

July 2, 2020

**VIA Certified Mail (7018 0360 0001 0405 4753)**

Steven Gustafson  
State Trade and Rapid Response Coordinator  
REACT Program, MSC 229  
107 E. Madison Street  
Tallahassee, FL 32399-4137

Dear Mr. Gustafson:

This letter is to inform you that on, Hilton Grand Vacations (the “Company”) was forced to place Team Members of the Company located at:

- 6355 Metro West Boulevard, Orlando, Florida 32835
- 5323 Millenia Lakes Boulevard, Orlando Florida 32839
- 6924 Grand Vacations Way, Orlando Florida 32821
- 8122 Arrezzo Way, Orlando, Florida 32821
- 7803 Palm Parkway, Orlando, Florida 32836
- 11272 Desforges Avenue, Orlando, Florida 32836
- 1800 Metrocenter Boulevard, Orlando, Florida 32835
- 9501 Universal Boulevard, Orlando, Florida 32819
- 2101 Park Center Drive, Orlando, Florida 32835

on furloughs and cease, for the most part, operations at the properties due to the unforeseen business circumstances resulting from the sudden and unprecedented effects of the COVID-19 pandemic. We anticipate fully reopening the properties when the climate allows sometime in the future. As we navigate these unprecedented events, at this point, we cannot reasonably predict when that will occur.

When we initially furloughed employees on April 3, April 16, and April 23, 2020, we believed that we would be able to return the affected employees to work shortly after. While we continue to hope these furloughs will be temporary, in light of the current and unexpected circumstances, we are now unsure when we will be able to return the affected employees to work on a consistent basis. Accordingly, and in an abundance of caution, effective July 1, 2020, we want to let you know that although we still expect these furloughs to be temporary, we simply cannot predict a return date at this juncture and the furloughs now may, or may not, extend beyond 6 months. Enclosed is a listing of the job

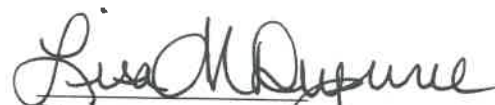
titles of the positions to be affected and the number of affected employees in each job classification at each location.

We apologize that we were unable to provide you more advance notice of this action. As you all know this is a terrible time in the hospitality industry. The speed and vast reach of the COVID-19 pandemic, as well as the continued Executive Orders issued by Governor Ron DeSantis, which further extended the initial closures as well as the phased reopening plan has forced us to re-evaluate our plans. State guidance regarding the phased reopening of the State make it clear that the impacts on hospitality industry in the Florida will be for an extended period of time and drastically impact the Company's business and ability to continue operating at this time. Similarly, State and local guidance on business opening plans make clear the Company's unique set-up will pose challenges that will require significant and potentially lengthy structural changes at this juncture. In addition, the surge in recent COVID19 cases in the State of Florida make clear now that there will be additional challenges posed to the travel industry in Florida. With hotel occupancy rates dramatically reduced, and a standstill with international and domestic travel, we cannot predict when the Property will fully reopen. After reviewing our staffing and business needs, we are providing this notice to you at the earliest possible time.

There are no bumping rights related to these temporary furloughs at these properties. The affected employees are not represented by a labor organization.

If you require further information, please contact Lisa M. Dupuree at (407) 613-3715.

Very truly yours,



Lisa M. Dupuree  
Sr. Director Team Member Relations

Enclosure: List of impacted positions by job title and number of impacted employees in each job title at each work location

## JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

Metrowest Corporate HGV Office  
 6355 MetroWest Boulevard  
 Orlando, Florida 32835

Job Title	Number of Employees
Administrative Assistant	4
Manager Marketing Programs	1
Club Counselor I	6
Club Counselor II	2
Coordinator Workforce Management	1
Lead Club Counselor	1
Lead Member Support	1
Manager Club Contact	1
Membership Support Counselor	2
Agent Concierge	14
Tour Verification Agent Concierge	2
Asst. Manager Contract Services	1
Coordinator Contracts	7
Sr Director Tel Business Operations	1
Coordinator Tel Business Operations	2
Intern Graduate	1
Agent Customer Care	75
Agent Guest Experience	5
Coordinator Customer Care Support	2

Supervisor Customer Care	2
Team Lead Customer Care	3
Coordinator Document Services	14
Coordinator Title Services	21
Lead Document Services	1
Coordinator DDS QA	1
Coordinator Inventory Title	1
Asst Manager Sales	2
Coordinator Marketing	1
Agent Lead Generation	9
Agent Extensions	1
Coordinator Facilities Reception	1
Specialist Inventory & Fulfillment	5
Coordinator Funding	3
Manager HR Business Operations	1
Specialist Talent Acquisition	2
Coordinator Talent Acquisition	1
Sales Executive – Non Licensed	4
Executive Assistant	2
Manager Collections	1
Specialist Collection Resolution	2
Manager Recovery	2
Specialist Foreclosure	
Agent Quality Assurance	25

