



KELLY SERVICES® REPORTS THIRD QUARTER 2017 EARNINGS

Financial Highlights

- Q3 revenue up 6.5%, up 5.3% in constant currency
- Q3 operating earnings of \$18.2 million, down 3%
- Q3 earnings per share of \$0.58 compared to \$2.06, or \$0.44 on an adjusted basis, a 32% increase year-over-year on an adjusted basis.

TROY, MI (November 8, 2017) -- Kelly Services (Nasdaq: <u>KELYA</u>) (Nasdaq: <u>KELYB</u>), a global leader in providing workforce solutions, today announced results for the third quarter of 2017.

George S. Corona, President and Chief Executive Officer, announced revenue for the third quarter of 2017 totaled \$1.3 billion, a 6.5% increase, or 5.3% in constant currency, compared to the corresponding quarter of 2016.

Earnings from operations for the third quarter of 2017 totaled \$18.2 million, compared to \$18.8 million reported for the third quarter of 2016.

Diluted earnings per share in the third quarter of 2017 were \$0.58 compared to \$2.06 per share in the third quarter of 2016. During the third quarter of 2016, Kelly transferred its APAC staffing operations to the TS Kelly Asia Pacific joint venture and recorded a pre-tax gain of \$87.2 million. Kelly retains a 49% ownership interest in the joint venture. Diluted earnings per share in the third quarter of 2016 include the \$1.62 after-tax gain on the APAC JV transaction. Excluding the after-tax gain from 2016 third quarter results, adjusted earnings per share were \$0.44 in the third quarter of 2016.

Reflecting on the results, Corona stated, "Our third quarter performance confirmed that we are continuing to drive topline growth and shareholder value, even as we invest in talent, technology, and solutions to accelerate our progress. Our acquisition of Teachers On Call and our decision to implement a digital talent platform confirm that we are not content to stop at short-term growth, and we are strategically positioning Kelly for long-term success as the world of work evolves."

Kelly also reported that on November 7, its board of directors declared a dividend of \$0.075 per share. The dividend is payable December 7, 2017 to shareholders of record as of the close of business on November 22, 2017.

In conjunction with its third quarter earnings release, Kelly Services has published a financial presentation on the <u>Investor Relations</u> page of our public website and will host a conference call at 9:00 a.m. (ET) on November 8 to review the results and answer questions. The call may be accessed in one of the following ways:

Via the Internet:

Kellyservices.com

Via the Telephone:

U.S. 1 800 288-9626 International 1 651 291-5254

The pass code is Kelly Services

This release contains statements that are forward looking in nature and, accordingly, are subject to risks and uncertainties. These factors include, but are not limited to, competitive market pressures including pricing and technology introductions and disruptions, changing market and economic conditions, our ability to achieve our business strategy, the risk of damage to our brand, the risk our intellectual property assets could be infringed upon or compromised, our ability to successfully develop new service offerings, our exposure to risks associated with services outside traditional staffing, including business process outsourcing, our increasing dependency on third parties for the execution of critical functions, the risks associated with past and future acquisitions, exposure to risks associated with investments in equity affiliates including TS Kelly Asia Pacific, material changes in demand from or loss of large corporate customers as well as changes in their buying practices, risks associated with conducting business in foreign countries, including foreign currency fluctuations, availability of full-time employees to lead complex talent supply chain sales and operations, availability of temporary workers with appropriate skills required by customers, liabilities for employment-related claims and losses, including class action lawsuits and collective actions, risks arising from failure to preserve the privacy of information entrusted to us or to meet our obligations under global privacy laws, the risk of cyber attacks or other breaches of network or information technology security, our ability to sustain critical business applications through our key data centers, our ability to effectively implement and manage our information technology programs, our ability to maintain adequate financial and management processes and controls, impairment charges triggered by adverse industry developments or operational circumstances, unexpected changes in claim trends on workers' compensation, unemployment compensation, disability and medical benefit plans, the impact of changes in laws and regulations (including federal, state and international tax laws), the risk of additional tax or unclaimed property liabilities in excess of our estimates, our ability to maintain specified financial covenants in our bank facilities to continue to access credit markets, and other risks, uncertainties and factors discussed in this release and in the Company's filings with the Securities and Exchange Commission. Actual results may differ materially from any forward looking statements contained herein, and we have no intention to update these statements.

