

Staffmark GroupSM

Services Overview
February 4, 2021

Working
together.



Advantage
Resourcing

Advantage^{xPO}

digitalpeople[®]
Creative, Interactive & Marketing Recruiters

HUNTER
HAMILTON
FINANCE + ACCOUNTING[®]

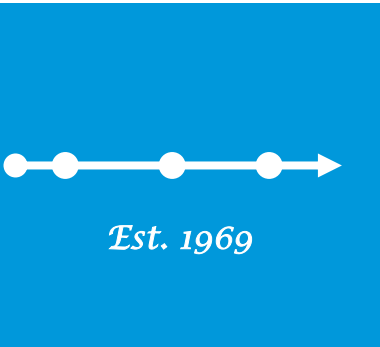
PRO STAFF[®]

Staffmark

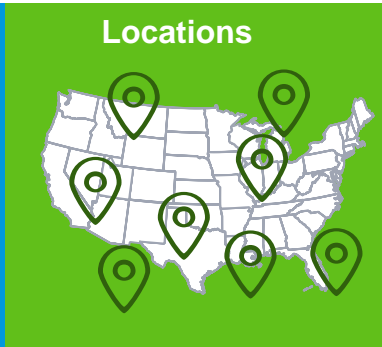
WARE
TECHNOLOGY SERVICES[®]

Who We Are

ClearlyRated®



Est. 1969



Locations



Global Family



Solutions



Experience

Legacy brands
founded in 1969,
1970, and 1982

One of the top
commercial
staffing
companies in the
United States
Combined – over
**400+ Branch and
On-Site locations
nationwide**

Member of
**Recruit Global
Staffing** family of
companies
4th largest staffing
provider in the
world

Solutions-driven
Committed to
deliver
**customized
solutions with
positive results**
for our clients

Service
excellence and
continuous
improvement
focus
**Existing client
relationships as
long as 40 years**



Strategic Workforce Solutions



- Managed Services Provider (MSP)
- Business Processes Outsourcing (BPO)
- Recruitment Process Outsourcing (RPO)

Technical & Professional Services

- **Technical Services**
 - Information Technology
 - Engineering
 - Automotive Specialty



- **Professional Services**
 - Corporate Services
 - Accounting & Finance
 - Creative & Marketing



