

GRAND RAPIDS, MI

Respecting People. Impacting Business.

2022 ANNUAL REPORT

THE EXPRESS EMPLOYMENT PROFESSIONALS COMPANIES



Three companies, strategically delivering workplace and workforce solutions.

WE BELIEVE IN WHAT WE DO,
BECAUSE WE BELIEVE IN **YOU.**

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THE EXPRESS EMPLOYMENT PROFESSIONALS COMPANIES



THE EXPRESS EMPLOYMENT PROFESSIONALS COMPANIES



Who we are.

At Express Employment Professionals, we're in the business of people. From job seekers to client companies, Express helps people thrive and businesses grow. Our international network of franchises offers localized staffing solutions to the communities they serve across the U.S., Canada, South Africa, Australia and New Zealand, employing over 500,000 people globally each year and more than 10 million since its inception. Our long-term goal is at the heart of our company's vision, to help as many people as possible find good jobs by helping as many clients as possible find good people.



The Grand Rapids Express office is a locally owned and operated franchise, founded in 1996 by Janis Petrini. Since 1996, we have served the West Michigan community with a full offering of recruiting, training, and human resources services. Express Employment Professionals helps companies recruit in the areas of Light Industrial, Skilled Trades, and Administrative Services.

Specialized Recruiting Group, launched in 2021, is an Express Employment Professionals company with a focus on Professional and Executive Search, that recruits & maintains a pipeline of highly skilled professionals in a variety of areas for interim/project assignments, contract-to-hire assignments, and permanent (direct hire) placement. Specialized Recruiting Group helps companies recruit in the areas of Executive, Non-Profit, Human Resources, Supply Chain, Operations, Engineering & IT, Accounting & Finance, and Sales & Marketing.

Our thought leading training company, Frontline Training Solutions, is paving the way to help increase retention and meet any companies' challenge with the right solutions. Solutions like leadership training & development, team development, HR consulting, coaching, and more. Frontline Training Solutions exists to create thriving organizations where everyone matters by developing people, inspiring growth, and unlocking potential.

Each year we help thousands of people find a new job in the West Michigan area and help companies train and develop thousands of employees. Through our recruiting, training, and consulting companies we are strategically positioned as workforce and workplace experts, ready to offer solutions for any challenge our clients face.

Strategically placed between the workplace and the workforce with real solutions for real people.

Message from the Owners.



Welcome to 2023!

We are excited to bring you our annual report on behalf of our three companies. 2022 was a year of considerable change and one of the biggest changes we want to share with you is our new structure of three separate, but closely connected, companies. Specialized Recruiting Group is our professional and executive search company, Express Employment Professionals is our staffing company specializing in light industrial, skilled trades, and administrative placement, and Frontline Training Solutions is our training and consulting company offering solutions to develop your leaders and become an employer of choice.

As we celebrate our 27th year we are so grateful to our 35 team members for getting us to this place in our history. All of our services are delivered with our heart to help the workforce and the workplace, and to help our community

be successful, thrive, and flourish as they engage in life and work. Looking back over the past year it was a year of managing change in the workforce and the workplace for our team and everyone we serve.

The Workforce:

The post COVID climate brought so many questions for the workforce. The workforce was questioning their own identity, passions, and how they wanted to work and how to integrate work and life together and how to manage them both. The trauma of post COVID showed up in a need for a depth of care for the workforce and their families that was unprecedented. The workforce was requesting increased services for mental health, well-being, and employee assistance for all facets of life. According to the U.S. Surgeon General report, 76% of U.S. workers reported a least one symptom of a mental health condition and 81% of workers reported that they will be looking for workplaces that support mental health in the future. Flexibility of work schedules continued to be a priority as everyone was still managing the demands of working while caring for family and other life priorities. Purpose and meaning in work were more important than ever. Meaningful work has helped employees feel more in control which has resulted in more engagement and a sense of belonging.

The Workplace:

In the workplace, the constant change and need to manage and lead this change ran the gamut from scary to inspiring. Companies continued to site finding talent, retaining talent, and supply chain issues as their top three challenges while battling with the impact of movements coined the Great Resignation, Quiet Quitting and The Vanishing Workforce. Executives could never have predicted that wages would increase 25-35% over the last two years, or that employees might think about their jobs in terms of months instead of years.

The data presented the need for a robust talent management strategy coupled with a best-in-class applicant, candidate, and employee experience to be led from the highest levels of an organization and brought to every level throughout the organization. Managing the employee experience and the employee value proposition that companies offer has to be a part of your critical focus to continue to engage people in their roles, and to retain them as they grow with your company. Companies that can provide a line of sight for every role to the meaning and overall purpose of their work, show higher engagement and much lower turnover. Helping employees connect the dots between companies' goals and their positive impact on the team is more important than ever. We have to build workplaces that are designed with employee well-being at the center, show our employees that they really matter, and provide the support resources they need.

