

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

- » Job growth has slowed. 1,500 fewer jobs gained than last month. 3,200 fewer jobs gained than July of last year.
- » There were 1,752 more jobs lost in July than the prior month. However, this is an improvement over last year when there were over 3,200 more jobs lost in July 2007.
- » Net loss in jobs in July 2008 - 3,220 jobs gained vs. 3,593 job losses
- » Net gain in jobs in June 2008 - 4,770 jobs gained vs. 1,841 job losses
- » Even international job growth slowed in July. According to our research, 12,040 jobs were added to markets outside the U.S. in June. In July, this number dropped to 3,400

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

DATE	COMPANY	CITY	STATE	TYPE	NEW JOBS
4-Jul	Entel Teleco	Santiago	Peru	Opening	185
7-Jul	Qor	Clark	Philippines	Expansion	300
8-Jul	Gallup Polls	Bellevue	WA	Opening	100
8-Jul	Deutsche Bank	Jacksonville	FL	Opening	950
8-Jul	Anjaybee	Shillong, Meghalay	India	Opening	100
8-Jul	InfoCision (Uniontown)	Akron	OH	Expansion	377
10-Jul	Teleperformance	Augusta	GA	Expansion	100
11-Jul	ACS	Motego Bay	Jamaica	Opening	200
11-Jul	GE Money	-	Guatemala	Opening	700
11-Jul	ER Solutions (Former Delta Center)	Montgomery	AL	Expansion	200
15-Jul	Capio Partners	Sherman	TX	Opening	30
17-Jul	N.E.W Customer Service Cos	Terre Haute	IN	Opening	48060
17-Jul	StarTek	Makati	Philippines	Opening	1,100
18-Jul	LifeTouch	Muncie	IN	Expansion	200
18-Jul	FairPoint Communications	Bangor	ME	Expansion	3800
25-Jul	Action Line	Cordoba	Argentina	Opening	1,000
27-Jul	National Asset Recovery Service Inc.	Cape Girardeau	MO	Expansion	100
28-Jul	Monster.com	Florence	SC	Opening	350
29-Jul	Reynolds & Reynolds	Kettering	OH	Opening	30
29-Jul	iEnergizer	Austin	TX	Opening	75
29-Jul	Coinstar	Kennewick	WA	Expansion	40
30-Jul	Results Las Vegas	Las Vegas	NM	Opening	150
TOTAL					6,805

Source: Labor Analytics Group Research Department

SUMMARY OF DOMESTIC vs. INTERNATIONAL ACTIVITY

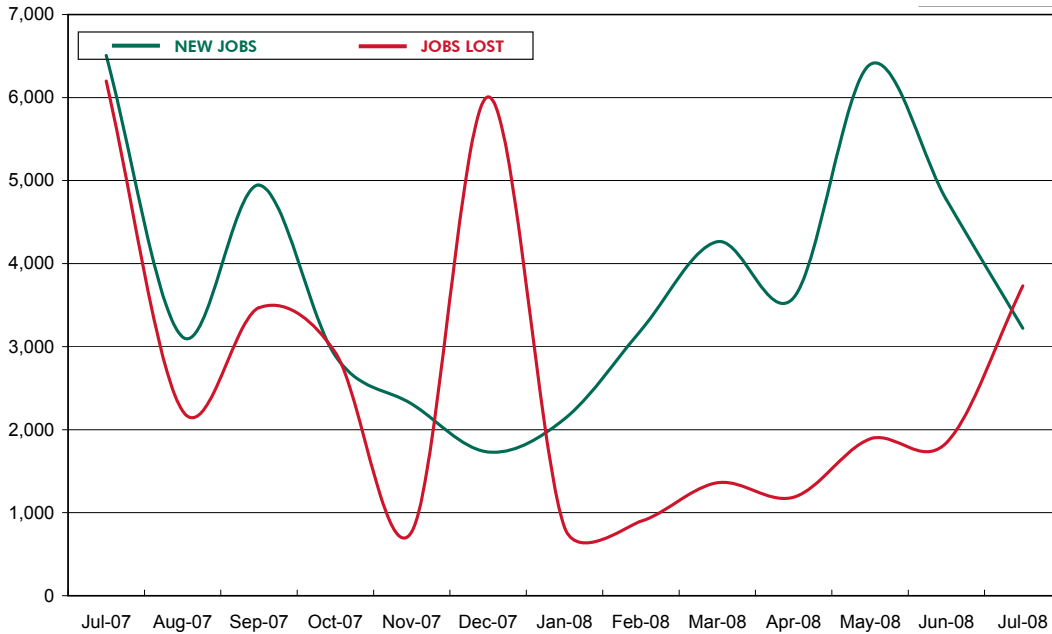
Activity for July 2008		# OF EVENTS	NO JOBS
	U.S. Openings	8	2,165
	U.S. Expansions	7	1,055
U.S. NET JOBS		15	3,220

