

U.S. STATISTICS JUN 09-AUG 09

LABOR FORCE *		
Jul 09	Aug 09	Differential
154.9M	154.6M	+0.0% ↑

UNEMPLOYMENT RATE *		
Jul 09	Aug 09	Differential
9.4%	9.7%	+3.2% ↑

TRUE UNEMPLOYMENT RATE		
Jul 09	Aug 09	Differential
16.3%	16.8%	+3.1% ↑

UNEMPLOYED *		
Jul 09	Aug 09	Differential
14.46M	14.93M	+3.2% ↑

MEDIAN HOME PRICE		
1 st Qtr 09	2 nd Qtr 09	Differential
\$167,300	\$174,100	+4.1% ↑

JOB OPENINGS *		
Jun 09	Jul 09	Differential
2.51M	2.39M	-4.8% ↓

TOTAL SEPARATIONS (LAYOFFS, QUILTS, OTHER) *		
Jun 09	Jul 09	Differential
4.31M	4.29M	-0.3% ↓

LAYOFFS OR A DISCHARGE *		
Jun 09	Jul 09	Differential
2.14M	2.33M	+8.7% ↑

TOTAL NEW HIRES (TOTAL) *		
Jun 09	Jul 09	Differential
3.91M	4.06M	+3.8% ↑

* Seasonally Adjusted

Source: Bureau of Labor Statistics;
National Association of Realtors


CBRE's Labor Analytics Group has more than fifteen years of experience providing site selection consulting expertise to our clients. Our team has worked with a full spectrum of corporate headquarter, contact center, back office, supply chain and manufacturing operations. This includes companies in the 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 have represented more than 35% of the Fortune 50, and 25% of the Fortune 500.


U.S. and International Major Openings and Expansions, Month of August 2009

MAP	DATE	COMPANY	CITY, STATE	COUNTRY	TYPE	NEW JOBS
1	08/01/2009	American Finasco	Conroe, TX	US	Opening	100
	08/03/2009	Focus Direct Inc	Mandaue City	Philippines	Opening	1,200
	08/04/2009	Tesco Personal Finance	Glasgow, United Kingdom	United Kingdom	Opening	800
2	08/06/2009	Yahoo	Omaha, NE	US	Expansions	150
	08/06/2009	Teleperformance	Ireland (Country), Ireland	Ireland	Expansions	200
3	08/07/2009	Qwest	Idaho Falls, ID	US	Expansions	100
4	08/10/2009	AAA Operations Center	Oklahoma City, OK	US	Opening	800
5	08/10/2009	Alpine Access Inc (home agents)	Cheyenne, WY	US	Opening	100
6	08/10/2009	Charlton Group	Eau Claire, WI	US	Expansions	150
7	08/10/2009	McKesson Specialty	Scottsdale, AZ	US	Expansions	200
8	08/10/2009	Sykes	Greenwood, SC	US	Expansions	250
9	08/10/2009	US Support Company	Shreveport, LA	US	Expansions	1,000
	08/10/2009	e.AXS	Philippines	Zambo	Opening	50
10	08/10/2009	Videotron	Terrebonne, PQ	Canada	Opening	271
11	08/11/2009	Mitch Bluhm & Associates	Sherman, TX	US	Expansions	81
12	08/12/2009	Catapult Technology	Chambersburg, PA	US	Opening	45
13	08/13/2009	U.S. Veterans Affairs Department	Waco, TX	US	Opening	224
14	08/13/2009	VXI Global Solutions	Youngstown, OH	US	Opening	500
15	08/13/2009	Qwest	Logan, UT	US	Expansions	100
16	08/13/2009	Qwest Communications	Boise City, ID	US	Expansions	80
17	08/14/2009	Blue Cross/Blue Shield of Texas	Abilene, TX	US	Expansions	55
	08/17/2009	StarTek	Heredia, Costa Rica	Costa Rica	Opening	400
18	08/19/2009	Press One	Fort Collins, CO	US	Expansions	30
19	08/20/2009	Duvall Investment Group	Charlotte, NC	US	Opening	25
20	08/20/2009	NPC International	Pittsburg, KS	US	Opening	160
21	08/20/2009	Pinnacle Communications	Fargo, ND	US	Opening	30
22	08/20/2009	iQor	Columbus, OH	US	Expansions	100
23	08/20/2009	Precision Response Corp.	Colorado Springs, CO	US	Expansions	260
24	08/20/2009	Qwest	Des Moines, IA	US	Expansions	100
25	08/20/2009	TSYS (Total Systems Services)	Columbus city, GA	US	Expansions	90
	08/20/2009	ExcelAsia (call center training facility)	Quezon, Philippines	Philippines	Opening	n/a
26	08/21/2009	Affiliated Computer Services	Colorado Springs, CO	US	Expansions	135
27	08/24/2009	Apple	Newton, NC	US	Opening	50
28	08/25/2009	Alpine Access	Golden, CO	US	Expansions	400
29	08/25/2009	Qwest	Salt Lake City, UT	US	Expansions	60
	08/25/2009	NCO Group	Guatemala City, Guatemala	International	Opening	100
30	08/26/2009	Affiliated Computer Services	Raleigh, NC	US	Expansions	465
31	08/28/2009	AT&T U-Verse	San Antonio, TX	US	Expansions	200
32	08/31/2009	First Call Resolution	Grants Pass, OR	US	Opening	300
	08/31/2009	Convergys	Quezon, Philippines	Philippines	Expansions	740
TOTAL						10,101

