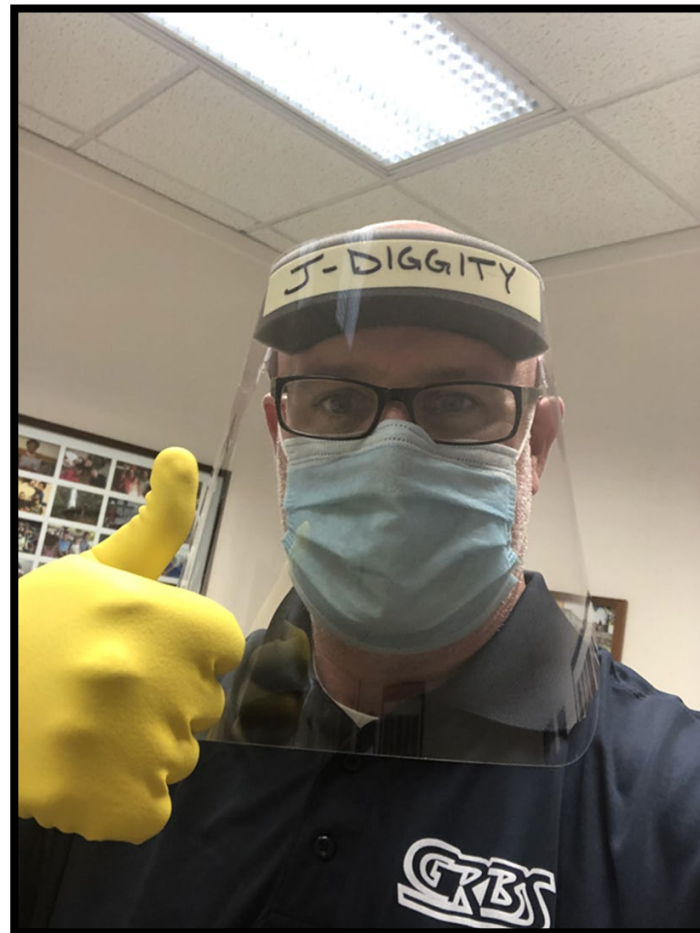


# DUDE, WHERE'S MY STAFF?

VOL 3: SERIOUSLY WHAT THE..?

Jason Doncis  
CEO, GRBS

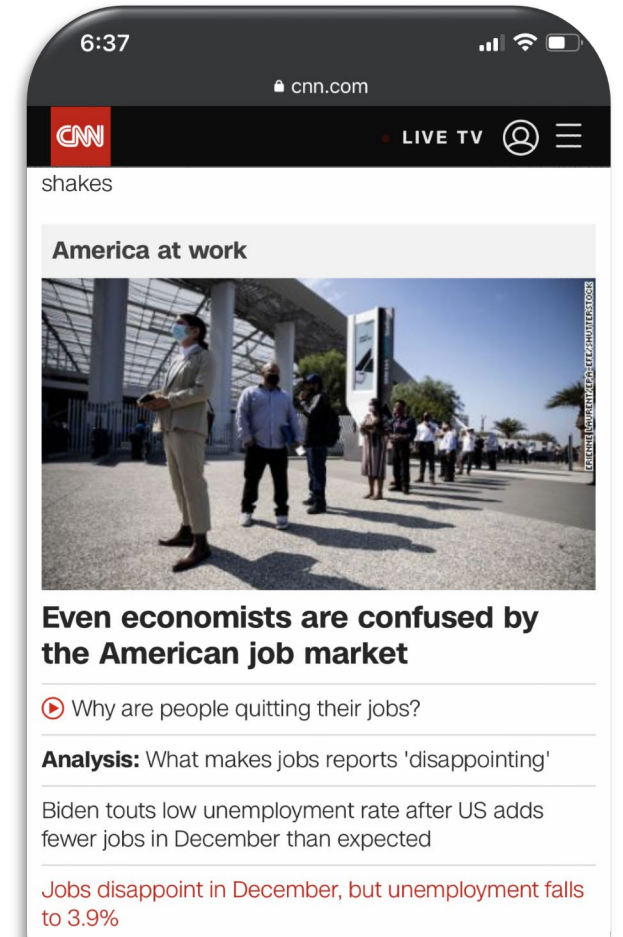


# WE ARE ALL TOO FAMILIAR WITH THE PROBLEM...



## 'It's not ideal': GVSU on-campus dining struggling to feed students due to labor shortage despite budget increase

There are more than 15 on-campus dining facilities that are currently closed due to staffing issues.

