

PHILIPPINES Fact Sheet



PHILIPPINES

- Clients: 42
- Employees: 12,696
- Seats: 14,888

SUMMARY



Operational since 1997



Sites: 7
(Cebu [2], Makati City, Mandaluyong City [2], Muntinlupa City, Quezon City)



Size: 790,562 square feet
73,446 square meters



Agent capacity: 14,888 seats



Hours of operation: 24/7

VERTICAL INDUSTRY FOCUS



FINANCIAL SERVICES

31.8%



TRANSPORTATION & LEISURE

7.3%



CONSUMER

4.5%



COMMUNICATIONS

23.0%



EDUCATION

7.2%



HEALTHCARE

1.0%



TECHNOLOGY

17.8%



INSURANCE

5.5%



ENERGY

1.0%

Contact Type % of Headcount	
Customer service	35.7%
Technical support	25.5%
Back office	17.8%
Sales	8.5%
Social media	6.2%
Collections	4.9%

Languages % of Headcount	
English	95.0%
Tagalog	0.7%
Dutch	0.7%
Mandarin	0.6%
Spanish	0.5%
Japanese	0.4%
Indonesian, Korean, Thai	0.03%

Region Served % of Headcount	
North America	74.3%
Asia Pacific	15.5%
EMEA	9.3%
Latin America	0.9%

CORPORATE & SOCIAL RESPONSIBILITY



We proudly participate in and support several community initiatives around the world. From promoting local exercise programs to providing clinical health services and more, we understand the importance of giving back.

SYKES has devoted the past 40+ years to “People Serving People.” This is a commitment we extend to our shareholders, clients, employees and communities alike.

Our Philippines sites participate in local community initiatives that include:

Education

- Education and promoting literacy programs
- Donated computer laboratory for Kalayaan Elementary School (KES) in Paranaque City
- Computer provisions and refurbishing of facilities of the Philippine Christian Foundation (PCF) School in Tondo
- Scholarship grants
- Night High School Scholars, Siena College in Taytay, Rizal
- 13 vocational students for a diploma course in call center training, Miriam College
- Three vocational students for Associate in Computer Technology courses
- Historical Walk in Intramuros for SYKES Siena College scholars
- Field trip to Museo Pambata for PCF students

Relief goods operations and Typhoon Ondoy victims relief operations

- Special fundraising drives
- Distribution of relief goods
- SYKES Chorale benefit concert and Thespian Club “VIGNETTES” play for Siena College scholars
- Red Cross partnership
- Employee referral program: Seasons of Sharing

AWARDS & CERTIFICATIONS

- Philippine Economic Zona Authority (PEZA) Award for Outstanding Community Project, 2017
- 2017 Innovation Leader Award from a major technology client