Community:

Our three companies are embedded in the community. Our commitment is to always make a difference in someone's life and to help people and companies be successful. We want to be good citizens by investing in our community, by strengthening our solutions for training and talent services, and supporting our community partners and clients to do the same. We must put the human back in humanity. Leaders inspire people. They bring hope and strength to their teams, and they deliver that hope and belief through their words and actions. Our goal is to lead well through every interaction with your team... this is where we can be our best.

All the best to you in 2023.

We are here to serve,

Janis and David, and our entire team at Specialized Recruiting Group, Express Employment Professionals and Frontline Training Solutions.



“Everyone from the front desk, to the recruiters were very polite and helpful. They made my experience quick and easy and made you feel like you were at home. My recruiter Isaac Vis was able to find me a job within minutes of talking with him. To anyone looking for a new opportunity in life, I definitely recommend you come in to Express Employment.”

-Ricardo

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2022

YEAR IN

REVIEW

Continue reading...

These are the people we've impacted in 2022 through our two talent companies.



Light Industrial

- Production
- Machine Operation
- Assembly
- Warehouse
- Inspection
- Other

Administrative

- General Administration
- Customer Service
- Property Management
- Office Management

Skilled Trades

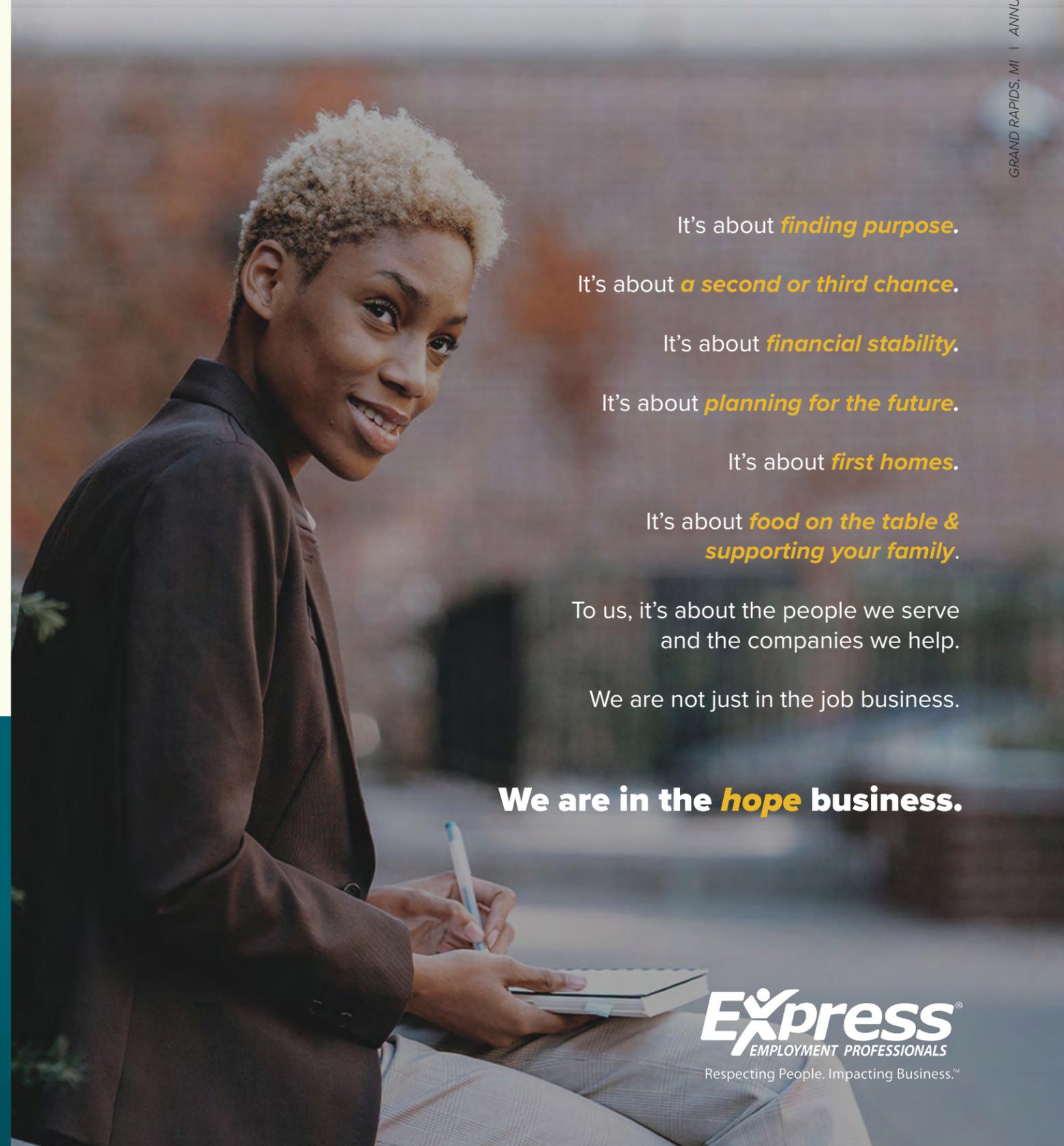
- Maintenance Technician
- Facilities Maintenance
- CNC
- Welding/Fabrication
- Skilled Assembly
- Construction Trades



