COVID response:
Talent Exchange
powered by Eightfold

April 2020

COVID-19 has created an unprecedented worker supply and demand mismatch. While some sectors are forced to shut their doors, furloughing and laying off workers, other sectors are faced with unprecedented demand that current hiring processes cannot meet.

To help employees and companies navigate the current situation, FMI has partnered with Eightfold.ai to build and launch a technology platform that rapidly matches worker supply and demand
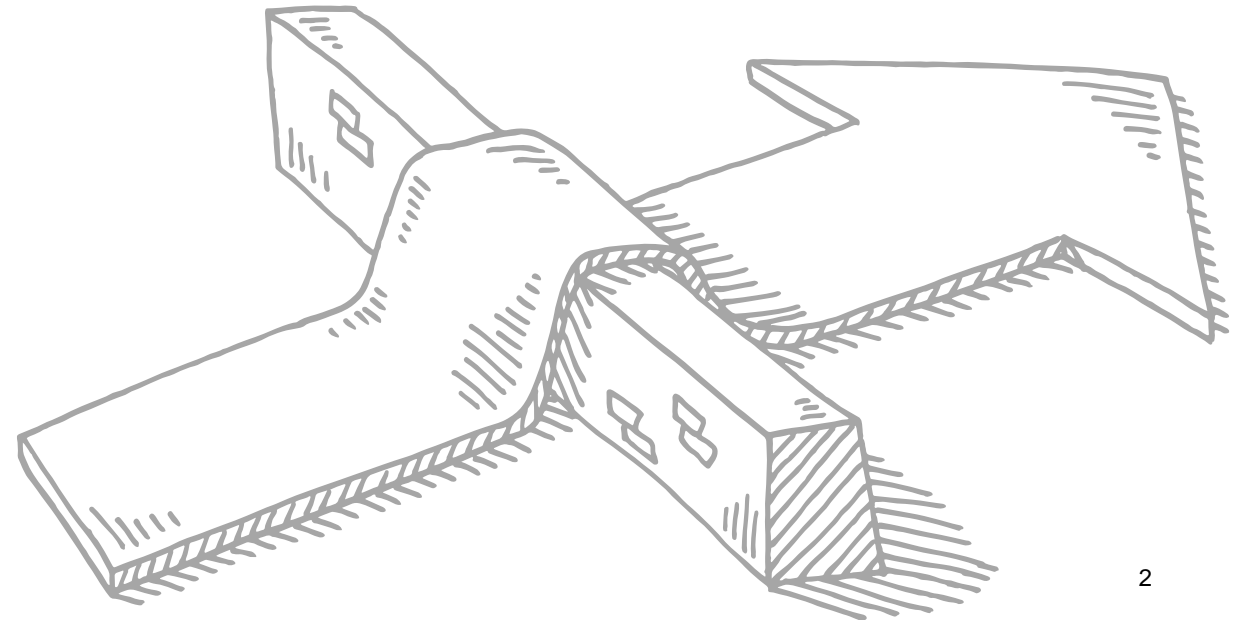
FMI has partnered with Eightfold to build a technology platform that rapidly matches supply and demand of front line associates
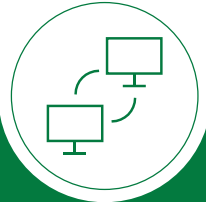
Establish supply and demand	Match	Communicate match
Identify supply	**Match across organizations**	**Share information for rapid hiring**
Disrupted companies recommend all employees being furloughed or outplaced to utilize tool	Create targeted marketplace to match urgent hiring needs with available talent	Hiring companies logs into system to access potential employee "matches"
Interested employees log in to tool, consent to provide data / participate and complete 5 question survey about background, experience and preferences	Matching algorithm continuously connects supply and demand based on location, preferences and experience	Hiring retailer reviews potential matches, engages, assesses, and hires or temporarily onboards employee to meet demand
Establish demand		
Source high-need roles within a single company and across industries		
Hiring companies complete short form regarding new employee needs by location (e.g., type of role, years of experience doing a particular activity)		

What the platform will NOT do	Make recommendations on individual capabilities	Share compensation information in either direction	Conduct core HR functions for non-temp employees including hiring, onboarding or payment	Provide advice on employment status, requirements, etc.

