

June 26, 2023

Ohio Department of Job and Family Services' Dislocated Worker Unit

To whom it may concern:

I am writing on behalf of nfrastructure Technologies, LLC (FEIN: 22-3771456) ("nfrastructure") to notify you that there will be a mass layoff on June 30, 2023, at nfrastructure's satellite locations at Cleveland Clinic. This letter will serve as official notice under the Federal Worker Adjustment and Retraining Notification Act. This mass layoff is expected to be permanent. The reason for the mass layoff is that one of nfrastructure's projects under a contract is ending. The number of employees affected is 38, all of whom are expected to be separated on June 30, 2023. The impacted workers are not represented by any labor organization or union therefore no bumping rights exist.

The affected employees were notified in writing via email on April 12, 2023 of the contract ending and subsequently, their employment with nfrastructure would end on June 30, 2023. A follow-up notification was sent to the affected employees on June 7, 2023, including official separation letters and information. A copy of the notices and separation letter is enclosed.

Notice was also sent to the following as of the date of this letter:

Mayor Justin Bibb  
601 Lakeside Avenue  
Cleveland, OH 441

The job titles of the affected positions and the number of affected employees in each job classification are:

<b>Field Technician</b>	<b>25</b>
<b>Network Engineer</b>	<b>7</b>
<b>Data Center Technician</b>	<b>5</b>
<b>Project Coordinator</b>	<b>1</b>

nfrastructure's liaison with Ohio Department of Job and Family Services' Dislocated Worker Unit is Brandee Brown, HR Business Partner. Should you have any questions on this matter, please contact her at 248.321.8831

Rose Capistran  
VP, Global Human Resources  
rose.capistran@zones.com

**Template- Employee Notice, sent via email, on April 12, 2023**

Hi Cleveland Clinic Team,

As to recap the Kyndryl / nfrastructure Transition call...

Kyndryl has provided notification that they will be transitioning contract responsibilities to HCI / Tech Mahindra. The timeline for HCI to shift into their new contract with Cleveland Clinic is mid to late June. We are currently in discussions with HCI regarding our offerings as a partner. We do not know what the outcome of the discussions will be, but the goal is to transition from working with Kyndryl to working with HCI in the same capacity to retain your current roles.

We want to be sensitive to the situation as it affects your employment. While we are working diligently to secure opportunities for the team, we do not have any guarantee of this happening. If the opportunities we are seeking do not come to fruition, nfrastructure will experience a reduction in workforce and your employment with nfrastructure will end on 6/30/23.

Below are some frequently asked questions to assist with team member inquiries, regarding the potential for layoff so that you can prepare to locate other employment:

1. If I am laid off, will this decision be permanent, or can I expect to be recalled for work at some time in the future?

At this time, you should consider the event of layoff to be permanent. nfrastructure is working diligently to obtain additional contracts or new business. If these efforts are successful, some employees may be maintained or recalled for work. However, because the success of such efforts is entirely unknown at this time, nfrastructure is not able to definitively state that your employment will be retained or recalled.

2. When will the layoffs occur and when am I likely to be laid off?

Your employment is likely to end on 6/30/23, but your layoff may be sooner or later, depending on business need as our work with Kyndryl winds down.

3. If my role is being eliminated, are there other options to continue working at nfrastructure?

If you are interested in any of the open opportunities within Zones or nfrastructure, please immediately notify the HR Team. Your HR Business Partner will work with you on the process for applying for and transitioning to those opportunities.

4. Will the company be providing any severance benefits to employees who are laid off?

The company has an established process for managing reductions in force and administering separation pay. In the event of layoff, the HR team will reach out directly to every impacted employee. You will be provided with detailed information regarding internal job placement opportunities, severance offers, and other separation information (including benefits, final pay, and equipment retrieval details).

5. Will impacted employees be eligible for unemployment benefits as a result of being laid off?

nrastructure does not determine unemployment eligibility; as the unemployment agencies are state administered programs. However, to aid impacted employees with their receipt of unemployment benefits, nrastructure will not contest unemployment claims submitted because of this reduction in force motion. Employees are advised to contact their local unemployment agency for state specific details. HR will provide each impacted employee with a notification letter and will recommend that they submit it as a part of the paperwork that may be requested by their local agency.

