



Real People. Real Solutions.

August 31, 2016

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RE: Notice of Site Closing in Eugene, OR

Dear Ms. Payne & Ms. Lewis,

As the enclosed Memorandum describes, we are notifying our employees at our site located at 175 W Broadway, Eugene, OR 97401, that we are closing this location effective October 30, 2016.

However, we are working to transition as many site employees as possible to our virtual call center business: SYKES Home. In order for our employees to transition successfully to working in the comfort of their own homes, we are providing the necessary equipment and covering the costs of deposits for high-speed internet and hardline phone service.

Nevertheless, we decided to err on the side of caution and provide you with background information regarding the site in the event that not all employees are a good fit for the transfer opportunities.

| Position | |
|-----------------------------|-----|
| Customer Service Agent | 379 |
| Site Director | 1 |
| Account Manager | 4 |
| Interim Team Lead | 9 |
| Team Lead | 7 |
| HR Manager | 1 |
| HR Assistant | 1 |
| Training Manager | 1 |
| Trainer | 1 |
| Leap Champion | 1 |
| Sales Champion | 1 |
| Systems Administrator | 1 |
| OMD Analyst | 4 |
| QA Rep | 1 |
| Maintenance Coordinator II | 1 |
| Maintenance Assistance | 1 |
| End User Support Specialist | 1 |
| Time Coordinator | 1 |
| Receptionist | 1 |
| Recruiting Coordinator | 1 |
| Total | 418 |



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Of course, as the site is closing, the Eugene employees will not be able to use their seniority to bump other employees from their positions. The affected employees are not represented by a union, nor by any other employee representative.

The decision to close a site is never easy, but we are excited about the opportunity to have many of our current Eugene employees grow with us in our expanding, best-in-class virtual call center business. If you have any questions or require further information, please contact Amanda Cannon, Director, Area HR Service Delivery at 1-843-543-1143.

Sincerely,

Wendi Summers

Wendi Summers,

Global Vice President, Operations

Attachments: *Exhibit 1*: List of Impacted Employees & *Exhibit 2*: Memorandum to Eugene Employees

TO: Eugene Site Employees, By Hand Delivery and First-Class Mail
FROM: Wendi Summers, Global Vice President, Operations
DATE: August 31, 2016
RE: **Eugene Operations Ending and Site Closing**

In today's customer driven environment, SYKES continually adapts our operations to meet the changing needs of our clients across the globe. After careful review, business changes have been made that will result in the permanent closure of the Eugene center. Based upon the best information available today, the last day of operations at Eugene will be on or about October 30, 2016. We are actively pursuing other client opportunities for the site. We will update you immediately if anything changes between now and October.

We are notifying you now so that you and your family may make the accommodations necessary to adjust to a business change like this. We are dedicated to doing everything in our power to help you transition into the next phase of your career. Because all Eugene operations will be discontinued, your seniority with the company will not allow you the ability to bump someone out of their job, but there are some options for you, if you would like to stay with SYKES.

Employees may take advantage of our SYKES Home opportunities, where employees handle customer care calls in the comfort of their own homes. We look forward to talking to you about available SYKES Home opportunities and to help you determine if your home would be a good fit for one of those jobs. We will provide you with the necessary equipment needed to be a SYKES Home agent and, if your area has access to the necessary high-speed internet and phone service, we will also cover the costs of deposits for those providers.

In addition, SYKES is continually seeking new clients and expanding the services we provide. Employees who continue to provide the highest level of customer care, during this transition, are ensured good standing with the company and are therefore eligible for future positions with SYKES, whether in another brick and mortar site or with a SYKES Home account.

Thank you again for being the best part of SYKES. As with all employees, you have our deepest gratitude for the help you've provided every customer in your care. We hope that you consider the opportunity to remain with SYKES.

You will receive additional information about your paychecks and benefits in the next few days. If you have any questions or concerns, please feel free to contact Amanda Cannon, Director, Area HR Service Delivery at 1-843-543-1143.

Sincerely,

Wendi Summers

Wendi Summers,
Global Vice President, Operations