		# OF EVENTS	NO JOBS
	International Openings	5	3,100
	International Expansions	1	300
INTERNATIONAL NET JOBS		6	3,400

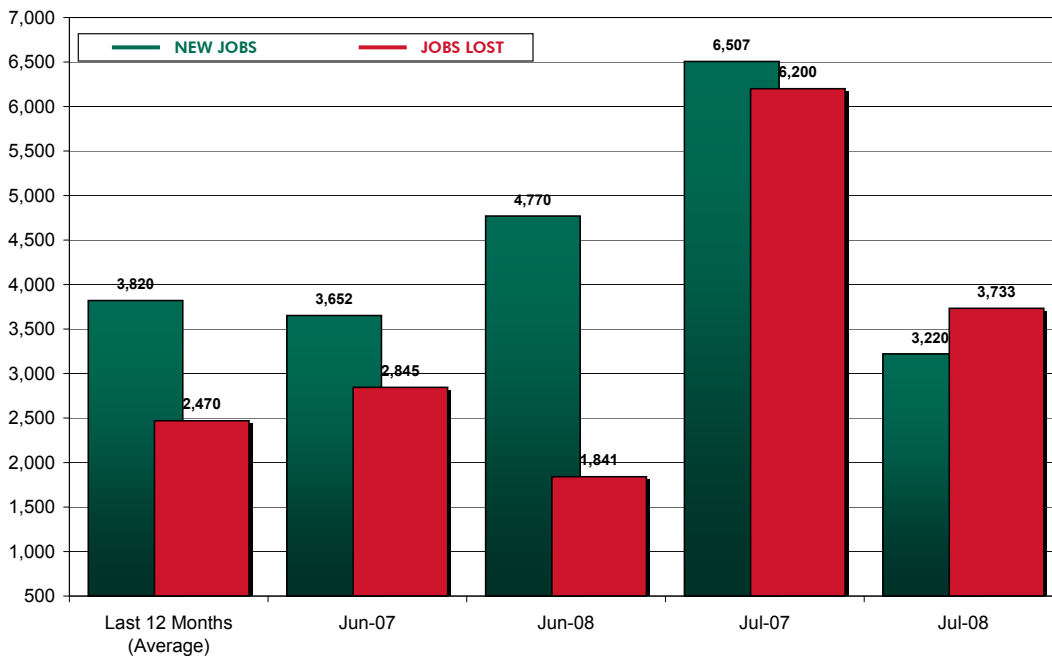
Activity for June 2008			
	U.S. Openings (New Jobs)		4,770
	U.S. Closings (Jobs Lost)		1,841
U.S. NET JOBS			2,929

	International Openings (New Jobs)		12,040
	International Closings (Jobs Lost)		0
INTERNATIONAL NET JOBS			12,040

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



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



Did You Know...

