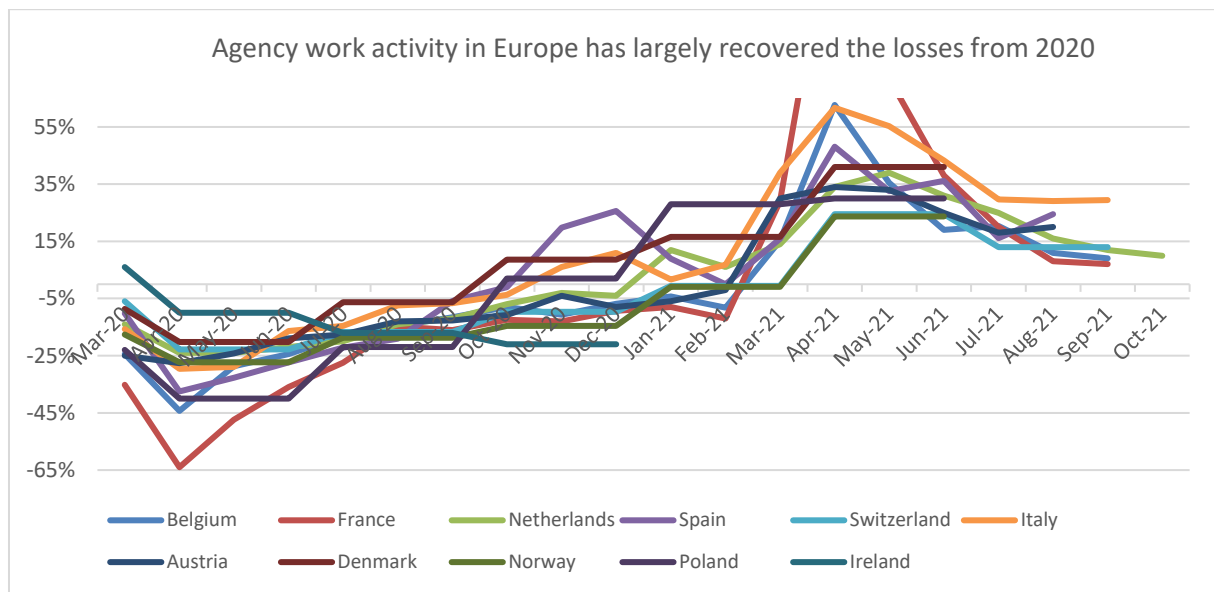


Development of the agency work sector – statistical briefing

The agency work sector has taken significant and unprecedented hits due to the Covid-19 pandemic and the containment measures (e.g. government-ordered workplace closures). In many countries, activity dropped below levels during the 2009 recession, but the sector gradually recovered since then and is close to or above pre-crisis levels in most countries.

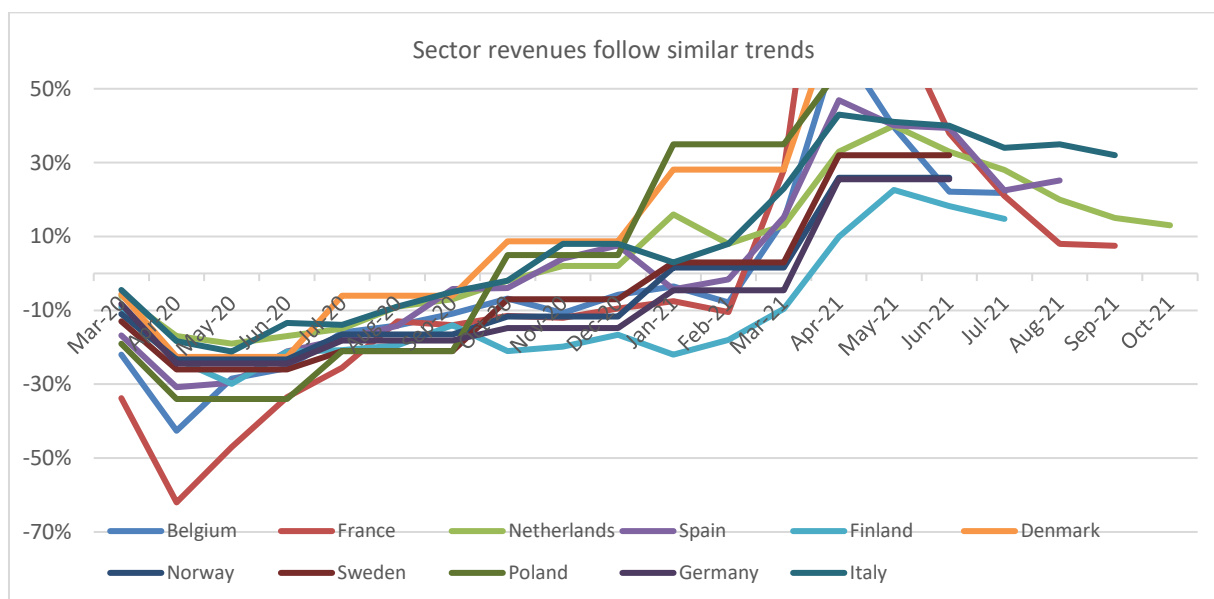
Figure 1: Europe - Agency workers' hours worked, y-o-y % change



