



GUEST
SERVICES

Legendary Hospitality Since 1917

Operations Update

Our primary focus remains on the protection, health, and safety of our employees above all else. Though the coronavirus is changing the landscape every hour, we would like to announce the following plan to our valued employees. This plan is effective for two weeks -- through Tuesday, March 31, 2020—and will be re-evaluated at that time:

- Many of our units across the country will be closing soon or forced to drastically reduce services, based on client requirements. Operators will receive more information on their location's situation directly from their District Manager or Divisional Vice President.
- The employees in the Fairfax, VA Corporate Office will still be working to support you. We are currently developing a plan to make better use of teleworking options to reduce the number of on-site employees through March 31. Additionally, we encourage all regional business offices to do the same: maintain full support of the operators who are working and continue working on our critical business functions, while limiting the day-to-day contact with others.
- Regardless of whether or not one is able to work from now through March 31, we are taking steps to make sure that those who are currently enrolled in our health insurance plan will continue to be covered.
- In conjunction with our clients and federal/state governments, Guest Services will continue to pay all employees scheduled to work through March 31, 2020 through advancement of Paid Time Off or other means. We will revisit our policies at that time.

Our Executive Team is evaluating this situation daily, so please continue to check your Guest Services emails for important updates. We will keep you informed as new information arises.

Most importantly, stay safe and take care of each other during this unprecedented challenge.

Gerry Gabrys
Chief Executive Officer

Nico Foris
Chief Operations Officer