

CBRE's Labor Analytics Group has more than thirteen years of experience providing site selection consulting expertise to our clients. In leading hundreds of site selection assignments, our team has worked with a full spectrum of corporate headquarters, contact center, back office, supply chain and manufacturing operations, including clients with specific needs in shared services, hospitality, telecommunications, insurance, financial services and healthcare industries. Our expertise lies in the sourcing of qualified labor pools targeted to each of our clients' specific needs. We've represented more than 35% of the Fortune 50 and 25% of the Fortune 500 and pride ourselves in finding locations in which our clients are the employer of choice.

U.S. CALL CENTER ACTIVITY REPORT - OPENINGS vs. CLOSURES

- » Domestic back office growth grew at more than twice the rate of the prior month. Whereas August had a net gain of 1,831 jobs, more than 4,500 positions were gained in September.
- » There were 284 fewer jobs lost in September than the prior month.
- » Net gain of jobs in September 2008 - 6,758 jobs gained vs. 2,185 job losses
- » Net gain of jobs in August 2008 - 4,300 jobs gained vs. 2,469 job losses
- » There was significantly more international activity this month. Whereas, August showed a net loss of jobs (-4,795 positions), this changed in September with over 6,000 net additional back office positions.

U.S. AND INTERNATIONAL MAJOR OPENINGS AND EXPANSIONS, MONTH OF SEPTEMBER 2008

DATE	COMPANY	CITY	STATE / COUNTRY	TYPE	NEW JOBS
2-Sep	SITEL	Berlin	Germany	Opening	1,000
2-Sep	West @ Home LLC	Omaha	NE	Expansion	300
3-Sep	Sky America Service Center(Rutherford)	Asheville	NC	Opening	1,300
3-Sep	Charles Schwab	Phoenix	AZ	Expansion	70
3-Sep	Digitex	Guatemala City	Guatemala	Expansion	800
6-Sep	Convergys	Hickory	NC	Expansion	250
9-Sep	HM Revenue & Customs	West Cumbria	UK	Opening	350
9-Sep	TRG Solutions (Telespectrum)	Charleston	WV	Expansion	200
9-Sep	HM Revenue & Customs	West Cumbria	UK	Expansion	350
11-Sep	AT&T	Birmingham	AL	Opening	360
11-Sep	DTAC – Mobile Communications	Bangkok	Thailand	Opening	1,000
12-Sep	Map Communications	Fayetteville	NC	Expansion	30
15-Sep	Gannett	Indianapolis	IN	Opening	200
16-Sep	ICT Group	Spokane	WA	Expansion	370
17-Sep	Aircelle	Nelson	UK	Opening	100
17-Sep	Metro One	Beaverton	OR	Expansion	220
18-Sep	Pocket Communications	Harlingen	TX	Opening	280
20-Sep	ACCESS Nebraska	Lincoln	NE	Opening	400
23-Sep	AT&T Internet Plans	Detroit	MI	Opening	300
23-Sep	Alpine Access	Omaha	NE	Opening	100
23-Sep	Verizon	Hilliard	OH	Opening	500
23-Sep	G&G Marketing Solutions	Bangor	ME	Expansion	78
24-Sep	Sykes	Greenwood	SC	Opening	400
24-Sep	IBM	Muncie	IN	Expansion	300
24-Sep	AIG	Manila	Philippines	Expansion	1,700
24-Sep	JP Morgan Chase	Taguig City	Philippines	Expansion	2,000
25-Sep	West Corporation	College Station	TX	Expansion	350
25-Sep	ACS	Manila	Philippines	Expansion	1,000
30-Sep	Stark Brothers Fulfillment Center	Moberly	MO	Opening	300
30-Sep	AT&T	Goldsboro	NC	Expansion	50
30-Sep	Victoria's Secret Catalogue	Kettering	OH	Expansion	400
TOTAL					15,058

Source: Labor Analytics Group Research Department


SUMMARY OF DOMESTIC VS. INTERNATIONAL ACTIVITY

Activity for September 2008

		NO JOBS
	U.S. Openings	4,140
	U.S. Expansions	2,618
	U.S. Closures and Layoffs	2,185
U.S. NET JOBS		4,573

