

### 1. Company to Open Call Center in Grinnell, IA

July 7<sup>th</sup> – Associated Press

Thomas L. Cardella & Associates announced that it's expanding its operations in Grinnell and Iowa because of the strong work ethic and core values of its residents.

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### 2. Thomson Reuters Opens Call Center in Taguig City Philippines – Vows to be Long Term Investor

July 2<sup>nd</sup> – Business World Online

Data provider Thomson Reuters Corp. yesterday opened a customer service facility in Taguig that will serve as the company's primary English-language support center for clients all over the world.

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### 3. New National Call Center Opening In Bardstown, KY

July 13<sup>th</sup> – WLKY.com Louisville News

Sykes Enterprises, headquartered in Tampa, Fla., will operate a call center for a major telecommunication company in the Kentucky Home Square Shopping Center in the site formerly home to Winn Dixie. The call center will employ between 450 to 500 people over the next year.

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### 4. NCO Group Opens another Site in the Philippines

July 13<sup>th</sup> – Asia Business Newsweekly

NCO Group, Inc. ("NCO"), a global provider of business process outsourcing services, announced the opening of its latest call center in Marikina, the Philippines. The Center will be 10,500 square feet and be home to 650 call center agents.

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### 5. SITEL Will Lay Off 123 From West Virginia Location

July 13<sup>th</sup> – Associated Press / The Charleston Gazette

SITEL plans to lay off 123 workers at its a customer service call center in Huntington next month after losing a major contract. The layoffs are set to take effect Aug. 2.

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**6. Ryla Inc Looking to Hire 600 More in Saraland, AL**

July 14<sup>th</sup> – fox10tv.com

Ryla Inc., a leading domestic provider of outsourced call center and customer contact solutions, is hiring an additional 600 full-time, permanent customer service and supervisory positions for its new Regional Headquarter customer contact center in Saraland, Ala.

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**7. 5000 New Jobs is Takeover Goal – South Africa is Africa’s Biggest Economy & Huge for BPO**

July 15<sup>th</sup> - ecallsa.com

INDIAN company the Essar Group yesterday announced that it would pump R500-million over the next three years into developing South Africa’s Call Center industry.

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**8. CVS Plans to Hire 125 Pharmacy Techs July 15<sup>th</sup> – turno10.com**

CVS Caremark Corp. says it will hire 125 pharmacy technicians and others, to staff a call center it plan open in December. CVS plans to eventually employ 600.

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**9. Avon to Close Springdale Plant & Move Call Center to Different Location**

July 22<sup>nd</sup> – wlwt.com / Associated Press

A major employer in Springdale will close its doors by the end of 2011. Move is part of restructuring plan that will cut 1,200 jobs by 2013. A call center at the same site will relocate somewhere in the Cincinnati area and will retain its approximately 300 jobs

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**10. Santander Opens Call Center in Mexico**

July 22<sup>nd</sup> – Latin America Herald Tribune

Spanish banking giant Santander inaugurated on July 21<sup>st</sup>, a \$187.9 million call center in the central Mexican city of Queretaro.

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