Specialist Client Relations	1
Coordinator Title Resales	4
Manager Title Resales	1
Specialist Resales	4
Agent Activations	1
Manager Sales Action Line	2
Sales Executive In House	11
Specialist Sales Trainer	1
TO Action Line	2
TO In House	1
Analyst Business DDS	1
Manager Learning & Development	1
Team Lead Trainer	1
Specialist Training	4
Sr. Specialist Training	1
Collector VIP Reservations	1
Sales Executive VIP In House	1
Sales Executive VIP Action Line	14

## JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

Millenia Corporate HGV Office  
5323 Millenia Lakes Boulevard  
Orlando, Florida 3283

<b>Job Title</b>	<b>Number of Employees</b>
Director Project Management	1
Sr Manager Brand Operations Training & Systems	1
Sr Specialist Brand Operations	1
Coordinator Global Brand Standards & QA	1
VP Marketing Strategy	1
Analyst Digital QA	1
Sr Manager Marketing Capabilities	1
Executive Assistant	9
Supervisor Accounting	1
Specialist Social Media	1
Director Social Media	1
Sr Analyst Database Marketing	1
VP Strategy & Business Development	1
Mail/Office Porter	1
Administrative Assistant	3
Sr Analyst Development Finance	1
Coordinator Finance	1
Specialist Accounts Payable	3
Specialist Travel & Expense	1

Sr. Director Accounting	1
Sr Analyst Portfolio Services Financial	2
Analyst Capital Planning Financial	1
Representative Team Member Services	4
Manager Talent Acquisition	1
Specialist Recruitment Media	2
Director Talent Acquisition	1
Coordinator Talent Acquisition	1
Executive Recruiter	1
Sr. Specialist Talent Acquisition	2
Specialist TA Systems	1
Coordinator Learning & Development	1
Sr. Manager Learning Solutions	1
Sr. Specialist HRIS	1
Sr. Analyst Compensation	1
Analyst Compensation	
Specialist Shared Services Incentive Processing	2
Specialist Regulatory Compliance	2
Attorney In House Financial Services	1
Director Creative & Content	1
Sr Manager Content Strategy	1
Sr Specialist Account Management	1
Sr Designer Graphic Design	1
VP Site Marketing	1

VP Point of Sale Marketing	1
Director Point of Sale Marketing	1
Sr Director Program Optimization & Member Engagement	1
Intern Undergraduate	1
Specialist Purchasing	1
Analyst Revenue	1
Manager Accounting	1
Sr Accountant	1
Specialist Inventory Management	2
Analyst RO Financial	2
Specialist Rental Sales & Marketing	1
Manager Event Services	1
Sr Director Sales Operations	1
Analyst Sales Operations Projects	1
Specialist Instructional Designer	1
Instructional Designer	1



## JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

Hilton Grand Vacations Club at SeaWorld  
6924 Grand Vacations Way  
Orlando, Florida 32821

<b>Job Title</b>	<b>Number of Employees</b>
Administrative Assistant	1
Groundsperson	2
Deli Clerk	16
Grill Cook	2
Bellperson	5
Coordinator Rooms	1
Front Desk Clerk	16
Night Auditor	1
Common Area Attendant	4
Deep Cleaning Attendant	2
Housekeeper	24
Housekeeping Dispatcher	2
Housekeeping Runner	2
Houseperson	6
Supervisor Housekeeping	13
Laundry Attendant	3
Maintenance Engineer	4
Maintenance Technician I	8
Maintenance Technician II	10
Asst Manager Food & Beverage	1

Bartender	3
Food & Beverage Server	19
Food & Beverage Steward	6
Grill Cook	12
Supervisor Food & Beverage	3
Coordinator Recreation	3
Security Associate	8

## JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

Hilton Grand Vacations Club at Tuscany Village  
8122 Arrezzo Way  
Orlando, Florida 32821

<b>Job Title</b>	<b>Number of Employees</b>
Executive Assistant	1
Groundsperson	1
Deli Clerk	9
Intern Undergraduate	1
Bellperson	4
Coordinator Rooms	1
Front Desk Clerk	7
Supervisor Front Desk	1
Common Area Attendant	12
Deep Cleaning Attendant	3
Housekeeper	29
Housekeeping Dispatcher	1
Sr. Housekeeper	1
Houseperson	6
Supervisor Housekeeping	10
Laundry Attendant	3
Maintenance Engineer	1
Maintenance Technician I	3
Maintenance Technician II	10
Asst Manager Food & Beverage	1