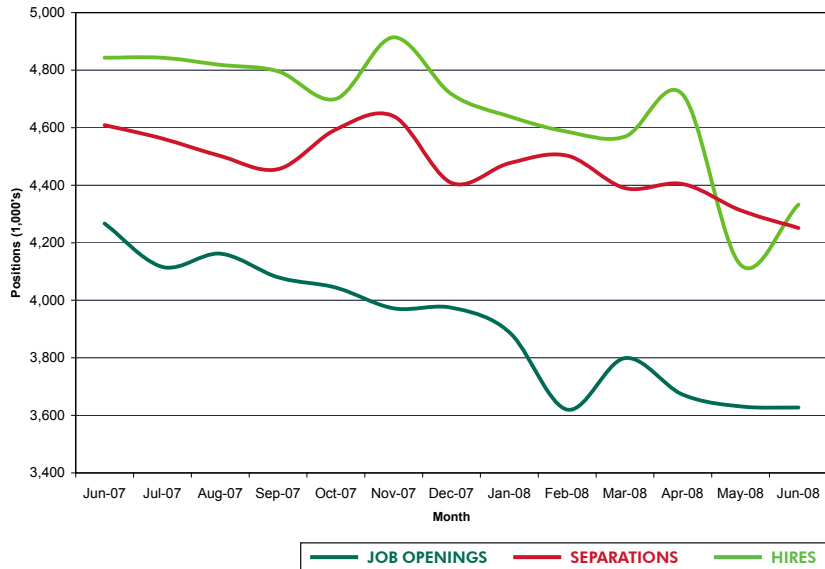
In economics, labour (or labor) is a measure of the work done by human beings. It is conventionally contrasted with such other factors of production as land and capital. There are theories which have created a concept called human capital (referring to the skills that workers possess, not necessarily their actual work), although there are also counter posing macro-economic system theories that think human capital is a contradiction in terms. Source: Wikipedia

U.S. LABOR FORCE ACTIVITY REPORT

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

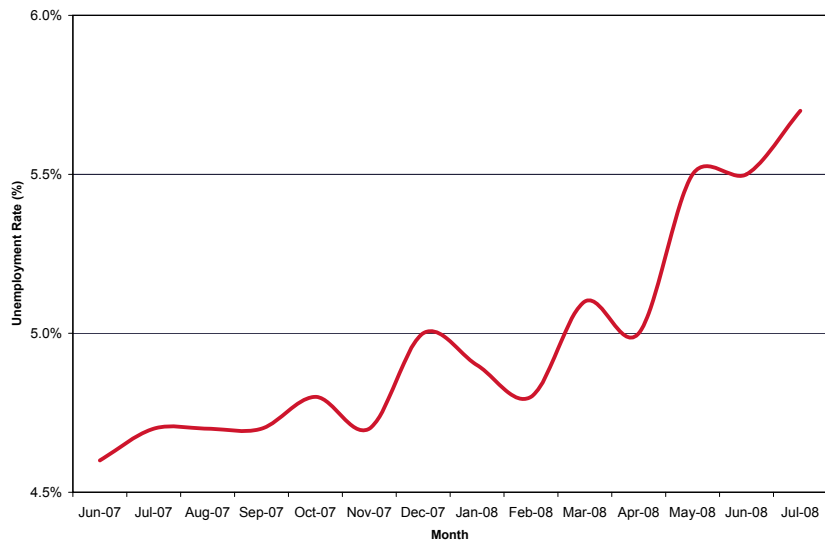
- » This month's report differs from last month's report, as it uses seasonally adjusted data. Seasonally adjusted data removes major fluctuations in hiring and separation activity that are caused by normal annual events (i.e. Christmas). With those events removed, it is easier to see shifts that occur due to out-of-the-ordinary events (i.e. plant closures).
- » Over the last year, the number of job openings reported by companies at the end of each month has continually declined. There were almost 650,000 fewer job openings in June 2008 than there were in June 2007. Job Openings are an indicator of the demand for employees by employers. Thus, this indicates demand for workers is currently low.
- » In May 2008, hiring activity hit its lowest level in almost 5 years. The last time it was below that level was August 2003. Although June saw some recovery, this was still the second lowest amount of hiring activity in 4 years.
- » U.S. National Unemployment Rate has risen from 5.0% (April, '08) to 5.7% (July, '08), seasonally adjusted. This is a significant increase from a year ago when it was only 4.7% in July 2007.
- » 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%.

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.