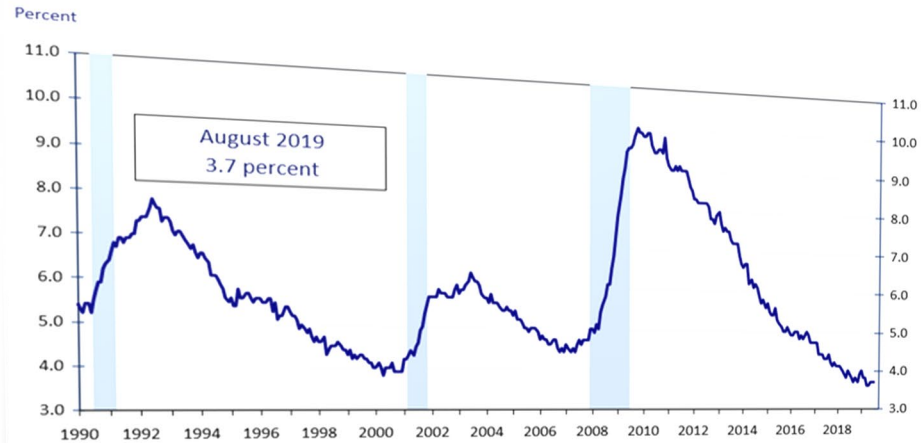


We know all too well that Michigan businesses are facing unprecedented challenges. From navigating an ongoing global health pandemic, rising inflation and supply chain chaos to a once-in-a-lifetime talent crisis, the current business climate can be overwhelming.



# PRE-PANDEMIC TRENDS

**Chart 10. Civilian unemployment rate**  
Seasonally adjusted, 1990–2019



Note: Shaded areas represent recessions as determined by the National Bureau of Economic Research (NBER). Data online at <https://data.bls.gov/timeseries/LNS14000000>.

13 — U.S. BUREAU OF LABOR STATISTICS • [bls.gov/cps](https://bls.gov/cps)

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	8.3	8.3	8.2	8.2	8.2	8.2	8.2	8.1	7.8	7.8	7.7	7.9	8.5
2013	8.0	7.7	7.5	7.6	7.5	7.3	7.2	7.2	7.2	6.9	6.7	6.7	6.7
2014	6.6	6.7	6.7	6.2	6.3	6.1	6.2	6.1	5.9	5.7	5.8	5.6	5.6
2015	5.7	5.5	5.4	5.4	5.6	5.3	5.2	5.1	5.0	5.0	5.1	5.0	5.0
2016	4.9	4.9	5.0	5.0	4.8	4.9	4.8	4.9	5.0	4.9	4.7	4.7	4.7
2017	4.7	4.6	4.4	4.4	4.4	4.3	4.3	4.4	4.2	4.1	4.2	4.1	4.1
2018	4.1	4.1	4.0	4.0	3.8	4.0	3.8	3.8	3.7	3.8	3.7	3.9	3.9
2019	4.0	3.8	3.8	3.6	3.6	3.7	3.7	3.7	3.5	3.6	3.5	3.5	3.5

**Chart 2. Civilian labor force participation rate**  
Seasonally adjusted, 1990–2019



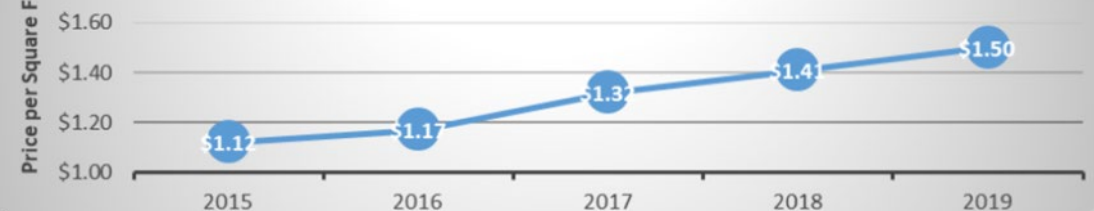
Note: Shaded areas represent recessions as determined by the National Bureau of Economic Research (NBER). Data online at <https://data.bls.gov/timeseries/LNS113000000>.

5 — U.S. BUREAU OF LABOR STATISTICS • [bls.gov/cps](https://bls.gov/cps)



Food Preparation and Serving Related Occupations	298,650	\$10.43
Building and Grounds Cleaning and Maintenance Occupations	113,620	\$11.62
Personal Care and Service Occupations	71,780	\$10.91

