



Kids "R" Us Job Transition Services

TO: KIDS "R" US AND IMAGINARIUM STORE MANAGERS
FROM: TERESA ORTH, HUMAN RESOURCES DIRECTOR
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DATE: DECEMBER 31, 2003,
SUBJECT: JOB TRANSITION SERVICES

KIDS "R" US JOB TRANSITION SERVICES PLAN: As we move closer to the date of the ultimate closing of your store, Toys "R" Us Inc. is concerned that all of our associates have the best possible opportunities to transition to new positions. To assist all associates in their future job searches, Toys "R" Us, Inc, as a national business partner, has contacted the US Department of Labor Employment and Training to express their interest in connecting local store managers and employees to Rapid Response and One-Stop Career Center services across the country.

ONE-STOP CAREER CENTERS PROVIDE JOB TRANSITION OUTPLACEMENT PROGRAMS AND SERVICES DESIGNED TO MEET THE NEEDS OF ASSOCIATES WITHIN THEIR LOCAL COMMUNITY AND ARE GENERALLY DELIVERED THROUGH A GROUP WORKSHOP FORMAT OR INDIVIDUAL CONSULTATION.

Toys "R" Us, Inc., is currently working with the U.S. Department of Labor on seasonal hiring initiatives and have successfully used the One-Stop Career Center services in the past to assist managers and associates manage changes and minimize the effects of their job loss. Toys "R" Us Inc. and the Department of Labor have developed a Career Transition Program (CTP) to implement this process.

The **Career Transition Program** of Toys "R" Us, Inc. consists of the following processes and services for affected associates who will be leaving the company once their stores close:

1. Toys "R" Us, Inc. and the USDOL have contacted local workforce offices and One-Stop Centers to:
 - ♦ Notify the workforce system in advance of the store closing in your region.
 - ♦ Alert the workforce system that employees will receive severance notices, and provide Kids "R" Us and Imaginarium contact information to One-Stop staff.
 - ♦ Store managers will be briefed about One-Stop Career Center services.
 - ♦ If appropriate, arrange for information sessions by the One-Stop Career Center staff.



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- ♦ Inform One-Stop Career Centers that associates should be in contact with the One-Stop Center to register for transition services.
 - ♦ Establish an online and toll-free phone connection for all Kids "R" Us and Imaginarium stores to their nearest One-Stop Career Centers.
2. Toys "R" Us will distribute a **Career Transition Paper** (sample attached) to all associates affected by the layoff. This paper is for the associate to use as a resource to ease their transition. This will also provide associates with access to web-enabled career transition tools for resume writing and job searches.
 3. Toys "R" Us has set up a toll-free benefits helpline to answer questions: [800-637-1225](tel:800-637-1225).
 4. Attached and found on www.nbpjobs.org is a poster highlighting the Department of Labor's toll-free line and services available at local One-Stop Career Centers that you can hang up in the store or provide to interested employees.

BASIC SET OF TRANSITION SERVICES: The basic set of services may include these core services:

- ♦ Unemployment Insurance (*Usually the One-Stop Career Center will provide for expedited enrollments*)
- ♦ Job Search Assistance
- ♦ Job Referral
- ♦ Local Area Job Opening Listings
- ♦ Resume Assistance
- ♦ Job Training Information

In addition, some One-Stop Career Centers provide further services for eligible associates. These services include:

- ♦ One-on-one assistance/Counseling
- ♦ Group career workshops
- ♦ Other assistance such as: Assessment of your Skills and Abilities, Resume Writing, Back-To-Work Planning Classes, Stress and Financial Management Workshops, One-on-One Job Counseling.
- ♦ Additional training Services, like those listed below may be available based on local resources to help associates become re-employed.
- ♦ The One-Stop Career Center will have a list of their available training programs, descriptions and costs for Occupational Skills Training, On-the-Job Training, Skills Improvement, GED preparation, English as a Second Language (ESL), Math / Reading

THE GOAL - A NEW POSITION - The overall goal of the Toys "R" Us Career Transition Plan is to see that associates affected by store closings are given every opportunity and advantage in their job search. Toys "R" Us Human Resources are committed to doing our part to see that this happens for everyone.



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Your Role in the Process - The Store Manager has a very important role in this process. As the primary representative of Kids "R" Us in the local store we ask that you establish and maintain communications with your local One-Stop provider. When they reach out to you, we would appreciate it if you would cooperate with their requests. They may undoubtedly want to distribute materials, hold workshops or otherwise orient your associates. We know that you have a business to run, but work with the One-Stop Career Center and we are sure that you can find an appropriate solution. Any problems or issues should be discussed with your Human Resource Manager. We will work to assist you in preparing for this important process.