

January 12, 2021

FAQs to submit additional questions, please email powerhouse@es2.com

Summary Merger Overview:

We are excited to inform you that ESS has merged with another leading background screening provider, Global HR Research. The combined companies will bring you:

- Best-in-class client service and account management
- Operational precision embedded with compliance guidance
- Considerable sales growth and momentum
- Strong results-driven culture with deep industry expertise
- Advanced screening technology focused on both the end-user and their candidates

1. What does this mean for you as a valued client and will anything change?

Our goal is to continue to deliver our same level of service while adding additional products, and capabilities.

- **With this merger, we now rank among the top 8 providers in our industry** without compromising the quality of our customer support– this type of opportunity does not come around often.
- We will maintain continuity and execution on all orders
 - Same great turn around
 - Same focus on compliance
 - With very few exceptions, you will continue to have your main points of contact
- Both companies have specific strengths that, when combined, will position us as a **powerhouse** in the industry.
- Over the coming months, we will begin to share how the combined companies will bring you advancements in:
 - Products
 - Technology
 - Compliance
 - Client Care and Account Management
 - And you will see ESS begin to move even faster at bringing you the screening solutions you demand and deserve

2. Who is Global HR Research?

- ESS and Global HR Research have a common view of how to build and run a CRA business and the merger is really a story of complimentary capabilities:
 - Global HR Research was founded in 2005 based in Ft. Myers, FL with a secondary office in Manchester, NH, serving over 2,500 clients ranging from Fortune 500 to SMB across a range of regulated industries.
 - Global HR Research is:
 - An award-winning provider of screening solutions, similar to ESS, ranked by both HRO Today Magazine for 11 consecutive years and Workforce Management Magazine for the past 7 years

- Accredited by the PBSA
 - Large enough to drive benefits from its volume and resources without losing focus on the importance of customer service
 - One of the few providers that can deliver proprietary technology solutions to streamline the hiring process and enhance both the client and experience.
- In combination with ESS' 26+ yrs. of experience we are fostering strong relationships in the industry, operational rigor and compliance make this merger a great outcome for our clients

3. Why did you merge with another company?

As the company continues to grow, it became apparent that it would take a significant investment to continue a growth trajectory – especially the need to continue to invest in technology. Merging with GHRR provided the scale to further the investment in technology, sales, and compliance – while continuing to provide you with industry-leading customer service

4. Does this change how we work with ESS?

No, you will receive the same personalized service you have come to expect from ESS.

5. Where can I find more information about the merger or GHRR?

- <https://www.ghrr.com>

6. Will my company have to migrate to another software solution?

- ESS will continue to support you on your current platform
- In the future, we will be sharing advancements in the technology offered by GHRR

7. Will current product or package offerings change?

- No. At some point in the future, we may have new and exciting products and packages to offer – we will make sure you are notified.

8. Will current product or package prices increase?

- At this time, there are no planned product or package price increases

9. What does this mean for my company and our searches in progress now, and searches we run in the future?

- Same best-in-class service, same next-level technology you have come to expect from ESS
- No changes to your account management team
- It is business as usual, no changes to contract, pricing, etc.

10. Will the merger affect the turnaround time of my background searches?

- No, we will continue to provide you with the same accelerated turnarounds you have come to expect from ESS

11. Who should I contact if I have additional questions?

- You will maintain the same Premier Support and Account Management contacts

12. How many people will be joining your team?

- The merger will double our employee headcount providing you additional support, and resources to service your employment screening needs

13. What does this mean for ESS as it exists today?

- Sheila Benson will be leaving the day-to-day operations of the company but will join the board of the combined company, as the Chairwoman Emeritus
- Jason Kimbrell will move to the role of President of ESS