Executive Level

- Non-Profit
- Human Resources
- Supply Chain
- Operations
- Engineering & IT
- Accounting and Finance
- Sales & Marketing

To us, it's more than a job.



It's about *finding purpose.*

It's about *a second or third chance.*

It's about *financial stability.*

It's about *planning for the future.*

It's about *first homes.*

It's about *food on the table & supporting your family.*

To us, it's about the people we serve and the companies we help.

We are not just in the job business.

We are in the *hope* business.

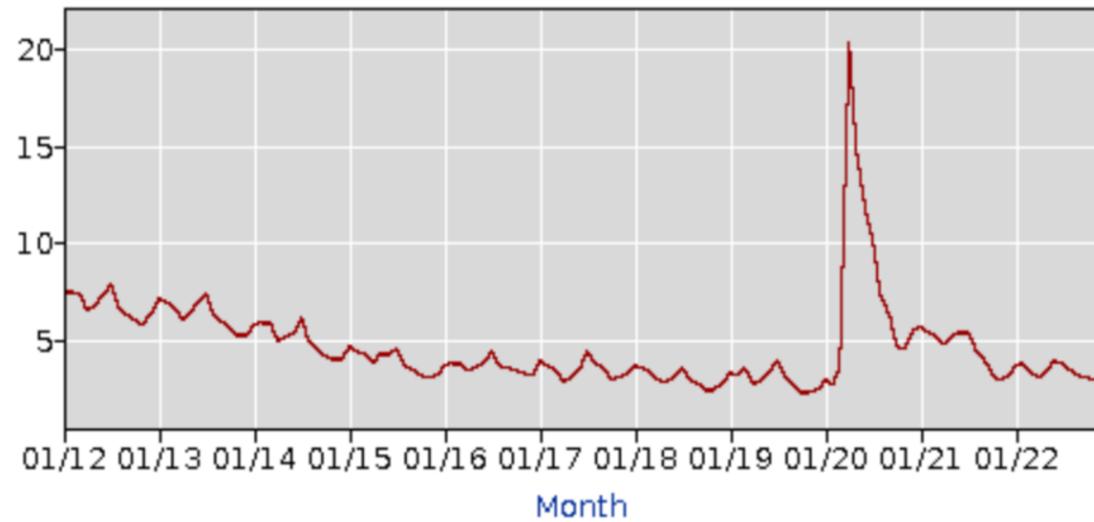


Forecasting *Forward*

2022 was a year where talent continued to be the top challenge and top strategic opportunity for employers. Last year we hit an all time low in the ratio of unemployed people to job openings across the U.S., and despite negative headlines on layoffs and slowdowns, 2023 has continued the trend with even further drops in the unemployment rate. As we look ahead to 2023 we expect the unemployment rate to remain low both nationally and locally, although as usual Grand Rapids will likely outperform the nation.

