

DEPARTMENT OF LABOR

Employment and Training Administration

TA-W-93,048

STARTEK USA, INC.
A SUBSIDIARY OF STARTEK, INC.
TELL CITY, INDIANA

Certification Regarding Eligibility
To Apply for Worker Adjustment Assistance

In accordance with Section 223 of the Trade Act of 1974, as amended ("Act"), 19 U.S.C. § 2273, the Department of Labor herein presents the results of an investigation regarding certification of eligibility to apply for worker adjustment assistance.

The group eligibility requirements for workers of a firm under Section 222(a) of the Act, 19 U.S.C. § 2272(a), are satisfied if the following criteria are met:

(1) a significant number or proportion of the workers in such workers' firm have become totally or partially separated, or are threatened to become totally or partially separated; and

(2)(A)(i) the sales or production, or both, of such firm have decreased absolutely; and

(ii)(I) imports of articles or services like or directly competitive with articles produced or services supplied by such firm have increased; and

(iii) the increase in imports described in clause (ii) contributed importantly to such workers' separation or threat of separation and to the decline in the sales or production of such firm.

The investigation was initiated in response to a petition filed on July 31, 2017 on behalf of workers of StarTek USA, Inc., a subsidiary of StarTek, Inc., Tell City, Indiana ("StarTek USA"). The workers' firm is engaged in activities related to the supply of business processing services, such as customer service and technical support services.

Section 222(a)(1) has been met because a significant number or proportion of the workers in such workers' firm have become totally or partially separated, or threatened with such separation, during the relevant period.

Section 222(a)(2)(A)(i) has been met because StarTek USA sales have decreased absolutely.

Section 222(a)(2)(A)(ii) has been met because customer imports of services like or directly competitive with the business processing services supplied by StarTek have increased during the relevant period when compared to the representative base period.

Finally, Section 222(a)(2)(A)(iii) has been met because increased imports contributed importantly to the worker group separations and sales declines at StarTek.

Conclusion

After careful review of the facts obtained in the investigation, I determine that workers of StarTek USA, Inc., a subsidiary of StarTek, Inc., Tell City, Indiana, who are engaged in activities related to the supply of business processing services, meet the worker group certification

criteria under Section 222(a) of the Act, 19 U.S.C. § 2272(a).
In accordance with Section 223 of the Act, 19 U.S.C. § 2273, I
make the following certification:

"All workers of StarTek USA, Inc., a subsidiary of StarTek,
Inc., Tell City, Indiana, who became totally or partially
separated from employment on or after July 28, 2016 through
two years from the date of certification, and all workers
in the group threatened with total or partial separation
from employment on the date of certification through two
years from the date of certification, are eligible to apply
for adjustment assistance under Chapter 2 of Title II of
the Trade Act of 1974, as amended."

Signed in Washington, D.C. this 15th day of December 2017.

/s/Hope D. Kinglock

HOPE D. KINGLOCK
Certifying Officer, Office of
Trade Adjustment Assistance