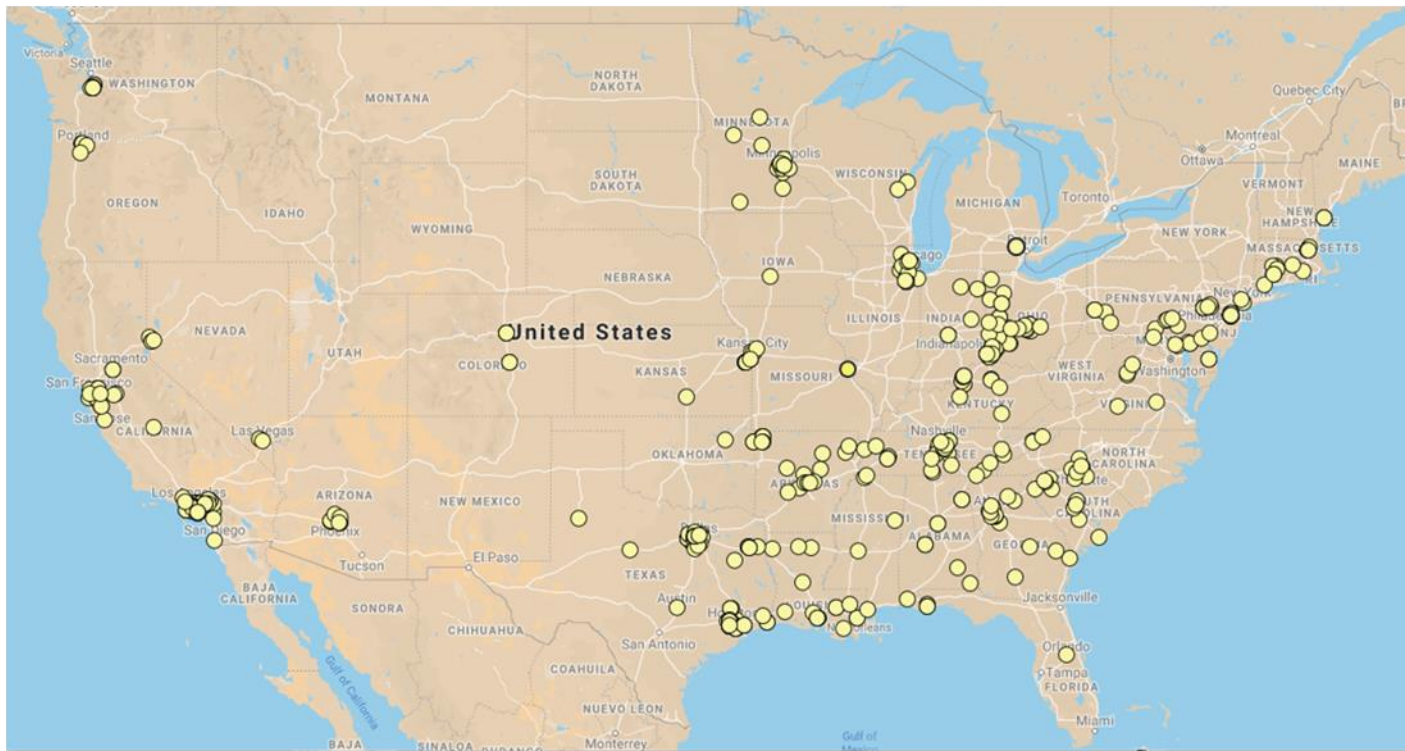
Commercial Workforce Solutions



- | | |
|--|--|
| ➤ National Accounts Program Mgmt. | ➤ On-Site Workforce Solutions |
| ➤ Administrative & Support Solutions | ➤ CxPerformance Solutions (Contact Ctrs) |
| ➤ Manufacturing | ➤ Cost Per Unit (CPU) |
| ➤ Warehouse / Logistics / Supply Chain | ➤ Drivers |
| ➤ Assembly / Light Industrial | ➤ Professional Employee Organization (PEO) |

- Member of the RGF Staffing international family, a division of Recruit Holdings, Co. Ltd.
- Backing of this Global Industry Leader – 4th largest staffing provider in the world

Staffmark Group National Footprint



● Staffmark Group
Locations

Advantage
Resourcing[®]

Advantage Resourcing[®]
Technical Services

PRO STAFF[®]

Advantage^{xPO}[™]

Staffmark[®]

- National, regional, & local presence
- Operate over 400 company-owned Branch, On-Site Workforce Solutions, and Cost Per Unit On-Site locations in 38 states

Scope of Service

Support Capabilities

- Administrative/Office
- Light Industrial
- Skilled Trades
- Manufacturing
- Logistics & 3PL
- E-Commerce & Distribution
- Contact Center & Customer Service
- IT & Engineering
- Automotive
- Accounting & Finance
- Electronics
- Commercial Drivers/Transportation
- Marketing & Creative

Services

- ✓ *Short- and Long-term Temporary Staffing*
- ✓ *Temporary-to-Hire Staffing*
- ✓ *Direct Hire*
- ✓ *On-Site Management*
- ✓ *Cost Per Unit*
- ✓ *Pay for Performance*
- ✓ *Technical Staffing Services*
- ✓ *Professional Placement Services*
- ✓ *National Account Management*
- ✓ *Managed Service Programs (MSP)*
- ✓ *Recruitment Process Outsourcing (RPO)*
- ✓ *Business Process Outsourcing (BPO)*
- ✓ *Professional Employee Organization (PEO)*

Service Delivery Options

**Local Branch
Service**



**On-Site
Workforce
Solutions**



**Cost Per Unit
Workforce
Solutions**



**Specialty
Workforce
Solutions**



On-Site Workforce Solutions



1

Comprehensive Coverage

Full-time, year-round
On-Site Solution

2

Flexible Coverage

On-Site, as needed
Ramp-up, peak, projects,
etc.

3

Cost Per Unit

Performance-based labor solutions:
Fixed Cost or Gain-Share Model

Cost Per Unit



We manage the labor component of a *specific work* cell accountable for *Cost, Quality, and Output*



Model that measures, bills, and pays on the unit of productivity

Pay for Performance = Retention



Creates a workforce model *focused on productivity* and quality improvement.

Prime Areas for CPU Impact

- Kitting or Hand Work
- Packaging
- Case Labeling
- Pallet Builds & Assembly
- Container Inbound
- Outbound/Loading
- Picking Operations
- Returns Processing
- Value-added Services
- Display Builds
- Sub Assembly

Specialty Workforce Solutions

Logistics & Distribution

Logistics, E-commerce, distribution, etc.



Manufacturing & Skilled Industrial Services

Advantage xPO

Managed Service Programs (MSP), Recruitment Process Outsourcing (RPO), Business Process Outsourcing (BPO)

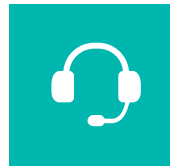


Technical & Professional Services

Technical and Professional candidates – direct placement and contract employees

CxPerformance Solutions (CxP)

Call Center, Contact Center, etc.