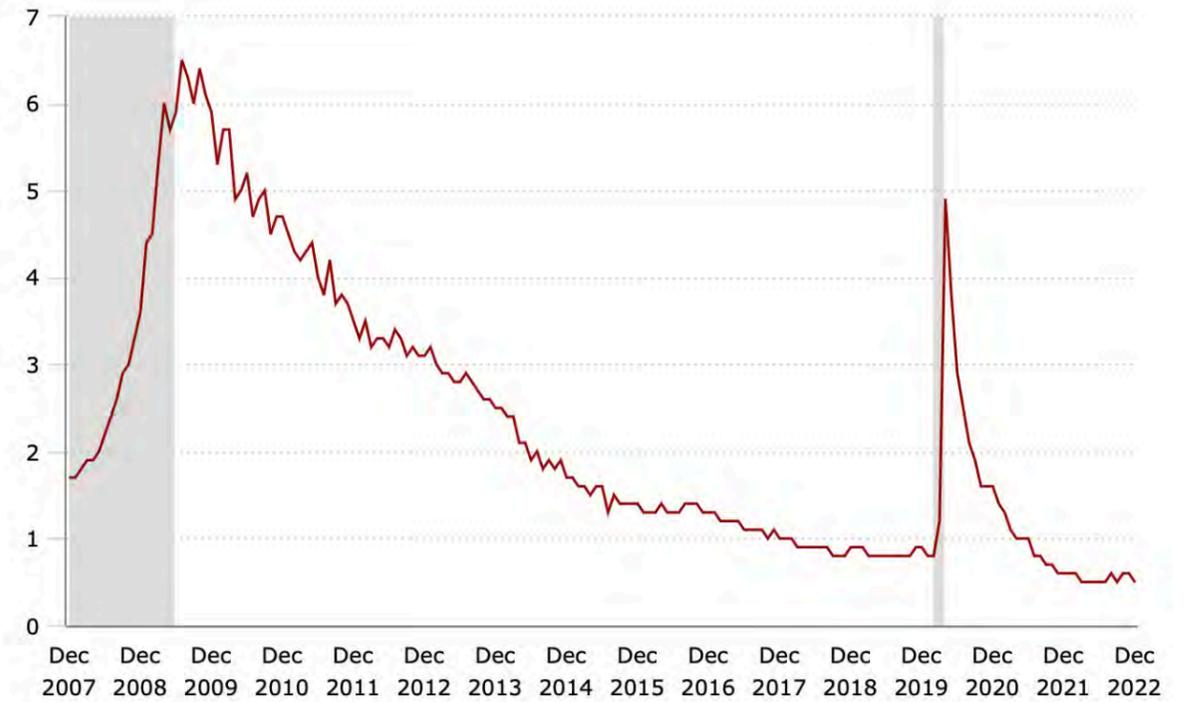
Grand Rapids Unemployment Rate - 10 years

U.S. Bureau of Labor Statistics



Number of Unemployed Persons per Job Opening - Seasonally Adjusted

U.S. Bureau of Labor Statistics



Most economists are predicting a mild recession towards the end of 2023, but it will not be your typical recession as it is expected that the talent markets will remain very tight. Grand Rapids may even hardly notice the recession as a strong automotive sector and other tail winds should bolster our local economy to outperform the nation. Wages increased significantly in 2022 and we predict that increases will continue as we move throughout 2023, although at a slower pace. Our best advice is to focus on retaining talent, create a culture where people feel they belong, and make becoming an Employer of Choice a top priority. As always, we stand ready to serve you in these areas.



*“Frontline Training Solutions is extremely professional and personable. Purpose Driven Leadership Training is the best training, the best time, all while being coached. Who would ever think that being taught about Emotional Intelligence, Coaching & Feedback, Trust, etc. would actually result in fun, finding lifelong friendships, and finding a training coach that **JUST GETS IT!**”*

-Shayla

THE EXPRESS EMPLOYMENT PROFESSIONALS COMPANIES





On The Frontline.

Solutions you need to become and stay an Employer of Choice.

Companies served across the US and Canada:

150+

Open enrollment, custom, and intact team trainings:

134

In person and virtual training participants:

1,554

Unique global webinar participants:

5,668



What happened on the Frontline in 2022.

2022 was an amazing year for Frontline Training Solutions. After eight years of operating as part of the Express Employment Professionals office in Grand Rapids, we formally launched as an independent training and consulting organization. This is possible because of the relationships we have fostered with so many organizations and individuals from around the country and even the world. Being our own company gives us the ability to connect with client companies and individuals in a unique way. We believe it is possible to create organizations where everyone matters and we will accomplish this by developing people, inspiring growth, and unlocking potential. In 2022, over 1500 individuals from 150+ organizations participated in our training programs. We reached thousands more through our webinars and saw participation from every state in the country and dozens of other countries attend. We also established a formal relationship with Express Employment International to be a training and consulting provider for Express clients throughout the country. Truly, 2022 was an amazing year.

And we see more in 2023. We have scheduled more open enrollment sessions than ever before. We will be expanding our virtual training offerings and launching OnDemand options as well. We will be offering in person open-enrollment training in multiple states and continue to offer thought leadership through our monthly webinars and webinar series. We are making investments in the systems and staff needed to scale our company to meet the demand we are seeing. Even with all of these changes, our singular commitment to our clients is that we will strive for excellence in everything we do. This starts by understanding our client's context, designing programs and consulting solutions that address real needs, and delivering impactful experiences. We will learn a lot in 2023 and what we learn will help position us, and our clients, for dynamic growth and engagement for years to come.

Nathan Leaman

Managing Director
Frontline Training Solutions

Develop **People.** Inspire **Growth.** Unlock **Potential.**

Explore Frontline Training Solutions

At Frontline Training Solutions, we create thriving organizations where everyone matters through training, consulting, coaching and real solutions to everyday challenges in the workplace.

