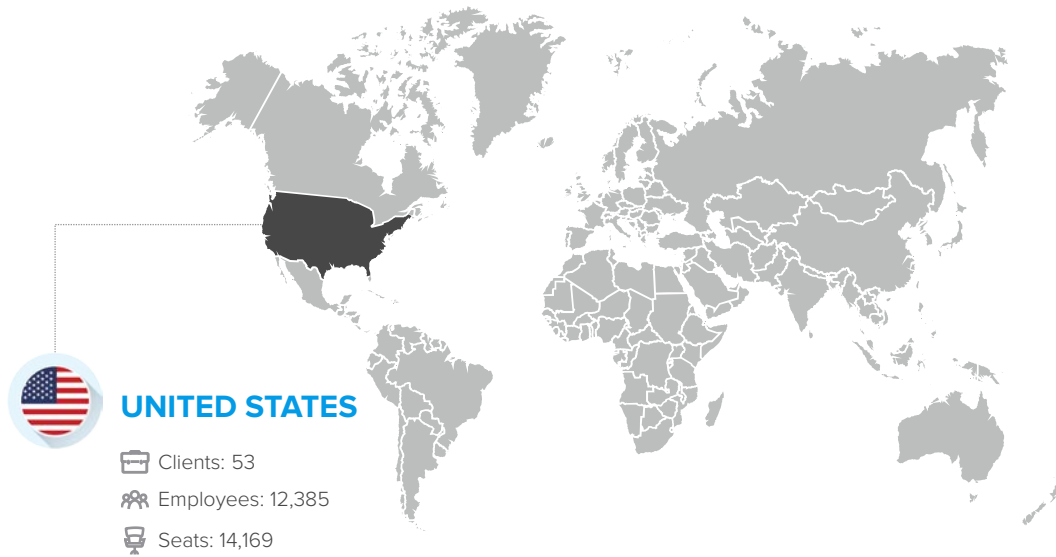


UNITED STATES Fact Sheet



SUMMARY



Operational since 1992



Sites: 17
SYKESHome



Size: 1,102,810 square feet
102,454 square meters



Agent capacity:
14,169 seats



Hours of operation:
24/7

VERTICAL INDUSTRY FOCUS



TECHNOLOGY
33.2%



CONSUMER
7.3%



EDUCATION
1.2%



FINANCIAL SERVICES
33.1%



TRANSPORTATION & LEISURE
3.1%



COMMUNICATIONS
19.0%



INSURANCE
2.9%

Contact Type % of Headcount	
Customer service	59.3%
Technical support	23.0%
Sales	12.8%
Back office	2.9%
Social media	2.0%
Collections	1.2%

Languages % of Headcount	
English	92.2%
Spanish	7.6%
Portuguese	0.2%
Japanese	0.2%

Region Served % of Headcount	
Regional	100%

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.

Awards

2018:

- o SYKES Lakeland — Career Source Polk County, Best Places to Work
- o FlexJobs ranked SYKES #8 of 100 Top Companies with Remote Jobs
- o General Counsel of the Year for Public Companies nominee — Executive Vice President, General Counsel and Corporate Secretary James T. Holder
- o Labor & Employment General Counsel of the Year nominee — Director of Global Human Resources Compliance Aleicia Latimer

2017:

- o SYKES Lakeland — Career Source Polk County, Best Places to Work
- o FlexJobs ranked SYKES #75 of 100 Top Companies with Remote Jobs
- o Partner of the Year awarded by major enterprise software client
- o Tampa Bay Business Journal’s People First Award in the Business Professional Services category — Vice President of Human Resources in North America Jen Gudenkauf
- o SYKES Kingstree — Palmetto Shining Star Safety Award, highlighting leadership’s efforts to promote health, safety and economic well-being of employees on-site and in the community
- o SYKES Perry County — Reader’s Choice Outstanding Service Award, Best Place to Work in Perry County
- o SYKES Langhorne — Best Employer in Bucks County, Best Places to Work (x2)

2016:

- o SYKES Lakeland — Career Source Polk County, Best Places to Work
- o FlexJobs ranked SYKES #80 of 100 Top Companies with Remote Jobs
- o EcoVadis, CSR Rating Bronze Recognition Level, ranked among top 30 percent of call center performers evaluated

2015:

- o Sustany Foundation Tampa Bay Region, Sustainability Business Awards, Sustainability Award Winner in the Large Business category
- o EcoVadis, CSR Rating Silver Recognition Level, ranked among top 30 percent of call center performers evaluated

2014:

- o Association of Fundraising Professionals Florida Suncoast Chapter, Philanthropic Corporation of the Year Award
- o Champions of Change, White House Award nominee
- o Civilianjobs.com, Most Valuable Military Employer finalist
- o Ranked #15 of IAOP Global Outsourcing 100
- o SYKES Florida — Exceptional Employee Award for commitment to employing people with disabilities
- o SYKES Florida — Governor’s Business Ambassador Award for efforts in creating jobs and opportunities for Florida families