



AIR BY PLEASANT | JOURNESE | PLEASANT ACTIVITIES

APRIL 13, 2020

State Department of Labor & Industrial Relations
Director's Office
830 Punchbowl Street, Room 321
Honolulu, HI 96813
Phone: (808) 586-8844
Fax: (808) 586-9099

DEPT. OF LABOR AND
INDUSTRIAL RELATIONS
DIRECTOR'S OFFICE
2020 APR 16 PM 12: 01

Dear State Department of Labor & Industrial Relations Director's Office,

Pleasant Holidays does not believe that the Hawaii law applies to our reduction in force, however we would like to provide such courtesy to the Director. This letter is to inform you that as a result of unforeseen business circumstances resulting from the sudden and unprecedented effects of the coronavirus (COVID-19) outbreak on our business, Pleasant Holidays will conduct layoffs at its facility, located at several worksites. All are considered a partial closure/layoff; not all employees at the facility will be impacted. Accordingly, we regret to inform you that we must terminate employment of our staff in Hawaii as follows: March 7 (1), March 27 (29) and April 15, 2020 (44). Prior to layoffs, we had a total of 97 employees who reside in Hawaii.

Pleasant Holidays Hawaii Worksites/Locations:

OAHU Offices:

Total of 52 Employees between the two worksites
1600 Kapiolani Blvd, Ste 1700 Honolulu, HI 96814.
Office within Sheraton Waikiki – Manor Wing, 2255 Kalakaua Avenue, Ste 37 Honolulu, HI 96815

MAUI/KAUAI Office

Total 8 Employees in Kauai/ 6 employees in Maui
277 Willi Ko Place, Ste 222, Lahaina, HI 96761

KONA Office:

Total 8 Employees
C/O Royal Kona Resort, 75-5852 Ali'i Drive Kailua-Kona, HI 96740

At this time and based on the information currently available, we anticipate the layoffs will be permanent. We will ensure that all employees are paid all earned wages and agreed upon benefits through their last day worked. There are no bumping rights for affected employees.

We apologize that we were unable to provide more advance notice of the action. We are providing this notice as soon as possible in light of the rapidly-developing events surrounding COVID-19, which is now recognized as a global pandemic, natural disaster, and physical calamity. There are numerous government and health directives impacting our business and making it impossible to continue operations for the time being. The speed and vast

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impact of the coronavirus outbreak has been unprecedented. After reviewing our staffing and business needs, we are providing this notice at the earliest possible time.

We truly regret that these actions are necessary. We deeply appreciate the loyalty of our team members and managers. You may contact me at the phone number listed below if you have questions or want additional information.

Sincerely,



Amelia Harvie

Corporate Director of Human Resources
805-744-6250

Enclosure: Listing of all job titles with number of impacted employees

JOB TITLES OF IMPACTED EMPLOYEES

1	P728	ARC-TRANS COORDINATOR	1
3	P921	BRIEFING LEAD	2
4	P068	CENTRAL DINING RESERVATION REP	1
5	P923	CONCIERGE 2 LEAD	6
6	P029	CONCIERGE 2	16
7	P020	CONCIERGE 2 BILINGUAL	10
8	P027	CONCIERGE BILINGUAL COMPLEX	7
9	P023	CONCIERGE HNL	26
10	P026	CUSTOMER EXPERIENCE CONCIERGE	4
11	P526	CONCIERGE SERVICES MANAGER	1