Training

From targeted courses to in-depth programs, we have the solution you need to take your team to the next level. Trainings are offered in person, virtually, or customized on site for your intact team. Training categories include:

- Leadership Development
- Human Resources
- Team Development
- Professional Development
- Operations

Coaching

Coaching is an essential tool for development in the workplace today. Our coaching services range from targeted professional development to executive development to team development and more. Coaching categories include:

- Executive
- Professional
- Team

Consulting

At Frontline Training Solutions, our consultants “join your team” to help you find solutions to a variety of problems. From streamlining operations to improving the hiring process to soliciting actionable employee feedback, our consulting services ensure that companies have what they need to succeed.



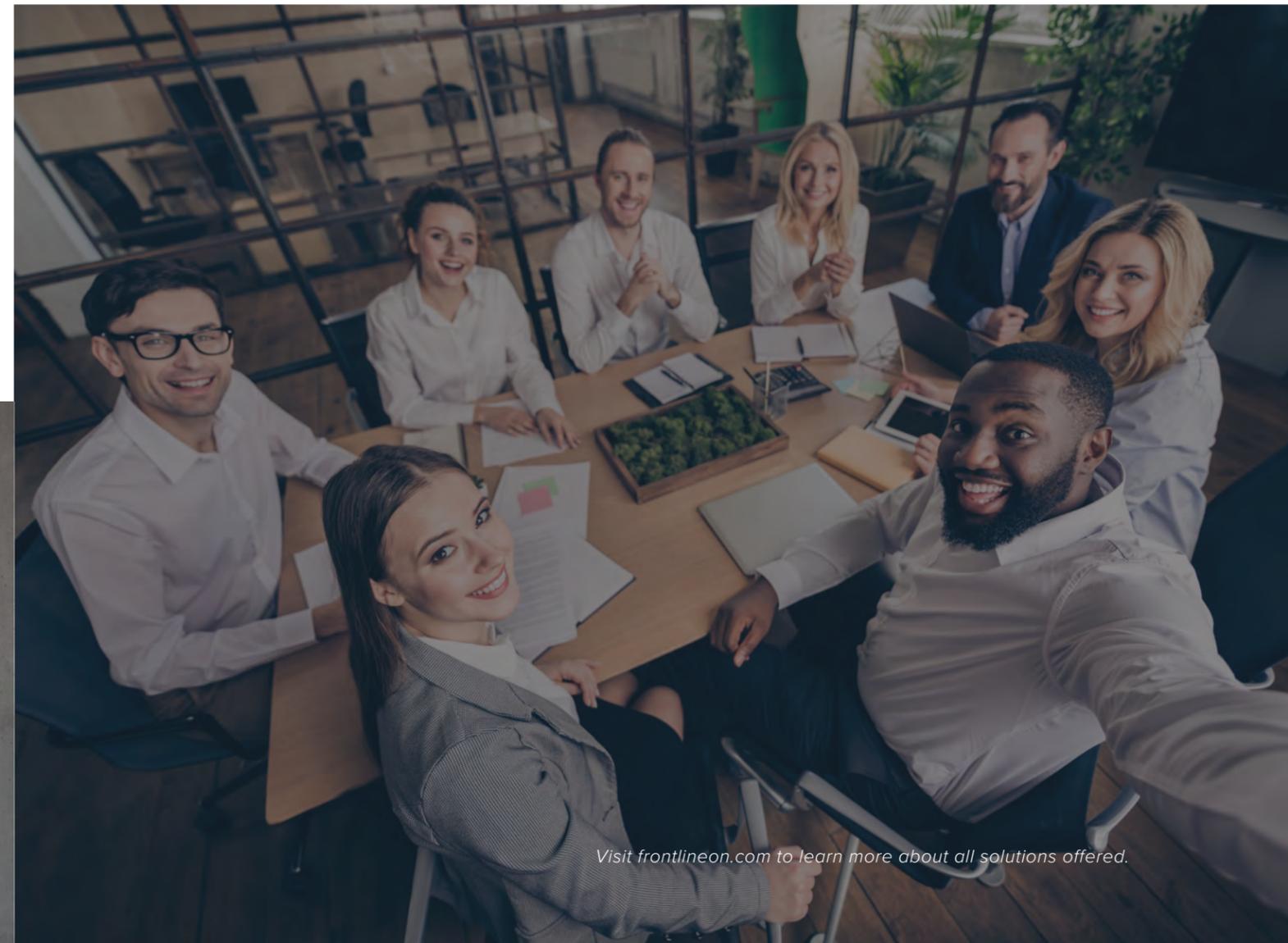
Assessments/Surveys

As with most tools, one size does not fit all. That is why we have made it a priority to offer the broadest possible options for you to consider. Whether you are looking to embed assessments into your hiring process, build team camaraderie, assess your high-potential employees, or build development plans for all levels of employees, we have what you need. Options include:

- Selection Assessments
- Personality Assessments
- Emotional Intelligence Assessments
- 360° Feedback Assessments
- Team Assessments

Apprenticeship Program Management

Businesses of all types can benefit from apprenticeship programs to train and develop their future workforce. Frontline Training Solutions can help you create and manage a Department of Labor (DOL) approved apprenticeship program, customized to your specific needs.

