

Building a Culture of Diversity, Equity, & Inclusion at Your Organization



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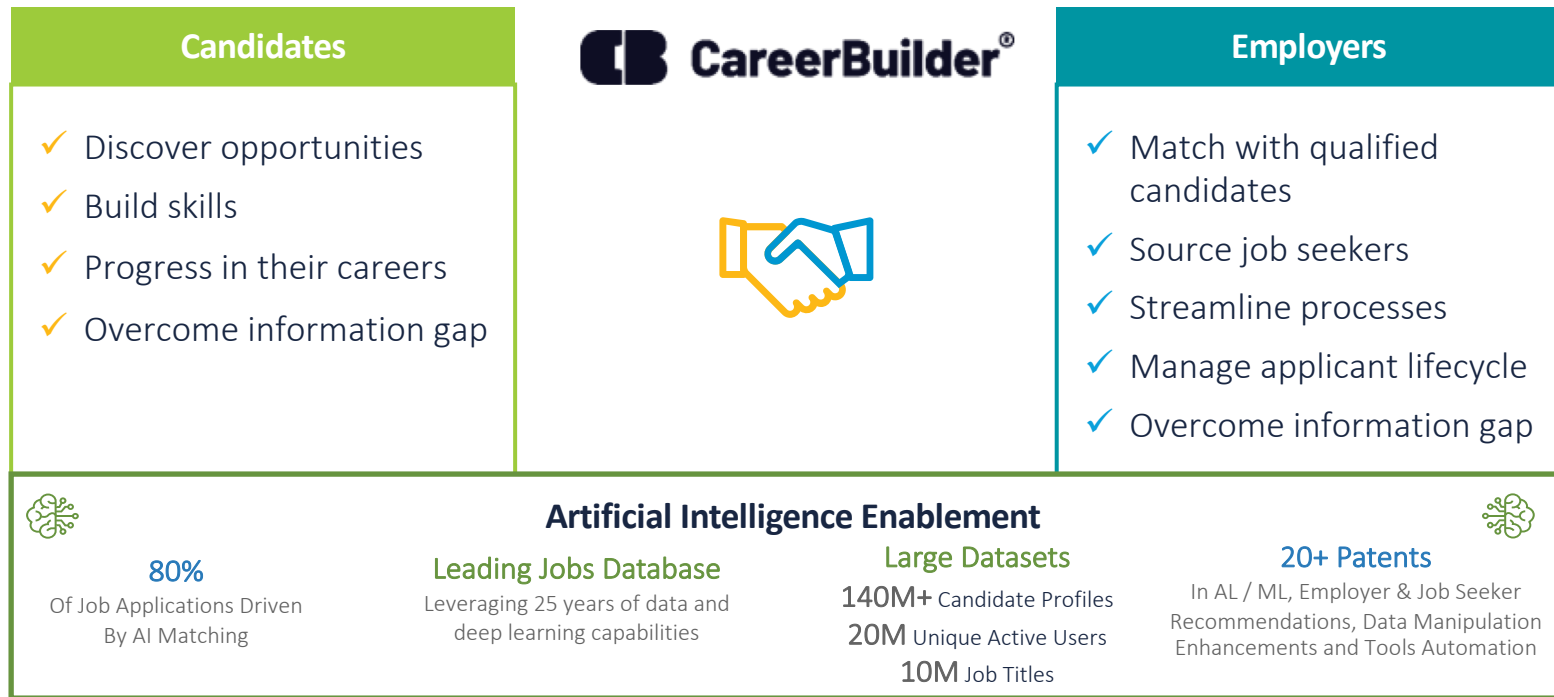


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Unique combination of technology & candidates in one platform disrupts how companies acquire candidates and streamlines recruiting



About ClearlyRated



Est. 2003

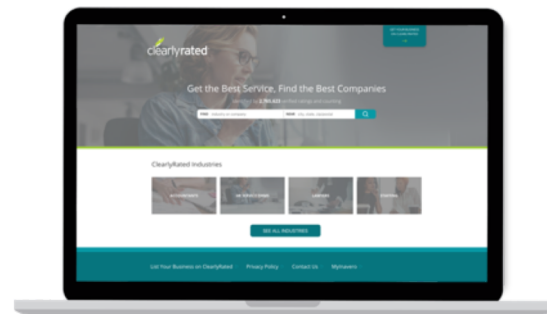
Focus on professional service providers since 2007

We believe it's **good business** to place client and employee satisfaction at the heart of your growth strategy.



Annual survey & award program for client, talent, and employee satisfaction.

Recognizes firms that have demonstrated exceptional service quality based exclusively on ratings provided by their clients, candidates, and internal staff.



Online service provider directory that translates client and talent satisfaction scores into online ratings and testimonials.

