



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

- » June 2008 - 4,770 jobs gained vs. 1,841 job losses
- » May 2008 - 6,397 jobs gained vs. 1,889 job losses
- » Over 1,000 more jobs were created in June 2008 than in June 2007
- » Over 1,000 fewer jobs were lost in June 2008 than in June 2007
- » There are jobs going overseas. Of the 18,176 new jobs in May 2008, 12,040 were added to markets outside the U.S. A majority of these new positions are outsourcing companies.

U.S. AND INTERNATIONAL MAJOR OPENINGS AND EXPANSIONS

Month of May 2008

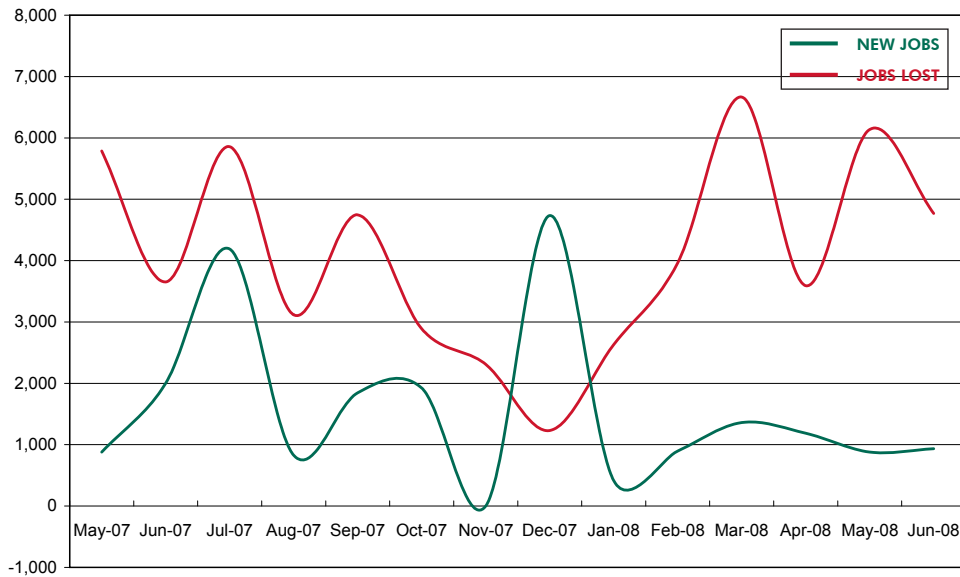
DATE	COMPANY	CITY	STATE	TYPE	NEW JOBS
7-May	Time Warner	Zanesville	OH	Expansion	95
8-May	Viable	Frederick	MD	Opening	15
9-May	Agape Communications	Anderson	IN	Opening	400
9-May	USA 800	St Joseph	MO	Expansion	450
12-May	N.E.W. (Home Based Agents)	Tyler	TX	Opening	480
12-May	Laser Phototronics	Orlando	FL	Expansion	400
12-May	Domino's	Lubbock	TX	Opening	40
12-May	Sutherland	Multiple Cities	Philippines	Expansion	5,000
12-May	Regus Group	Manila	Philippines	Expansion	40
13-May	Costco	Yakima	WA	Opening	24
13-May	The Allied Supply Co	Dayton	OH	Opening	33
14-May	Level One	Greenville	SC	Opening	260
14-May	Cross Country Group	Anderson	SC	Opening	350
15-May	Alorica	Terre Haute	IN	Opening	600
16-May	AAA	Oklahoma City	OK	Opening	1,200
20-May	Verizon Business	Tulsa	OK	Opening	400
23-May	Nationwide	Swindon	UK	Opening	400
23-May	Convergys	Manila	Philippines	Expansion	7,000
27-May	Circles	Eugene	OR	Opening	350
28-May	Alpine Access	Richmond	VA	Opening	100
28-May	Etech (Rusk)	Jacksonville	TX	Opening	50
28-May	Center Partners	Fort Collins	CO	Expansion	300
29-May	StarTek	Alexandria	LA	Expansion	400
30-May	NCO Group	Joplin	MO	Opening	350
30-May	Alpine Access	Louisville	KY	Expansion	100
TOTAL					18,837