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The talent marketplace serves as a job matching platform but does not perform traditional HR functions

What the talent marketplace...

...is

Platform for matching companies' hiring needs to available talent

Employment source for full-time, part-time, or temporary workers

Platform to help alleviate the economic burden placed on companies and workers due to COVID-19

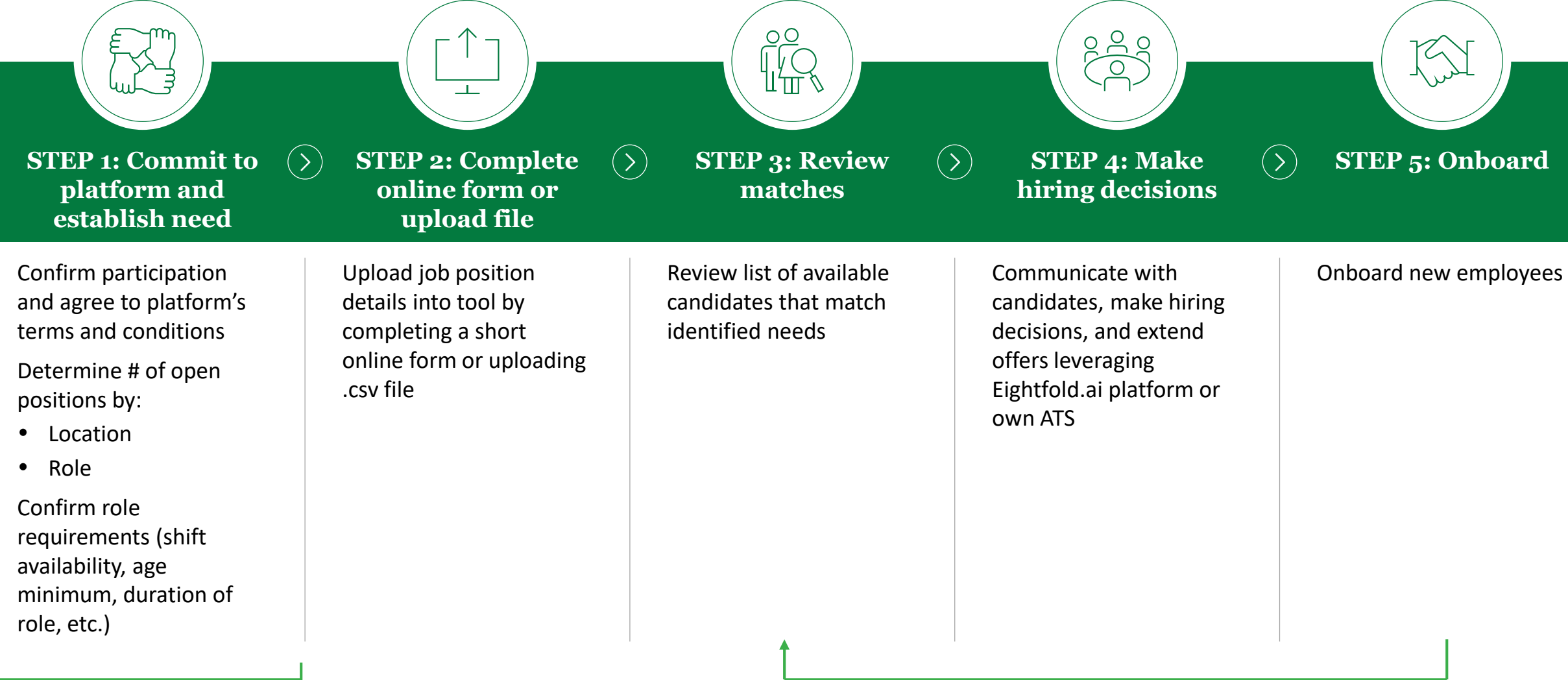Supported by FMI but intended for all frontline institutions in need of talent redeployment regardless of industry

...is not

End-to-end HR platform

- Will not do background or drug tests
- Will not perform onboarding tasks such as training or orientation

Platform for gig/shift workers

Payment tool

Provide legal advice on terms of employment

Functionality may expand over time but at its core, the marketplace is meant to be a quick-to-market platform that matches available talent to urgent hiring needs

