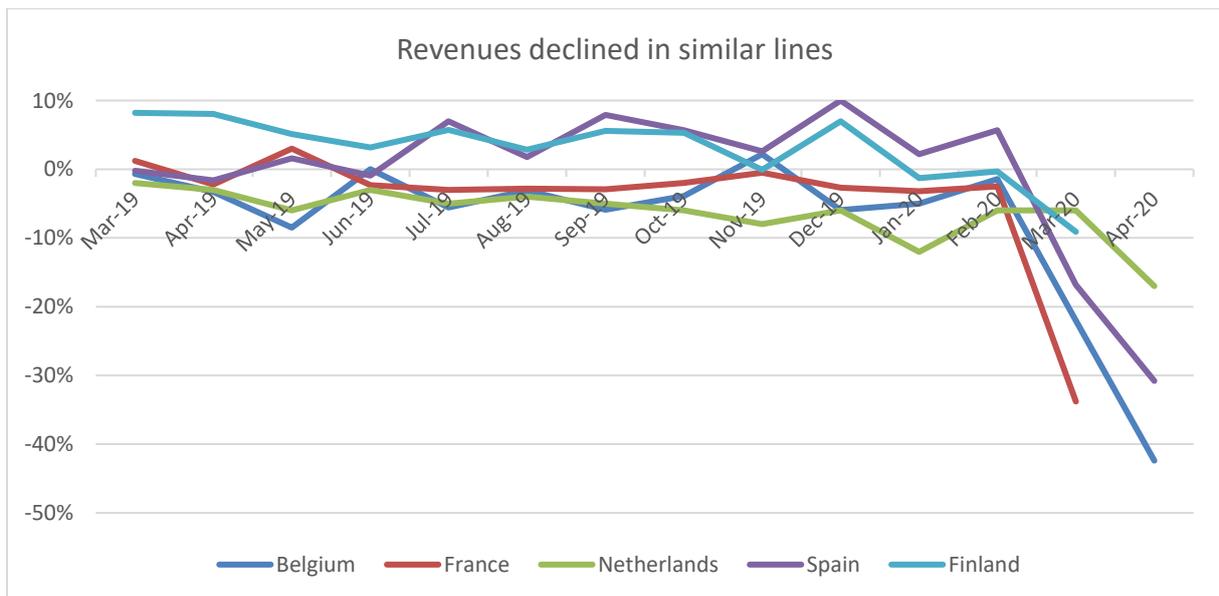
The agency work sector has taken significant and unprecedented hits due to the Covid-19 pandemic and consequent containment measures (e.g. government-ordered workplace closures). In many countries, activity dropped below levels during the 2009 recession.

**Figure 1: Agency workers' hours worked, y-o-y % change**



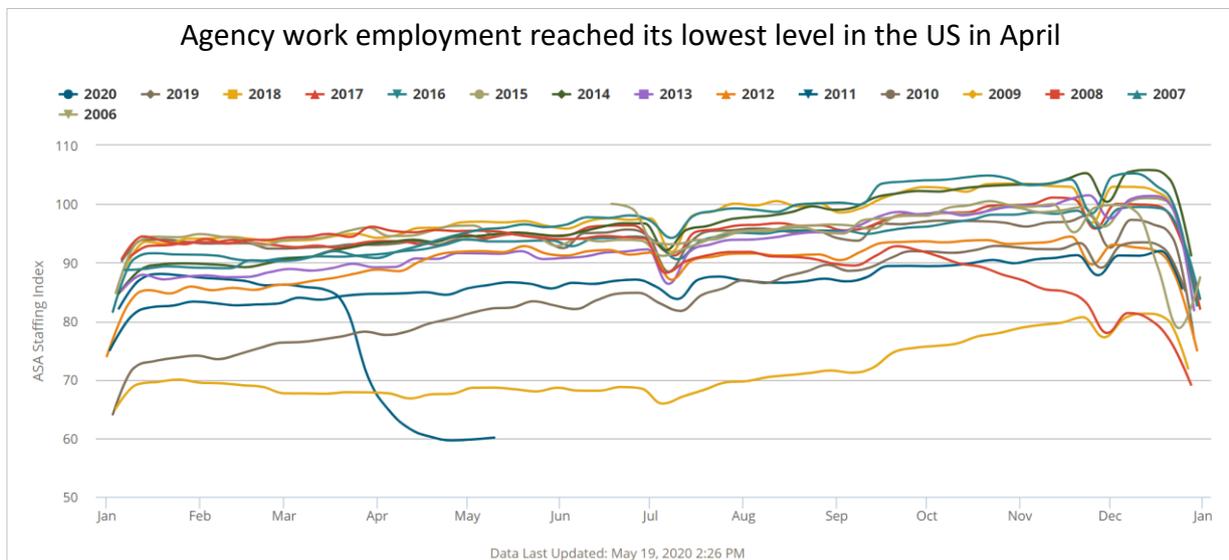
Source: WEC national federations

**Figure 2: Agency work revenues, y-o-y % change**



Source: WEC national federations

**Figure 3: ASA Staffing Index, 2006 - 2020**



Source: <https://americanstaffing.net/staffing-research-data/asa-data-dashboard/asa-staffing-index/>

In *Canada*, agency work markets are down 33% in April 2020 compared to the same month of the previous year (Source: [Canadian Staffing Index](#)).

In the *United Kingdom*, billings for agency workers declined at the sharpest rates recorded since the inception of the REC's Temp Billing Index 22 years ago. This Index is down by 79% in April 2020 compared to February 2020 (Source: [REC Report on Jobs](#)).

Meanwhile, WEC national federation members have gained further insight through surveys among their members:

- In *Austria*, 92% of agencies have reported a drop in the number of workers at the end of March compared to the period right before the lockdown (Source: *Österreichs Personaldienstleister*)
- In *Denmark*, 30% of companies report revenue declines of at least 50% since the lockdown was implemented (Source: *Dansk Erhverv*)
- In *Norway*, 43% of companies report revenue declines of at least 41% in March (Source: *NHOSH*)
- In *Sweden*, 46% of companies report revenue declines of at least 50% in March compared to the same period of the previous year (Source: *Kompetensföretagen*)

The largest global companies in the agency work sector reported significant drops in revenues for the first quarter of 2020. These figures are for the first three months of the year and therefore only capture the impact of the lockdown measures to a limited extent.

They already point toward unprecedented declines and forward-looking statements by the companies indicate towards sharper revenue declines during the second quarter of the year.

- [Randstad's global revenue declined by 7.4% y-o-y in the first quarter of 2020.](#)  
According to SIA, Randstad has a 5.2% share of the global market.
- [The Adecco Group's global revenue declined by 9% y-o-y in the first quarter of 2020.](#)  
According to SIA, The Adecco Group has a 5.1% share of the global market.
- [ManpowerGroup's global revenue declined by 8.4% y-o-y in the first quarter of 2020.](#)  
According to SIA, ManpowerGroup has a 4.4% share of the global market.
- [Kelly's global revenue declined by 8.8% y-o-y in the first quarter of 2020.](#)  
According to SIA, Kelly has a 0.9% share of the global market.