Month of June 2008

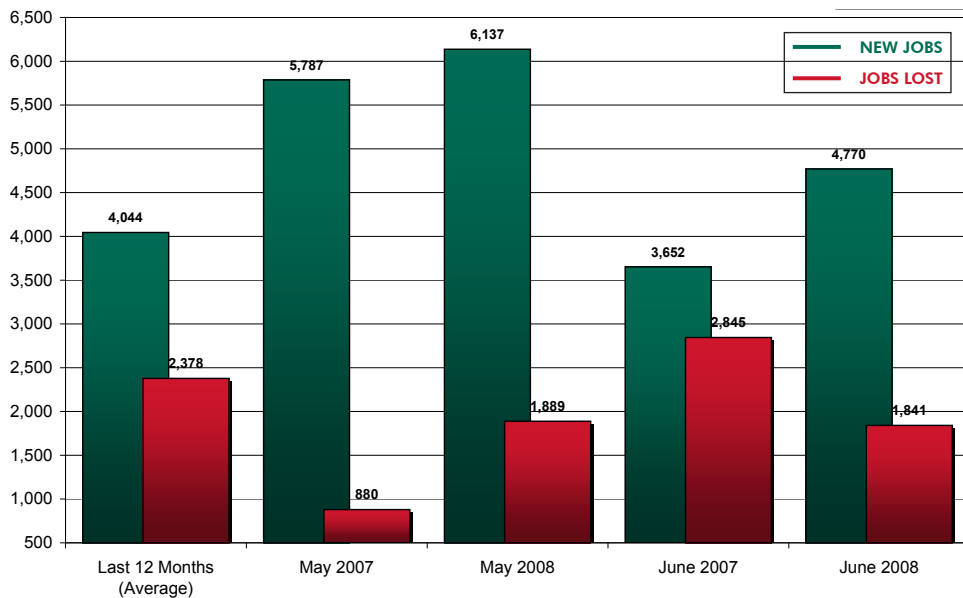
DATE	COMPANY	CITY	STATE	TYPE	NEW JOBS
4-Jun	Boston Financial Data Services (Rockland)	Augusta	ME	Opening	100
4-Jun	Connexions	Winchester	KY	Expansion	200
5-Jun	Synergy	Pensacola	FL	Opening	125
5-Jun	Direct tv (Former TV)	Huntington	WV	Opening	550
5-Jun	N.E.W.	Russellville	AR	Opening	250
5-Jun	Safe Auto Insurance	Somerset	KY	Opening	260
6-Jun	Etelecare	Jacksonville	TX	Opening	400
10-Jun	Asurion (formerly Lock/Line)	Evans	CO	Expansion	100
11-Jun	AFNI	Tucson	AZ	Expansion	200
11-Jun	United Healthcare	Waterloo	IA	Expansion	25
16-Jun	Suddenlink	Parkersburg	WV	Expansion	33
16-Jun	RecoverCorp	Pickering	ON	Expansion	50
17-Jun	Priceline.com	Wyoming	MI	Opening	400
17-Jun	Convergys	Hickory	NC	Opening	200
17-Jun	Optical Systems	Houston	TX	Opening	100
17-Jun	CallStreamz	Queen Creek	AZ	Opening	200
18-Jun	InfoCision Management	Mansfield	OH	Expansion	120
19-Jun	HP	Conway	AR	Opening	1,200
21-Jun	Telehammers.com	Jacksonville	FL	Expansion	12
23-Jun	TransFirst Holdings	Aurora	CO	Opening	50
23-Jun	EMS	Omaha	NE	Expansion	50
23-Jun	TD Insurance	Saint John	NB	Expansion	200
26-Jun	N.E.W.	Jonesboro	AR	Opening	120
27-Jun	Element Customer Care	Durham	NC	Expansion	75
TOTAL					5,020

Source: LexisNexis, various newspaper articles from nationwide newspapers, various government agencies, Labor Analytics Group Research Department.

U.S. CALL CENTER JOBS GAINED/LOST 14-Month Time Span (March 2007 to June 2008)



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



Did You Know...