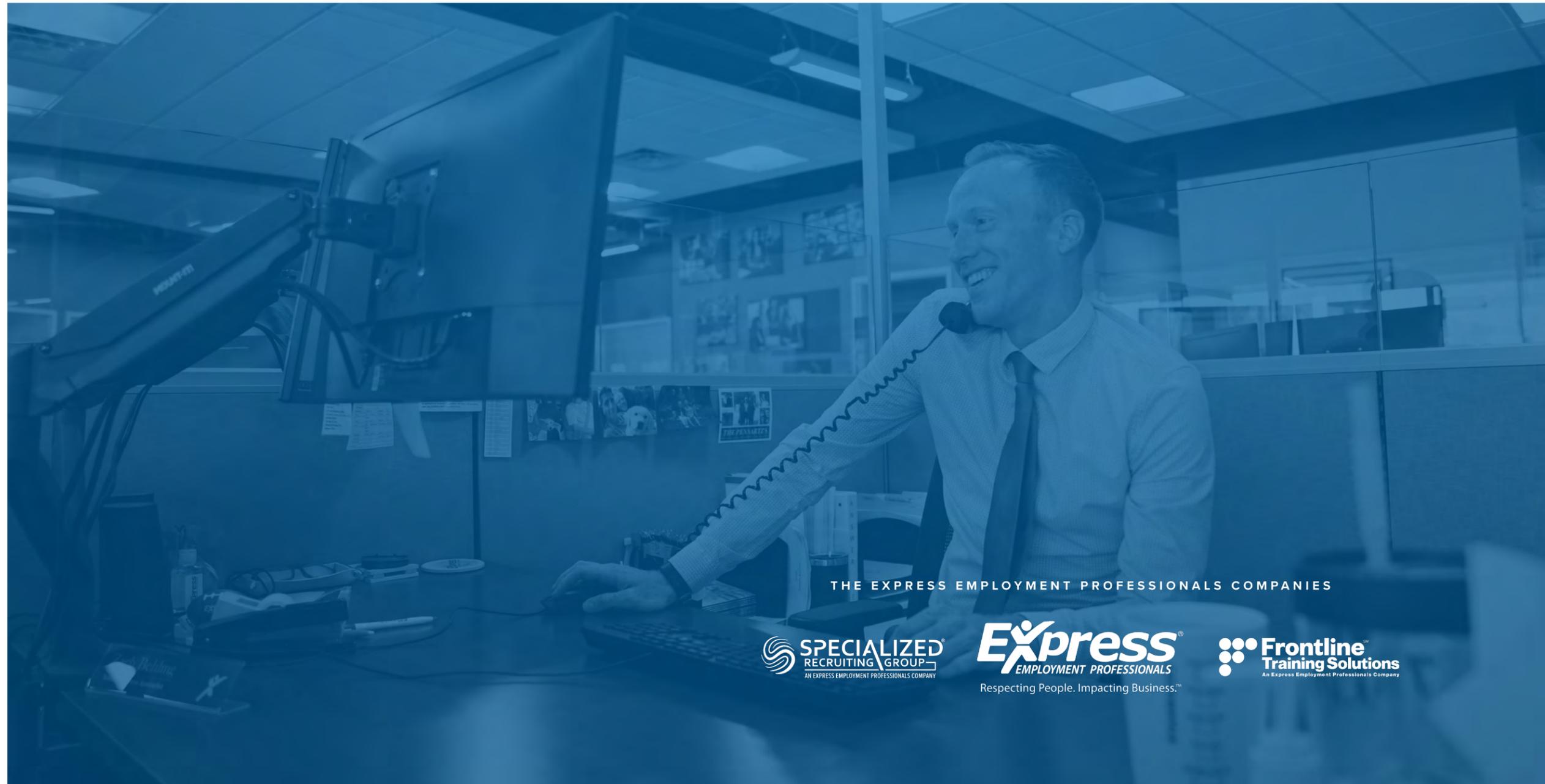


Visit frontlineon.com to learn more about all solutions offered.



“You know I rarely write reviews, but in this case I’ll make an exception. I’ve used Express Employment on and off since about 2014/15. I can honestly say that I’ve never had a bad experience with them, and when I had the occasional moments where I didn’t like the job I was working, they did everything in their power to help me find one that was a good fit for me. This is a great employment agency.”

-Joshua



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The talent strategy you need.