Bartender	3
Food & Beverage Server	13
Food & Beverage Steward	4
Grill Cook	7
Supervisor Food & Beverage	3
Manager Banquet Events	1
Banquet Captain	1
Coordinator Recreation	2
Security Associate	3
Shuttle Driver	1

## JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

Parc Soleil by Hilton Grand Vacations Club  
11272 Desforges Avenue/7803 Palm Parkway  
Orlando, Florida 32836

Job Title	Number of Employees
Specialist RO Business Operations	1
Grill Cook	1
Deli Clerk	6
Manager Front Office Night	1
Bellperson	3
Front Desk Clerk	11
Administrative Assistant	3
Common Area Attendant	1
Housekeeper	18
Housekeeping Dispatcher	2
Houseperson	3
Supervisor Housekeeping	4
Maintenance Engineer	1
Maintenance Technician I	2
Maintenance Technician II	4
Busperson	3
Bartender	3
Food & Beverage Server	16
Food & Beverage Steward	3
Grill Cook	9

Supervisor Food & Beverage	4
Coordinator Recreation	7
Security Associate	2
Coordinator Contracts	9
Coordinator Contracts Support	2
Coordinator Marketing Reservations - Mktg Support	4
Greeter Marketing	10
Manager Marketing In House	2
Marketing Representative In House	15
Marketing Representative In House Fulfillment	4
Marketing Representative In House Pre Arrival	7
Agent Point of Sale Marketing	24
Manager Point of Sale Marketing	1
Supervisor Point of Sale Marketing	1
Team Lead Point of Sale Marketing	3
Coordinator Client Relations	1
Specialist Client Relations	14
Supervisor Client Relations	1
Specialist S&M Business Operations	1
Analyst S&M Business Operations	1
Manager Training Sales	1
Sales Executive Action Line	111
Sales Executive In House	35
TO In House	1

Coordinator Sales Gallery	1
Coordinator Sales Gallery Kids Club & Food Counter	8
Coordinator Sales Gallery Lead	3
Sales Gallery Receptionist & Front Desk	6
Director Sales Action Line	1
Manager Customer Relations	1
Manager Sales Action Line	4
Showcase Presenter	6
Specialist Sales Trainer	1
Sr Manager Sales Action Line	1
TO Action Line	14
Director Sales In House	1
Manager Sales In House	1
TO In House	4
Manager Sales VIP	1
Sales Executive VIP Lead	1
Sales Executive VIP	12

## JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

Metro Center Orlando HGV Office  
1800 Metrocenter Boulevard  
Orlando, Florida 32835

<b>Job Title</b>	<b>Number of Employees</b>
Mail Room Assistant	1
Agent Call Transfer	165
Coordinator RTA	2
Supervisor Call Transfer	5
Team Lead Call Transfer	11
Team Lead Sales Coach Call Transfer	1
Agent Customer Care	1
Agent Extensions	18
Team Lead Extensions	1
Administrative Assistant	1
Agent Outbound	17
Agent Trainee Outbound	41
Supervisor Outbound	2
Team Lead Outbound	5
Agent Owner Marketing	1
Agent Activations	36
Coordinator Activations	1
Supervisor Activations	3
Team Lead Activations	1
Specialist Training	1



## JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

Las Palmeras, a Hilton Grand Vacations Club  
9501 Universal Boulevard  
Orlando, Florida 32819

<b>Job Title</b>	<b>Number of Employees</b>
Specialist RO Business Operations	2
Groundsperson	1
Asst Manager Food & Beverage	1
Bartender	4
Grill Cook	9
Administrative Assistant	1
Bellperson	1
Bellperson & Valet	3
Front Desk Clerk	7
Coordinator Rooms	1
Manager Front Office	1
Common Area Attendant	3
Housekeeper	3
Housekeeping Dispatcher	3
Houseperson	2
Sr. Housekeeper	4
Manager Housekeeping	1
Supervisor Housekeeping	2
Maintenance Technician I	1
Maintenance Technician II	3

Food & Beverage Server	7
Food & Beverage Steward	4
Host	4
Manager Food & Beverage	1
Supervisor Food & Beverage	2
Coordinator Recreation	10
Security Associate	2
Manager Action Line Sales	2
TO Action Line	5
Sales Executive Action Line	27

## JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

HGV Windsor Building  
2101 Park Center Drive  
Orlando, Florida 32835

<b>Job Title</b>	<b>Number of Employees</b>
Analyst Business IT	1
	1
Developer Systems	2
IT Service Desk Technician Tier 1	2
Specialist IT Financial	1
Sr Analyst Quality Assurance	2
Sr Manager Implementation	1
Sr Manager Quality Assurance	1