About the Research

2021 Staffing Buyer Study

- Candidate diversity in staffing and current perceptions
- Importance of DEI topics at firms clients engage with
- DEI topics by generation and race/ethnicity
- Upsides and downsides of remote work
- Client organization plans for handling remote work

Sample: 603 hiring managers

Timeline: March – April 2021

2021 State of the Staffing Professional Study

- Diversity, equity, and inclusion metrics
- Actions taken on DEI initiatives
- Views on inclusion and discrimination
- Remote work trends in the staffing industry
- Rates of remote work and preference of remote work

Sample: 513 internal employees

Timeline: March – May 2021



State of DEI in the Staffing Industry

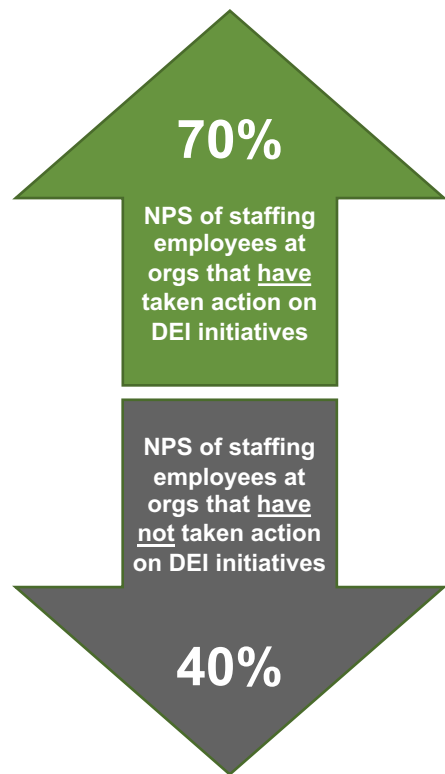
2021 Staffing Professional Study

Nearly 1 in 4 firms have not taken any action on DEI

Staffing Firm Action Taken on Diversity, Equity, and Inclusion Initiatives, by Firm Size



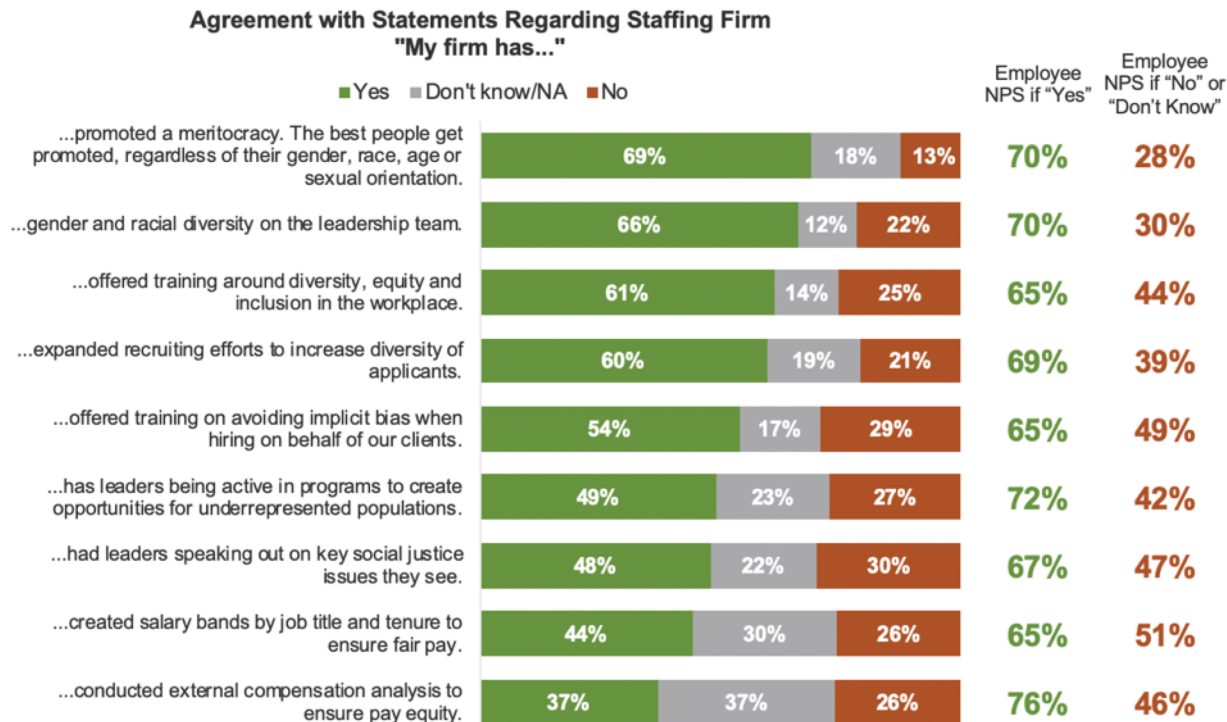
Firms not committed to DEI face higher levels of dissatisfaction



| | NPS | Detractors |
|--|-----|------------|
| My firm has taken direct, visible action on DEI initiatives | 70% | 6% |
| My firm has discussed DEI initiatives, but actions have not | 39% | 16% |
| My firm has not laid out any DEI-related initiatives | 41% | 18% |

