



GUEST  
SERVICES

*Legendary Hospitality Since 1917*

A message from the Chief Executive Officer and Chief Operating Officer:

**We want to update our GSI family on the Company's status during the Coronavirus outbreak.**

We are pleased to report that, as of this email, not one Guest Services employee has contracted the coronavirus. And though we anticipate that we will have future confirmed cases in our GSI community, we are encouraged to see that careful handwashing, sanitation, and other safety precautions have been taken seriously to mitigate the risks of the virus spreading in our facilities.

Even with these precautions, some of our clients are choosing to temporarily reduce the number of staff or even close their facilities completely. That, coupled with a dramatic decline in business and leisure travel, means that our business has been – and will continue to be – badly affected by this virus. Consequently, we anticipate implementing various cost-reduction procedures that will include some temporary layoffs in many areas of our workforce as we weather this crisis. We will do everything possible to keep layoffs to a minimum. Guest Services has survived for 103 years during many other similar challenges, and no doubt we will recover from this one, too.

We are closely monitoring the progress and updates on this crisis on a daily basis, speaking internally with the executive team, outside experts, and others so we can best address and minimize the impact that the virus has on our community and our business. It is an unprecedented time which has our utmost attention. We commit to you that our employees' safety is still Guest Services' number one priority, and we will not lose focus on your well-being even as we withstand the temporary setbacks we are facing.

Every one of our 3,500 employees has continued to work hard in support of our client, customers, guests, and residents, and we could not be more proud of the dedication and resilience our employees have shown during this difficult time. We thank you for all that you do for Guest Services.

Gerry Gabrys  
Chief Executive Officer

Nico Foris  
Chief Operations Officer