

Acro employees equal success at Castrol

John Deere recently recognized Castrol in Deere's Achieving Excellence awards and as a 5-year Hall of Fame supplier. The company also acknowledged Acro's employee contribution to the program.

"This was largely driven by our performance at the Chemical Management program at Deere's Engine Works plant in Waterloo, Texas," explained Castrol Manager Steve Malaise.

Acro's employee Leigh Daisy participated in the awards presentation by Deere.

"The work of Acro's personnel is important to meeting the objectives of our chemical management programs, and we appreciate your continued support and efforts to provide top-notch people and service to Castrol," Malaise said.



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Growth and expansion... Acro experiences national and global successes

Acro's growth around the globe is matched by its expansion within the United States. The labor service industry is strong, and Acro is a major player in providing talented, highly experienced personnel far across the country. That's the message from Acro Executive Vice President Jim Clark.

"Acro's Pasadena, CA, and Albuquerque, NM, offices both landed significant new accounts and expanded work with existing clients," he said. "The Pasadena office extended the breadth of its customer base by acquiring its first investment banking client. And recently it grew its business with a major aerospace and defense contractor, including being recognized by the customer as one of only 12 national-level suppliers of staff augmentation services."

Clark says Acro also significantly increased its business with a game manufacturer by moving into three additional divisions, bringing Acro's headcount for this account up to 250.

In Albuquerque, Acro won a new contract with one of the top five software vendors in the country and was named one of a select few national-level strategic suppliers for a top energy provider. Over the last twelve months, the office has secured five new clients in the technology and pharmaceutical industries and has significantly expanded its services to state government entities, earning contracts for labor services in three additional states.

Both offices responded to this growth by adding several new positions.

"We welcomed Arvind Lal, Acro's first Regional Director of Client Services for our Western U.S. operations," Clark said. "In Pasadena, we hired a local employee relations specialist to support our commitment to being an employer of choice. Also in Pasadena, we hired an aerospace recruiter to help strengthen Acro's presence in this growing market."

Behind the scenes: At the Deep Space Network



NASA/Jet Propulsion Laboratory (JPL) rocket launches and spacecraft achievements are often in the news. But have you ever stopped to think of the vast technology that goes

into these stellar accomplishments?

Mark Chen, an Acro Service Corporation contract employee, is part of these groundbreaking achievements every day. The work he does is an essential communication link between employees at the space facilities and the individuals manning the spacecraft.

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As a Predicts Analyst at the Deep Space Network (DSN), Chen's job is to process spacecraft orbit data given to him by various agencies such as NASA, JPL, the European Space Agency (ESA), Goddard, the

Canadian Space Agency, and the Japanese Space Agency (JAXA). The orbit data are then transformed into various files that are used at the three DSN sites in California, Spain and Australia.

"The files that I produce make it possible to point the facilities' large antenna and tune in the spacecraft. Without these files, communication cannot be established with the spacecraft," he said.

Some of the missions and activities that Chen has supported, and aided in their success, are:

New Horizons: "This was the fastest spacecraft ever. It crosses the orbit of the Moon in just 9 hours, whereas it took Apollo 11 three days," Chen said.

Mars Express MARSIS radar deployment: "With the MARSIS radar, scientists can look under the surface of Mars at up to 3 kilometers deep. MARSIS will assist in looking for water (frozen or liquid) on Mars. Mars Express is an ESA mission," he explained.

Stardust Sample Return: "Stardust successfully returned comet dust from the comet Wild-2," Chen said. "The return capsule came into Earth as the fastest man-made object, even faster than the Apollo capsule. The DSN was responsible for tracking the Stardust spacecraft itself."

Cassini Saturn Orbit Insertion: "I worked closely with navigators and engineers to resolve a critical orbit file processing issue just days before orbit insertion."

The Deep Space Network is one example of Acro working with NASA/JPL to further space exploration.

