



WARN NO.
2173

August 30, 2017

Ms. Janet Lewis
Lane Workforce Partnership
2510 Oakmont Way
Eugene, OR 94701
janet.lewis@co.lane.or.us

RE: Notice of Site Closing in Eugene, OR

Dear Ms. Lewis,

As the enclosed memorandum describes, we are notifying our employees at our site located at 190 W 8th Ave., Eugene, OR 97401 that we are closing this location effective October 31, 2017.

We will update you immediately if anything changes between now and November. Nevertheless, we decided to err on the side of caution and provide you with background information regarding the employees at this location.

Position	
Site Director	1
Account Manager	2
Training Manager	1
HR Manager	1
Recruiting Coordinator	1
Time Coordinator	1
System Administrator	1
Maintenance Coordinator	1
Maintenance Assistant	2
Team Leader	8
Senior Team Lead	1
Trainer	5
Support Services	1
Receptionist	1
HR Assistant	1
Operations Mgmt Analyst	3
Customer Service Agent	150
TOTAL	181

Of course, as the site is closing, the Eugene, Oregon 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. 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

cc: Kristina Payne

Attachments:

Exhibit 1: List of Impacted Employees

Exhibit 2: Memorandum to Eugene, Oregon Employees

EXHIBIT 2: Memorandum to Eugene, Oregon Employees



TO: Eugene Site Employees, By Hand Delivery and First-Class Mail
FROM: Wendi Summers, Global Vice President, Operations
DATE: August 30, 2017
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 31, 2017. 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. The decision to close the facility is in no way a reflection on your personal work. We are dedicated to doing everything in our power to help you transition into the next phase of your career, and plan to work with the appropriate job assistance agencies as necessary to try to help lessen the impact of this closure.

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.

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

