



GUEST
SERVICES

Legendary Hospitality Since 1917

March 24, 2020

To Our Guest Services Family,

We are facing an unprecedented challenge not only for Guest Services but for the entire country and the world. In times like this, it's important for you to have as much information as possible.

As of today, over 100 of our facilities have been closed or operations have been substantially reduced. Undoubtedly, many more facilities will be negatively impacted in the near future. As a result of this crisis, we have no choice but to lay off or temporarily furlough many of our employees. This very serious step will allow our employees to collect unemployment benefits so that we can make use of all possible government assistance. Some may ask why we simply can't continue to pay all employees their full salaries. The answer is very simple—Guest Services would not be able to survive, and this would result in catastrophic long-term results for all of us.

By all of us making short-term sacrifices now we will survive this crisis and continue to provide work for our employees for many years into the future. The short-term sacrifice will be felt by substantially all of us including all executives, managers and staff. In addition to the layoffs and temporary furloughs, we are making other adjustments throughout the organization effective on March 28, 2020, including:

- Salary reductions ranging from 20% to 50% for many non-furloughed employees, including all executives
- Suspension of the employer match on all 401k and employee savings plans
- Suspension of future benefits on all Pension Plans
- Suspension of all monthly car allowances
- Suspension of all monthly cell phone allowances
- Staffing adjustments within Corporate, Regional and Administrative offices

By taking these steps now, we hope to keep the loss of jobs and pay to the lowest amounts possible. We promise you that once this crisis is behind us and we know exactly what the impact is to our business, we will explore every possible way to help our employees recoup some or all lost wages. Guest Services has survived many serious crises over its 103-year history including world wars, 9/11, and several serious recessions. We are financially strong, and we are confident that we will survive this pandemic and come out stronger at the end of it. We ask for your patience as we work through this.

If you have any questions or concerns, please contact your supervisors or our Human Resources personnel. We thank you for everything you do and extend all of our support to you and your families during this difficult time.

Gerry Gabrys
Chief Executive Officer

Nico Foris
Chief Operations Officer