

ACCENTURE COVID-19 RETURN-TO-OFFICE PLAN: AN OVERVIEW

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A Careful and Caring Approach

As the COVID-19 pandemic continues to evolve and governments around the world begin to revise or lift restrictions on social and business activity, Accenture has developed a deliberate, comprehensive and detailed Return-to-Office Plan.

The changes in government restrictions are informing our plan, but they do not necessarily mean that we will automatically return our people to Accenture or client offices. We are making decisions to return people to an office through a globally organized, locally implemented evaluation and pre-approval process, and in close partnership with our clients.

Our decisions are guided by these principles:

1. The safety and well-being of our people is our priority, while continuing to meet the needs of our clients.
2. We will return people to our offices in phases, with the majority of our people continuing to work remotely.
3. The decision to return people to an Accenture office will vary depending on a combination of factors including, government restrictions, transportation limitations, office protocols and requirements, client needs, etc.
4. Our global travel guidelines will remain in place, with all Accenture travel (international and domestic) restricted to pre-approved, business-essential trips.
5. We will continue to rely on health and safety experts to ensure that we have the latest information to guide every decision.

As the COVID-19 situation remains unpredictable, we are acting with extreme caution, recognizing that any spread of infection can threaten the safety of our people and stability of our client services.

The Return-to-Office Plan emphasizes constant, compassionate communication with our people; work environments to maximize safety; and flexibility in response to quickly changing conditions.

Preparing Our People

An important element of the Return-to-Office Plan is open and transparent dialogue with our people, so that they know what to expect when they arrive at the office. We will ready them with the information they need, including:

- Return-to-Office digital welcome, which will include:

- People experience video highlighting what to expect in preparing for and returning to an office
- Easy online access to the latest office information, such as workspace reservation requirements and health and safety preparedness and requirements
- Information about building entry, common space availability, meal, kitchen and catering options, and more
- Additional social and community behavior guidelines for those working in offices to ensure the comfort and safety of everyone in the office, including available FAQs
- Virtual meetings, open-door discussions with teams and one-on-one conversations with individuals
- Guidance on what to do if they have questions or concerns

As part of our program to keep all our people informed about the pandemic, we will also continue to provide up-to-date health, safety and well-being information and resources.

Designing Spaces that Work

Each Accenture location is different, so we are evaluating carefully to ensure that every office is ready when we welcome our people back. We want them to be confident that the safety of our people has been our top priority.

We will bring our people into offices only when we are comfortable that we have the appropriate, location-specific measures and protocols in place. We will:

- Follow all government and public health requirements and recommendations
- Ensure necessary personal or public transportation is available
- Limit space capacity and apply social distancing guidelines for individual, collaboration and lounge areas
- Implement health and safety protocols or clearly communicating where local requirements vary, including wearing a mask from the point of building entry—our people may bring their own mask, in some countries Accenture will provide reusable and/or disposable masks, or we will work with individuals to properly equip them to meet this requirement
- Provide health and safety supplies for daily use, including liquid sanitizers and other task-specific supplies
- Use well-placed signage and wayfinding graphics to reinforce safety, hygiene and respectful behaviors
- Follow strict sanitization protocols in every Accenture facility (e.g., routine and deep cleaning protocols in accordance with recommendations from the U.S. Centers for Disease Control and Prevention and other health experts; minimizing or mitigating use of common touchscreens and surfaces; proper disposal of supplies, etc.)

- Screen people's temperatures as permitted and where mandated
- Use space reservation and security systems to manage building access and staggered start times

Collaborating with Clients

We will work with our clients to make plans around our return-to-office approach—whether it's returning people to client site, our offices or delivery centers.

We will collaborate closely with our clients to:

- Put the safety of our teams first
- Determine when and how our people will return to client sites
- Share location safety standards and protocols before our people return to client premises or clients are invited to Accenture facilities
- Maintain stable delivery of client services during the transition back to office

To safeguard service stability, our expectation is that most of our people will continue to work remotely from home, even as we return some of our people to offices.

Readiness and Resilience

We know that this plan is just the start of a phased return. Given the rapidly changing situation, we are building in the capacity to quickly adjust as needed by:

- Monitoring impacts that arise from returning to work in offices, so we can quickly adjust our plans and protocols
- Further strengthening our technology preparedness now, in the event we need to return to working from home in the future
- Engaging in scenario planning by type of work, geography and client industry sector

Looking Ahead

Based on what we have learned during the pandemic, we are also working to improve the long-term operations of our business—rethinking existing processes and engineering new ones—in areas such as health and safety, facilities planning, travel and sustainability.