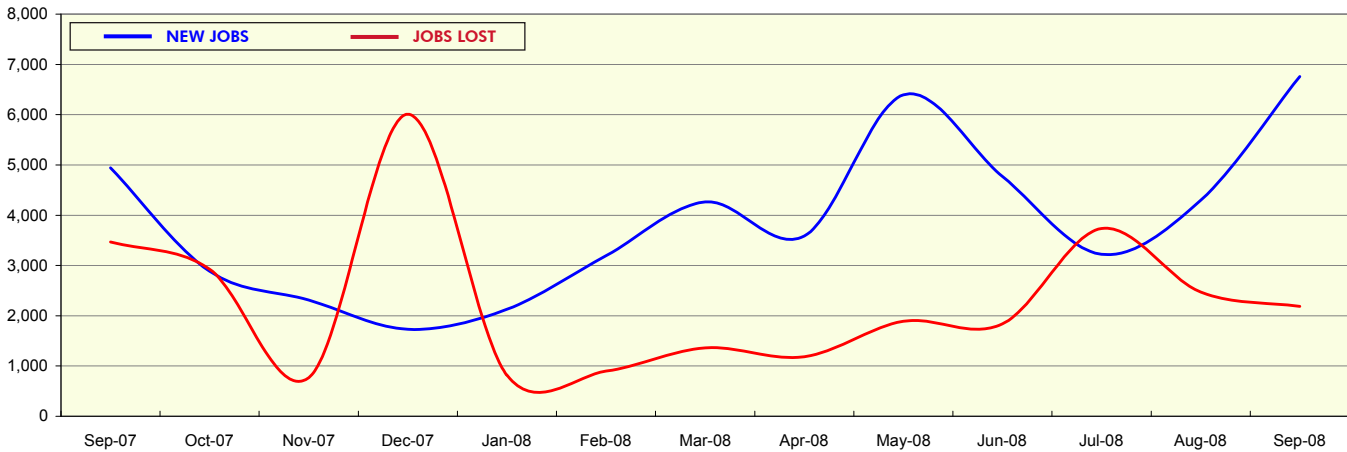
		NO JOBS
	International Openings	2,450
	International Expansions	5,850
	International Closures and Layoffs	1,458
INTERNATIONAL NET JOBS		6,842

Activity for August 2008

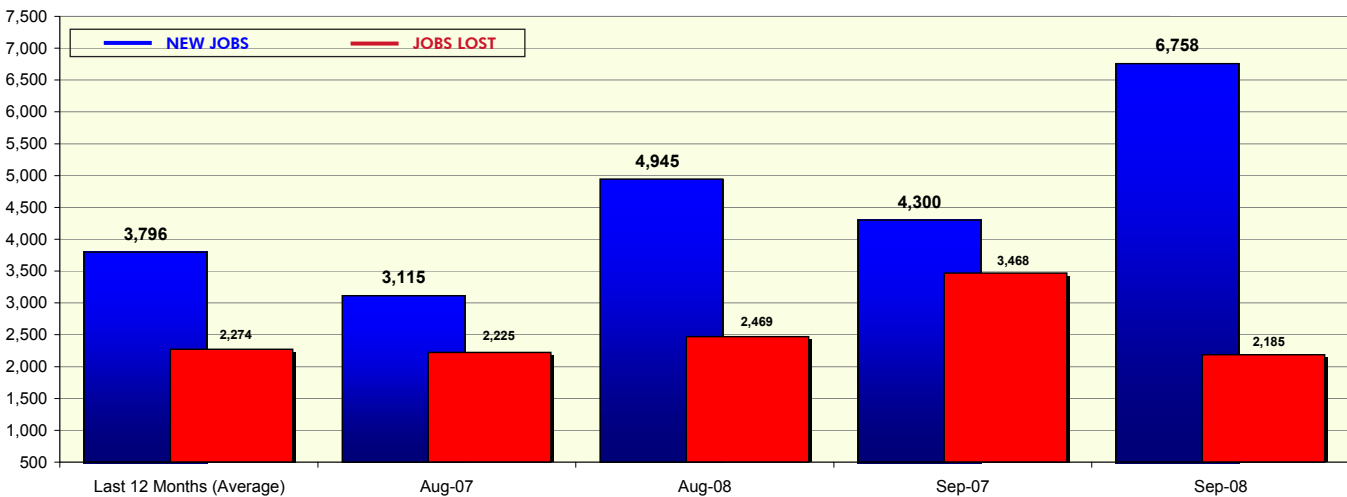
	U.S. Openings (New Jobs)	4,300
	U.S. Closings (Jobs Lost)	2,469
	U.S. NET JOBS	

	International Openings (New Jobs)	3,235
	International Closings (Jobs Lost)	8,030
	INTERNATIONAL NET JOBS	

U.S. CALL CENTER JOBS GAINED/LOST
1-Year Time Span (September 2007 to September 2008)



U.S. CALL CENTER JOBS GAINED/LOST PER MONTH



Did You Know...

Since 1980 there have been only three periods considered to be true recessions:

Jan-July 1980 and July 1981-Nov 1982: 2 years total (Federal Reserve's tight monetary policy)