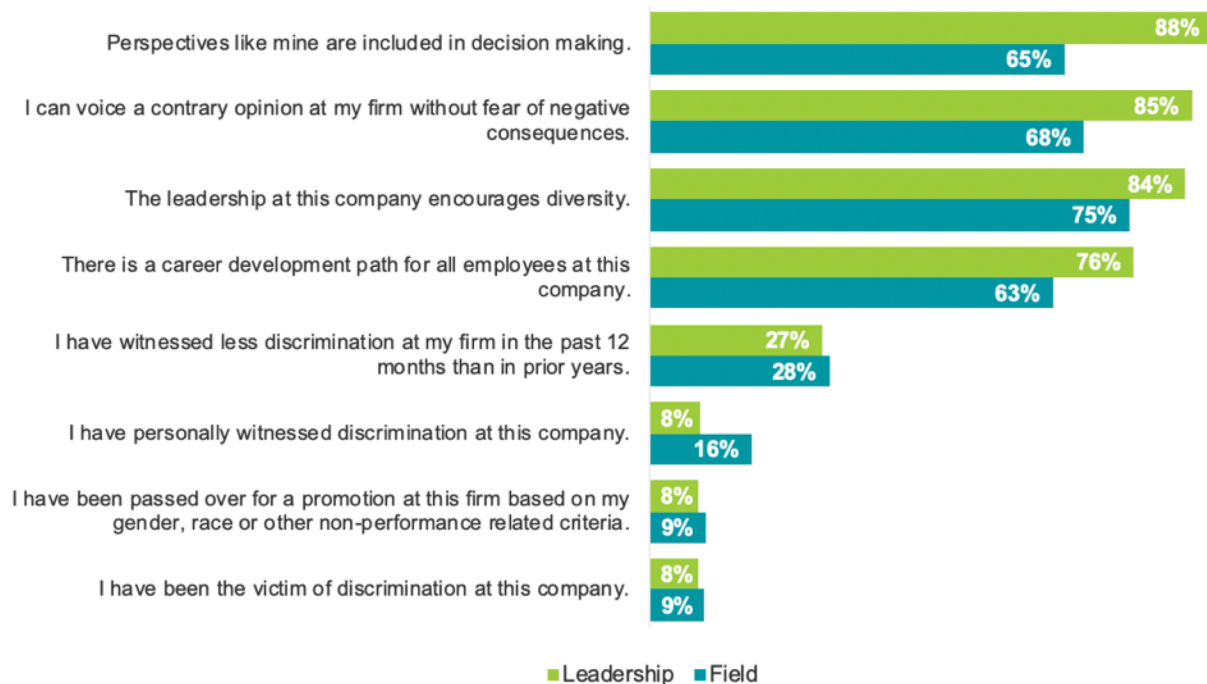
| | NPS | Detractors |
|--|-----|------------|
| My firm has taken direct, visible action on DEI initiatives | 70% | 6% |
| My firm has NOT taken direct, visible action on DEI initiatives | 40% | 17% |

Most employees feel that their staffing firm is a meritocracy and that gender/racial diversity is displayed on their leadership team



Field employees are less likely to agree that their voice is being heard, 2x as likely to report witnessing discrimination

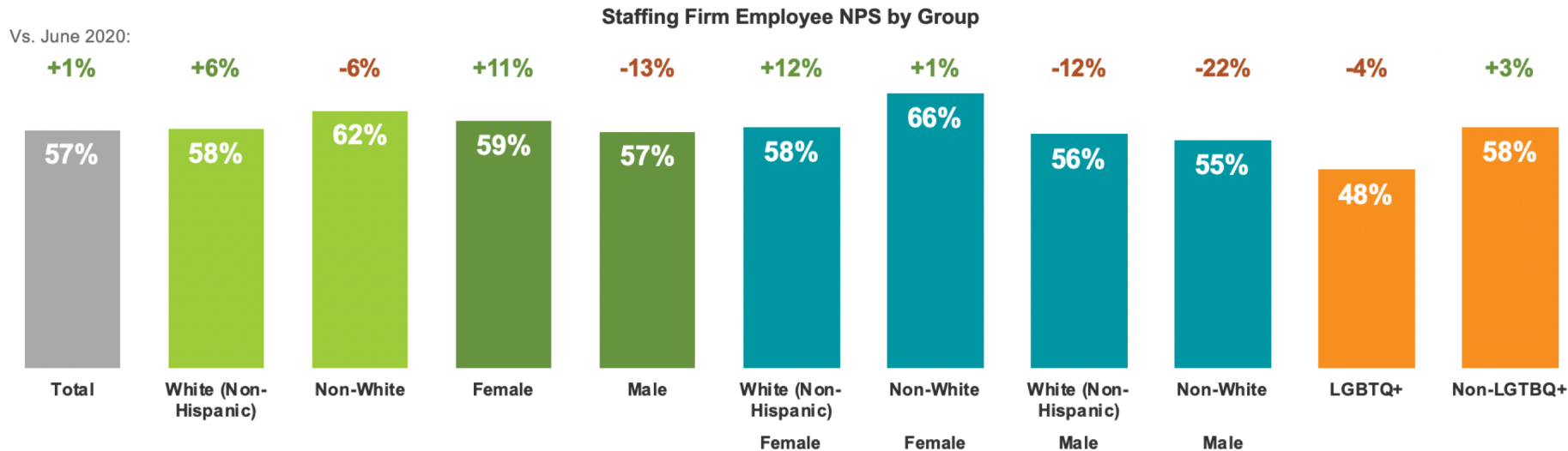
Agreement with Statements about Inclusion and Discrimination, % Agree



