



June 24, 2020

Via Certified Mail and Email

Mayor Francis Suarez
3500 Pan American Drive
Miami, FL 33133
fsuarez@miamigov.com

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

Re: Mandarin Oriental, Miami

Dear Mayor and Mr. Gustafson:

917-699-0972

I write on behalf of the Mandarin Oriental Miami Hotel to give you notice that there will be a mass layoff impacting more than fifty employees of the Mandarin Oriental Miami Hotel (hereinafter "the Company"), located at 500 Brickell Key Drive, Miami, FL 33131 on June 24, 2020.

A notice was sent on March 26, 2020 informing you of the temporary closure of the Hotel, and the temporary furlough of the hotel's employees because of the COVID-19 pandemic. The temporary actions were necessary due to the sudden and unprecedented economic effects of coronavirus/COVID-19 crisis ("COVID-19"), a natural disaster, including the World Health Organization's pandemic declaration, the President's declaration of a national emergency, the state and local shelter-in-place orders, and other related governmental announcements and actions, and their impact on business operations.

These government COVID-19 directives, however, have repeatedly been expanded and extended and have forced people to remain in place, restricting business, large gatherings, and travel in general. These expanded and extended government directives have caused a sudden, severe and worsening downturn in the hospitality industry that now makes it reasonably foreseeable that these temporary actions will become permanent. As a result, due to the COVID-19 crisis, hotel forecasts



for future business have been negatively impacted to the point that it has become apparent that the Company must make further reductions. Since this is a disaster, the effects of which were not reasonably foreseeable and outside the Company's control, the Company is compelled to transition some of the employees on temporary furlough to a permanent layoff because of the business circumstances the Company faces. The vast and protracted reach of the COVID-19 outbreak, as well as the severe limitations the outbreak has placed on our future business outlook was unforeseeable and caused, and will continue to cause, among other things, a drastic impact on the hotel business.

After learning of the very small number of guests that we will now reportedly have at the Hotel including these developments, and reviewing our staffing and business needs, the Company provided notice to the affected employees at the earliest possible time. Now, due to unforeseen business circumstances, the Hotel is compelled to transition more than fifty of those temporarily furloughed employees to permanent layoff. Other members of the workforce unaffected by this decision will remain on furlough with their status unchanged, and be recalled as the business returns.

All affected employees have been notified that their layoff is permanent, and the date of such action. Notices were sent via first class mail and email. Employees are expected to be laid off from employment beginning on June 24, 2020.

Attached is a list of the job positions and number of individuals in each position who will be permanently affected by the mass layoff. There are no bumping rights associated with the mass layoff.

Also attached is a sample of the notice sent to employees on June 24, 2020.

All questions, concerns, and contact regarding this notice and associated furloughs or the temporary closure should be directed to Robert Lowe, General Manager at (305) 913-8270 and rlowe@mohg.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Lowe".

Robert Lowe
General Manager
Mandarin Oriental, Miami



Date: June 24, 2020

To: FULL NAME

Subject: Termination from Mandarin Oriental, Miami

Dear Name:

As a result of the COVID-19 pandemic, the National Emergency declared by the President of the United States, and the various state orders and recommendations designed to help contain the spread of the virus, many of our guests have been forced to cancel their reservations, and the Mandarin Oriental, Miami reservation system was closed for bookings through the month of June. We recently evaluated our existing guest bookings as well as anticipated occupancy and have discovered there will be very few travelers who plan to stay at the Hotel over the next several months. As a result of the drastic and apparently prolonged impact the public health crisis has had on our business, we have made the difficult decision to permanently separate with many of our colleagues at Mandarin Oriental, Miami, located at 500 Brickell Key Dr Miami FL 33131 (the "Hotel" or the "Company") effective June 24, 2020.

Your employment with the Hotel ends effective June 24, 2020. Your participation in all employee benefit plans, including the Company's health and dental insurance plans, ends on June 30, 2020. We will provide you with more information about your layoff and details about your COBRA rights and COBRA notices by separate cover.

Since this is a disaster, the effects of which were not reasonably foreseeable and outside the Company's control, the Company is compelled to make this decision under these unique business circumstances. The vast and protracted reach of the COVID-19 outbreak, as well as the severe limitations the outbreak has placed on our future business outlook was unforeseeable and caused, and will continue to cause, among other things, a drastic impact on the Hotel. We continue to receive group cancellations into the Fall 2020. While there was optimism that they would hold, they are cancelling or moving dates to the 1st quarter 2021 and beyond. As of recently, Florida COVID-19 cases are on the rise. This is also affecting demand and is negatively impacting our reservations. After learning of the very small number of guests that we will now reportedly have at the Hotel including these developments, and reviewing our staffing and business needs, we are providing this notice to you at the earliest possible time. You do not have bumping rights.

You may file for unemployment compensation. For information regarding unemployment compensation, please contact the Florida Department of Economic Opportunity Reemployment Assistance at (800) 204-2418 or go to <https://connect.myflorida.com/>. While the Hotel does not make decisions regarding your unemployment benefits, it will not oppose your application.

If you have any questions, please contact Isabel Porzecanski, Director of Human Resources, at phone number (305) 913-8357, via email at iporzecanski@mohg.com or at momiahr@mohg.com.

Sincerely,

A handwritten signature in cursive script, appearing to read "Robert Lowe".

Robert Lowe
General Manager
Mandarin Oriental, Miami

Job Title - Position	Number of individuals
Account Director	1
Accounts Receivable Clerk	2
Administrative Assistant	1
AM Room Attendants	15
AM Server	11
Assistant Director of Catering & Conference	1
Banquet Captain	3
Banquet Set Up - House Person	7
Banquet Sous Chef	1
Banquet Waiter	29
Barback	1
Bartender	1
Catering & Rest Sales Mgr.	1
Conference Concierge	1
Cook 1 AM	11
Coordinator	1
Event Planner	1
Executive Steward	1
Food & Beverage Management Trainee (EX)	1
Front Office Supervisor	1
General Maintenance	2
Group Housing Coordinator	1
Guest Relations Coordinator	2
Guest Relations Manager	1
Guest Relations Supervisor	1
Guest Services Agent	1
Host/ess	4
Housekeeping Coordinator (NE)	1
Housekeeping Supervisor	8
Houseperson	3
Human Resources Generalist	1
Laundry Attendant	3
Laundry Valet Attendant	3
Overnight Guest Service Agent	1
Overnight House Person	2
Pastry Cook	1
PBX Operator	3
PBX Supervisor	1
Pool Attendant	1
Private Bar Attendant	3
Public Relations Manager	1
Receiving Clerk	1
Reservations Consultant	2
Retail Sales Clerk	1
Sales Coordinator	2

Seamstress	1
Senior Sales Manager	1
Server Attendant	5
Sommelier (NE)	1
Sous Chef	1
Spa Attendant	2
Spa Concierge	4
Sr. Conference Service Manager	1
Steward	3
Storeroom Clerk	1
Therapist	5
Turndown Attendant	13
Uniform Attendant	1
Total:	180