Acro In The News

Acro Service Corporation is In The News — Check out these articles at www.acrocorp.com:

- ◆ **Smart Business Detroit**, February 2006 - Leveraging Success; How Ron Shahani built Acro Service Corp. by defining its position in the marketplace and expanding its clientele
- ◆ **American Executive Magazine**, January 2006 - Lason, Inc. uses Acro's XRM Solutions
- ◆ **SI Review**, October 2005 - Driving Growth; Acro Takes Diversified Road to Success



XRM Solutions, Inc.



Employee Profile:

Lal says
"value-added" is key
to customer service,
business growth

Arvind Lal, Regional Sales Director for the US West Region at Acro Service Corporation, is dedicated to growing the region and the Acro presence in the western states.

And he knows how to accomplish this goal.

"You have got to come in as a value-added partner," Lal said. "You have got to come in with solutions and ideas for helping the potential customer or current customer continue to grow their business. Because the bottom line is, our customers' growth is our growth."

Lal said that the staffing industry is set to grow, but businesses must differentiate themselves with a niche service or unique way of doing business. He believes Acro is in the perfect position to move ahead.

"We are nimble enough but large enough to really be in a good place right now," he explained. "We're large enough to compete with the big guys, yet small and flexible enough to be proactive, to cater to the individual needs of our customers. It's the best of both worlds."

Lal has been with Acro for five years and has a background that includes 10 years in the technical services and information technology (IT) product industry.

He said he sees a lot of industries that are offering new opportunities for staffing companies — especially IT.

"There is a significant increase in demand for our type of services in many areas, including with financial, fund management and healthcare organizations," he said. "As companies convert more and more of their communication, data management and basic day-to-day operations to the electronic medium, numerous opportunities are opening up. And we're ready for them."



Arvind Lal

One step ahead...

Industry forecasts help Acro shape future game plan



Staying one step ahead of the game is essential in any business. The staffing services industry is no different. As movement in the state of the economy and shifts in industry growth take place, Acro leadership is looking to ways they can continue to provide the best outcomes for current customers as well as optimize new opportunities.

Sue Piotrowski, Vice President of Client Services at Acro, said the company is following three key trends:

◆ Emerging new industries

"We are witnessing explosive growth in the energy, oil and finance industries," Piotrowski said. "In addition, the healthcare industry — now transitioning into increased usage of electronic medical records — increasingly is in need of IT staffing. To accommodate this growth, we are preparing and seeking out opportunities to meet this demand on a national level."

◆ Tightening of the labor force

"We're seeing a significant tightening of the labor pool of experienced, high level IT professionals," Piotrowski stated. "There is a greater level of competition for those workers who are in strong demand."

"In order to ensure that we are able to continue to meet our clients needs, we have formulated specialty teams among account, employee and management personnel to enhance performance and develop greater specialty pipelines of information."

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◆ Emergence of new management solutions

"There is an emergence of the scenario where Acro becomes the employer of record for our client," Piotrowski explained. "Our clients have approached us with this business challenge and their need for a non-traditional mode of staffing. We have responded through developing strategic Resource Management Solutions (RMS) that help our clients outsource specific components of their staff and employee functions, resulting in decreased costs to the employer."

Piotrowski adds that through RMS they are able to meet employee needs while reducing, significantly, the staffing risks an employer undertakes.

On-the-Job Safety Training helps ensure safety away from work

Acro Service Corporation's On-the-Job Safety Training has far-reaching effects — even in the off-work lives of its employees.

Bobby Augustine, a contract employee at Castrol, recently shared the story of how the safety training diverted a potential accident over a recent weekend.

Augustine and his family were traveling one weekend morning — the posted speed limit was 55 mph. As he approached an intersection (with traffic signal), he noticed another vehicle waiting to make a left turn from the opposite direction.

"Recalling some of our recent safety team meetings, regarding vehicle and forklift safety, Bobby elected to slow his vehicle from 55 mph to 40 mph as he neared the intersection," explains Teg Edwards, Manager at Castrol.

