

VISTANA MANAGEMENT, INC.
SHERATON VISTANA RESORT: 8800 Vistana Centre 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 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 8800 Vistana Centre Drive, Orlando, FL.

The Company will layoff affected employees on November 13, 2020. At this time, we anticipate that 307 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.

Sincerely,

Sally Garcia
Vice President Human Resources
On behalf of Vistana Management, Inc.

Enclosure

List of Job Titles of the Affected Positions

Job Title of the Affected Position	Number of Affected Employees in this Position
RO1000 - Housekeeping Aide	9
RO1004 - Housekeeper	97
RO1007 - Housekeeper Public Area	6
RO1008 - Housekeeping Aide Special	11
RO1011 - Housekeeping Senior	13
RO1013 - Coordinator Housekeeping	3
RO1028 - Engineer III	3
RO1032 - Supervisor Engineering	2
RO1033 - Engineer IV	2
RO1035 - Engineer Lead	2
RO1043 - Linen Runner	8
RO1044 - Runner	1
RO1050 - Coordinator Facilities Maintenance	2
RO1070 - Attendant Recreation	8
RO1071 - Attendant Recreation Lead	1
RO1072 - Driver Van	2
RO1081 - Guest Services Associate	8
RO1093 - Attendant Bell	2
RO1119 - Host Hostess	4
RO1142 - Bartender	15
RO1144 - Server	14
RO1146 - Server Room Service	3
RO1147 - Cook	14
RO1150 - Dishwasher Utility	4
RO1157 - Cook II	6
RO1160 - Attendant Food Prep	9
RO1162 - Cashier Food & Beverage	7
RO1176 - Clerk	2
RO1178 - Admin Assistant RO	5
RO1180 - Clerk Storeroom	1
RO1221 - Captain Bellstand	3
RO1228 - Seamstress	2
RO1233 - Coordinator Office	1
RO1269 - Server Pool	1
RO1272 - Buyer	2
RO1274 - Coordinator Food & Beverage Purchasing	1
RO1280 - Specialist, Quality Control	1
RO1282 - Supervisor Laundry	2
RO1288 - Trainer Resort Ops	6

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RO1299 - Supervisor Food & Beverage	2
RO1316 - Supervisor Front Desk	2
RO5018 - Manager Operations C NE	1
RO5071 - Manager Housekeeping AAA	4
RO5085 - Manager Activities AAA	1
RO5142 - Manager Food & Beverage I NE	6
RO5181 - Manager Food & Beverage III	4
RO5217 - Asst Manager Guest Relations AAA	1
RO1298 - Supervisor Housekeeping	1
RO1302 - Supervisor Safety & Security Resort Ops Hourly	1
RO1125 - Officer Safety and Security RO	1
Vistana Management Inc	307