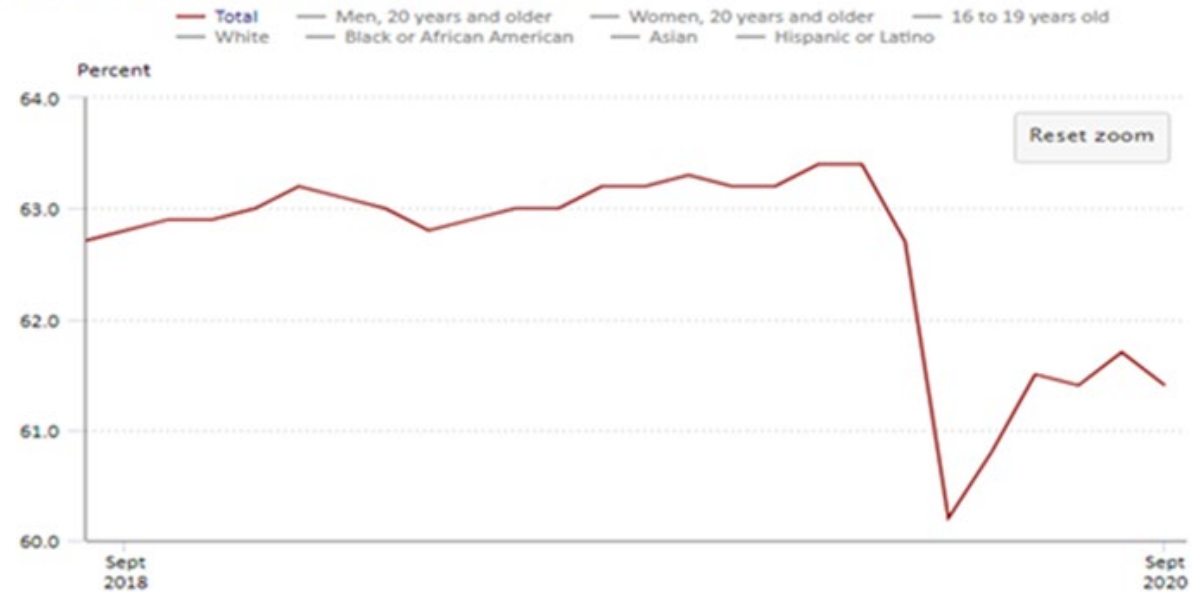
**Changes in Contracting Price Last 5 Years**



# PANDEMIC TRENDS

## Civilian labor force participation rate, seasonally adjusted

Click and drag within the chart to zoom in on time periods



Hover over chart to view data.  
Note: Shaded area represents recession, as determined by the National Bureau of Economic Research.  
Persons whose ethnicity is identified as Hispanic or Latino may be of any race.  
Source: U.S. Bureau of Labor Statistics.



## Covid 19: Renewed Disruption to Businesses

The Wall Street Journal and the Washington Post both report growing disruption for business, families, schools and colleges in articles on Saturday August 14th. Check out the blog for more information!



# WHY PEOPLE ARE NOT RETURNING TO THE LABOR FORCE


cbsnews.com

Ukraine Crisis | CBS News App | Show Schedule | News

**CBS NEWS** Login

## What's behind the push for a fourth stimulus check

BY AIMEE PICCHI  
FEBRUARY 11, 2022 / 7:21 AM / MONEYWATCH



forbes.com

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PERSONAL FINANCE

## Student Loan Forgiveness: Biden Is 'More Open To It Than Ever Before,' Top Senator Tells Activists

**Adam S. Minsky**  
Senior Contributor ⓘ  
*I'm an attorney focused on helping student loan borrowers.*

Apr 13, 2022, 01:15pm EDT

CONTRACTOR WORKFORCE MANAGEMENT


Home Solutions Industries Resources Events

/ in Hiring and Retention /

Over 4-8 million fewer people are currently in the US labor force than before the pandemic, depending upon how they are counted. Why?

- Fear of Covid-19, sickness (the USA still averages over 14,000 positive cases a day); if 14,000 people quarantine for 14 days, that removes nearly 200,000 from the available workforce even if they don't get really sick
- Lack of childcare and open schools
- Previous employer has offered to rehire soon
- Few job openings in their area
- Extended jobless benefits

foxnews.com



**FEBRUARY 15, 2022**

# **SPRING SERIES- THE BIG SHORT “THE GREAT RESIGNATION: WHERE DID ALL THE WORKERS GO?”**

Women have disproportionately exited work force since April 2020

- Michigan Child Care rates up 61%
- Child Care Centers hours reduced
- Remote/Home School

3.3% of Boomers Retired in 2020 – And has INCREASED 7% each year since

- Last 5 years 2.5 - 2.7%

Prime age worker participation decline

- February 2020 82.9% to June 2021 81.7% to February 2022 79.5%

The reassessment is playing out in all facets of the labor market this year, as people make very different decisions about work than they did pre-pandemic. Resignations are the highest on record — up [13 percent](#) over pre-pandemic levels. There are 4.9 million more people who aren't working or looking for work than there were before the pandemic. There's a surge in retirements with 3.6 million people retiring during the pandemic, or more than 2 million more than expected. And there's been a boost in entrepreneurship that has caused the biggest jump in years in new business applications.



