



Teleperformance

Transforming Passion Into Excellence



July 27, 2019

Michigan Workforce Development Agency, State of Michigan
WIOA Title I Section
Krista Johnson, Manager
201 N. Washington Square
5th Floor
Lansing, Michigan 48913

Sent Via: FedEx

Re: Teleperformance USA – Facility Closure

Dear Ms. Johnson:

This notice is being provided pursuant to the Worker Adjustment and Retraining Notification (WARN) Act, which requires covered employers to provide 60 days advanced written notice of a pending mass layoff or facility closure.

Teleperformance USA recently made plans to change the structure of their customer service organization. Specifically, the changes they are making are related to how they will handle customer inquiries and where those inquiry calls be answered. Unfortunately, the changes that are being made have resulted in the closure of our Grand Rapids facility located at 2680 Horizon Dr. SE, Grand Rapids, MI 49546.

We anticipate this account closure will be permanent and will result in ninety-one (91) Teleperformance USA employees being released from employment. A list of the affected job titles and number of employees per classification is attached. The employees are not represented by a union. No bumping rights exist for employees affected by this reduction in force. The date of separation of all employees is September 30, 2018.

If you have any questions regarding this matter, please contact Mark Pfeiffer, Executive Vice President of External Communications, at mark.pfeiffer@teleperformance.com or at (801) 257-5811.

Regards,

Kerry E. Black
Director, Corporate Human Resources

Cc: Mayor Rosalynn Bliss, 300 Monroe Avenue NW, Grand Rapids, MI 49503

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Exhibit - Teleperformance USA, Grand Rapids, Michigan Location

Employees By Position

<u>Eliminated Position</u>	<u>Number of Employees</u>
Contact Center Manager	1
Facilities Specialist	1
Human Resources Coordinator	1
IT Engineer	1
MC Lead	1
Quality Assurance Analyst	1
Recruiting Assistant	1
Recruiting Representative	1
Representative	71
Sr. Supervisor	1
Supervisor	5
Trainer	2
Workforce Management	4
Total	91