14%

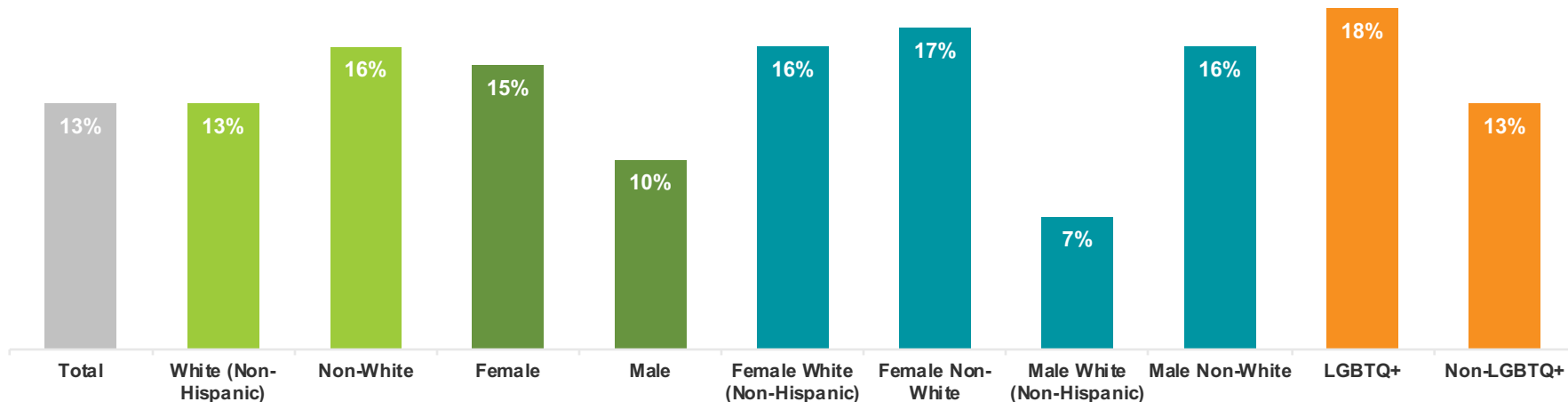
Of non-white employees that believe they have been passed over for a promotion based on non-performance criteria vs. 8% of white employees.

Satisfaction is decreasing among non-white and male employees, while most other groups are increasingly satisfied



