

**VISTANA DEVELOPMENT, INC.**  
**SHERATON VISTANA VILLAGES: 12401 International Drive, Orlando, FL**

---

September 2, 2020

**Via Email (WARNnotices@deo.myflorida.com) and US Mail**

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

**Re: WARN Notice— Permanent Layoffs**

Dear Mr. Gustafson:

Due to the sudden, dramatic, and, unfortunately, continuing effects of the COVID-19 pandemic, **VISTANA DEVELOPMENT, INC.** (“the Company”) has experienced unforeseen business circumstances, including enormous and unexpected financial losses. As a result, pursuant to the Worker Adjustment and Retraining Notification Act (“WARN”), we are writing to notify you that the Company will be conducting permanent layoffs at its facility located at 12401 International Drive, Orlando, FL.

The Company will layoff affected employees on November 13, 2020. At this time, we anticipate that 138 employees will be affected by this layoff, and we expect these layoffs to be permanent. A list of the job titles of positions to be affected and the number of affected employees in each job classification is attached hereto. No bumping rights exist, and no employees are represented by a union.

The vast reach of the coronavirus outbreak, as well as the declaration of a national emergency, and various governmental directives for individuals to avoid congregating, limit travel, and limit occupancy was unforeseeable and caused, and will continue to cause, among other things, a drastic impact on our business. Specifically, resort occupancy levels and sales tours have been drastically reduced since the state of Florida declared a Public Health Emergency on March 1, 2020, and Orange County’s March 24, 2020 Executive Order to temporarily close non-essential businesses. In May 2020, some business operations reopened but with limited occupancy and sales activity. Additionally, spiking levels of coronavirus cases in Florida in July and August 2020, have further contributed to the unforeseen business circumstances. After reviewing our staffing and business needs, we are providing this notice to you at the earliest possible time.

If you have any questions, please contact Hope Whelan at 407-238-5114 or via email at [Hope.Whelan@vacationclub.com](mailto:Hope.Whelan@vacationclub.com).

Sincerely,

Anthony Vazquez  
Vice President Human Resources  
On behalf of Vistana Development, Inc.

Enclosure

**List of Job Titles of the Affected Positions**

<b>Job Title of the Affected Position</b>	<b>Number of Affected Employees in this Position</b>
FA1133 - Supervisor Document Processing NE	1
FA1152 - Document Processor	2
MS1003 - Sales Executive Trainee NE	3
MS1004 - Sales Executive	19
MS1008 - Sales Executive Trainee NE FTB	15
MS1009 - Sales Executive NE FTB	9
MS1010 - Sales Executive FTB	23
MS1024 - Sales Executive Team Leader	6
MS1036 - Specialist Sales Front Desk	11
MS1037 - Specialist Sales Front Desk Child Care	8
MS1040 - Lead Sales Front Desk	1
MS1041 - Supervisor Sales Front Desk	1
MS1050 - Coordinator Marketing Specialist	2
MS1052 - Coordinator Marketing Encore	12
MS1053 - Coordinator Marketing In House	12
MS1055 - Coordinator Marketing Lead	2
MS1090 - Coordinator Customer Relations	2
MS1098 - Quality Assurance Executive	3
MS1116 - Greeter Outside M&S	4
MS1199 - Administrative Assistant MS	1
MS5020 - Manager Sales 12	1
<b>TOTAL</b>	<b>138</b>