

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

- » Domestically, back office growth picked up this month. Whereas the previous month had a net loss of 513 jobs, August showed a gain of 1,831 positions.
- » There were 1,264 fewer jobs lost in August than the prior month.
- » Net gain of jobs in August 2008 - 4,300 jobs gained vs. 2,469 job losses
- » Net loss of jobs in July 2008 - 3,220 jobs gained vs. 3,733 job losses
- » Internationally, August showed an unusual net loss of jobs (-4,795 positions). This was primarily due to Duetsche Telekom, who reportedly laid off 8,000 workers in Germany.

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

DATE	COMPANY	CITY	STATE	TYPE	NEW JOBS
6-Aug	Lone Star Global	Bacolod City	Philippines	Opening	1,000
6-Aug	Cooperative Response Center	Austin	TX	Expansion	150
7-Aug	Global Contact Services (Pittsfield)	Waterville	ME	Opening	200
7-Aug	NEW	Meridian	MS	Opening	250
8-Aug	Startek	Decatur	IL	Expansion	300
9-Aug	Responsive Marketing Group	(Ottawa)	Canada	Opening	25
9-Aug	Nordia	Kitchener	Canada	Expansion	200
12-Aug	Innovative Concepts (Long Island City)	New York	NY	Opening	225
13-Aug	Amazon.com	Heredia	Costa Rica	Opening	300
13-Aug	Thomas L Cardella & Assoc	Iowa City	IA	Expansion	80
13-Aug	Aetna/US Healthcare	Pittsburgh	PA	Expansion	200
13-Aug	Western Watts	Davao City	Philippines	Expansion	700
15-Aug	AT&T	Richardson	TX	Opening	300
17-Aug	Etelecare	Managua	Nicaragua	Opening	500
19-Aug	NUCOMM	Lafayette	LA	Expansion	125
19-Aug	Verizon Wireless	Albuquerque	NM	Expansion	200
20-Aug	Startek (2 locations)	Greeley	CO	Expansion	100
21-Aug	Catalog Retail Marketing International	Newport	VT	Expansion	100
21-Aug	Charles Schwab & Co	Indianapolis	IN	Expansion	450
22-Aug	CornerStone Technologies	Columbus	IN	Opening	100
25-Aug	National Receivable Group	Manila	Philippines	Opening	600
25-Aug	Hartlepool Company Respondz	Sunderland	UK	Opening	500
26-Aug	West Corp.	El Paso	TX	Expansion	380
27-Aug	IBM	Ballarat	Australia	Opening	300
28-Aug	Amazon.com	Kennewick	WA	Expansion	250
TOTAL					7,535

Source: Labor Analytics Group Research Department

### Did You Know...

- 11.1 Million the number of workers who face extreme commutes to work of 60 or more minutes, every day
- 2.4+ Years the amount of time these individuals will spend commuting over a lifetime
- 1.1 Years the amount of time the average person spends commuting over a lifetime

**SUMMARY OF DOMESTIC VS. INTERNATIONAL ACTIVITY**

**Activity for August 2008**



	NO JOBS
U.S. Openings	1,075
U.S. Expansions	3,225
U.S. Closures and Layoffs	2,469
<b>U.S. NET JOBS</b>	<b>1,831</b>



	NO JOBS
International Openings	2,335
International Expansions	900
International Closures and Layoffs	8,030
<b>INTERNATIONAL NET JOBS</b>	<b>-4,795</b>