Specialized Recruiting Group is a professional and executive search firm with expertise in human resources, accounting & finance, supply chain, engineering, and industrial management positions. Our mission is to use strategy, empathy, and relationships to create connections, build community, & provide a positive and inclusive customer experience. We are diligent about identifying talented professionals that fit our clients' missions, visions, and cultures. We consult with clients at a strategic level to advance their business through recruiting, placing, and retaining top talent at all levels of the organization. Our team can also provide consultation on:

- HR policy development
- Best practices for employee engagement
- Organizational design and development
- Talent acquisition
- Succession management
- Veteran hiring
- Onboarding
- Retention initiatives
- HR strategy for business success
- Nonprofit



Connecting purpose and opportunity. Creating teams that thrive.

As we reflect on 2022 and look to the future, I am so grateful to be part of a business that has a direct impact on our community on a daily basis. 2022 was a year of growth and change for Specialized Recruiting Group: increasing our sales by over 20%, building our team of experts, developing our mission and vision, and planning for the future. We partnered with over 50 different local organizations to provide talent search services, from interim and temporary assignments to long-term contracts, direct hire, and executive search and placement.

Our team donated their time and their talents to a variety of non-profit partners in our community to further our impact as an organization, and to find fulfillment and purpose as individuals. As a team, we focused on identifying and establishing our brand in the marketplace and ensuring we could use strategy and empathy to create connections, build community, and provide a positive and inclusive customer experience. Our team is passionate, dedicated, and forward-thinking, and the future is bright. We look forward to serving you in 2023 and beyond.

Heather Merrick

Managing Director
Specialized Recruiting Group





“Extremely well organized. The atmosphere at the office was very inviting and comfortable. The staff there was extremely pleasant and very helpful. I usually don’t give five stars because nobody’s perfect, but in this case I think they nailed it. “

-Jace

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In the Community

In 2022, we partnered with local organizations to make an impact in our community. Continue reading...



Brand It Blue

SECOM RESOURCE CENTER

The Brand It Blue initiative was born out of a desire to serve and bring hope to our community. This year, we partnered with 20+ companies in Grand Rapids, Michigan to collect 2,168 pounds of food for SECOM Resource Center. SECOM serves our lower income communities through a healthy food pantry and preschool.

SECOM began in 1971 as an outreach ministry of four area churches to meet the needs of the surrounding neighborhood, particularly in the area of hunger and food insecurity. In 1993, SECOM became an independent 501(c)3 nonprofit organization.

Today, SECOM is a key resource center that gives help today and builds hope for tomorrow through connecting families with community resources, improving health, and providing educational and empowerment programs for low-income children and families.

Organizations We Supported in 2022

This year we supported many organizations & events in our community.

The Literacy Center
 Women's Resource Center
 ICCF Community Homes
 Family Promise of Grand Rapids
 David's House Ministries
 Kid's Food Basket
 Michigan Manufacturer's Association
 Baruch Senior Ministries
 Hom Flats Summer Market
 AHRM
 SECOM Resource Center
 Wyoming Gives Back Event
 World Mission
 Safe Haven Ministries
 Wedgewood Christian Services
 Mel Trotter Ministries
 Well House Grand Rapids
 Property Management Association
 GROW
 American Cancer Society
 The Right Place
 Grand Rapids Chamber
 Wyoming/Kentwood Chamber
 Hello West Michigan
 Talent First

Quarterly Mental Well-Being Resources

in partnership with Amplified Life Network

In 2022, we partnered with Amplified Life Network to provide wellbeing tools and resources to our clients every quarter. These topics included:

Post Pandemic Wellbeing Recovery
 Coping with Critical Incident Stress
 Avoiding Burnout
 Improving Time Management

We're dedicated to delivering excellence in clinical counseling and wellbeing coaching to people of all ages, beliefs, backgrounds, cultures, ethnicities and walks of life. Founded on Christian principles, Amplified Life seeks to demonstrate Golden Rule principles and Best Practices in all we do.





American Cancer Society & Versiti

This year we made a donation on behalf of our clients to the American Cancer Society. No one remains untouched by cancer—including members of our own team this year. The American Cancer Society (ACS) is on a mission to free the world from cancer. Until this is achieved, they'll be funding and conducting research, sharing expert information, supporting patients, and spreading the word about prevention.

In addition to the donation, we hosted a Community Blood Drive with Versiti, a national leader in innovative blood solutions. Our goal for this drive was 28 units, and we ended the drive with a total of 35, which resulted in 99 lives saved in the community.

In memory of Theresa Drost.

We couldn't wrap up 2022 without remembering our beloved teammate, Theresa. Theresa Drost worked at Express Employment Professionals for fifteen years. Many of you have worked with Theresa as she has been a Staffing Consultant serving both client companies and associates looking for a job. On July 21st, 2022, Theresa was diagnosed with Leiomyosarcoma, which is a rare type of cancer that begins in smooth muscle tissue. We are heartbroken to share that she passed away on Wednesday, October 12th, 2022.