Source: Labor Analytics Group Research Department, Associated Press Newswires, LexisNexis

SUMMARY OF DOMESTIC VS. INTERNATIONAL ACTIVITY

U.S. Activity for ...		JUL 09	AUG 09
		NO JOBS	NO JOBS
	U.S. Openings	3,585	2,334
	U.S. Expansions	924	4,006
	U.S. Closures and Layoffs	3,219	2,918
	U.S. NET JOBS	1,290	3,422

International Activity for ...		JUL 09	AUG 09
		NO JOBS	NO JOBS
	International Openings	7,980	2,821
	International Expansions	1,750	940
	International Closures and Layoffs	3,200	830
	U.S. NET JOBS	6,530	2,931

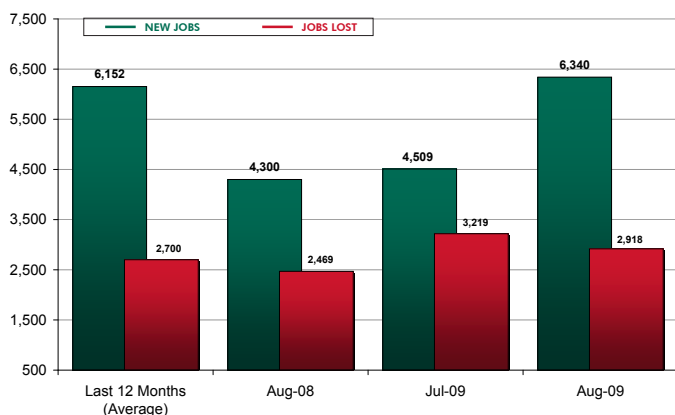
AUGUST 2009 CALL CENTER ACTIVITY - OPENINGS vs. CLOSURES

- » In August, U.S. net call center job growth was more than two and one-half times greater than in July.
- » Internationally, call centers grew at a slower rate; gaining less than one-half the number of jobs of the prior month
- » Through the first 8 months of 2009, the U.S. has added over 33,716 call center jobs. This is a significant improvement from 2008, when the U.S. added 17,672 jobs during the same time period. This has been a trend throughout 2009, as growth in the call center industry has continued to escalate at a faster rate.
- » The outsourcing industry added the most call center jobs (3,915) worldwide. Also, it lost the most (1,810) from closure and downsizing activity. Telecommunications, insurance, and financial services were the only other industries that had notable growth. There was slight growth in government and healthcare-related call centers.
- » In August, The U.S. captured 62% of all new worldwide call center jobs; up from 32% in July.

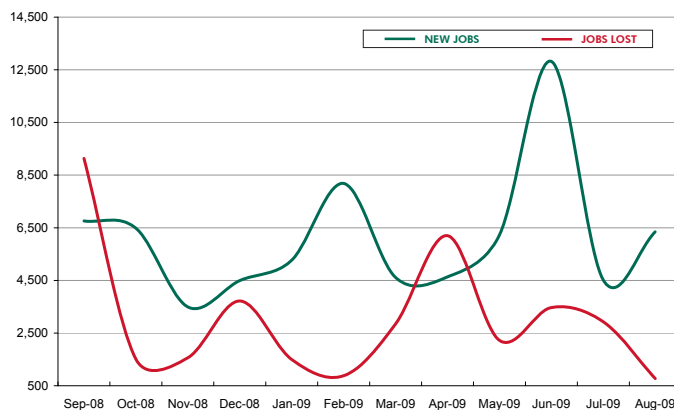
NET GROWTH

INDUSTRY	U.S.		INTERNATIONAL		WORLDWIDE	
	JOBS	% OF TOTAL	JOBS	% OF TOTAL	JOBS	% OF TOTAL
Outsourcing	1,755	51.3%	2,160	73.7%	3,915	61.6%
Telecommunications	1,079	31.5%	171	5.8%	1,250	19.7%
Insurance	698	20.4%	0	0.0%	698	11.0%
Financial Services	(239)	(7.0%)	800	27.3%	561	8.8%
Government	269	7.9%	0	0.0%	269	4.2%
Healthcare	200	5.8%	0	0.0%	200	3.1%
Retail	0	0.0%	0	0.0%	0	0.0%
Travel	0	0.0%	0	0.0%	0	0.0%
Education	0	0.0%	0	0.0%	0	0.0%
Services	160	4.7%	(200)	(6.8%)	(40)	(0.6%)
Technology	(500)	(14.6%)	0	0.0%	(500)	(7.9%)
TOTAL	3,422	100%	2,931	100%	6,353	100%

