

RECEIVED

By Jan Kusakabe at 10:10 am, Jul 08, 2020

July 2, 2020

VIA E-mail

David Morihara
Statewide Rapid Response Coordinator
Hawaii Workforce Development Council
State Department of Labor & Industrial Relations
830 Punchbowl Street, Room 417
Honolulu, HI 96813

Dear Mr. Morihara:

This letter is to inform you that on April 3, April 16, April 23 and May 28, 2020, Hilton Grand Vacations (the "Company") was forced to place Team Members of the Company located at:

- 2003 Kalia Road, Honolulu, Hawaii 96815
- 711 Kapiolani Boulevard, Honolulu, Hawaii 96813

on furloughs and cease, for the most part, operations at the properties due to the unforeseen business circumstances resulting from the sudden and unprecedented effects of the COVID-19 pandemic. We anticipate fully reopening the properties when the climate allows sometime in the future. As we navigate these unprecedented events, at this point, we cannot reasonably predict when that will occur.

When we initially furloughed employees on April 3, April 16, April 23, and May 28, we believed that we would be able to return the affected employees to work shortly after. While we continue to hope these furloughs will be temporary, in light of the current and unexpected circumstances, we are now unsure when we will be able to return the affected employees to work on a consistent basis. Accordingly, and in an abundance of caution, effective July 1, 2020, we want to let you know that although we still expect these furloughs to be temporary, we simply cannot predict a return date at this juncture and the furloughs now may, or may not, extend beyond 6 months. Enclosed is a listing of the job titles of the positions to be affected and the number of affected employees in each job classification at each work location.

We apologize that we were unable to provide to you more advance notice of your employment status. As you know this is a terrible time in the hospitality industry. The speed and vast reach of the COVID-19 pandemic, as well as the State's continued

extension of its initial closure orders and the phased reopening plan has forced us to re-evaluate our plans. Recently issued State guidance regarding the phased reopening, as well as restrictions placed upon out-of-state travelers, makes it clear that the impacts on the hospitality industry in Hawaii will be for an extended period of time and drastically impact the Company's business and ability to continue operating at this time. Similarly, State and local guidance on business opening plans make clear the Company's unique set-up will pose challenges that will require significant and potentially lengthy structural changes at this juncture. In addition, the recent surge in COVID-19 cases in various locations across the country makes it clear now that there will be additional challenges posed to the travel industry in Hawaii. After reviewing our staffing and business needs, we are providing this notice to you at the earliest possible time.

There are no bumping rights related to these temporary furloughs at these properties.

The affected employees are not represented by a union.

If you require further information, please contact Lisa M. Dupuree at (407) 613-3715.

Very truly yours,



Lisa M. Dupuree
Sr. Director Team Member Relations

Enclosure: List of impacted positions by job title and number of impacted employees in each job title at each work location

JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

Lagoon Tower by Hilton Grand Vacations Club
 2003 Kalia Road
 Honolulu, Hawaii 96815

Job Title	Number of Employees
Greeter Marketing OPC	14
Sr Manager Marketing OPC	1
Administrative Assistant	5
Asst Manager Marketing OPC	2
Marketing Representative OPC	37
Manager International Guest Experience	1
Executive Assistant	1
Greeter Marketing In House	14
Manager Marketing	3
Marketing Representative In House	24
Manager Marketing Activities	1
Marketing Representative Direct Marketing	1
Marketing Representative IPC	51
Marketing Representative Lead	2
Marketing Representative OPC	4
Coordinator Dispatch	5
Specialist Direct Marketing - Corp Mktg	7
Manager Marketing OPC	2
Asst Manager Marketing OPC	1
Coordinator Client Relations	1

Specialist Client Relations	17
Sr Specialist Client Relations	2
Supervisor Client Relations	1
Supervisor Support Services	1
Supply Clerk	1
Sales Executive Action Line	87
Showcase Presenter	5
Tour Guide Action Line	4
Sales Executive In House	18
Coordinator Sales Gallery	21
Coordinator Sales Gallery Lead	3
TO Action Line	18
TO In House	3
Manager Sales	1
Manager Sales Action Line	6
Manager Sales In House	1
Manager Training Sales	1
Manager Training Sales & Development	1
Sales Executive VIP	10

JOB TITLE AND NUMBER OF AFFECTED EMPLOYEES

HGV Hawaii Regional Office
 711 Kapiolani Blvd
 Honolulu, Hawaii 96813

Job Title	Number of Employees
Coordinator S&M Business Operations	1
Coordinator Activations Hawaii	9
Director Accounting	1
Accountant	1
Coordinator Contracts	12
Lead Coordinator Contracts	1
Sr. Coordinator Contracts	3
Agent Customer Care Hawaii	4
Asst Manager Customer Care Hawaii	1
Confirmation Coordinator Bilingual	1
Coordinator Fulfillment Hawaii	2
Director Reporting & Analysis	1
Coordinator Marketing Support	1
Manager Call Center	1
Administrative Assistant	1
Manager Sales & Office Space Hawaii	1
Specialist Gifting	2
Specialist Premium	1
Coordinator S&M Business Operations	2
Marketing Representative Pre Arrival	5

Sr Representative Team Member Services	1
Specialist Talent Acquisition	4
Coordinator Talent Acquisition	1
Manager Talent Acquisition	1
Analyst Compensation	1
Salesforce Administrator	1
Specialist Creative & Brand	1
Director Account Management	1
Manager Marketing	1
Marketing Representative Direct Marketing	4
Coordinator Korea Marketing	4
Asst Manager Call Center	21
Coordinator Marketing Tours	8
Supervisor Tour	1
Sr Director Marketing	1
Manager Training Marketing	2
Manager Tel Business Operations	1
Analyst Tel Business Operations	1
Executive Assistant	1
Agent VIP Reservations	5