## AND THE PEOPLE WE DO HAVE....

- No Reason NOT to Change Jobs, no real benefit to staying, everyone job jumps
- Quick to change Jobs; apply and interview on phones, within minutes of applying, easy transitions, constant notifications
- If uncomfortable situations come up, it is easier to leave than face confrontation
- Speed and Technology matter, don't want to be bored
- Do NOT expect Retention from this Group, prepare for turnover, it is the new norm.
- Quick Training, lots of it but they are smart, and will pick up skills fast.
- SAFETY – Pandemic has changed risk tolerance

### Generational Hire Rate vs. Annual Retention

Looking at retention rates over the past five years, older workers stay longer than younger workers. Boomers and the Silent Generation are retained 35% and 38%, respectively, for at least 12 months. These two generations make up only 11% of hires over the past five years, however.

Millennials and Gen Z have the worst annual retention rates, below 15%, but make up nearly 62% of new hires.

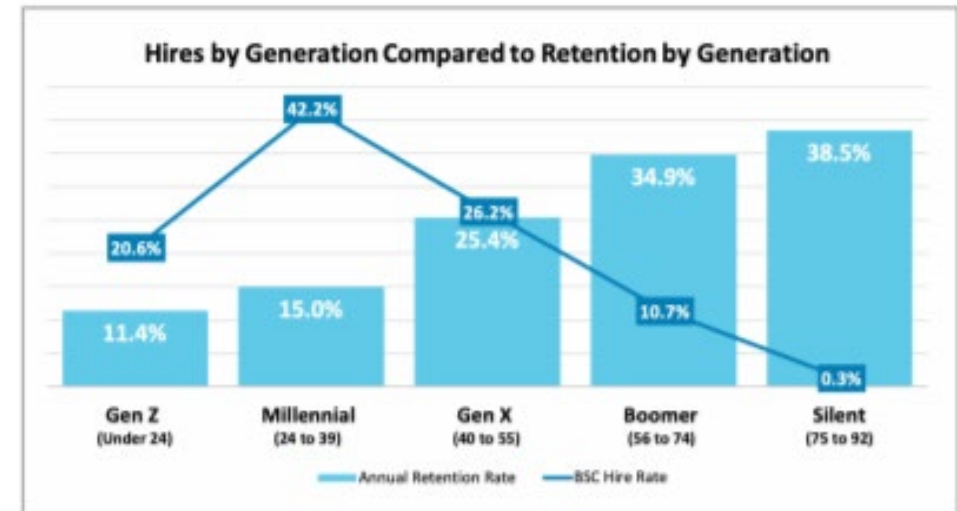


Exhibit 7: Industry Hire Rate by Generation vs 5+ year Industry Annual Retention

**Link to video**

**FUNNY, BUT ALL TOO REAL**



AND...LIKELY NOT GETTING BETTER ANYTIME SOON...



EDUCATION

## Some School Districts Eased Graduation Standards for the COVID Class



Public Schools lowers graduation requirements to help seniors impacted by pandemic

This communication is to inform you that Georgia Pacific, Essity and Rubbermaid have announced market increases targeting implementation effective April 1<sup>st</sup> or May 1<sup>st</sup>. This is completely unexpected. The announced increases are as follows:

- GP = 13% increase
- Essity = 15% increase
- Rubbermaid = 18% increase

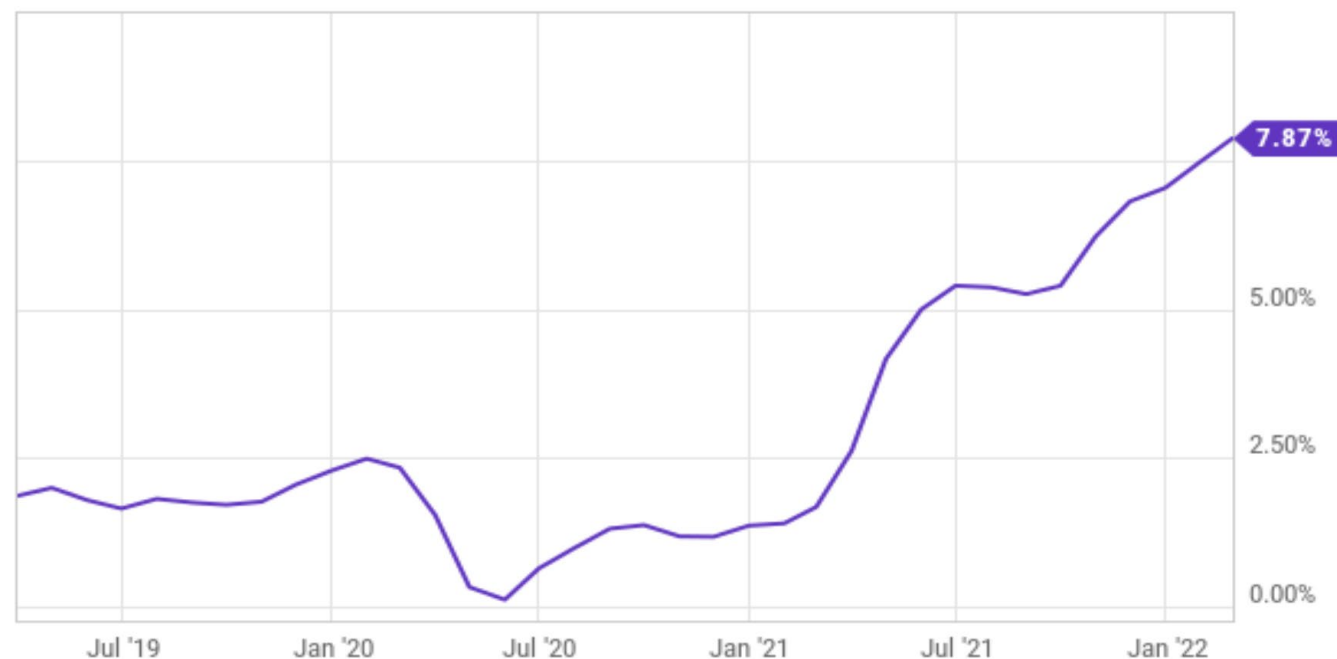
We expect to receive a smaller increase today or tomorrow that will impact NSA members. We've pushed back and been told by all 3 suppliers that they're going to proceed with these increases regardless and all customers will be impacted.