About Kelly Services®

As a global leader in providing workforce solutions, Kelly Services, Inc. (Nasdaq: KELYA, KELYB) and its subsidiaries, offer a comprehensive array of <u>outsourcing and consulting</u> services as well as world-class <u>staffing</u> on a temporary, temporary-to-hire, and direct-hire basis. Kelly® directly employs nearly 500,000 people around the world in addition to having a role in connecting thousands more with work through its global network of talent suppliers and partners. Revenue in 2016 was \$5.3 billion. Visit kellyservices.com and connect with us on Facebook, LinkedIn, & Twitter.

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KELLY SERVICES, INC. AND SUBSIDIARIES CONSOLIDATED STATEMENTS OF EARNINGS FOR THE 13 WEEKS ENDED OCTOBER 1, 2017 AND OCTOBER 2, 2016 (UNAUDITED)

(In millions of dollars except per share data)

\	_	2017	2016	_	Change	% Change	CC % Change
Revenue from services	\$	1,328.8 \$	1,247.8	\$	81.0	6.5 %	5.3 %
Cost of services	_	1,098.1	1,032.7	_	65.4	6.3	
Gross profit		230.7	215.1		15.6	7.3	6.2
Selling, general and administrative expenses	_	212.5	196.3		16.2	8.3	7.3
Earnings from operations		18.2	18.8		(0.6)	(2.9)	
Gain on investment in TS Kelly Asia Pacific		_	87.2		(87.2)	NM	
Other expense, net	_	(0.4)	(0.4)	_	<u> </u>	(4.8)	
Earnings before taxes and equity in net earnings (loss) of affiliate		17.8	105.6		(87.8)	(83.1)	
Income tax (benefit) expense	_	(4.1)	24.7	_	(28.8)	(116.5)	
Net earnings before equity in net earnings (loss) of affiliate		21.9	80.9		(59.0)	(72.9)	
Equity in net earnings (loss) of affiliate	-	1.1			1.1	NM	
Net earnings	\$_	23.0 \$	80.9	\$	(57.9)	(71.5) %	
Basic earnings per share Diluted earnings per share	\$ \$	0.59 \$ 0.58 \$	2.08 2.06		(1.49) (1.48)	(71.6) % (71.8) %	
STATISTICS:							
Staffing fee-based income (included in revenue from services)	\$	14.2 \$	13.2	\$	1.0	6.9 %	4.1 %
Gross profit rate		17.4 %	17.2	%	0.2 pts.		
Conversion rate		7.9	8.7		(0.8)		
% Return: Earnings from operations Net earnings		1.4 1.7	1.5 6.5		(0.1) (4.8)		
Effective income tax rate		(22.9) %	23.4	%	(46.3) pts.		
Average number of shares outstanding (millions): Basic		38.3	38.1				
Diluted		38.8	38.4				

KELLY SERVICES, INC. AND SUBSIDIARIES CONSOLIDATED STATEMENTS OF EARNINGS FOR THE 39 WEEKS ENDED OCTOBER 1, 2017 AND OCTOBER 2, 2016 (UNAUDITED)

(In millions of dollars except per share data)

	_	2017	2016	Change	% Change	CC % Change
Revenue from services	\$	3,952.1 \$	3,972.4 \$	(20.3)	(0.5) %	(0.7) %
Cost of services	_	3,261.0	3,294.1	(33.1)	(1.0)	
Gross profit		691.1	678.3	12.8	1.9	1.7
Selling, general and administrative expenses	_	636.2	634.9	1.3	0.2	0.1
Earnings from operations		54.9	43.4	11.5	26.5	
Gain on investment in TS Kelly Asia Pacific		_	87.2	(87.2)	NM	
Other expense, net	_	(2.5)	(1.3)	(1.2)	(91.7)	
Earnings before taxes and equity in net earnings (loss) of affiliate		52.4	129.3	(76.9)	(59.5)	
Income tax expense	_	0.1	28.2	(28.1)	(99.6)	
Net earnings before equity in net earnings (loss) of affiliate		52.3	101.1	(48.8)	(48.3)	
Equity in net earnings (loss) of affiliate	_	1.6	(0.1)	1.7_	NM	
Net earnings	\$_	53.9 \$	101.0 \$	(47.1)	(46.7) %	
Basic earnings per share Diluted earnings per share	\$ \$	1.38 \$ 1.37 \$	2.59 \$ 2.58 \$	(1.21) (1.21)	(46.7) % (46.9) %	
STATISTICS:						
Staffing fee-based income (included in revenue from services)	\$	41.4 \$	46.3 \$	(4.9)	(10.8) %	(11.7) %
Gross profit rate		17.5 %	17.1 %	0.4 pts.		
Conversion rate		7.9	6.4	1.5		
% Return: Earnings from operations Net earnings		1.4 1.4	1.1 2.5	0.3 (1.1)		
Effective income tax rate		0.2 %	21.8 %	(21.6) pts.		
Average number of shares outstanding (millions): Basic		38.3	38.0			
Diluted		38.8	38.3			