Source: WEC national federations. Note: Ireland figures refer to y-o-y % changes in the number of agency workers.

[Link to the data](#)

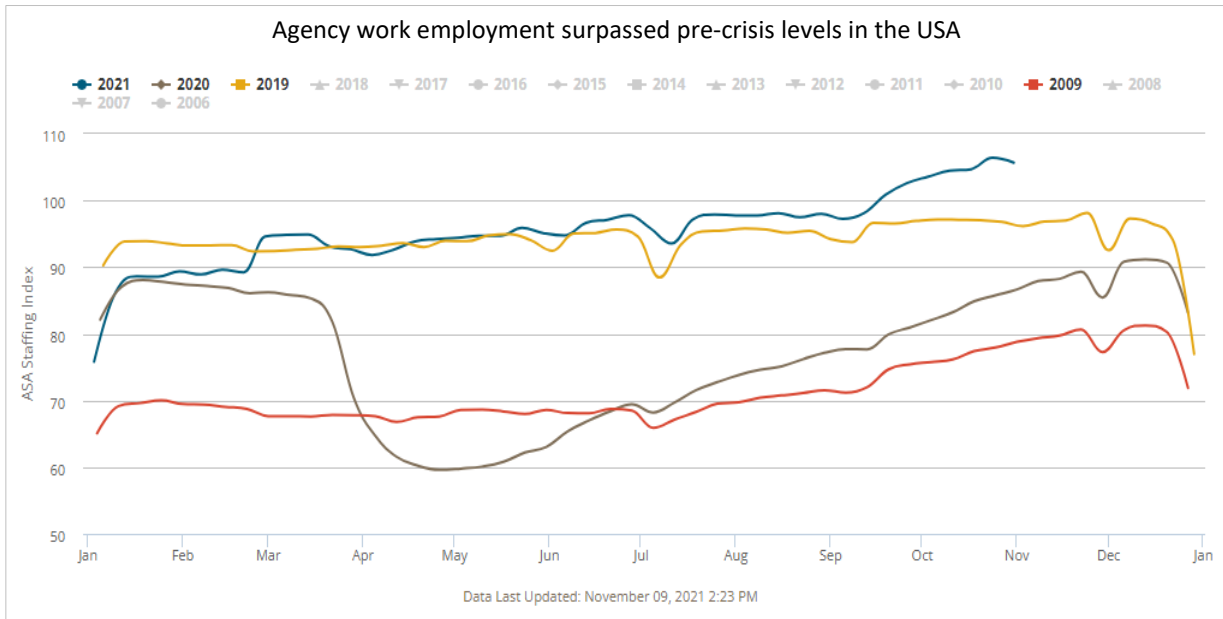
Figure 2: Europe - Agency work revenues, y-o-y % change