KC told us that they're not aware of an increase at this time. However, I would expect them to announce soon.

GP is only guaranteeing prices for 90 days which is the first time we've experienced this.

Wanted to provide a heads up of these announcements and with the world market volatility is coming in 2022.

US Consumer Price Index YoY



January headline CPI was up 7.5% year-over-year, the highest in four decades



# KEY #1 – MARKET COMPETITIVE WAGE

Fall 2021

**Average base salary** ?  
4.8k salaries reported, updated at September 9, 2021

**\$12.68**

per hour

The average salary for a janitor is \$12.68 per hour in Michigan.

• same as national average

## Same Labor Industry Averages:

- Food Service: \$13.12
- Retail: \$12.99
- General Office: \$13.37
- Factory: \$13.58
- Distribution: \$16.25



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April 2022

Custodian salary in Michigan

How much does a Custodian make in Michigan?

Average base salary ?

\$15.06

Per hour ▼

same

 as national average

The average salary for a custodian is \$15.06 per hour 11, 2022.

Same Labor Industry Averages:

- Food Service: \$13.35
- Retail: \$18.74
- General Office: \$20.71
- Factory: \$15.81
- Distribution: \$16.64

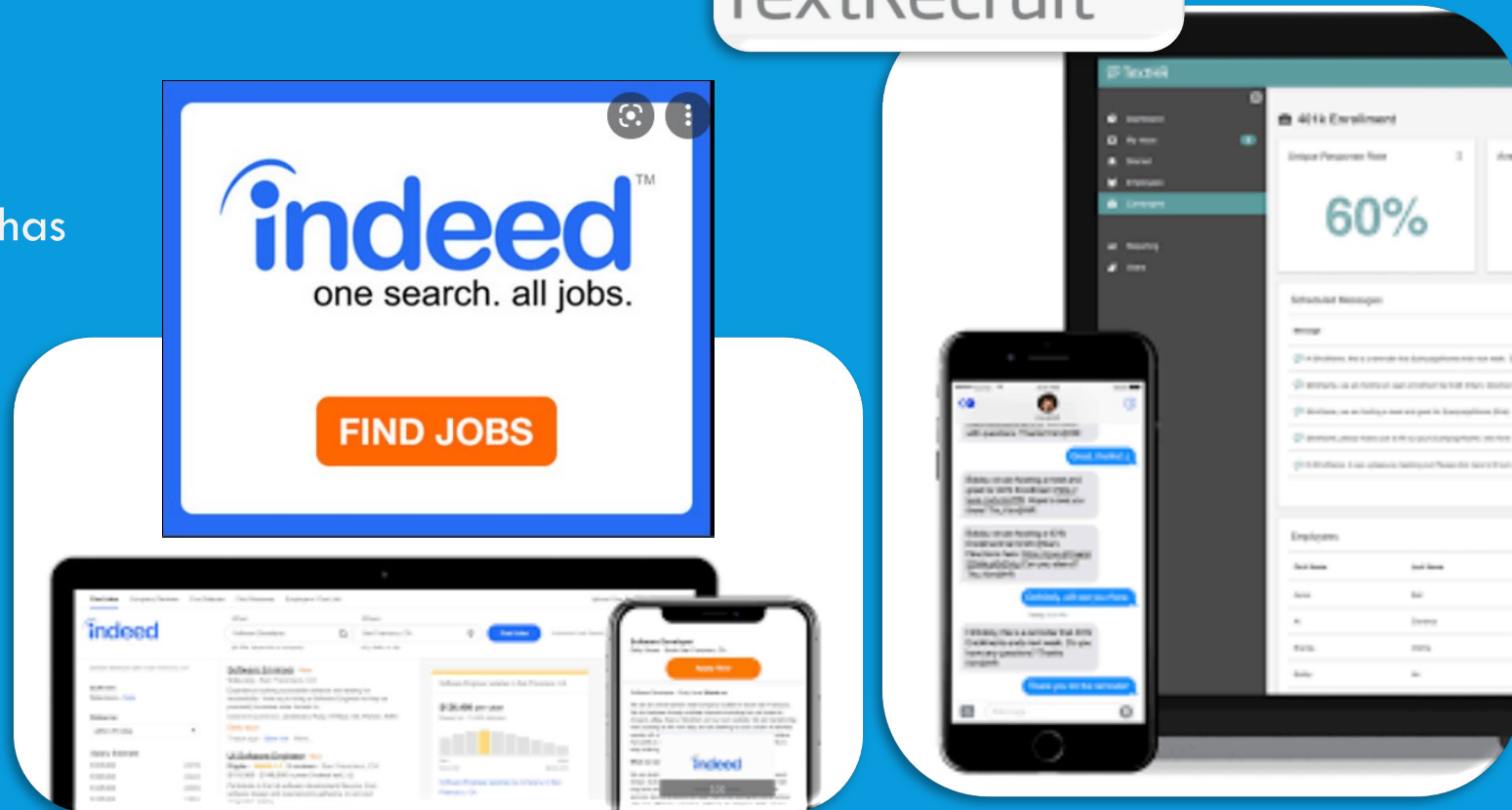


# KEY #2 – FAST, CONSTANT RECRUITING

## HIRING and ONBOARD SPEED IS KEY!

- Indeed – Mass applications, notifications