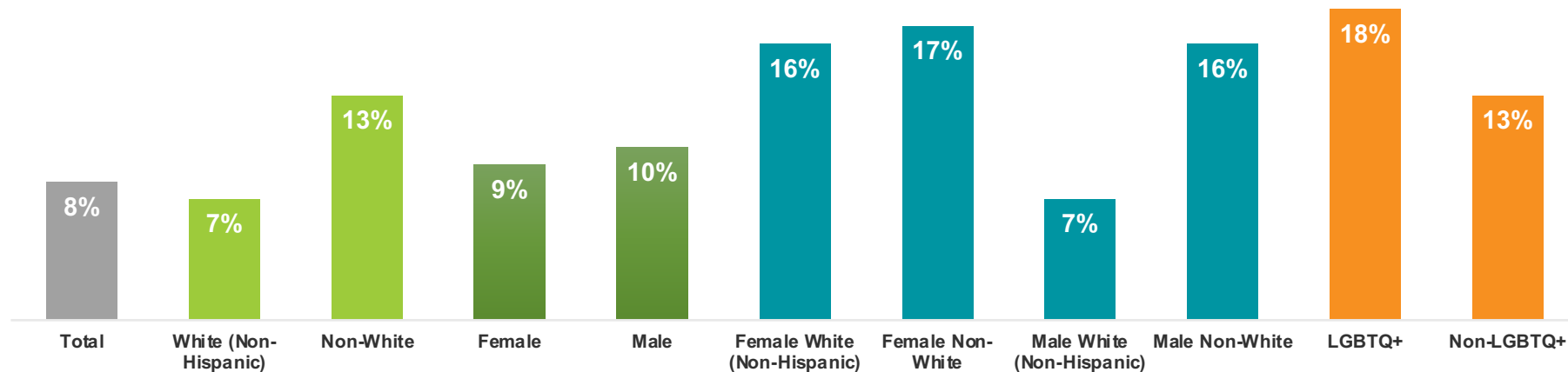
13% report witnessing discrimination

I have personally witnessed discrimination at this company.



8% report being the victim of discrimination

I have been the victim of discrimination at this company.