**Activity for July 2008**

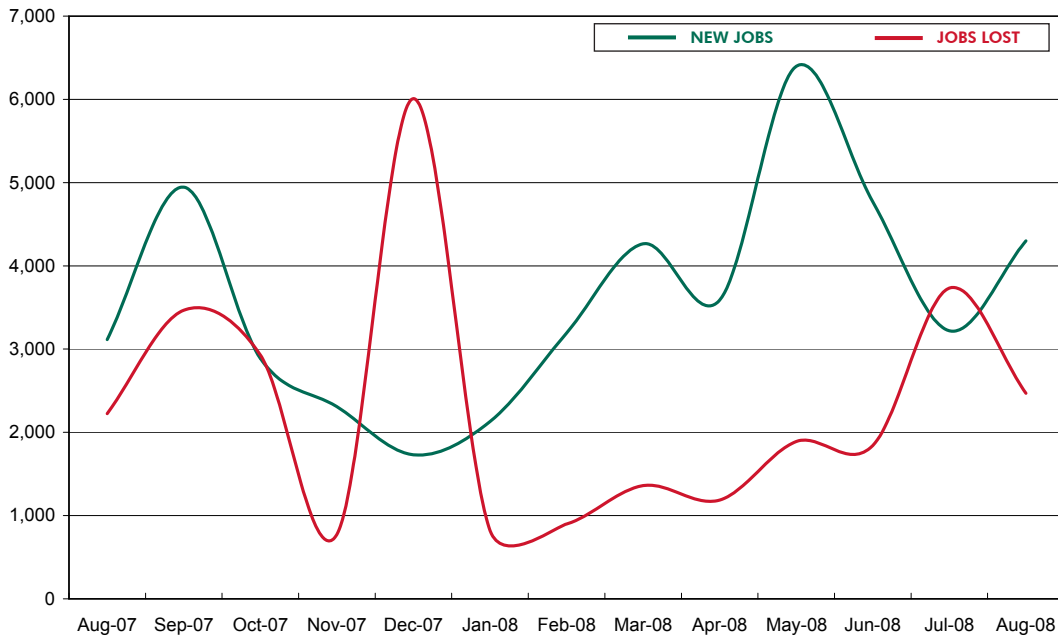


U.S. Openings (New Jobs)	4,770
U.S. Closings (Jobs Lost)	3,733
<b>U.S. NET JOBS</b>	<b>-4,795</b>

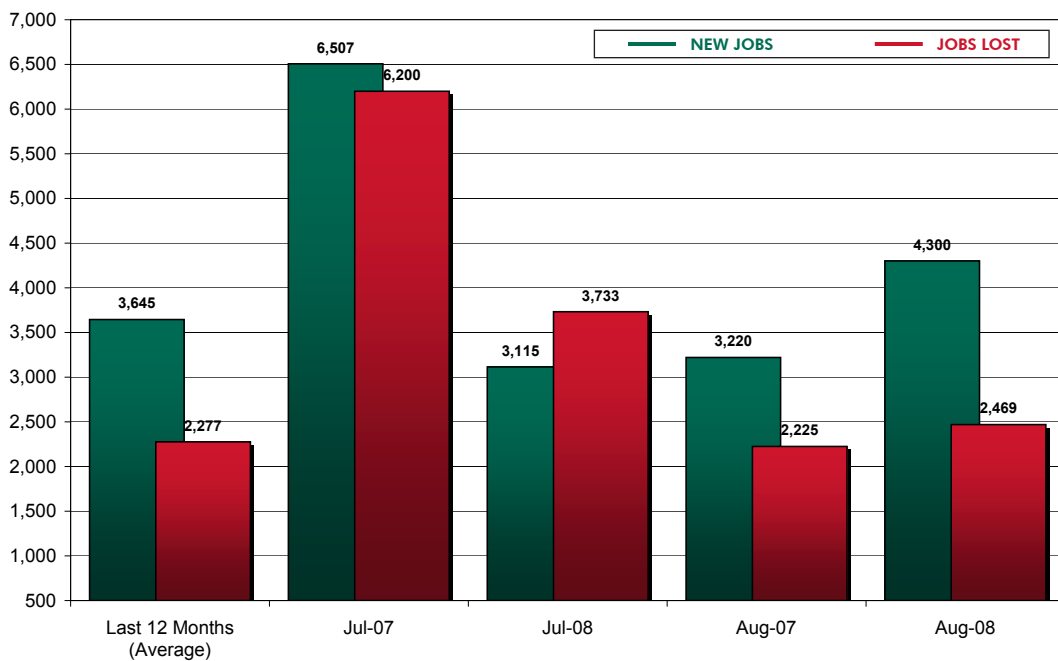


International Openings (New Jobs)	3,400
International Closings (Jobs Lost)	0
<b>INTERNATIONAL NET JOBS</b>	<b>3,400</b>