- Text Recruit – Reach all applicants at the push of a button within minutes
- ATS – Tracks where candidates are, who has been connected, what is pending
- Phone Interviews – FaceTime and Zoom
- Remote Orientations – Preliminary paperwork completed online, can remote into orientation across the state

CHALLENGE – Printing Delay





## KEY #3 – INSTANT RETURNS

- Quicker access to pay the Employee has already earned – Payouts weekly, or even next day.
- Post open shifts allowing other Team Members to pick up extra work on days and times that work best for them.
- Tracks expenses and spending so Team Members know what bills are coming, and what they can afford



### EMPLOYEES EARN MORE & MISS WORK LESS

Minimize shift disruption as you empower hourly employees. Branch allows your staff to manage work from their mobile device, so they can boost their wages by picking up shifts and achieve greater financial stability.

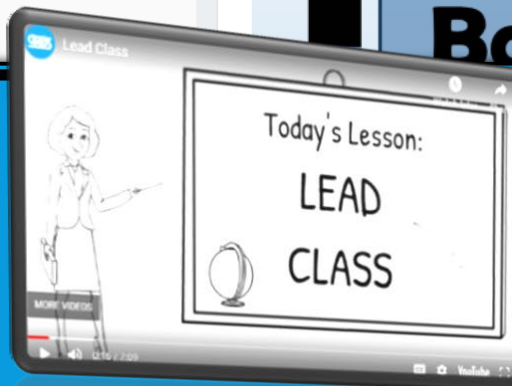
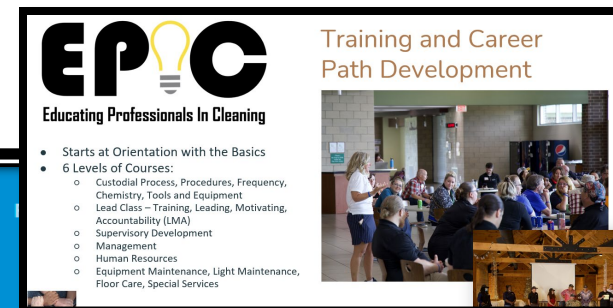
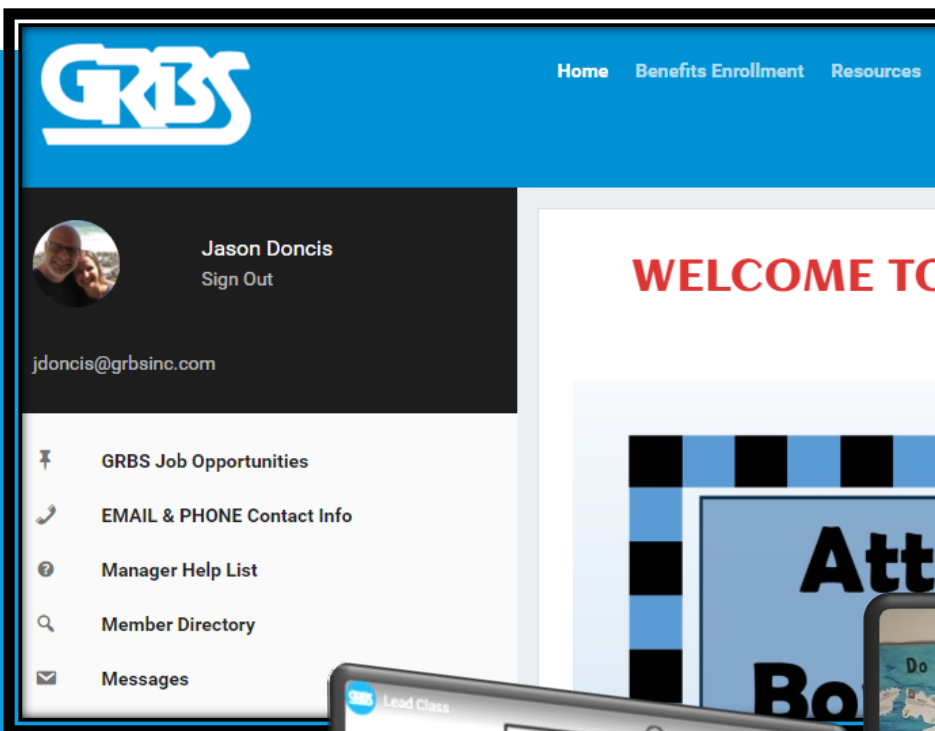
- ✓ OPPORTUNITIES TO EARN MORE HOURS  
They boost their wages, and you grow your business
- ✓ HIGHER SHIFT COVERAGE RATES  
When it's easier for workers to get coverage, they do
- ✓ SCALE LABOR IN REAL-TIME TO MEET NEEDS  
Dinner rush you didn't anticipate? Multiple workers called in sick? Branch can help