Source: WEC national federations

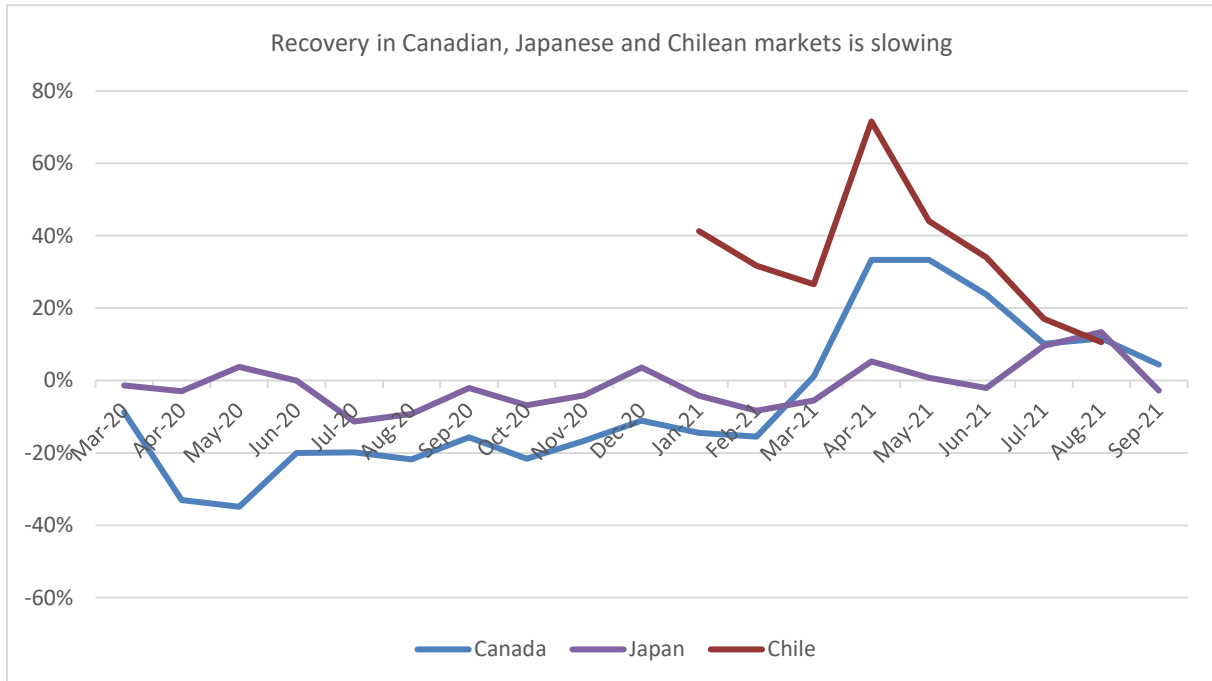
[Link to the data](#)

Figure 3: USA - ASA Staffing Index, 2009, 2020 & 2021



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

Figure 4: Canada, Chile, Japan – Monthly evolution of agency worker volumes, y-o-y % change

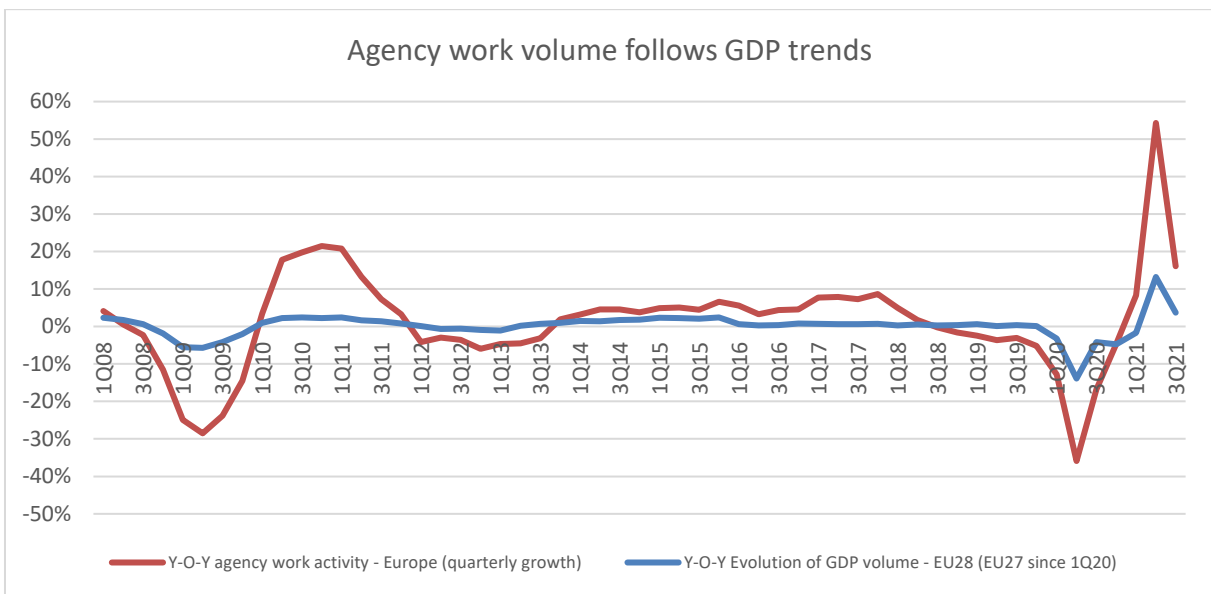


Source: Canada (volume of labour supplied by staffing agencies, y-o-y % change): [SIA Canadian Staffing Index](#). Japan (Dispatched workers from temporary labour agencies, y-o-y % change): [Japan statistical office, monthly LFS](#). Chile (Agency workers in full-time equivalents, y-o-y % change): AGEST

