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2401 Reach Road · Williamsport, PA 17701

Executive Memo

To: All Staff

From: Nichole Frye, Chief Programs Officer

Date: 12/16/2024

Re: Renaming and Realignment of the Compliance and Training Department

As part of our ongoing efforts to enhance operational efficiency and align with the evolving needs of our organization, we are excited to announce the renaming and realignment of the Compliance and Training. This change is intended to better reflect our strategic goals, improve departmental focus, and drive greater collaboration across teams.

Effective 12/21/2024, Compliance and Training will be renamed to Quality Management. Quality management will remain under the authority of the Chief Programs Officer, but Training will move under the Human Resources Department. The new name better aligns with the department's expanded scope and the changing dynamics of our business environment. This rebranding also reflects our commitment to innovation, growth, and continuous improvement within the company.

The goal of this realignment is to create a more agile and responsive department that is equipped to support the company's long-term objectives. By streamlining processes and enhancing collaboration, we believe that Quality Management will be better positioned to drive innovation, operational excellence, and strategic outcomes.

We are confident that these changes will position us for even greater success as we continue to evolve and grow as a company. We appreciate your support and cooperation during this transition and look forward to achieving new milestones together.

Please do not hesitate to reach out with any questions or concerns.

Best Regards,

Nichole E. Frye

Chief Programs Officer