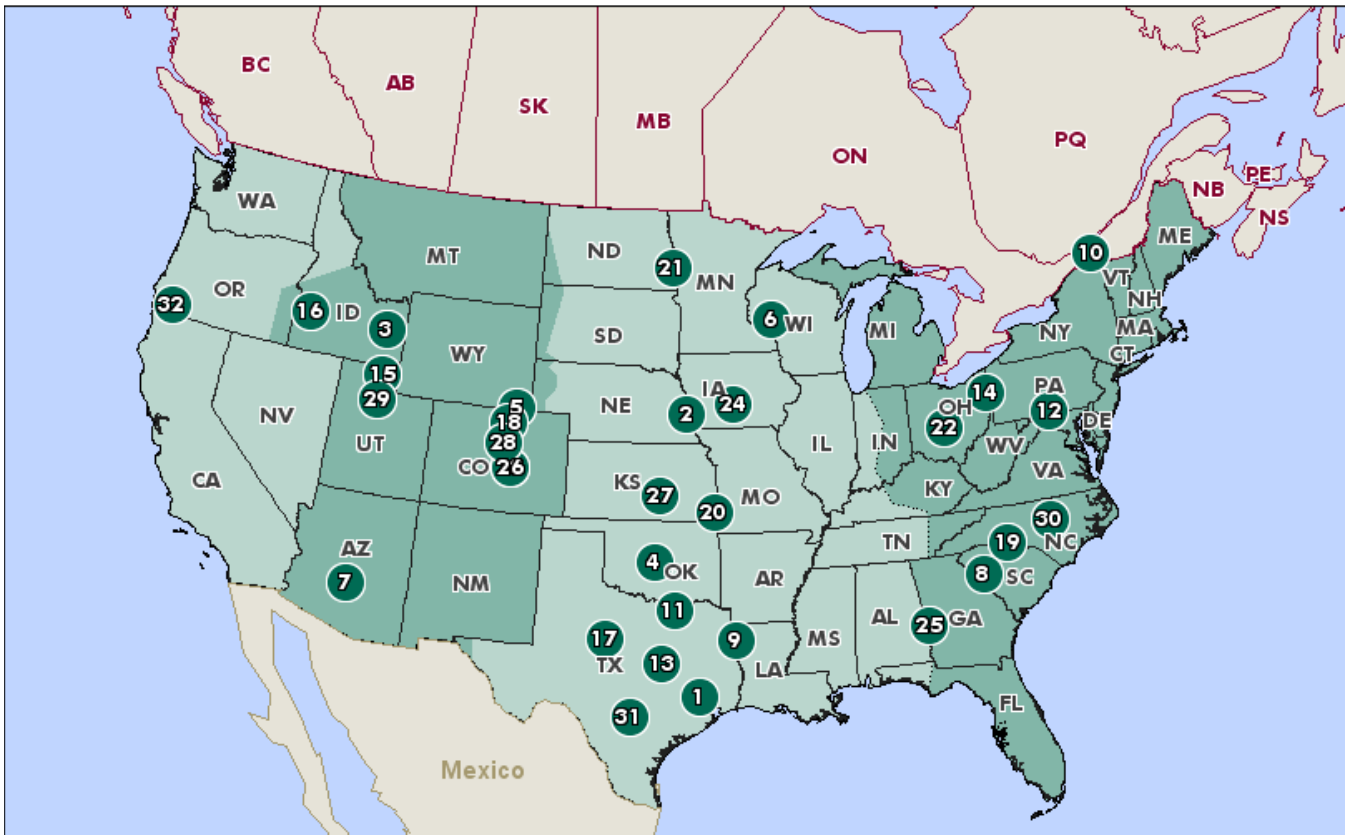
U.S. CALL CENTER NEW JOBS VS. JOBS LOST



U.S. CALL CENTER JOBS GAINED/LOST 12-Month Time Span (September '08 to August '09)