The State of DEI in Staffing

Discussion



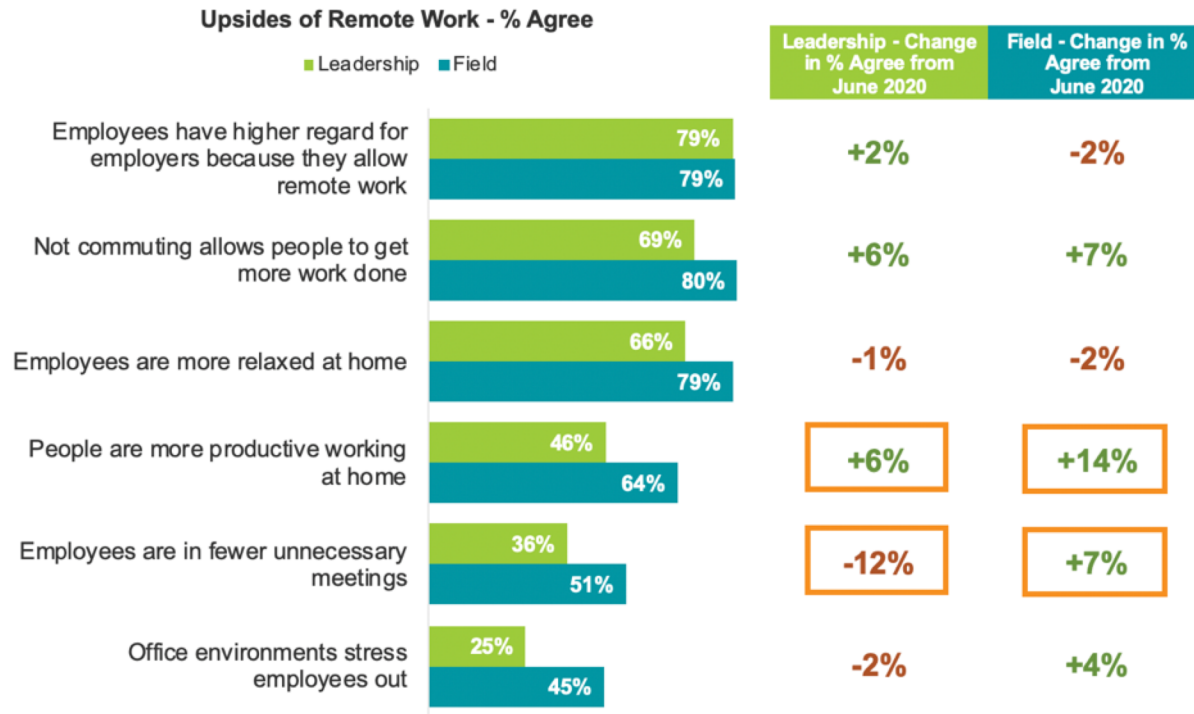


Remote Work Trends and DEI

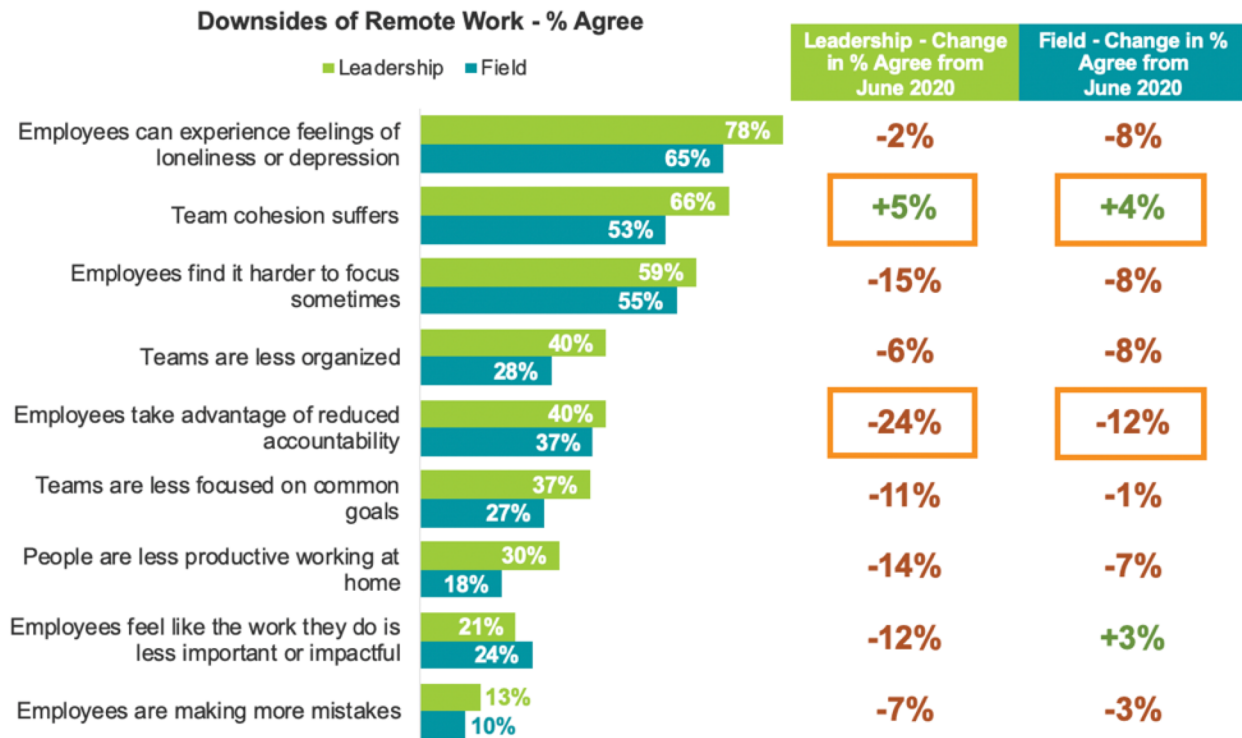
2021 Staffing Professional Study

Transition: Remote work trends and DEI

As they are more likely to prefer working remotely, non-leaders are more likely to buy into the upsides of remote work arrangements

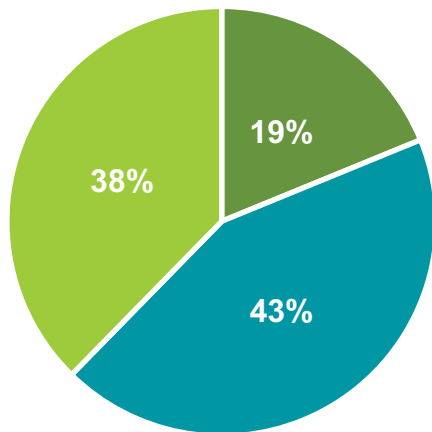


While leaders have stronger feelings about the negatives of remote work, many staffing employees are shifting their attitudes



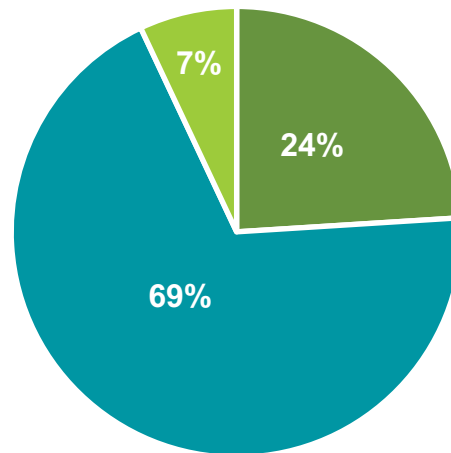
Remote work preferences: companies vs. employees

What companies are doing



■ Full remote ■ Hybrid ■ Full office

What employees want



■ Full remote ■ Hybrid ■ Full office

Remote work plans

| | What Companies are doing | What people want... | Total | Gen Z & Millennial (18-41) | Gen X (42-56) | Baby Boomers (57-75) | White (Non-Hispanic) | Non-White (Combined) | Female | Male |
|--|--------------------------|---------------------|-------|----------------------------|---------------|----------------------|----------------------|----------------------|--------|------|
| Employees will be allowed to work remotely whenever and wherever they choose | 19% | Full Remote | 24% | 24% | 26% | 23% | 24% | 22% | 26% | 19% |
| Employees will be allowed to work remotely part of their time | 44% | Hybrid | 69% | 71% | 67% | 62% | 68% | 75% | 69% | 69% |
| Employees will be expected to work from our office | 38% | Full Office | 7% | 4% | 7% | 15% | 8% | 3% | 5% | 11% |

Remote Work

Discussion



Staffing Buyers and DEI

2021 Staffing Buyer Study

A strong and increasing majority of organizations are focusing on hiring more diverse candidates



