

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

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September 25, 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

**Via U.S. Mail and Email (mayor@ocfl.net)**

Mayor Jerry L. Demings  
Mayor of Orange County  
201 S. Rosalind Avenue, 5th floor  
Orlando, Florida 32801

**Via US Mail and Email (buddy.dyer@orlando.gov)**

Mayor Buddy Dyer  
Mayor of the City of Orlando  
400 South Orange Avenue  
Orlando, Florida 32801

**Re: WARN Notice— Permanent Layoffs**

Dear Sirs:

This notice is an update to the WARN Notice sent to you on September 2, 2020. It is being provided because three additional employees will be impacted as a result of a layoff on November 27, 2020; and the number of associates to be impacted on November 13, 2020 has been reduced in quantity.

These impacts remain 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 and November 27, 2020. At this time, we anticipate that 295 employees will be affected by these layoffs, and we expect these layoffs to be permanent. An updated list of the job titles of positions to be affected and the number of affected employees in each job classification is attached hereto (newly impacted positions are highlighted). The original list provided with the September 2, 2020 letter is also attached. 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

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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

**VISTANA MANAGEMENT, INC.**  
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**Updated List of Job Titles of the Affected Positions**  
**(September 25, 2020)**

<b>Job Title of the Affected Position</b>	<b>Number of Affected Employees in this Position</b>
Admin Assistant II RO	1
Admin Assistant RO	3
Asst Manager Guest Relations AAA	1
Attendant Bell	2
Attendant Food Prep	10
Attendant Recreation	8
Attendant Recreation Lead	1
Bartender	15
Buyer	2
Captain Bellstand	3
Cashier Food & Beverage	7
Clerk	2
Clerk Storeroom	1
Cook	13
Cook II	6
Coordinator Facilities Maintenance	2
Coordinator Food & Beverage Purchasing	1
Coordinator Housekeeping	3
Coordinator Office	1
Dishwasher Utility	4
Driver Van	2
Engineer III	1
Engineer IV (November 27, 2020)	1
Engineer IV	2
Engineer Lead	1
Guest Services Associate	6
Host Hostess	4
Housekeeper	94
Housekeeper Public Area	6
Housekeeping Aide	8
Housekeeping Aide Special	11
Housekeeping Senior	11
Linen Runner	8
Manager Activities AAA	1
Manager Food & Beverage I NE	5
Manager Food & Beverage III	4
Manager Housekeeping AAA	4
Manager Operations C NE	1
Runner	1
Seamstress	2
Server	14
Server Pool	2
Server Room Service	3
Specialist Sales Front Desk (November 27, 2020)	1
Specialist, Quality Control	1
Supervisor Activities (November 27, 2020)	1
Supervisor Engineering	2
Supervisor Food & Beverage	2
Supervisor Front Desk	2
Supervisor Laundry	2
Trainer Resort Ops	6
<b>Grand Total</b>	<b>295</b>

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**List of Job Titles of the Affected Positions**  
**(September 2, 2020)**

<b>Job Title of the Affected Position</b>	<b>Number of Affected Employees in this Position</b>
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
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
<b>Vistana Management Inc</b>	<b>307</b>