# KEY #4 - COMMUNICATION AND TRAINING...THEIR WAY!

Employee Portal allows Team Members to have access to a Multitude of tools at their fingertips:

- Training Videos (now over 20 available!)
- Payroll stubs and PTO status
- Upcoming Events and Training courses
- Inspection results
- Available Promotions or positions available in other locations
- GRBS Forms
- SDS Sheets
- And MUCH more....





# KEY #5 – JOB DESIGN AND CULTURE

## SIMPLIFY



### DEI TRAINING

WE CARE that all people have the opportunity to work and thrive in a safe and inclusive environment.



October 1, 2021

To Whom It May Concern,

Please accept this letter as a professional reference on behalf of Grand Rapids Building Services (GRBS). I had the opportunity to provide training, tools, and coaching to the administrators and staff during the summer and fall of 2021. The initiative from leadership was a part of their commitment to create an inclusive community at GRBS. Using a working approach, GRBS dedicated the resources necessary to plan and implement workshops for their administrators and staff.

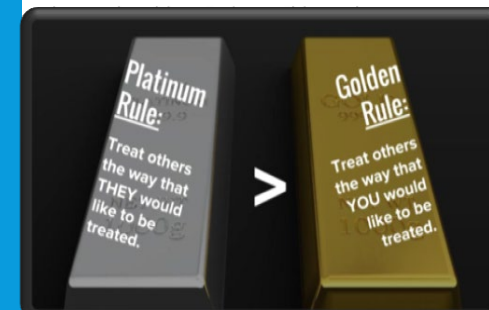


- ✓ BE NICE
- ✓ Reduce Stress in Jobs (Anxiety)
- ✓ Reduce Chaos in Jobs (Anxiety)
- ✓ Flexible Schedules and Start Times
- ✓ Frequent Accessibility to Cell Phones
- ✓ Part Time Shifts
- ✓ No Long Hours
- ✓ Time Off