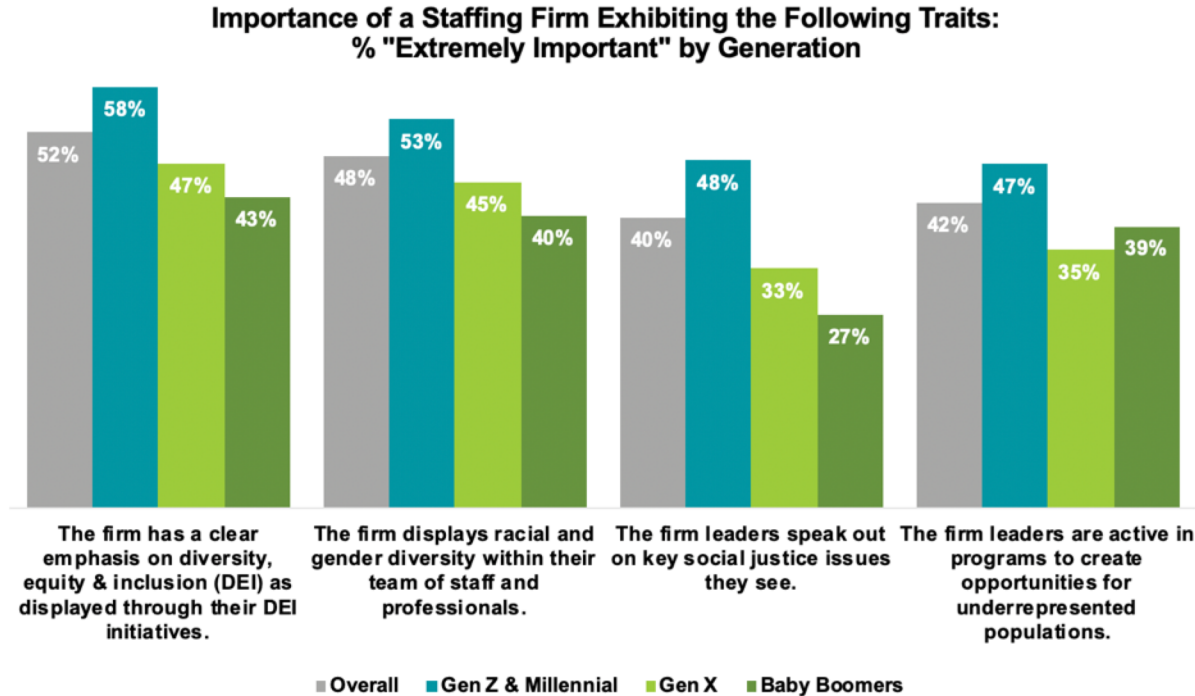
60%

NPS for those who *strongly agree* that staffing firms help reach more diverse candidates than direct applicants, vs. 11% NPS for all others.

44%

Of Millennials/Gen Z *strongly agree* that staffing firms should prioritize diversity in recruiting vs. 23% of Baby Boomers.

Many staffing buyers want to see their partnering organizations share their commitment to DEI



Clients think it's important that their staffing firms take action on DEI and that firm leaders speak out on social justice issues

89%

of clients say it is important that their primary staffing firm has a clear emphasis on diversity, equity & inclusion (DEI) as displayed through their **DEI initiatives**.



62%

of staffing professionals report that their firm has taken direct, visible action on **DEI initiatives**

76%

of clients say it is important that their primary staffing firm's leaders speak out on key **social justice issues** they see.



61%

of staffing professionals report that their firm has had leaders speaking out on key **social justice issues** they see.

87%

of clients say it is important that their primary staffing firm's leaders are active in programs to create **opportunities for underrepresented populations**.



