

9-17-19

September 16, 2019

Mr. Steven Gustafson

State Trade and Rapid Response Coordinator – REACT Program

MSC 229

107 East Madison Street

Tallahassee, FL 32399-4137

RE: Notice of Permanent Closure of SeaWorld Call Center Operations

This letter is being provided to Florida's state dislocated worker's unit to inform it of a permanent plant closure, pursuant to the Worker Adjustment and Retraining Notification (WARN) Act of 1988, 29 U.S.C. §§ 2101-2109.

As part of SeaWorld Parks & Entertainment's (SeaWorld) continuous efforts to streamline the company and to provide our guests with the continued level of service they expect, SeaWorld has determined that it must close its Orlando call center operations. All call center operations will move to a third-party vendor, which will allow SeaWorld to more efficiently meet significant call volumes during peak seasons while maintaining a high level of customer service for our guests. Consequently, call center operations located at SeaWorld Parks & Entertainment, Orlando Contact Center, 8403 SouthPark Circle, Suite 660, Orlando, FL 32819, will close on a permanent basis and all such operations will cease as of September 16, 2019. All ambassadors assigned to call center operations who receive the WARN notice are expected to separate from their SeaWorld employment on November 15, 2019. Affected ambassadors are not represented by a union and do not have bumping rights. Attached is a listing of the job titles of the positions affected along with the number of affected ambassadors in each job classification.

SeaWorld intends to accomplish this plant closure with the least amount of disruption to the lives of its ambassadors and their families, and the Orlando community. To further this important objective, ambassadors will receive further information regarding eligibility for separation benefits and opportunities to discuss outplacement alternatives.

For further information or to coordinate assistance, please direct any questions you may have to our Human Resources team - (407) 226-5078.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Brady-Palmer", with a long horizontal flourish extending to the right.

Michelle Brady-Palmer
Corporate Manager, External Affairs

SeaWorld Parks & Entertainment

cc: Office of Governor Ron DeSantis
State of Florida
The Capitol
400 South Monroe Street
Tallahassee, FL 32399-0001

Job Title	Employee Classification	Number of Incumbents
Corp. Mgr., Contact Center	Salaried	1
Customer Call Center Rep I	Full Time	31
Customer Call Center Rep I	Part Time	39
Customer Call Center Rep II	Full Time	1
Customer Call Center Rep II	Part Time	18
Floor Lead, Call Center	Full Time	10
IT Tech I	Full Time	1
Sr. Office Coordinator	Full Time	1
Team Lead, Call Center	Full Time	3