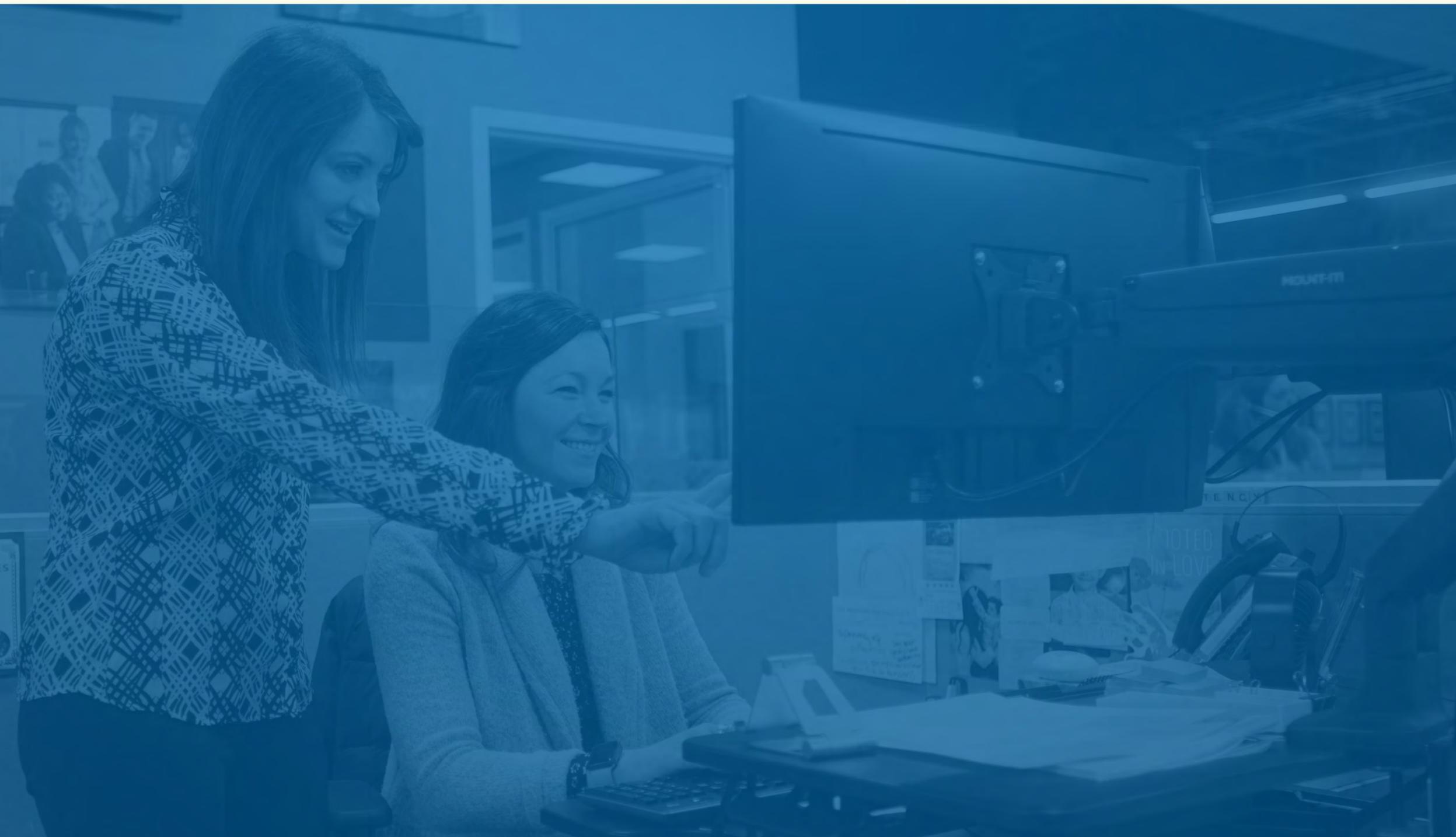
Over the course of her fifteen years with Express Employment Professionals, Theresa helped 3,911 individuals find employment, which averages to almost 1 person a day. She impacted thousands of lives serving as the bridge between people looking for jobs and companies looking for talent. She loved to make things better for the next person and make a difference in people's lives. Theresa founded our wellbeing initiative here at Express Employment Professionals that challenged and enhanced our internal team's wellness and led us to be a Best and Brightest Wellness Company. She was a key member of our Lean team and her passion for excellence was felt in all that she did. As we move forward, Theresa will be dearly missed and her investments in our team and community will live on.





“The entire team at Express Employment Professionals were amazing and I got placed immediately!!!! I am definitely excited to start a new journey, thank you all so much!!”

-Candace



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