Global Financial Crisis vs. Covid-19 Crisis

In comparison to the Global Financial Crisis, the 2020 crisis resulted in steeper drops in agency work activity and GDP in Europe and the US (Figure 5 & 6). The second quarter of 2020 was the lowest point in the downturn. At the same time, the economy and the sector are recovering at a quicker pace than 10 years ago. The European and US agency work markets are growing again on a year-to-year basis since the first quarter of 2021 and are close to or above pre-crisis levels again.

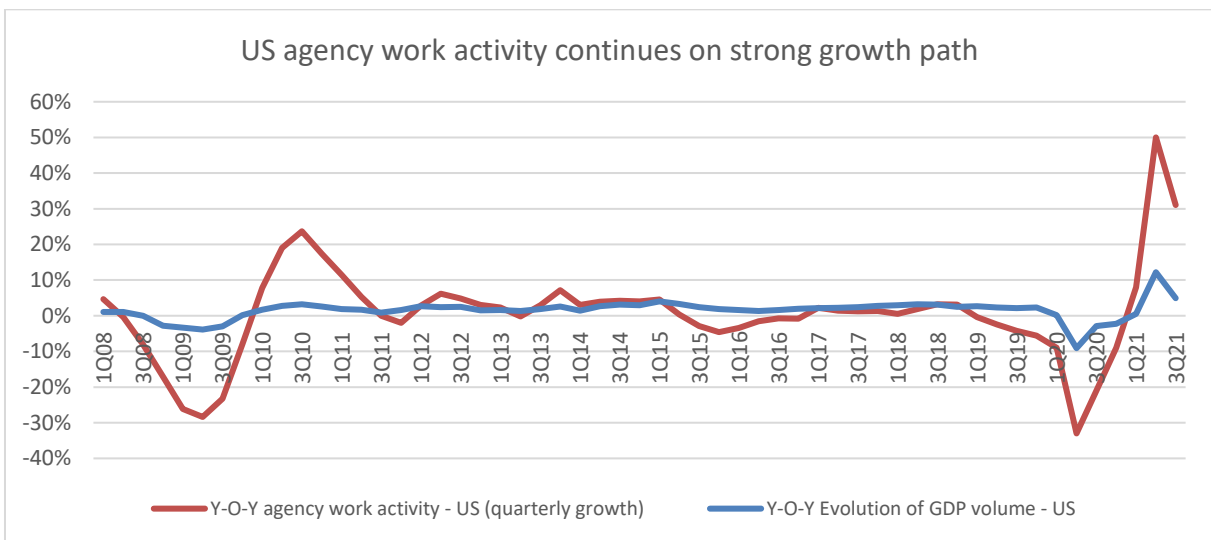
Figure 5: Europe – Agency work activity vs. GDP growth, 2008-2021, y-o-y % change



Source: WEC National Federations and Eurostat.

[Link to the data](#)