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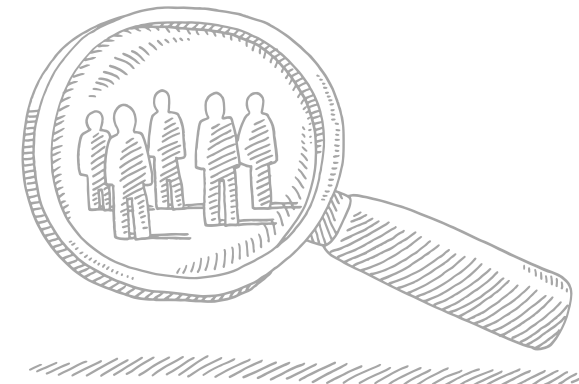
Hiring companies

Hiring employers will match with candidates through a simple process to enable rapid recruiting
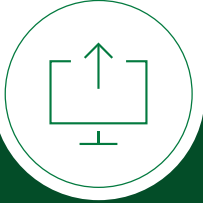
STEP 1: Commit to platform and establish need

STEP 2: Complete online form or upload file

STEP 3: Review matches

STEP 4: Make hiring decisions

STEP 5: Onboard

Confirm participation and agree to platform's terms and conditions

Determine # of open positions by:
- Location
- Role

Confirm role requirements (shift availability, age minimum, duration of role, etc.)

Upload job position details into tool by completing a short online form or uploading .csv file

Review list of available candidates that match identified needs

Communicate with candidates, make hiring decisions, and extend offers leveraging Eightfold.ai platform or own ATS

Onboard new employees

To be completed prior to platform use

Process to be repeated as match list is refreshed in real-time

Create position profile by completing simple online form or uploading job information in bulk

STEP 1: Commit to platform and establish need ❯ **STEP 2: Complete online form or upload file** ❯ **STEP 3: Review matches** ❯ **STEP 4: Make hiring decisions** ❯ **STEP 5: Onboard**

Option 1: Online form:

Enter essential role information (e.g., position, job location, skills)

Option 2: Bulk upload

Complete via CSV upload (e.g., role, location, experience)

Note: assistance is available to populate existing hiring data sheets and format correctly for this platform

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Review matches through an easy-to-use interface that filters candidates by match score

STEP 1: Commit to platform and establish need ❯
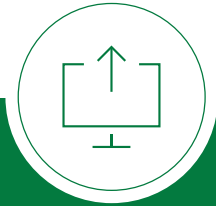
STEP 2: Complete online form or upload file ❯

STEP 3: Review matches ❯

STEP 4: Make hiring decisions ❯

STEP 5: Onboard

1 **Filtering criteria:**

Ability to filter on various parameters for candidates (e.g. location, availability, skills, prior role,-and willingness to relocate)

2 **Candidate match score:**

Available labor that matches identified needs (list refreshed in real-time); including match score

3 **Outreach options:**

Reach out to all matches or individual candidates, or export the list

Hiring employers will match with candidates through a simple process
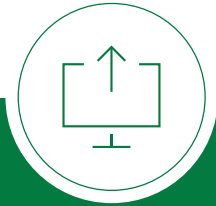
STEP 1: Commit to platform and establish need > **STEP 2: Complete online form or upload file** > **STEP 3: Review matches** > **STEP 4: Make hiring decisions** > **STEP 5: Onboard**

1 **Individual candidate view**

Double-click on candidates to understand matching skillsets

2 **Prepopulated contact templates:**

Decide to 'contact', 'share' or send an 'offer' with automated email templates

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Disrupted companies

Companies faced with furloughs and outplacements can help their employees find new opportunities through the platform

Step 1: Commit to platform

Confirm participation and agree to platform's terms and conditions

Identify company leads responsible for program launch and communication

Step 2: Establish labor supply

Determine list of employees to invite the platform, including estimated timeframes for furlough/ loaning

Optional: Indicate companies you do not want your employees to match with through the tool

Step 3: Invite employees

Recommend tool to impacted employees and provide link via email, text, or a letter

OR

Upload employees to be included and relevant information in a standard template (via CSV upload)

