



July 29, 2020

Steven K. Gustafson  
State Trade and Rapid Response Coordinator  
Department of Economic Opportunity  
107 E Madison St  
Caldwell Building, MSC G-229  
Tallahassee, FL 32399  
steven.gustafson@deo.myflorida.com

**Re: Plant Closing Notice Under Worker Adjustment and Retraining Notification  
("WARN") Act**

Dear Mr. Gustafson:

This notice of a "plant closing" is being provided to you under the Worker Adjustment and Retraining Notification ("WARN") Act.

Qatar Airways (the "Company"), will be permanently closing its call center operations at 13800 NW 14th Street, Suite 160, Sunrise, FL 33323 on September 30, 2020. This action will affect the entire call center operations. The expected date of first separation is September 30, 2020.

The total number of affected employees at the call center is anticipated to be 90. The affected employees are not represented by a labor organization. There are no applicable "bumping" or transfer rights at the call center for the affected employees. Affected employees are being notified of their individual dates of termination.

The affected job titles and the number of affected employees in each job title are listed in the enclosed Attachment A.

The name and telephone number of the Company official to contact for further information is Maham Mukhtar, Regional HR Business Manager – Americas, 646-434-0434 ext. 20160.

Sincerely,

Maham Mukhtar  
Regional HR Business Manager – Americas

Enclosure: Attachment A



Qatar Airways Tower, P.O. Box 22550, Doha, Qatar  
Tel. (+974) 40226000 Fax. (+974) 44621533  
Qatar Airways Group (Q.C.S.C)

برج القطرية ص. ب. ٢٢٥٥٠ الدوحة - قطر  
هاتف: ٤٠٢٢٦٠٠٠ (+٩٧٤) فاكس: ٤٤٦٢١٥٣٣ (+٩٧٤)  
مجموعة الخطوط الجوية القطرية (ش.م.ق.م.م.)

qatarairways.com



## ATTACHMENT A

As explained in the accompanying letter, the following job titles and the number of employees listed below will be affected by the plant closing at the facility located at 13800 NW 14th Street, Suite 160, Sunrise, FL 33323. The terminations will start on September 30, 2020.

Job Title	Number of Employees
Customer Service Agent – Full Time	61
Customer Service Agent – Part Time	03
Lead Customer Services Agent	09
Customer Services Supervisor	06
Lead Quality Agent	03
Quality & Training Coordinator	01
Quality and Training Officer	01
Lead Real Time Agent	02
Operations Administrator	01
Operations Coordinator	01
Human Resources Officer	01
Manager Customer Contact Center	01

