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UNLESS DESIGNATED OTHERWISE, OUR ATTORNEYS ARE ADMITTED ONLY IN MASSACHUSETTS

Δ ALSO ADMITTED IN CONNECTICUT
ΔΔ ALSO ADMITTED IN NEW JERSEY
* ALSO ADMITTED IN MAINE
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June 4, 1998

Ms. Maryellen Carvello
Staff Assistant
City Manager's Office
Cambridge City Hall
795 Massachusetts Ave.
Cambridge, MA 02139

Re: Closing of American Express Emergency Travel Office
100 CambridgePark Drive.

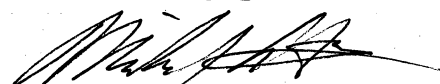
Dear Ms. Carvello:

Thank you for taking a moment to speak with me today, and attached are the items we discussed: (1) American Express' initial letter regarding the closing of the facility; and (2) a recent internal memorandum outlining the company's plan to extend the date of the permanent closing.

In forwarding this information to you, American Express seeks to keep the City informed about its plans, and maintain compliance with all applicable statutes and regulations, including G.L. ch. 151A, §71A *et seq.* Should you wish any additional information, or feel that such information or other submission is required in order to ensure such compliance with law, please don't hesitate to contact me. In particular, based upon my reading of Chapter 151A, it does not appear that American Express must provide any additional notices to its employees, the Commissioner or the City. However, if you disagree, kindly notify me at once so that I can discuss it with my client, and by copy of the instant letter to Ms. Bassett, I would request the same of her.

Thank you for your attention to this matter, and for your anticipated cooperation.

Very truly yours,



Michael A. Fitzhugh

cc: Ms. Linda Bassett,
Mass. Dept. of Labor
Schrafft Center, 529 Main Street
Boston, MA 02129

Ms. Rhonda Almquist, AMEX

Memorandum

Date: June 3, 1998
City: Dearborn, MI
From: Joy Labadie
Office: Business Travel Customer Service
Subject: Cambridge ETS Closing
To: All ETS Staff
cc: Alice Taylor
Patti Walsh
Janet Montgomery

As you are aware, our targeted date for closing the Cambridge Emergency Travel Service is June 30, 1998. This date will remain as the official closing. However, due to unexpected business requirements, we will need to extend some employees in an effort to meet business needs.

In an effort to accommodate both employees and business needs, we are asking for volunteers to be part of a Transition Team to stay until the final day of operation. We are in need of 9-11 volunteers Monday through Friday and 10-11 volunteers Saturday and Sunday. The end date of the transition is projected to be Sept. 15, 1998 although it could be as early as July 15, 1998. As a member of the Transition Team you will be eligible for the following:

An additional \$1,500 stay bonus. As part of the transition team, we are offering an extended stay bonus of \$1,500 to employees who volunteer to stay until the final day of operation. Stay bonuses will only be paid to those employees who remain until the final close date and have perfect attendance during that period. As a volunteer, if you leave before the final date of operation, you will forfeit both your extended stay bonus and severance.

The original Attendance Bonus of \$1,000, provided that you met the established criteria

The original Stay Bonus of \$1,500, provided that you met the established criteria

Individual severance package based on full years of service, provided that you stay until the end of the transition period

The targeted hours of operation for the office will be 4:00pm—12 midnight Monday-Friday and 10:00am—12:00 midnight Saturday and Sunday. Please note that if you should volunteer for the Transition Team, you are committed to stay through the final date of operation in order to receive the extended stay bonus and severance package as detailed above. We will guarantee the date will be no earlier than July 15, 1998 and estimate that the final date will be no later than Sept 15, 1998. If you stay through the final closing date, you will be eligible to receive both the extended stay bonus and severance package. If you leave before the final date of operation, you will forfeit both your extended stay bonus and severance.

For employees who wish to stay but their hours are other than what is scheduled, Trudy Canon, Service Level Coordinator, would like to work with you on an individual basis to try to offer a mutually agreeable shift.

Trudy will be in Cambridge on Wednesday, June 3rd approximately 2:00pm and will remain through the evening. She will, also, be in the office Thursday, June 4th, 9:00am-1:00pm. Patti Walsh will be with Trudy

to assist in answering any questions. Once Trudy has spoken with all employees, she will create a schedule, which will be shared with everyone.

To acknowledge this change and the potential impact for your upcoming holiday plans, we will close the Cambridge office on Saturday, July 4 and Sunday, July 5.

Should we not meet staffing needs on a volunteer basis, a mandatory extension and schedule will be implemented by June 15th based on the definition of comparable positions. Comparable positions will be offered to all employees whose shifts are within the hours of operation required, plus or minus three hours. It is our desire to meet staffing needs through the volunteer Transition Team. Also, we are speaking with the "moonlighter" staff in an effort to fill the needed shifts.

For those employees whose hours are not within the targeted hours of operations based on the definition of comparable position, they will be eligible for severance. Their last scheduled workday will be June 30, 1998.

If you have any questions on the information outlined above, please see Sharon or utilize the question box. Thank you for your support during this transition - American Express is committed to keeping you informed during this transition.



May 7, 1998

Francis H. Duehay
Mayor of Cambridge
795 Mass Avenue
Cambridge, MA 02139

Dear Mayor Duchay:

Pursuant to the Worker Adjustment & Retraining Act ("WARN"), we are notifying you of the planned termination of employment of 53 employees at American Express Emergency Travel Center, 100 CambridgePark Drive, on 6/30/98. These employment losses represent a permanent reduction in force for American Express.

The positions to be eliminated and the respective number of impacted employees are identified as follows:

<u>Job Title</u>	<u>Number of Affected Employees</u>
Business Travel Counselor I	42
Business Travel Counselor II	1
Business Travel Support Counselor I	1
Business Travel Support Counselor II	1
Hotline Travel Counselor II	1
Mgr-BTCI	1
TC 1 - Emergency	3
Team Ldr - Travel	2
Temporary Assignment-Higher Band	

There is presently no union representation at American Express Emergency Travel Center and bumping rights do not exist for employees. The planned termination of employees at this facility constitutes a permanent reduction in force.

Notice of this action was provided to all impacted employees on or before 3/31/98. American Express will be providing the impacted employees with outplacement services.

In view of the sensitive nature of the information being provided, we ask that the contents of this letter be treated confidentially to the extent consistent with the requirements of WARN and any regulations that have been published.

If you should need further information about this matter, please contact me at (617) 868-9800.

Sincerely,

Stephen Baldi
Vice President, Business Travel

Comm. & Rpts from City
Officers #4

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A letter from Michael A.
Fitzhugh, Fitzhugh & Associates,
regarding the closing of
American Express Emergency Travel
Office at 100 CambridgePark Drive.

In City Council June 15, 1998

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