**U.S. CALL CENTER JOBS GAINED/LOST  
12-Month Time Span (August 2007 to August 2008)**



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

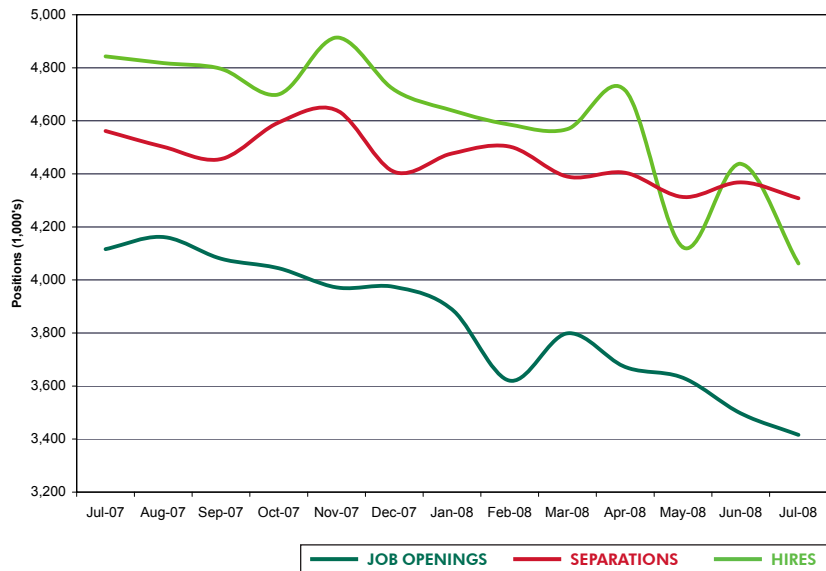


## U.S. LABOR FORCE ACTIVITY REPORT

### 1-Year Time Span (July '07 - July '08)

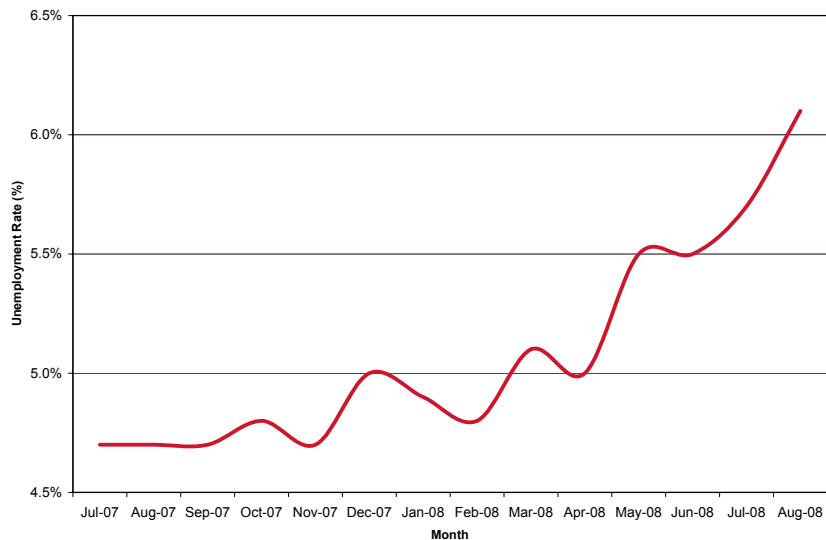
- » The number of job openings reported by companies at the end of each month continues to decline. Preliminary data shows that there were approximately 780,000 fewer job openings in July 2008 than there were in July 2007. Job Openings are an indicator of the demand for employees by employers. Thus, this indicates demand for workers by employers is at its lowest level in quite some time.
- » Hiring activity has dropped to its lowest level in over 5 years (June 2003).
- » Manpower's Quarterly Employment Outlook survey showed that in the fourth quarter of 2008, of the 14,000 employers that were surveyed, 22% were expecting to hire new positions while 13% expect to lay people off; giving a net employment outlook of +9%. This is a significant drop from a year ago, when Manpower reported a +21% net employment outlook during the fourth quarter of 2007.
- » The U.S. National Unemployment Rate hit a 5-year high. Over the last 5 months, it has jumped from 5.0% (Apr 2008) to 6.1% (August 2008), seasonally adjusted. It was only 4.7% a year ago.
- » The August state-level unemployment rate figures have not yet been released. However in July '08, the states of MI (8.5%), MS (7.9%), RI (7.7%), CA (7.3%), IL (7.3%), OH (7.2%), SC (7.0%) had the highest unemployment rates in the country (All greater than 7%). SD (3.0%), NE (3.4%), UT (3.5%), ND (3.5%), WY (3.9%), NH (3.9%), LA (3.9%), HI (3.9%) had unemployment rates below 4%.
- » This report uses seasonally adjusted data. Seasonally adjusted data removes major fluctuations in hiring and separation activity that are caused by normal annual events (i.e. Christmas) With those events removed, it is easier to see shifts that occur due to out-of-the-ordinary events (i.e. plant closures).

## 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.