Staffmark Drivers

Class A, B, & C Drivers; qualify using FMCSA requirements and CSA2010 standards

Administrative & Support Solutions



Technologies Used in Talent Lifecycle



Various Touchpoints

- **Check-In Calls**
 - Confirming that our Talent and Contractors have arrived on time and can fulfill the assignment with the Hiring Manager
- **Client Quality Calls**
 - Made regularly to verify that our Talent' and Contractors' performance meets the needs of Client
- **Employee Quality Calls**
 - Confirm that our Talent and Contractors are satisfied with their assignments and understand the assigned duties and expectations
- **Coaching and Counseling**
 - Providing feedback to motivate and improve the overall performance of our Talent and Contractors
- **Exit Interviews and End-of-Assignment Evaluations**



Clearly Rated

- Employee Satisfaction



Talent Platform

- Houses all employee resources and communication
 - HR and Benefit Related documents
 - Available jobs and openings



Application and Scheduling App

- Candidates can apply to open positions
- Accept available shifts once application process is completed
- Accept shift changes



Screening and Interview Scheduling Virtual Assistant

- Supports remote screening, assessment, and interviewing set up



Screening and Interview Platform

- Virtual Recruiting
- Profile Builder/ Prescreening
- On-Demand Interview – audio and/or visual screening of candidates
- Automated Screening Tools



Voice Broadcasts

- Mass calling tool to send voice call messages to the talent community on open jobs and updated assignment information



Text Communication

- Utilized to send communication to the talent communication via text message

Automated Engagement and Communication

- To alert the talent community on updated information



Mass Email Communication

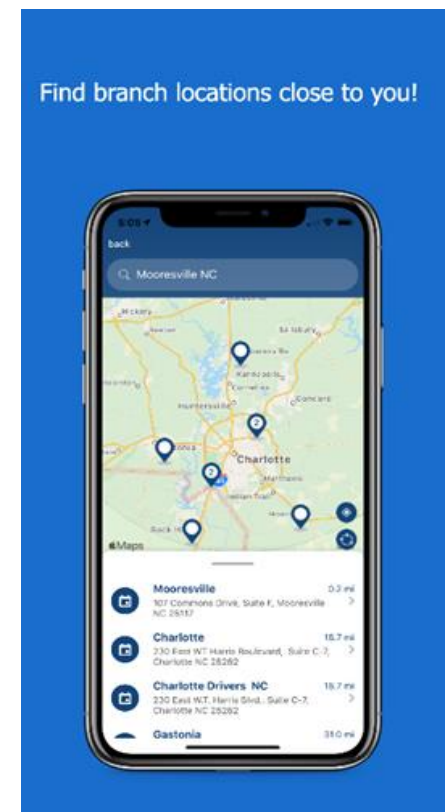
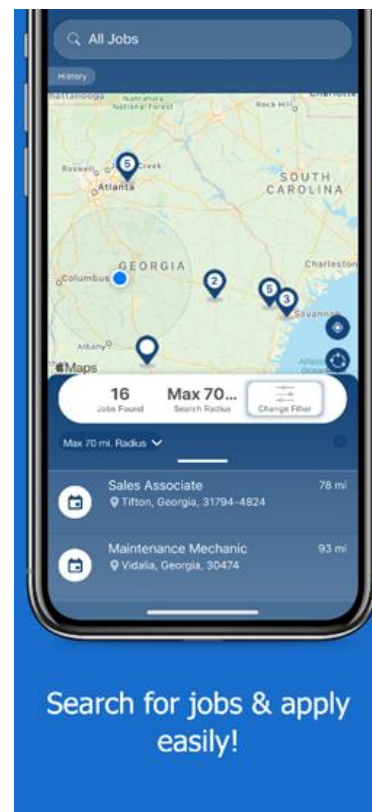
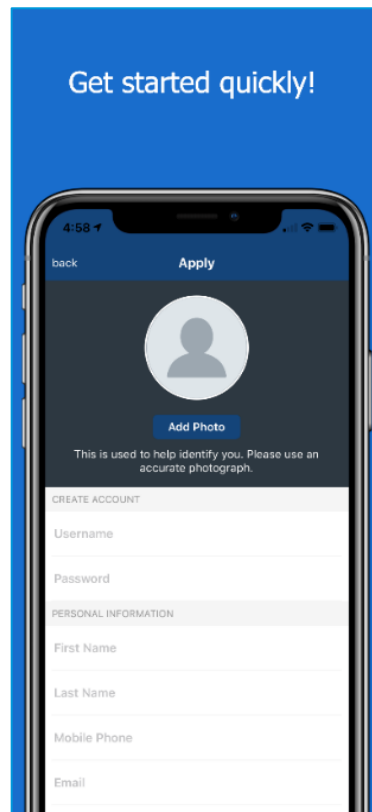
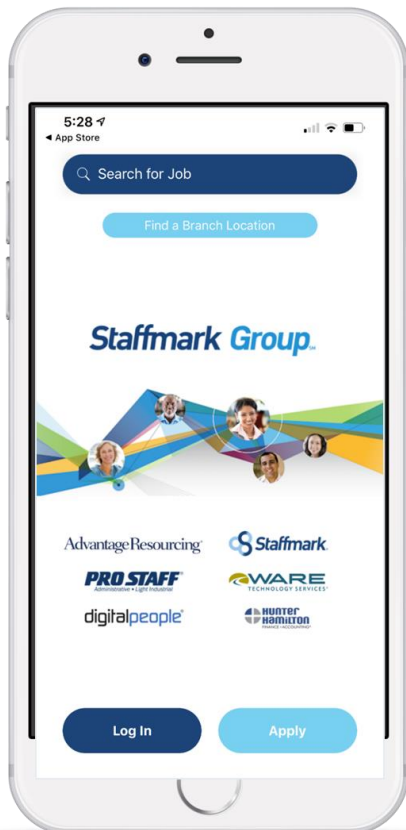
- Informing our talent and client community the updated actions of Staffmark