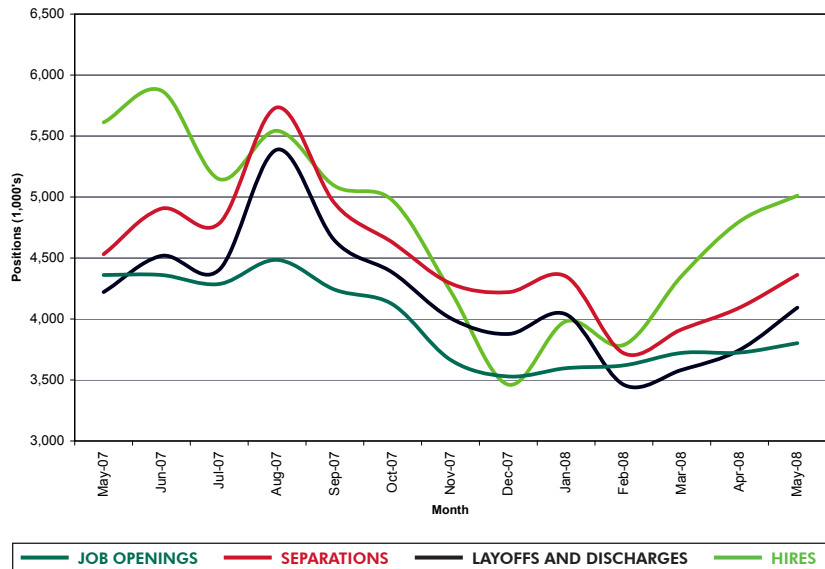
Labor Day was first made a federal holiday in 1894 by a US congressional resolution. It was originally organized in 1882 by the Noble and Holy Order of the Knights of Labor; one of the largest American labor organizations of the 19th century. Popular Labor Day traditions include, the Jerry Lewis Muscular Dystrophy Telethon, Chicago's Taste of Polonia Celebration, and Boomsday; one of the largest fireworks displays in the U.S., which is held in Knoxville every Labor Day.

U.S. LABOR FORCE ACTIVITY REPORT

1-Year Time Span (May '07-June '08)

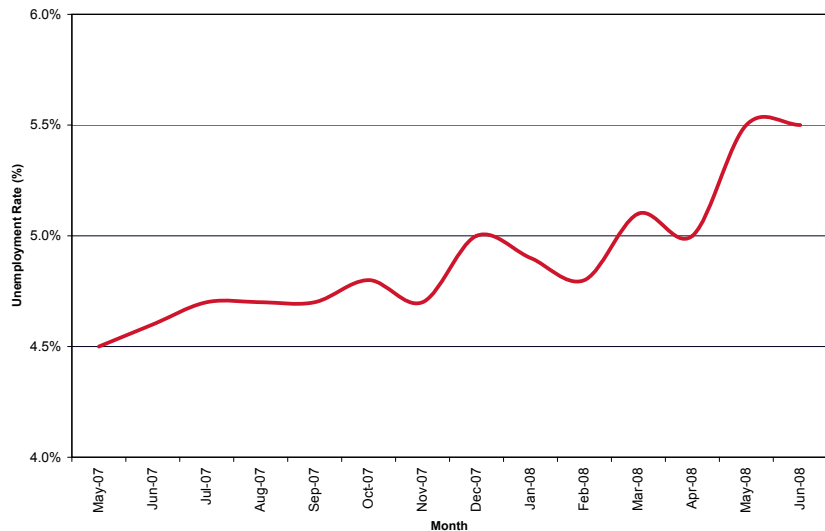
- » Over the last 12 months, job openings and hiring activity have significantly declined
- » There were more than 500,000 fewer job openings in May 2008 than there were in May 2007. Job openings are an indicator of the demand for employees by employers. Therefore, the demand for workers is currently low.
- » Up until February 2008, layoffs and separations were outpacing hiring activity, indicating companies were cutting back. However, from March until May of 2008, the number of hires has increased and has surpassed separations. This is a good indication that vacated positions are being backfilled and new jobs are being created.
- » From May-June of 2007, hiring continued at a substantial rate and steadily declined from August to December. However, hiring activity has continued to show significant improvement in March, 2008.
- » U.S. National Unemployment Rate rises from 5.0% (April, '08) to 5.5% (May and June, '08), seasonally adjusted. This is a significant increase from a year ago when it was only 4.5% in May 2007.
- » In May '08, the states of MI, RI, AK, MS, CA, DC, SC, IL, TN, OH, KY, NV, and MO had the highest unemployment rates in the country (All greater than 6%). WY, SD, UT, NE, ND, OK, HI, ID, NM, VA and IA had unemployment rates below 4%.

JOB OPENINGS AND LABOR TURNOVER



Source: BLS

U.S. UNEMPLOYMENT RATE - (Seasonally Adjusted)



Source: BLS

Did You Know...

Labor cost far outweighs real estate costs for most back office operations. Every \$0.50 per hour in labor savings is the equivalent in \$8.32 per square foot in pure real estate costs.