Step 4: Review matches and stay in touch

Review reports to understand percentage of employees who have matched and companies to which they matched

Optional: Stay in touch with your furloughed employees through the tool's pre-populated email functionality

To be completed prior to platform use

Employers with impacted employees can invite their workers to join the talent exchange

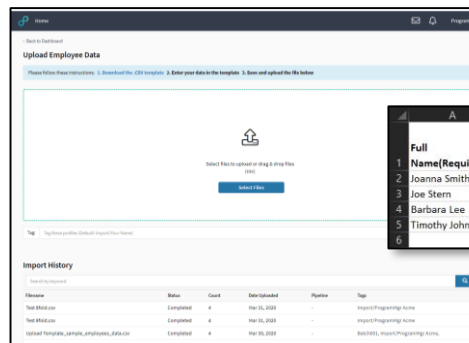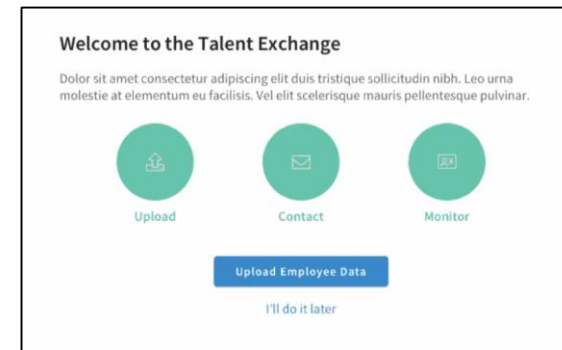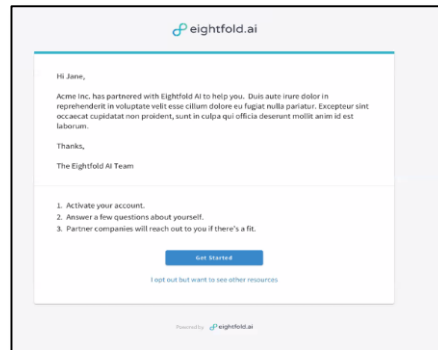**Step 1: Commit to platform** › **Step 2: Establish labor supply** › **Step 3: Invite employees** › **Step 4: Review matches and stay in touch**

Recommend tool to displaced or furloughed employees and **provide link**

Bulk upload impacted employee information by using upload template available for download on the platform (optional)

Sample bulk upload template

Disrupted companies will be able to review matches and stay in touch with their furloughed employees

Step 1: Commit to platform ❯ Step 2: Establish labor supply ❯ Step 3: Invite employees ❯ Step 4: Review matches and stay in touch

Review list of outplaced and furloughed employees who have been matched with hiring employer

Optional: Stay in touch with your furloughed employees through the tool's pre-populated email functionality

Employees

We built the employee experience with simplicity in mind

STEP 1: Accept invitation to participate ⟩ **STEP 2: Complete online profile** ⟩ *STEP 3: Match with hiring employers* ⟩ **STEP 4: Receive and accept offer**

Receive invitation from current employer and opt in to participate

Complete simple (<5 min) profile with basic information and job preferences such as:

- Current position and employer
- Location
- Interested position (e.g. cashier, stocker, backroom)
- Availability and type (e.g. nights, weekends, part-time, temporary)

No action needed by employee

Platform matches employers with candidates who match desired criteria

Platform matches candidates who meet companies' criteria; it is possible a candidate may not match

Obtain an offer from a hiring employer and accept desired role with one click

Some hiring employers will require supplemental information prior to final offer

Next steps

Three immediate next steps for interested companies

1   **Confirm interest:** reply to email with confirmation of your desire to participate and consent for your email address to be shared with Eightfold, or reach out to eightfold directly at talentexchange@eightfold.ai

2   **Sign legal agreement:** Eightfold will reach out with basic legal agreement for signature
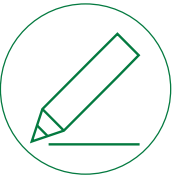
3   **Onboard to platform:** you will be assigned a dedicated solutions engineer who will guide you through the process and ensure your needs are met

Learn more: https://eightfold.ai/talent-exchange/
Contact: talentexchange@eightfold.ai