KELLY SERVICES, INC. AND SUBSIDIARIES RESULTS OF OPERATIONS BY SEGMENT (UNAUDITED)

	_	Third Ouarter					
	_	2017	. <u>-</u>	2016	% Change	CC % Change	
AMERICAS STAFFING							
Revenue from services	\$	554.8	\$	518.2	7.1 %	6.6 %	
Gross profit		98.8		95.0	4.1	3.7	
Total SG&A expenses		85.5		80.7	6.0	5.6	
Earnings from operations		13.3		14.3	(6.7)		
Gross profit rate		17.8	%	18.3	% (0.5) pts.		
Conversion rate		13.5		15.0	(1.5)		
Return on sales		2.4		2.8	(0.4)		
GLOBAL TALENT SOLUTIONS							
Revenue from services	\$	503.0	\$	495.0	1.6 %	1.3 %	
Gross profit		93.0		86.2	7.9	7.6	
Total SG&A expenses		72.2		70.2	2.8	2.5	
Earnings from operations		20.8		16.0	30.3		
Gross profit rate		18.5	%	17.4	% 1.1 pts.		
Conversion rate		22.4		18.5	3.9		
Return on sales		4.1		3.2	0.9		
INTERNATIONAL STAFFING							
Revenue from services	\$	275.6	\$	239.3	15.2 %	10.4 %	
Gross profit		39.5		35.0	12.7	7.7	
Total SG&A expenses		32.3		30.5	6.1	1.9	
Earnings from operations		7.2		4.5	57.0		
Gross profit rate		14.3	%	14.7	% (0.4) pts.		
Conversion rate		18.0		12.9	5.1		
Return on sales		2.6		1.9	0.7		

KELLY SERVICES, INC. AND SUBSIDIARIES RESULTS OF OPERATIONS BY SEGMENT (UNAUDITED)

(-	September Year to Date					
	-	2017		2016	% <u>Chan</u>	ge	CC % Change
AMERICAS STAFFING		4 = 0 2 =	Φ.	4 - 4 4 - 5	_	- 0.	7. 0. 0.
Revenue from services	\$	1,703.5	\$	1,614.7		.5 %	5.3 %
Gross profit		307.9		292.9		.1	5.0
SG&A expenses excluding restructuring charges		252.6		244.1		.5	3.4
Restructuring charges		0.4		1.8	(80		(79.8)
Total SG&A expenses		253.0		245.9		.9	2.8
Earnings from operations		54.9		47.0	16		
Earnings from operations excluding restructuring charges		55.3		48.8	13	.2	
Gross profit rate		18.1	%	18.1		– pts.	
Conversion rate		17.8		16.1		.7	
Conversion rate excluding restructuring charges		18.0		16.7		.3	
Return on sales		3.2		2.9		.3	
Return on sales excluding restructuring charges		3.2		3.0	0	.2	
GLOBAL TALENT SOLUTIONS							
Revenue from services	\$	1,495.8	\$	1,486.5	0	.6 %	0.6 %
Gross profit		272.2		257.2	5	.8	5.9
SG&A expenses excluding restructuring charges		218.8		213.2	2	.6	2.7
Restructuring charges		2.0		0.4	415	.5	417.6
Total SG&A expenses		220.8		213.6	3	.4	3.5
Earnings from operations		51.4		43.6	18	.0	
Earnings from operations excluding restructuring charges		53.4		44.0	21	.5	
Gross profit rate		18.2	%	17.3	% 0	.9 pts.	
Conversion rate		18.9		16.9	2	.0	
Conversion rate excluding restructuring charges		19.6		17.1	2	.5	
Return on sales		3.4		2.9	0	.5	
Return on sales excluding restructuring charges		3.6		3.0	0	.6	
INTERNATIONAL STAFFING							
Revenue from services	\$	766.0	\$	885.6	(13	.5) %	(14.0) %
Gross profit	·	112.7	·	131.4	(14		(14.8)
SG&A expenses excluding restructuring charges		96.2		115.1	(16		(16.8)
Restructuring charges		_		1.2	(100		(100.0)
Total SG&A expenses		96.2		116.3	(17	-	(17.6)
Earnings from operations		16.5		15.1		.1	,
Earnings from operations excluding restructuring charges		16.5		16.3		.6	
Gross profit rate		14.7	%	14.8	-	.1) pts.	
Conversion rate		14.6		11.5		.1	
Conversion rate excluding restructuring charges		14.6		12.3		.3	
Return on sales		2.2		1.7	0	.5	
Return on sales excluding restructuring charges		2.2		1.8	0	.4	