Figure 6: USA – Agency work activity vs. GDP growth, 2008-2021, y-o-y % change

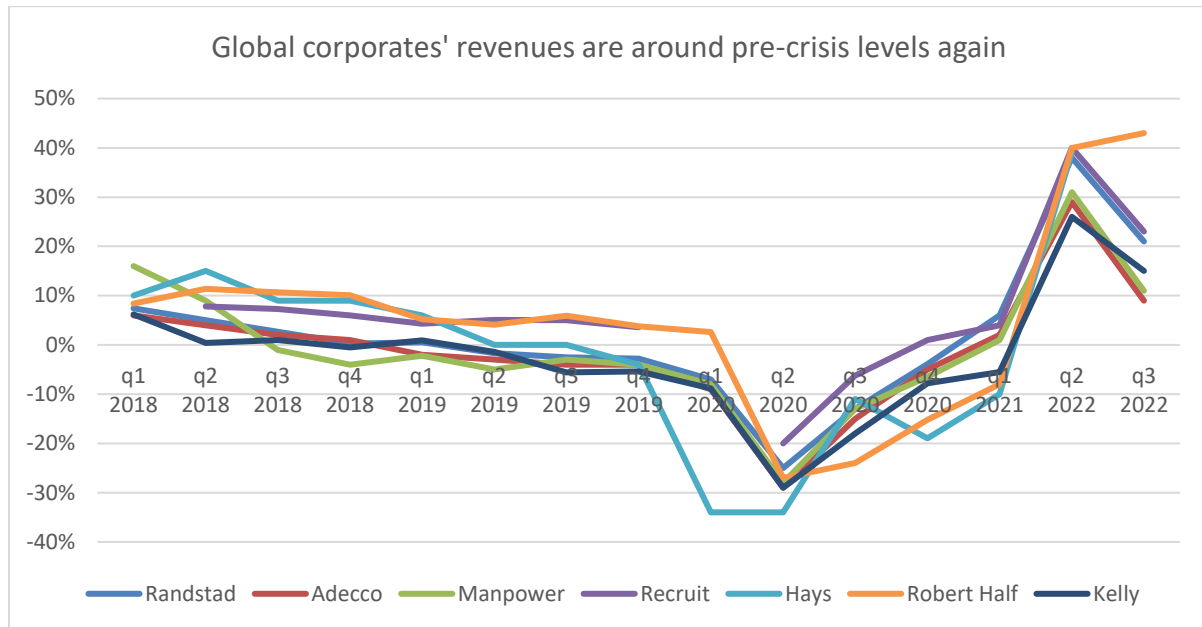


Source: American Staffing Association and Federal Reserve Bank of St Louis.

[Link to the data](#)

Global Corporates results

Figure 7: Global agency work companies' quarterly results, y-o-y % change



Source: Companies' quarterly financial reports

[Link to the data](#)

The first quarter of 2021 is seeing revenues increase among the global players compared to the same quarter of 2020, when the global pandemic struck and hit the sector sharply.

- [ManpowerGroup's global revenue increased by 1% y-o-y in the first quarter of 2021.](#) According to SIA, ManpowerGroup has a 4.1% share of the global market.
- [Randstad's global revenue increased by 6% y-o-y in the first quarter of 2021.](#) According to SIA, Randstad has a 4.9% share of the global market.
- [The Adecco Group's global revenue increased by 2% y-o-y in the first quarter of 2021.](#) According to SIA, The Adecco Group has a 4.6% share of the global market.
- [Kelly's global revenue declined by 6% y-o-y in the first quarter of 2021.](#) According to SIA, Kelly has a 0.9% share of the global market.
- [Recruit's global revenue increased by 4% y-o-y in the first quarter of 2021.](#) According to SIA, Recruit has a 2.7% share of the global market.

The second quarter of 2021 is seeing revenues reach levels close to or even above those recorded during the pre-crisis period of 2019 for global corporates.

- [ManpowerGroup's global revenue increased by 31% y-o-y in the second quarter of 2021.](#) According to SIA, ManpowerGroup has a 4.1% share of the global market.

- [Randstad's global revenue increased by 38% y-o-y in the second quarter of 2021.](#)
According to SIA, Randstad has a 4.9% share of the global market.
- [The Adecco Group's global revenue increased by 29% y-o-y in the second quarter of 2021.](#) According to SIA, The Adecco Group has a 4.6% share of the global market.
- [Kelly's global revenue increased by 26% y-o-y in the second quarter of 2021.](#)
According to SIA, Kelly has a 0.9% share of the global market.
- [Recruit's global revenue increased by 40% y-o-y in the second quarter of 2021.](#)
According to SIA, Recruit has a 2.7% share of the global market.

The third quarter of 2021 is seeing revenues continue on a positive growth path, albeit y-o-y growth is slowing, as countries continue to be around pre-crisis levels.

- [ManpowerGroup's global revenue increased by 11% y-o-y in the third quarter of 2021.](#) According to SIA, ManpowerGroup has a 4.1% share of the global market.
- [Randstad's global revenue increased by 21% y-o-y in the third quarter of 2021.](#)
According to SIA, Randstad has a 4.9% share of the global market.
- [The Adecco Group's global revenue increased by 9% y-o-y in the third quarter of 2021.](#) According to SIA, The Adecco Group has a 4.6% share of the global market.
- [Kelly's global revenue increased by 15% y-o-y in the third quarter of 2021.](#)
According to SIA, Kelly has a 0.9% share of the global market.