6. Who can I contact for further information?

If you have further questions or need additional information, you may contact the HR department, at [HRTeam@zones.com](mailto:HRTeam@zones.com), or your HR Business Partner Katie Yutes at [katie.yutes@zones.com](mailto:katie.yutes@zones.com).

**Template- Employee Notice, sent via email, on June 7, 2023**

On April 12<sup>th</sup>, you were provided written notification, via email, that nfrastructure's contract with IBM/Kyndryl is ending and because of that, several positions would be affected. The difficult decision was made to eliminate several roles, including yours, and your last day at Zones will be June 30, 2023. The attached Notice of Separation provides you with specifics on the timeline and information on final pay.

Attached is important information regarding your separation from Zones:

- Notice of Separation
- General information document regarding final pay and benefits
- Open Requisition Report- this list includes all open roles within Zones and nfrastructure
- Link to Zones Careers Page:  
[https://www.zones.com/site/statics/static\\_page.html?name=careers/index](https://www.zones.com/site/statics/static_page.html?name=careers/index)

Also, nfrastructure offers an Employee Assistance Program (EAP), through Health Advocate, will remain accessible to all employees. The EAP provides confidential, short-term, mental health counseling assistance and referrals to employees who are dealing with issues such as: depression; anxiety; family conflicts; marital /relationship concerns; eldercare/caregiving stress; substance and alcohol addiction; major life adjustments; domestic violence concerns; and occupational stress. If you, or any in-home family members, are interested, Health Advocate can be a great resource during these challenging times. For more information regarding the EAP, you can contact Health Advocate:

- phone - 866.799.2728
- web – [www.HealthAdvocate.com/zones](http://www.HealthAdvocate.com/zones)
- email – [answers@healthadvocate.com](mailto:answers@healthadvocate.com)

**\*Please log into ADP and to confirm that your email address, home address, and phone number are correct as to ensure you receive all important documents\***

We would like to thank you for your hard work and dedication to Zones and Cleveland Clinic.

**Template- Notice of Separation Template, sent via email, on June 7, 2023**

June 7, 2023

Full Name  
Address  
Email address

RE: Notice of Separation

Dear First Name,

On April 12, 2023, you were provided written notification, via email, that nrastructure's contract with IBM/Kyndryl is ending and that your continuation of employment, through nrastructure, may be impacted. Subsequently, a business review was conducted and the necessity for several positions has been evaluated. We have made the difficult decision to eliminate a number of roles; and your role is one that is impacted by this change. Subsequently, your employment with Zones, LLC (the "Company") will end on June 30, 2023.

Due to this being a position elimination, you are eligible to file for unemployment compensation. Please refer to your state's guidelines for unemployment compensation regarding specific details and provisions surrounding application, eligibility, and collection of benefits. To assist you in applying for any eligible benefits, please reference the state in which you are employed at [www.dol.gov](http://www.dol.gov) or by calling 1.866.4.U.S.A.DOL.

In addition, included in this packet are several important documents for your review:

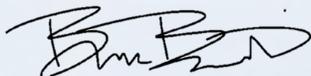
- Benefits and Final Pay document - Please review this document regarding next steps about your benefits and final pay.
- Open Requisitions report this report lists all Zones current open positions.

As a reminder, please be sure to return any/all company owned equipment (e.g., laptops, badge, keys, iPhone etc.). Please return to your Kyndryl Manager or Team Lead on your last day.

We appreciate all of the hard work and effort that you put in during your tenure at Zones and thank you for all that you have done. As valued employees we are committed to supporting you and encourage you to review and apply for any internal open positions that you are interested in.

If you have any questions, please feel free to reach out to the HR Shared Services, at [HRTEAM@zones.com](mailto:HRTEAM@zones.com).

Sincerely,



Brandee Brown  
Director, HR Business Partners