"When my vehicle was approximately two car-lengths away from the intersection, the other vehicle made a sudden left turn into my path," Augustine said. Due to his slowed speed, he was able to make an emergency stop in time to avoid a collision. Although his car did skid on the pavement, he was able to stop his car without contacting the other vehicle.

"Our team safety meetings raised my awareness of the potential hazards at roadway intersections," he said.

Teg adds "In this incident, Augustine had the right-of-way and seemed to have no cause for slowing his speed. However, he chose to do so because of lessons learned in our Acro safety talks, our Castrol safety messages, and our continuing forklift safety training."



Acro founder joins TiE

Acro founder Ravinder "Ron" Shahani has joined the ranks of charter membership in The Indus Entrepreneurs (TiE) organization.

"The Indus region is rapidly becoming a place of economic interest, and we all have a stake in its development," Shahani notes. "Acro Service Corporation recently expanded operations in our New Delhi office to better serve our customers located here in the U.S. and abroad."

Shahani also points out that Acro's success in the contract staffing industry is due largely to the benefits offered by a free, global society and to meeting entrepreneurial challenges. Both are elements of business embraced and encouraged by TiE.



Ron Shahani

Q & A: Making the most from your temporary work experience

By Selwyn Leung, Recruiting Manager, Acro Service Corporation



Working as a contract employee has become a viable option in today's workplace. The trend is increasingly for employees to be hired for longer contracts and professional positions, rather than the traditional short-term. The following addresses how employees can make the most from their experience.

1. Aside from the obvious (be nice, check in often), what can temps do to make sure they get the best assignments from their agencies?

Because every contract employee candidate works with a recruiter who has several candidates on hand at any time, the contract employee's relationship with the recruiter is very important. Candidates need to do what they can to establish and maintain a good relationship with the recruiter and find a way to stand out in that recruiter's mind. Showcasing experience and personality in a professional manner can be a way to achieve this. Additionally, candidates could propose meeting in person for an interview, lunch or any opportunity to meet face-to-face with their recruiter.

Checking in with recruiters periodically - not more than once per week — is valuable as well. One way to make these follow up calls productive is to continually build and work on your skill set. Then, use the weekly contact as a way to update the recruiter on what you are doing and how you are increasing your areas of competence and expertise.

2. In the same vein, what can they do to make sure they get paid on time by their agency?

The biggest factor is to work with a reputable agency and check out any company you plan to work with. Most delays or errors can be avoided by being prompt, clear and complete with all paperwork.

3. If a temp's working for more than one agency, what's the best way to juggle those relationships?

All contract workers should be honest and up front with their recruiters if they have more than one at a given time. This is important because often there will be multiple recruiters working with any one client organization. So, if a recruiter submits a candidate, that candidate should notify the other recruiter in order to avoid being submitted twice for the same position. This is negative for the recruiter who will not look good to the client and thus possibly look less favorably upon the particular candidate. This also needs to be avoided because some organizations automatically disqualify a candidate who is submitted multiple times.

4. If they make a mistake, how can employees regain status with their rep?

This largely depends on the specifics of the situation and depth of the issue. However, honest communication and a good relationship are extremely valuable in rebuilding status for a candidate. This has to start early and is another reason to maintain a good, open line of communication between the candidate and the recruiter.

5. What's your number one tip for being a successful temp? Why?

Being able to work with people and have excellent interpersonal skills is important as evidenced in my previous answers. Also, being proactive in researching agencies and recruiters and then staying in front of the process will increase a candidate's opportunities. Being a contract employee is not about just sitting and waiting for the phone to ring with the next assignment. If you complement being proactive with having a detailed and professional resume, you will be geared for success.

Acro Mission Statement

To realize its Vision, Acro will be a growth-focused company. In responsible growth lies the sustained well being of all our stakeholders: our customers, employees, suppliers, shareholders and the community.

To grow, we will constantly strive to find new and better ways to serve our customers through personal responsibility, teamwork, innovation, process improvements, expansion into new geographic areas and offering new, but related, business lines.

We will do everything within our power to exceed customer expectations and build long-term relationships.