

False Coronavirus Claim Statement

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MIAMI – March 19, 2020 – On March 13, 2020, an employee of Sitel Spartanburg informed us that they had tested positive for COVID-19. We immediately took action to notify the South Carolina Department of Health, and temporarily closed the site.

Subsequent conversations with the South Carolina Department of Health and the Spartanburg County Sheriff's Office have revealed that this was a fraudulent claim.

This false claim is now the subject of an active criminal investigation. Sitel Group is collaborating with the Spartanburg County Sheriff's Office who will pursue this case to the full extent of the law. We are unable to comment further on this investigation while it is in progress.

As a result of the false claim being made, the Sitel Spartanburg site was closed until March 18, 2020 to enable the thorough viral decontamination of the site. Our priority during this time was to ensure the ongoing health and safety of our people, and on safely restoring operations as quickly as possible so as to limit the impact on our clients and their customers. We are committed to providing you with the most resilient solution for delivery of service for your brand throughout this unprecedented time.

Sitel Group is disappointed to learn that any member of the Sitel family would heighten anxiety and risk public safety by making a false claim in relation to the COVID-19 pandemic. Trust is one of Sitel Group's four core values and we will not tolerate any action which undermines the trust our people, our local communities, our clients and their customers place in us. We are committed to taking action against any staff member who makes false claims as the pandemic continues around the globe.

Our Business Continuity Plan is in full effect to support our clients' customers while keeping our people safe during this unprecedented time. Find out more at <https://www.sitel.com/business-continuity-management/> (<https://www.sitel.com/business-continuity-management/>).

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