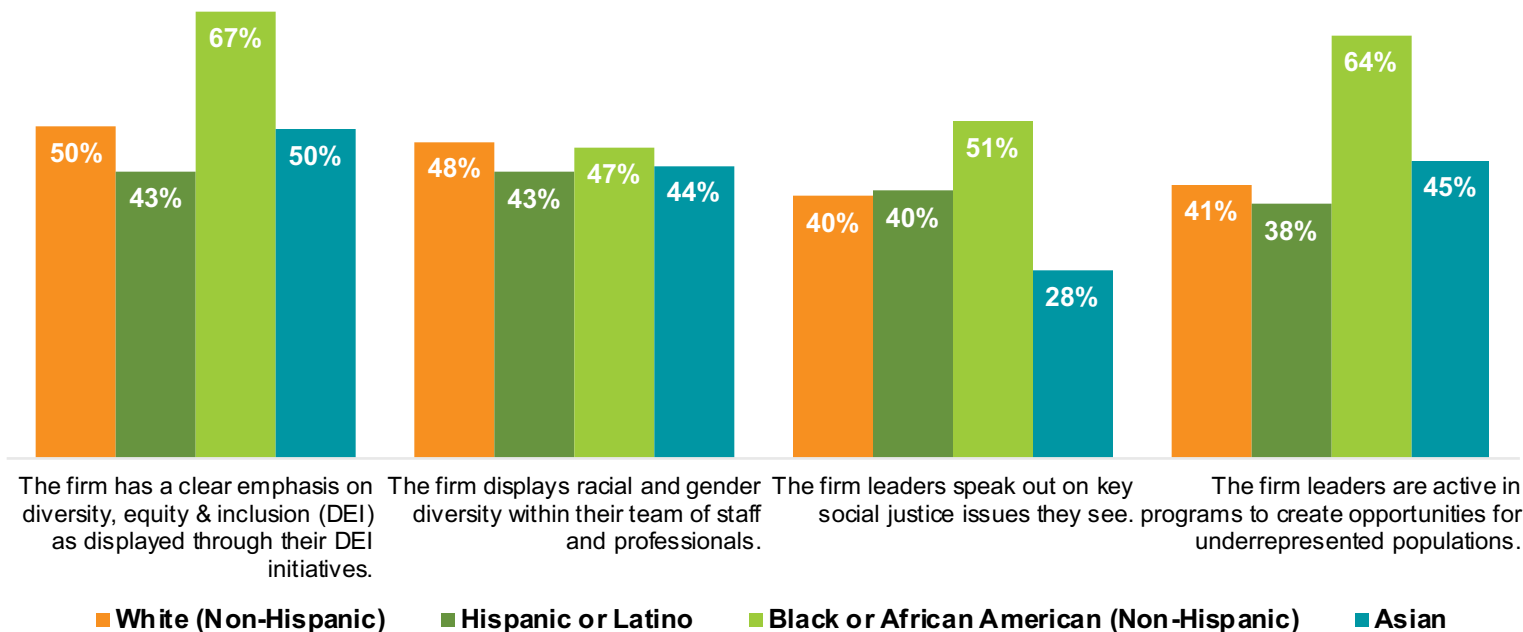
64%

of staffing professionals report that their firm has leaders being active in programs to create **opportunities for underrepresented populations**.

Note: Staffing Professional results are from the 2021 State of the Staffing Professional Study

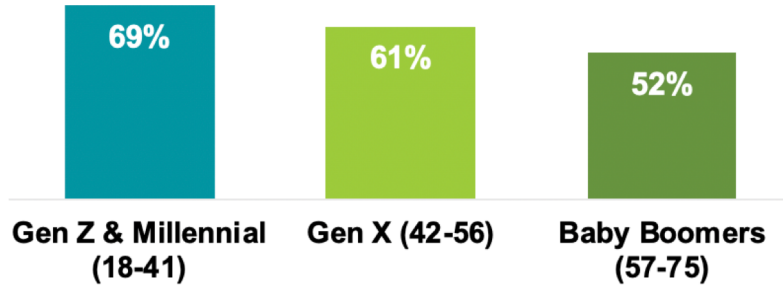
Buyers vary on the importance they place on DEI topics depending on factors such as age and race/ethnicity

% That Believe it is Extremely Important that Staffing Firms Exhibit the Following Traits,
by Respondent Race/Ethnicity

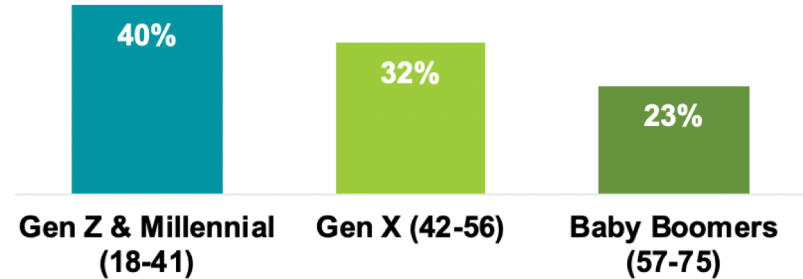


Importance of DEI topics by generation

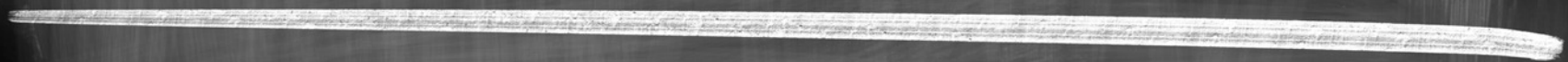
% "Yes" - Took Staffing Firm's Stance on DEI Practices in Recruiting/Placement into Account when Vetting the Firm, by Generation



Client's Organization has Placed Increased Importance on Ensuring DEI Practices in Hiring in the Past Year, % "Much More Important" by Generation



Let's Discuss



Questions?



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