

Amsterdam, May 9th 2012

TO WHOM IT MAY CONCERN

From summer 2010 until now, for the period of two years, Mr. Vlado Skovrlj was an independent caterer at Sykes Enterprises Incorporated BV, running his own Vlado Catering business within our company's canteen.

In that function he had managed the entire canteen, and took care of snacks, drinks and warm meals for several hundred employees. Next to this he also prepared and served lunch for Sykes Management teams and their corporate and client meetings.

Mr. Skovrlj has got a good understanding about the business Sykes is running. He got a quick and clever understanding about what is going on and how to tackle problems that appear during the development and dynamics of our business. With ongoing effort, hard work and great cooking, he made our canteen into a fun place to spend break time.

Next to his accomplishments in preparing well served and well cooked food, he also managed to serve different menus for as long as several months without repeating it, which was welcomed by our employees with great enthusiasm. Keeping the canteen an adventure and making it into a fun place to spend time during the break were important objectives of his business strategy, as much important as providing a good value for his homemade meals.

Mr. Skovrlj has been a reliable face of Vlado Catering and contributed to the positive work atmosphere at our company. He can set priorities, organizes his work well and is commercial and service minded. His communication skills are good.

We regret that due to reorganization and closing Sykes offices in Amsterdam we had to terminate our contract with Vlado Catering, but we wish Mr. Skovrlj much success for the future.

Should you need any additional information please do not hesitate to contact me.

Sincerely,

Kind Regards,

Arnold van 't Riet
Office & Facility Manager

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