KELLY SERVICES, INC. AND SUBSIDIARIES CONSOLIDATED BALANCE SHEETS (UNAUDITED)

	_	October 1, 2017	Jan. 1, 2017	October 2, 2016
Current Assets	_			
Cash and equivalents	\$	22.2 \$	29.6 \$	27.6
Trade accounts receivable, less allowances of		1 271 7	1 120 2	1 125 0
\$13.1, \$12.5 and \$11.1, respectively		1,271.7	1,138.3	1,125.8
Prepaid expenses and other current assets	_	70.0	46.7	53.0
Total current assets		1.363.9	1.214.6	1.206.4
Noncurrent Assets				
Property and equipment, net		81.4	80.8	80.5
Deferred taxes		192.0	180.1	179.8
Goodwill		107.1	88.4	88.4
Investment in equity affiliate		116.4	114.8	113.6
Other assets	_	475.9	349.4	370.6
Total noncurrent assets		972.8	813.5	832.9
Total Assets	\$_	2,336.7 \$	2,028.1 \$	2,039.3
Current Liabilities				
Short-term borrowings	\$	23.9 \$	— \$	8.7
Accounts payable and accrued liabilities		496.1	455.1	408.7
Accrued payroll and related taxes		312.6	241.5	276.9
Accrued insurance		25.6	23.4	26.8
Income and other taxes	_	60.0	51.1	56.9
Total current liabilities		918.2	771.1	778.0
Noncurrent Liabilities				
Accrued insurance		49.7	45.5	40.2
Accrued retirement benefits		175.0	157.4	153.9
Other long-term liabilities		66.8	42.1	50.7
Total noncurrent liabilities		291.5	245.0	244.8
Stockholders' Equity				
Common stock		40.1	40.1	40.1
Treasury stock		(35.2)	(39.0)	(39.1)
Paid-in capital		30.0	28.6	26.2
Earnings invested in the business		968.8	923.6	906.8
Accumulated other comprehensive income		123.3	58.7	82.5
Total stockholders' equity		1.127.0	1.012.0	1.016.5
Total Liabilities and Stockholders' Equity	\$ _	2,336.7 \$	2,028.1 \$	2,039.3
STATISTICS:				
Working Capital	\$	445.7 \$	443.5 \$	428.4
Current Ratio		1.5	1.6	1.6
Debt-to-capital %		2.1 %	_ %	
Global Days Sales Outstanding		58	53	56
Year-to-Date Free Cash Flow	\$	18.2 \$	26.9 \$	

KELLY SERVICES, INC. AND SUBSIDIARIES CONSOLIDATED STATEMENTS OF CASH FLOWS FOR THE 39 WEEKS ENDED OCTOBER 1, 2017 AND OCTOBER 2, 2016 (UNAUDITED)