CALL CENTER HIRING ACTIVITY WITHIN NORTH AMERICA, AUGUST 2009



See table on Page 1 for map key

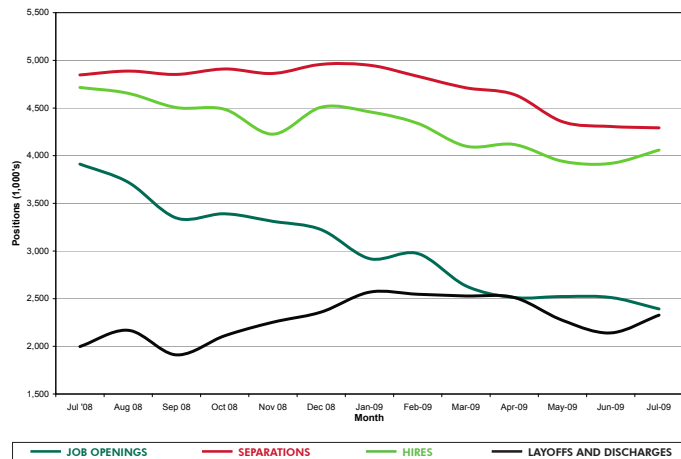
U.S. LABOR FORCE ACTIVITY REPORT

- » In the BLS’ August Employment Situation Report, the U.S. unemployment rate increased three-tenths a percentage point to 9.7%. This is the first sizable increase since May 2009. The report also stated, “Although job losses continued in many of the major industry sectors in August, the declines have moderated in recent months.” This certainly seems to be the trend. Non-farm payroll decline has steadily improved since January 2009, when it peaked at a loss of 741,000 jobs. August’s reported showed 216,000 non-farm jobs lost, which is a 70% improvement from January.
- » The true unemployment rate, which includes marginally attached workers and those who work part-time due to economic reasons, jumped by five tenths of a percentage point to 16.8%. (BLS)
- » The ADP National Employment Report estimates nonfarm private employment decreased 298,000 from July to August 2009. This is a significant improvement from the ADP’s last three reports that announced significantly larger monthly declines of 371,000, 463,000 and 532,000 jobs.
- » Ethan Harris, head of North America economics at Bank of America Corp “predicted the unemployment rate will peak at 10.2% in the first quarter of next year. After that, the rate will fall a little less than a percentage point per year going forward.” (Bloomberg.com)
- » Deak Maki, Chief Economist of Barclays Capital Inc. had the following take on the future of the unemployment rate, “The unemployment rate will peak below 10 percent. After losing jobs every month since December 2007, payroll growth turns positive within three months. September, however, will show another net loss in non-farm payrolls.” (Bloomberg.com)

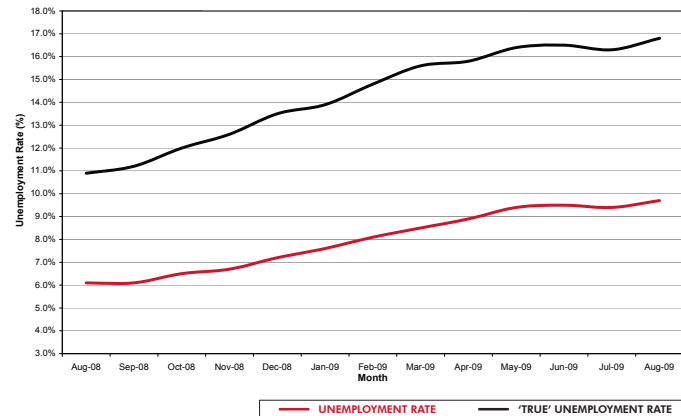
» Notable facts/figures from the latest JOLTS report (July 2009), published by the BLS:

- The number of job openings in the U.S. has dropped to its lowest level since the series began.
- Job separations declined very slightly, even though the number of layoffs and discharges increased by almost 100,000 people. This was due to the drop in quits and other separations (retirements, transfers to other locations, deaths, or employee disability).
- The number of separations (4,292,000) was greater than the number of hires (4,059,000), resulting in a net job loss.
- The Midwest and Western regions saw increased hiring activity (90,000 and 72,000 more jobs, respectively). The Southern region saw almost no change in hiring activity, while the Northern region saw a decline of 35,000 hires.
- Almost all sectors, with the exception of professional business services, education and health, leisure and hospitality showed improvement.
- Although it had less of a gain than the prior month, the healthcare industry, throughout this recession, has been the lone shining star. It has consistently added jobs each month.

**JOB OPENINGS AND LABOR TURNOVER
(SEASONALLY ADJUSTED)**



**U.S. UNEMPLOYMENT RATE
(SEASONALLY ADJUSTED)**



For more information, contact:

Sean Carman
Senior Director
602.735.5609
Sean.Carman@cbre.com

James J. Trobaugh III
Senior Vice President
602.735.5599
Jim.Trobaugh@cbre.com

Contributions by:

Brian Allen
Researcher
T 602.735.1911
Brian.Allen@cbre.com

Thomas Galvin
Researcher
T 602.735.1912
Thomas.Galvin@cbre.com