

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

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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 MANAGEMENT, 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 301 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 Adriana DaCosta at 407-529-2505 or via email at [Adriana.DaCosta@vacationclub.com](mailto:Adriana.DaCosta@vacationclub.com).

Sincerely,

Sally Garcia  
Vice President Human Resources  
On behalf of Vistana Management, 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>
MS1090 - Coordinator Customer Relations	1
RO1000 - Housekeeping Aide	13
RO1004 - Housekeeper	103
RO1007 - Housekeeper Public Area	11
RO1008 - Housekeeping Aide Special	7
RO1011 - Housekeeping Senior	14
RO1025 - Engineer II	9
RO1028 - Engineer III	3
RO1035 - Engineer Lead	3
RO1040 - Attendant Laundry	1
RO1043 - Linen Runner	3
RO1044 - Runner	8
RO1050 - Coordinator Facilities Maintenance	4
RO1061 - Purchasing & Receiving	2
RO1070 - Attendant Recreation	11
RO1072 - Driver Van	1
RO1081 - Guest Services Associate	19
RO1093 - Attendant Bell	5
RO1098 - Controller Rooms	2
RO1099 - Night Auditor	4
RO1119 - Host Hostess	6
RO1125 - Officer Safety and Security RO	2
RO1142 - Bartender	6
RO1143 - Bartender Lead	2
RO1144 - Server	9
RO1146 - Server Room Service	2
RO1147 - Cook	4
RO1150 - Dishwasher Utility	5
RO1157 - Cook II	3
RO1160 - Attendant Food Prep	6
RO1176 - Clerk	1
RO1178 - Admin Assistant RO	6
RO1180 - Clerk Storeroom	2
RO1226 - Runner Food & Beverage	1
RO1228 - Seamstress	1
RO1273 - Prep Cook	2
RO1288 - Trainer Resort Ops	3
RO1296 - Supervisor Activities	3
RO1299 - Supervisor Food & Beverage	2

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RO1316 - Supervisor Front Desk	1
RO5082 - Director Activities AAA	1
RO5085 - Manager Activities AAA	1
RO5099 - Asst Director of Engineering AAA ANC	1
RO5106 - Asst Chief Engineer AAA	1
RO5137 - Director Food & Beverage I	1
RO5142 - Manager Food & Beverage I NE	1
RO5181 - Manager Food & Beverage III	2
RO5292 - Asst Manager Front Desk AAA NE	2
<b>TOTAL</b>	<b>301</b>