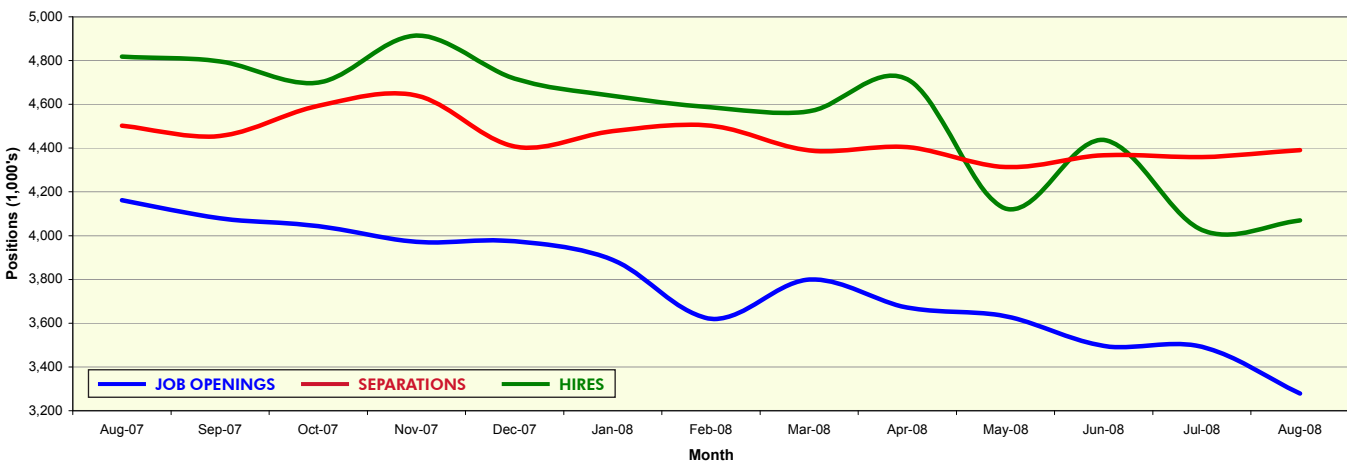
July 1990-Mar 1991: 8 months (Industrial production and manufacturing-trade sales decreased)

Nov 2001-Nov 2002: 12 months (The collapse of the dot-com bubble, the Sept 11th attacks and accounting scandals)

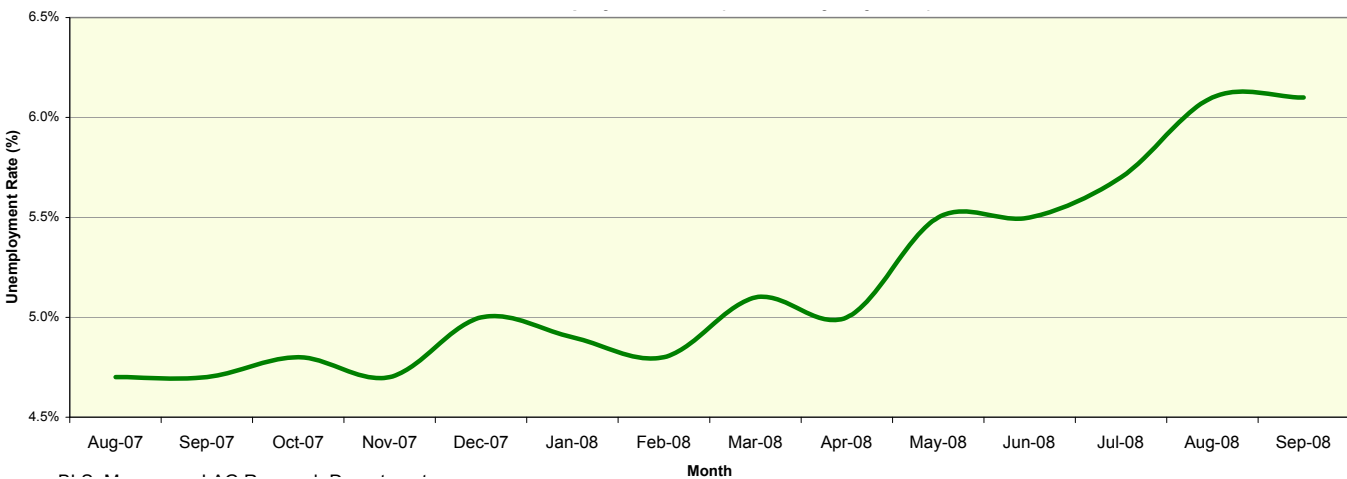
U.S. LABOR FORCE ACTIVITY REPORT

- » Preliminary data shows that there were approximately 884,000 fewer job openings in August 2008 than there were in August 2007. Job Openings are an indicator of the demand for employees by employers. Over the past 12 months, U.S. Job Openings have consistently declined, indicating that the demand for workers continues to fall.
- » Hiring activity increased slightly in August.
- » Unemployment claims are reportedly at their highest level since 2001. Although, the week ending October 4th did show a decrease.
- » The U.S. National Unemployment Rate remains at a 5-year high. Over the last 6 months, it has jumped from 5.0% (Apr 2008) to 6.1% (August and September 2008), and was only 4.7% a year ago.
- » The September state-level unemployment rate figures have not yet been released. However in August '08, the states of MI (8.9%), RI (8.5%), CA (7.7%), MS (7.7%), SC (7.6%), OH (7.4%), IL (7.3%), and NV (7.1%) had the highest unemployment rates in the country (All greater than 7%). SD (3.3%), NE (3.5%), ND (3.6%), UT (3.7%), and WY (3.9%) had the lowest unemployment rates (below 4%).

JOB OPENINGS AND LABOR TURNOVER - (Seasonally Adjusted)



U.S. UNEMPLOYMENT RATE - (Seasonally Adjusted)



Did You Know...

Labor costs are typically 70%-80% of a back office operation's expenses. This is why labor should be considered a critical factor when considering location for these types of businesses.