



July 21, 2020

Good morning, GSI Community:

For those of you who were not able to join yesterday's (July 20, 2020) Company Update webinar, I'd like to summarize Gerry Gabrys' and Nico Foris' opening remarks for you.

- It is with great sadness that we inform the GSI family that we are not as optimistic as we were last month about returning our furloughed employees back to work. With the positive COVID-19 cases spiking in many areas of the country, the business we expected to have has not materialized. Many of our units have not been able to open at all, and the opening dates have been pushed farther back into 2020 or put on "indefinite" closure. Even our units that are open have still not been able to open to full capacity.
- It's still our plan to keep layoffs to a minimum, but the number of people on furlough who now must be laid off is much more than originally anticipated. We will notify those who must be laid off with a letter later this week. For those who must be laid off, their final day of employment with Guest Services will be September 25. Though company-sponsored benefits will end after July 31, laid off employees will still be able to maintain their own health insurance through COBRA for up to 18 additional months.
- When business picks up, former GSI employees who were laid off will be contacted first to see if they are available to return to work with us. Until then, however, we realize that waiting indefinitely for our business to increase is not a reasonable expectation. We hope that unemployment and other government benefits will be extended to help get our employees through this tough time, but we understand that there may be cases where employees need to look for employment opportunities in industries not as impacted as hospitality. While this is a very sad possibility, we understand employees must do what's best for them in these unusual circumstances.
- In addition to moving many furloughed employees to a lay-off status, Guest Services will be examining ways to re-invent ourselves and re-organize our existing business. As we look for more efficiency and cost-savings within our units, our Corporate overhead, and regional overhead, and our Executive Team, more layoffs should be expected in the Fall of 2020.

Gerry Gabrys and Nico also extend their sincere gratitude to all the members of our GSI team for their loyalty, service, and patience.

There were many excellent questions submitted by employees before and during this webinar that were answered in the second half of this Webinar. **If you would like to view the 54-minute recording of yesterday's (July 20, 2020) Company Update, please [click here](#).**

If you have any questions, please do not hesitate to contact us at hr@guestservices.com or by calling 703-849-9380.

Sincerely,

DANIELLE M. VERDEROSA, SPHR, SHRM-SCP
Vice President of Human Resources