Staffmark GroupSM WorkNOW

- Our *Staffing-on-Demand* Solution
 - Designed to transform the traditional staffing model
 - More agile and transparent for all parties

Order Fulfillment – Ease & Speed

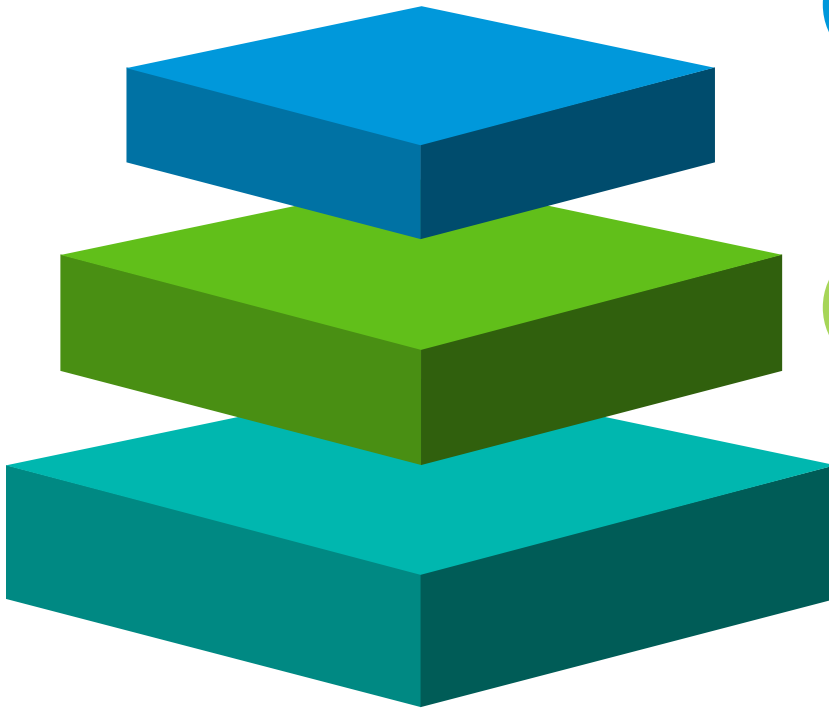
- Integrated digital marketplace of workers connected to the WorkNOW platform via their mobile devices
- Streamlines the process of finding qualified workers and filling orders



Staffmark GroupSM



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Experience

- Legacy brands founded in 1969, 1970, and 1982
- Depth of service and resources of a large national company, with the local-level entrepreneurial independence necessary for quick response
- Existing client relationships as long as 40 years



Creative Workforce Solutions – Creatively combined to align with Your goals

- Branch Service
- On-Site Workforce Solutions
- Specialty Workforce Solutions
- Pay-for-Performance Models – client cost savings & employee incentive



Innovation & State-of-the-Art Technology

- Supporting the ease, quality and speed of the application & fulfillment process – with flexibility and immediate results

Staffmark GroupSM

Thank you!

Working *together.*



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