	 2017		2016		
Cash flows from operating activities:			_		
Net earnings	\$ 53.9	\$	101.0		
Noncash adjustments:					
Depreciation and amortization	16.5		16.0		
Provision for bad debts	3.6		6.1		
Stock-based compensation	6.8		7.6		
Gain on investment in TS Kelly Asia Pacific equity affiliate	_		(87.2)		
Other, net	(2.3)		(2.2)		
Changes in operating assets and liabilities, net of acquisition	 (45.6)		(13.1)		
Net cash from operating activities	32.9		28.2		
Cash flows from investing activities:					
Capital expenditures	(14.7)		(7.8)		
Acquisition of company, net of cash received	(37.2)		_		
Net cash proceeds from investment in TS Kelly Asia Pacific equity affiliate	_		18.8		
Proceeds from repayment of loan to TS Kelly equity affiliate	0.6		_		
Other investing activities	 		(0.4)		
Net cash (used in) from investing activities	 (51.3)		10.6		
Cash flows from financing activities:					
Net change in short-term borrowings	23.9		(47.8)		
Dividend payments	(8.7)		(7.7)		
Payments of tax withholding for restricted shares	(1.7)		(2.1)		
Other financing activities	 (0.1)		0.4		
Net cash from (used in) financing activities	 13.4		(57.2)		
Effect of exchange rates on cash and equivalents	 (2.4)	. <u>—</u>	3.8		
Net change in cash and equivalents	(7.4)		(14.6)		
Cash and equivalents at beginning of period	 29.6		42.2		
Cash and equivalents at end of period	\$ 22.2	\$	27.6		

KELLY SERVICES, INC. AND SUBSIDIARIES REVENUE FROM SERVICES (UNAUDITED)

Third Quarter	(Americas.	International	and GTS)

			%	CC %
	 <u> </u>	2016	Change	Change
Americas				
United States	\$ 941.1 \$	900.3	4.5 %	4.5 %
Canada	37.1	34.9	6.2	1.9
Mexico	32.9	27.6	19.4	13.3
Puerto Rico	15.9	20.9	(23.8)	(23.8)
Brazil	12.3	13.3	(7.4)	(9.4)
Total Americas	1,039.3	997.0	4.2	3.9
EMEA				
France	73.0	60.8	20.1	14.1
Switzerland	59.1	55.0	7.4	6.0
Portugal	46.0	39.2	17.5	11.6
United Kingdom	23.3	19.5	19.1	19.5
Russia	22.5	18.4	22.4	11.6
Italy	15.9	13.6	17.1	11.1
Germany	15.5	14.2	8.5	3.0
Norway	8.9	8.4	7.2	2.5
Ireland	8.3	7.7	8.1	2.6
Other	12.1	9.7	25.0	18.4
Total EMEA	 284.6	246.5	15.5	10.7
Total APAC	 4.9	4.3	12.6	8.8
Total Kelly Services, Inc.	\$ 1,328.8 \$	1,247.8	6.5 %	5.3 %

KELLY SERVICES, INC. AND SUBSIDIARIES REVENUE FROM SERVICES (UNAUDITED)

(In millions of dollars)

September Year to Date (Americas, International and GTS)

		2017	2016	% Change	CC % Change	
Americas						
United States	\$	2,866.8 \$	2,765.8	3.7 %	3.7 %	
Canada		105.8	105.2	0.6	(0.5)	
Mexico		85.0	79.6	6.8	9.1	
Puerto Rico		51.2	65.9	(22.3)	(22.3)	
Brazil		38.3	33.5	14.3	1.6	
Total Americas	_	3,147.1	3,050.0	3.2	3.1	
EMEA						
France		202.1	178.6	13.2	13.3	
Switzerland		161.3	156.2	3.3	3.6	
Portugal		124.0	111.6	11.1	11.2	
Russia		69.3	49.0	41.5	21.5	
United Kingdom		64.3	66.2	(2.9)	5.7	
Italy		45.3	42.1	7.6	7.7	
Germany		43.3	45.3	(4.5)	(4.3)	
Norway		24.9	24.4	2.2	1.0	
Ireland		23.4	18.1	295.0	29.8	
Other		33.5	27.8	20.7	20.5	
Total EMEA		791.4	719.3	10.0	9.6	
Total APAC	_	13.6	203.1	(93.3)	(13.1)	
Total Kelly Services, Inc.	\$	3,952.1 \$	3,972.4	(0.5) %	(0.7) %	

