

9-10-19



Steven Gustafson
State Trade and Rapid Response Coordinator
REACT Program
MSC 229
107 E. Madison Street
Tallahassee, FL 32399

Re: Notification of Site Closure

September 10, 2019

Dear Mr. Gustafson:

I am writing on behalf of Enhanced Resource Centers (ERC) to give you notice that there will be a total closure of ERC's facility located at 511 N. John Rodes Blvd., Melbourne, FL 32934, on November 9, 2019. On September 10, 2019, ERC notified all affected employees of their separation dates and that their separation from employment will be permanent. This closure will be permanent and will constitute a site closing. Affected employees are expected to be separated from employment beginning on November 9, 2019, with all separations accomplished by November 9, 2019, and the anticipated schedule for making separations is as follows:

Expected Date of Separation	Number of Employees
November 9, 2019	218

As a result of this closing, persons in the following job classifications will be separated from employment:

Job Category	Number Affected
Desktop Support Specialist II	2
Trainer	3
WFM Analyst	2
Recruiting Coordinator	1
Performance Improvement Coach	1
Recruiter I	1
Employee Engagement Liaison	1
Operational Support Receptionist	2
Transition Coach	2
Team Lead	5
Agent	180
Team Supervisor	14
Operations Manager	3
NPS Champion	1



There will not be any bumping rights for the affected employees, that is, employees will not be able to displace more junior employees out of their job positions as a result of this closure. The affected employees are not represented by a union. During the period of notice, all standard policies, expectations and productivity requirements will be enforced.

For further information regarding this closing, contact Kim Howell, Chief People Officer, at (904) 680-2591 x2151.

Very truly yours,

A handwritten signature in black ink, appearing to read "Kim Howell", is written over a horizontal line.

Kim Howell
Chief People Officer, GPHR, SPHR



Via Hand Delivery

September 10, 2019

To: Melbourne, Florida Employees

RE: NOTICE OF LAYOFF/SITE CLOSURE TO AFFECTED EMPLOYEES PURSUANT TO THE WORKER ADJUSTMENT AND RETRAINING NOTIFICATION (WARN) ACT

Dear Valued ERC Employee,

As has been previously announced, I am writing on behalf of Enhanced Resource Centers (ERC) to inform you that the facility located at 511 N John Rodes Blvd., Melbourne, FL, 32934, will close on November 9, 2019. The entire facility will be closed and all employees at the facility will be impacted. This closure is expected to be permanent. The expected date of the first separation will be November 9, 2019. This notice is being issued in compliance with the Worker Adjustment and Retraining Notification (WARN) Act. The purpose of this notice is to provide you with the answers to some questions that you may have regarding your layoff so that you can prepare to locate other employment. The information provided below represents the best information available to the company at the time this notice was issued.

We regret to inform you that your employment will end no later than November 9, 2019, but your layoff may be sooner or later, depending upon the business need to maintain staff as the full impact of the business reallocation and the resulting corporate reorganization becomes known. ERC does not have a job bumping system, that is, employees will not be able to displace more junior employees out of their job positions as a result of this closure.

During the period of notice, all standard policies, expectations and productivity requirements will be enforced.

As a dislocated employee, you are entitled to certain benefits including state unemployment benefits. You may obtain information on these benefits by contacting John Reed at 904-680-2591 x5812.

If you have any concerns or questions, please do not hesitate to contact the appropriate resource listed below:

Benefit Questions: Nerica Veliz (904) 680-2591 x2033
Payroll Questions: Shelley Crumley (904) 680-2591 x2043
General Questions: Anna Ratcliff (904) 680-2591 x2106

Sincerely,

A handwritten signature in black ink, appearing to read "Kim Howell", is written over a horizontal line.

Kim Howell
Chief People Officer