

FACTSHEET Kelly Services

A People Company, Staffing the World Kelly founded the temporary staffing industry in 1946, and has maintained a leadership position through the years based on a valuable premise: we invest in people. Today that focus benefits our customers wherever they operate around the globe - in a growing number of specialized fields. And we'll continue to meet the evolving challenges of workforce flexibility with staffing solutions tailored to your precise business needs, both locally and worldwide.

Kelly Services, Inc. (NASDAQ: KELYA, KELYB)

Vision

To provide the world's best workforce solutions

Character

We are authentic, the industry founder. We believe in relationships, not transactions. We value teamwork, realizing that we are stronger together than as individuals. We take seriously the promises we make. We are passionate, dedicated and driven to excel. With us it has never been about being the biggest. It has always been about being the best and doing the right thing.

At our core, we are a community. Each day we welcome into our community the varied talents of all people who embrace our culture of service, teamwork and integrity. We offer the opportunity to work with the best companies in the world, and to make a difference in the communities in which we live and work.

Values

We are judged, collectively and individually, by the return we provide to our shareholders. We choose to provide that return with the following values:

- We are personally responsible for our actions, outcomes and reputation.
- We build strong relationships and create Kelly advocates for life.
- We own and immediately resolve customer and candidate issues.
- We treat every customer, employee and supplier with respect and integrity.
- We continuously seek opportunities to innovate and improve the Kelly experience.

Background

- Founded in 1946, United States
- Founder: William Russell Kelly
- Corporate Headquarters in Troy, United States
- EMEA Headquarters in Neuchâtel, Switzerland
- Kelly Services, Inc. (NASDAQ: KELYA en KELYB) is a Fortune-500 corporation
- Top-5 position within the ranking of largest staffing organisations worldwide
- More than 8.000 employees
- Yearly over 480.000 people are put to work via Kelly Services
- Geographical spread: United States, Europe/Middle-East, Africa and Asia
- Kelly Services is located in 34 countries: Australia, Belgium, Canada, Czech Republic, China, Denmark, France, Germany, Hong Kong, Hungary, India, Indonesia, Ireland, Italy, Japan, Luxemburg, Malaysia, Mexico, Netherlands, New-Zealand, Norway, Philippines, Poland, Portugal, Puerto Rico, Russia, Singapore, South-Korea, Sweden, Switzerland, Taiwan, Thailand, United Kingdom and United States

Financial results

Total corporate turnover 2009 – 4,3 billion dollar

Kelly @ work We guarantee quality and an efficiency with a professional approach that results in the perfect match. To achieve this Kelly Services combines market knowledge with a unique selection and testing methodology. We qualify candidates on both hard skills (diploma's, knowledge and experience) and soft skills (suitability, attitude and ambitions) to determine whether a person is a good or a perfect match for a specific role. With this approach Kelly Services always selects the better employee to meet the job role demands but also the culture and style of your organisation.

Market Specialisations Kelly Services is active in these market sectors office, financial and business services, (light) industrial, distribution & logistics, contact centers, information technology, science, marketing, education and healthcare

Specializations for higher educated staff

- Financial roles (Kelly Financial Resources)
- Scientific roles (Kelly Scientific Resources)

HR-solutions

Kelly Outsourcing & Consulting Group offers tailor made HR services. By (partly) outsourcing your personnel services you can focus entirely on your core business. Kelly OCG has four specialist departments:

- Business Process Outsourcing (**BPO**)
- Contingent Workforce Outsourcing (**CWO**)
- Recruitment Process Outsourcing (**RPO**)
- Kelly HR Consulting (**KHRC**)

Locations in the Netherlands

Kelly Services has offices in Amsterdam, Arnhem, The Hague, Enschede, Groningen, Leeuwarden. The Benelux headquarter is based in The Hague.

Management Kelly Services Benelux

Dinette Koolhaas – VP & General Manager Western Europe

Paul van der Veen – Director Finance

Mirna Ploos van Amstel / Marieken Horsman - Marketing Manager

Astrid Akse - HR Manager

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