KELLY SERVICES, INC. AND SUBSIDIARIES RECONCILIATION OF NON-GAAP MEASURES FOR THE 13 AND 39 WEEKS ENDED OCTOBER 1, 2017 AND OCTOBER 2, 2016 (UNAUDITED)

(In millions of dollars except per share data)

	Third Quarter		September Year to Date							
	2017 2016		2017		2016					
Revenue from services	\$	1,328.8	\$	1,247.8	\$	3,952.1	\$	3,972.4		
Disposal of APAC businesses (Note 1)	,		_		Ť	_	_	(191.1)		
Adjusted revenue from services	\$	1,328.8	\$	1,247.8	\$	3,952.1	\$	3,781.3		
		Third	Oua	rter		September	Year	to Date		
		2017		2016		2017		2016		
Gross profit	\$	230.7	\$	215.1	\$	691.1	\$	678.3		
Disposal of APAC businesses (Note 1)		_				_		(30.2)		
Adjusted gross profit	\$	230.7	\$	215.1	\$	691.1	\$	648.1		
	Third Quarter					September Year to Date				
		2017		2016		2017		2016		
Earnings from operations	\$	18.2	\$	18.8	\$	54.9	\$	43.4		
Disposal of APAC businesses (Note 1)		_		_		_		(5.9)		
Restructuring charges (Note 2)				_		2.4		3.4		
Adjusted earnings from operations	\$	18.2	\$	18.8	\$	57.3	\$	40.9		
				Third (Quai	rter				
		20)17		2016					
		Amount	<u>F</u>	Per Share		Amount	F	er Share		
Net earnings	\$	23.0	\$	0.58	\$	80.9	\$	2.06		
Gain on investment in equity affiliate, net of taxes (Note 3)		_		_		(63.7)		(1.62)		
Adjusted net earnings	\$	23.0	\$	0.58	\$	17.2	\$	0.44		
				September	Year	to Date				
	_)17_				16			
		Amount	F	Per Share		Amount	F	er Share		
Net earnings	\$	53.9	\$	1.37	\$	101.0	\$	2.58		
Disposal of APAC businesses (Note 1)		_				(4.5)		(0.12)		
Restructuring charges, net of taxes (Note 2)		1.7		0.04		2.5		0.07		
Gain on investment in equity affiliate, net of taxes (Note 3)	<u>¢</u>		¢	1 41	Φ.	(63.7)	¢	(1.63)		
Adjusted net earnings	\$	55.6	\$	1.41	\$	35.3	\$	0.90		

Note: Earnings per share amounts for each quarter are required to be computed independently and may not equal the amounts computed for the total year.

KELLY SERVICES, INC. AND SUBSIDIARIES RECONCILIATION OF NON-GAAP MEASURES (UNAUDITED)

Management believes that the non-GAAP (Generally Accepted Accounting Principles) information excluding the 2016 disposal of APAC businesses, 2017 and 2016 restructuring charges and the 2016 gain on investment of equity affiliate is useful to understand the Company's fiscal 2017 financial performance and increases comparability. Specifically, Management believes that removing the impact of these items allows for a more meaningful comparison of current period operating performance with the operating results of prior periods. These non-GAAP measures may have limitations as analytical tools because they exclude items which can have a material impact on cash flow and earnings per share. As a result, Management considers these measures, along with reported results, when it reviews and evaluates the Company's financial performance. Management believes that these measures provide greater transparency to investors and provide insight into how Management is evaluating the Company's financial performance. Non-GAAP measures should not be considered a substitute for, or superior to, measures of financial performance prepared in accordance with GAAP.

- (1) Disposal of APAC businesses represents the 2016 operational results of business contributed to TS Kelly Asia Pacific in the third quarter of 2016.
- (2) Restructuring charges in 2017 represent costs related primarily to optimizing our GTS service delivery models to deliver expected cost savings. Restructuring charges in 2016 include costs related to actions taken in the Americas and International regions designed to increase operational efficiency and align our staffing operations with opportunities for growth within their markets.
- (3) Gain on investment in equity affiliate represents the difference between the fair value and book value of amounts contributed by the Company to the investment in TS Kelly Asia Pacific in the third quarter of 2016.