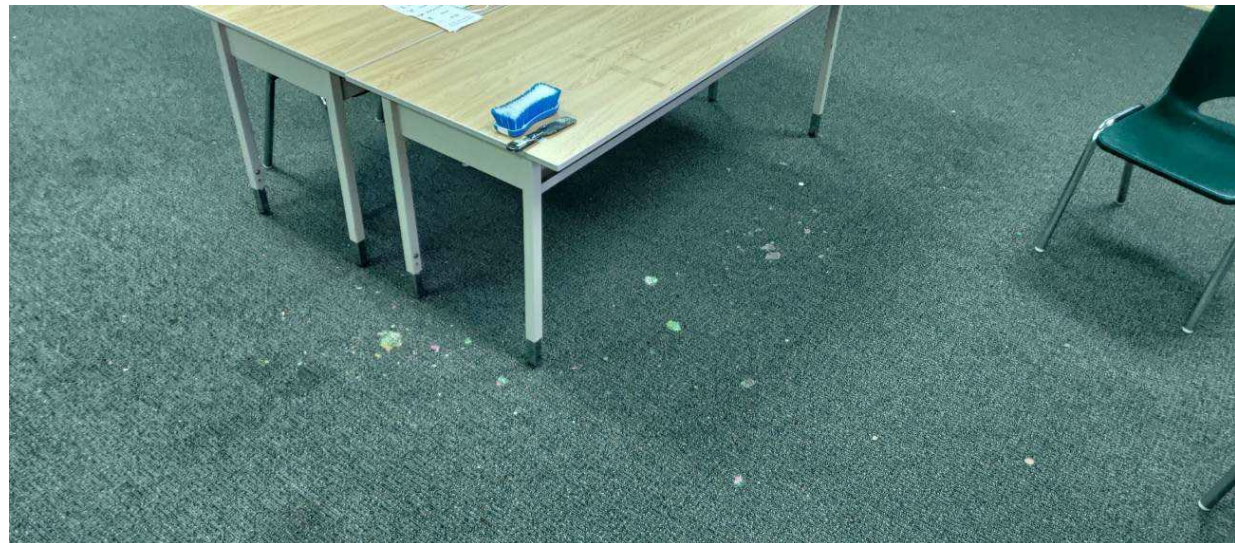
### Recap and Takeaways: Retaining and Attracting Generation Zoomer Webinar

As the baby boomer generation continues to retire, Generation Z, also known as Zoomers, is entering the workforce with a completely different outlook. From company loyalty, flexibility and workplace settings, what are Zoomers looking for? Check out this on-



## MEANWHILE – TANGIBLE TIPS FOR EFFICIENCY

- Limit number of trash cans and designate a food trash
- Limit excess furniture
- Limit number of rugs on tile floors
- Kids pick up large debris last 30 seconds
- Clear desks and table tops
- Centralize recycling, and make it a kids program
- PLEASE. PLEASE. PLEASE....No playdough on carpet



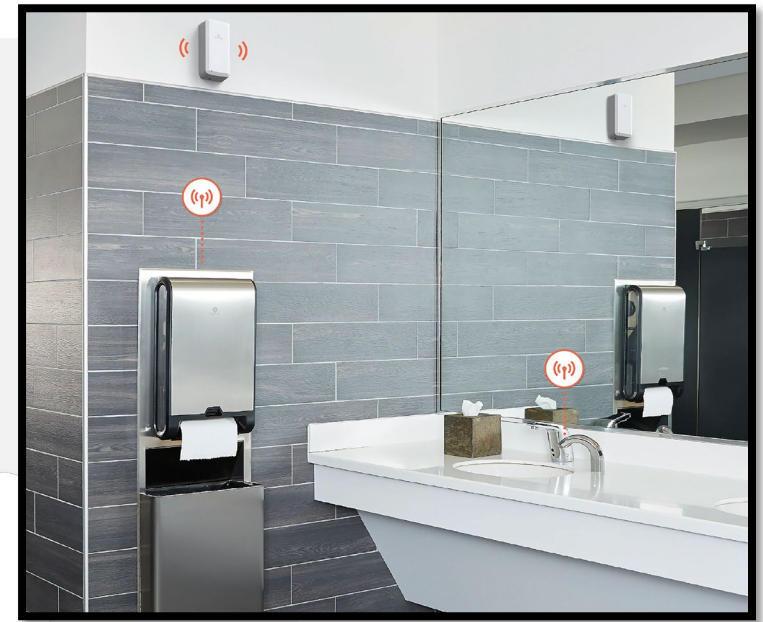
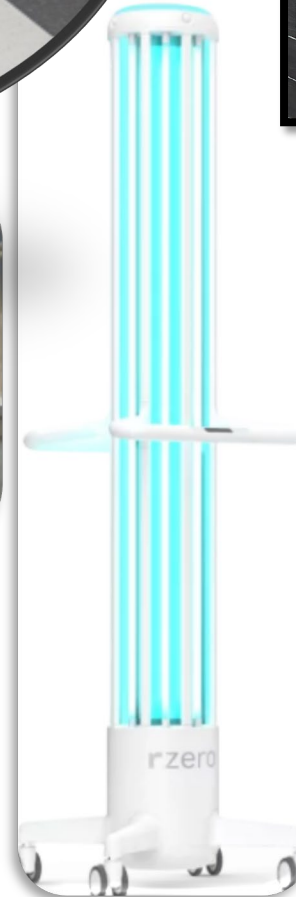
# THE FUTURE

Luxury Vinyl Tile Rapidly Advancing

Smart Technology letting you know when dispensing units are running low

Robotic Scrubbers become more cost effective

Battery Operated Vacuums



**Get rid of the  
Mop & Bucket**



Go  
Beyond  
the  
Mop!

