



SYKES Inclusive Procurement Program





Our Commitment

SYKES is committed to maintaining a diverse supplier base and building relationships with suppliers that reflect the market, clients, and communities we serve. We seek to actively identify, develop, and conduct business with diverse suppliers as an integral component of our procurement activities.



How It Works

Our Inclusive Procurement Program drives the supplier diversity initiative at SYKES to promote supplier inclusion. We work to inspire diverse suppliers to think big and be confident in their ability to provide high-quality products and services that meet our needs.

Through our Inclusive Procurement Program, we deliver broader societal benefits by generating economic opportunity for disadvantaged communities in the 23 countries in which we operate.



Our Goal

At SYKES, we hope to generate positive change with our inclusive program by bringing innovation through social and environmental impact, driving economic impact with local and small businesses to create jobs, and adding shareholder value to our business model.

To achieve our annual goals of diversity spend through our Inclusive Procurement Program, SYKES looks for vendors that are certified as at least 51% owned, operated, and controlled by one, or more, minority, woman, member of the LGBTQ+ community, veteran, service-disabled veteran, person with a disability, aboriginal-indigenous person, or a historically underutilized business defined by the local country that can enhance our competitive advantage and provide innovative and cost-effective services for our brand partners.

The SYKES Procurement Program Philosophy

SYKES has established the Inclusive Procurement Program to provide minority- and women-owned businesses the maximum opportunity to participate in SYKES' procurement programs, which involve contracts for provisions of commodities, contractual services, and consulting services.



Commodities



Contractual Services



Consulting Services



Scope of the Program

- Contractors and vendors doing business with SYKES must comply with all applicable civil rights laws and regulations. If a bidder does not meet the requirements of the program, their bid may be rejected.
- Contractors are responsible for reviewing all requirements of this program, and any questions should be referred to SYKES U.S. Procurement.

OUR GOAL:
Increase diversity
spend by 20%
over the next
5 years



Anti-Discrimination Policy

SYKES' anti-discrimination policy applies to this program and states that no person shall be excluded from participation or denied the benefits of or otherwise discriminated against in connection with the award or performance of any SYKES contract or procurement activity, on the grounds of race, color, national origin, gender, religion, age, disability or handicap, or marital status.

Program Administration

SYKES has a designated administrator for the Inclusive Procurement Program who is responsible for overseeing all aspects of the program.

Annual Goals

SYKES will establish annual goals for diverse participation and will attempt to maximize participation through outreach.



Outreach Program

- SYKES will maximize opportunities for diverse firms by soliciting a quotation or bid from any certified diverse firm on our approved certification list.
- We will utilize minority-focused media to inform diverse firms of upcoming contract opportunities.
- All contracts subject to this program that are candidates for bid bonds and performance bonds will be reviewed to determine if the bond requirements unnecessarily restrict diverse participation. Bond requirements may be waived at the sole discretion of SYKES in appropriate projects.



control means that the minority person or woman demonstrates the ability to make unilateral and independent business decisions needed to guide the future and destiny of the business. The primary consideration in determining operational control is specific to the industry the business is a part of and the facts and circumstances of each case. The minority person or woman owner must oversee the daily operation of the business and be perceived by the industry as being in control of the business.

If the present ownership was obtained by transfer, the minority person must have owned at least 51% of the business for a minimum of two years, when any previous majority ownership interest in the business was by a non-minority person or male, who is or was a relative, former employer, or current employer of the minority person or woman on whom eligibility is based. This requirement applies to any form of transfer of ownership.

A diverse firm is considered to be serving a commercially useful function when it is responsible for the execution of a distinct element of a contract and is carrying out its responsibilities of performing, managing, or supervising the work involved. A business that is simply a conduit for a non-minority or -woman-owned business enterprise to perform the work involved is not bona fide diverse.



Our Standards of Eligibility

An eligible minority-/women-owned business enterprise (M/WBE) is a business that engages in commercial transactions and is at least 51% owned by, and whose management and daily operations are controlled by, minority persons or women. The business should fulfill a commercially useful business function.

An eligible M/WBE is a business that is currently licensed and engaging in commercial transactions in a specialty area in which it is certified as an M/WBE. If the M/WBE is a corporation, it must be organized under the laws of a state of competent jurisdiction; if the M/WBE is a partnership or sole proprietorship, the owner must be a resident of the United States of America.

To determine 51% ownership by minority persons or women, minority persons or women owners' share of income, earnings, and risks must be commensurate with the percentage of their ownership interest. Capital contributions by the minority person or woman owner must be real and substantial. Holding nominal title to corporate shares will not grant the "minority owner" the customary incidents of ownership.

In terms of management control by a minority person or woman,





RECOGNIZED CERTIFICATIONS

SYKES identifies certified diverse firms using internal source lists. Within the U.S., these include:

- [National Minority Supplier Development Council](#)
- [Women's Business Enterprise National Council](#)
- [National Women's Business Council](#)
- [Small Business Administration](#)
- [National LGBT Chamber of Commerce](#)
- [Vets First](#)
- [U.S. Veteran Business Alliance](#)
- [National Veteran Business Development Council](#)
- [United States Hispanic Chamber of Commerce](#)

LOCAL, STATE, & FEDERAL LISTS

- [Minority Enterprise Inc. \(MEI\)](#)
- [National Minority Supplier Development Council \(NMSDC\)](#)
- [Local Chambers of Commerce \(African American, Asian-Pacific American, Hispanic American, American Indian, and Women\)](#)