



Received August 8, 2023 @10:52 am

August 8, 2023

To:

Ms. Breeyn Handberg

Rapid Response Program Manager
Ohio Department of Jobs & Family Services
Via email to rapdresp@jfs.ohio.gov

Notice of Layoff pursuant to the Ohio Worker Adjustment Retraining Notification (WARN) Act

Dear Ms. Handberg,

I am writing on behalf of Webhelp Americas LLC, headquartered at 80 SW 8th St Miami FL 33130, to notify you that the company expects to lay off part of its workforce based in Mason, Warren County, OH, as a result of a significant loss of business from our main contract in that location. The address of the employment site where layoffs will occur is 4705 Duke Dr, Mason, OH 45040.

This notice is issued in compliance with the Worker Adjustment and Retraining Notification Act of 1988 ("WARN"), 29 U.S.C. § 2101, *et seq.*

Since the business loss is reflected in working hours, not an exact headcount, we plan to offer reduced hours in the form of a few part-time shifts to employees at the site, for which they will have the opportunity to bid should they not need full-time work and should they wish to do so. By offering some part-time work, the Company intends to preserve at least some part-time hours for those full-time workers who choose this option and are selected for the shifts. The Company hopes to lessen the impact of the layoff in this manner.

While no exact number of affected employees can be determined until the end of the shift-bidding process, which is currently planned for August 15 to 27, 2023, we anticipate being required to permanently eliminate more than 150 positions, effective October 8, 2023. Depending on employees' interest in the part-time roles, we predict that the layoff will affect 100 to 150 Content Moderators, 10 Team Leads, 12 Quality Analysts, 2 Trainers, 1 Training and Quality Manager, and 1 Quality Team Lead.

The employees are not subject to a collective bargaining agreement nor are they represented by any union. Webhelp has notified all employees about the expected impact verbally. A follow-up notification will be sent to the affected employees at the close of the bidding process, including official separation letters and information.

If you have any questions or need additional information, please contact me at (813) 566.2585.

Sincerely,

A handwritten signature in black ink, appearing to read 'Claudia Pires'.

Claudia Pires
VP, Human Resources
Claudia.Pires@Webhelp.com