

3-27-2020



March 26, 2020

Robert W. Lowe
General Manager
Area Vice President, Operations

Via Certified Mail and Email

Mayor Francis Suarez
3500 Pan American Drive
Miami, FL 33133
fsuarez@miamigov.com

Steven Gustafson, State Trade and Rapid Response Coordinator
REACT Program
MSC 229
107 E. Madison Street
Tallahassee, FL 32399-4137
WARNnotices@deo.myflorida.com

Re: Mandarin Oriental, Miami

Dear Mayor and Mr. Gustafson:

I write on behalf of the Mandarin Oriental Miami Hotel to give you notice that there will be a furlough impacting more than 50 employees of the Mandarin Oriental Miami Hotel (hereinafter "the Company"), located at 500 Brickell Key Drive, Miami, FL 33131 on March 26, 2020. This closure is expected to be temporary and will affect at least 488 employees.

While we believe the furlough will be temporary and may not trigger state or federal WARN Act notice requirements, we do not know what the future will hold at this juncture and are providing the following information to ensure you are fully informed and in an abundance of caution. Should any notice be required, it has been given as soon as possible given the unforeseen circumstances of a loss in business due to the unprecedented COVID-19 pandemic, the National Emergency declared by the President of the United States, the State of Emergency declared by the Governor of Florida. The COVID-19 pandemic has crippled the Company's business and businesses around the country causing notice to not be foreseeable at the time that notice would have been required to be given.

All affected employees have been notified of their furlough dates and that their furlough from employment is believed to be temporary. Notices were sent via first class mail and email. Employees are expected to be laid off from employment beginning on March 26, 2020.



Mandarin Oriental, Miami
500 Brickell Key Drive, Miami, Florida 33131
Telephone (305) 913 8288 Facsimile (305) 913 8337
Direct Reservations (866) 888 6780 Email momia-reservations@mohg.com
mandarinoriental.com



Attached is a list of the job positions and number of individuals in each position who will be affected by the furlough. There are no bumping rights associated with the furloughs or the closure.

Also attached is a sample of the notice sent to employees. Notice has also been sent the local Mayor and the State Trade and Rapid Response Coordinator on March 26, 2020.

All questions, concerns, and contact regarding this notice and associated furloughs or the temporary closure should be directed to Robert Lowe, General Manager at (305) 913-8270 and rloew@mohg.com.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Lowe", is written over a horizontal line.

Robert Lowe
General Manager
Mandarin Oriental, Miami

Department	Job Title	No.
ACCOUNTING	Accounts Payable Clerk	1
ACCOUNTING	Accounts Receivable Clerk	1
ACCOUNTING	Accounts Receivable Clerk	1
ACCOUNTING	Assistant Director of Finance	1
ACCOUNTING	Credit Manager	1
ACCOUNTING	Finance Operations Manager	1
ACCOUNTING	General Cashier	1
ACCOUNTING	Income Auditor	1
ACCOUNTING	Paymaster	1
BANQUET SET-UP	Banquet Set Up - House Person	10
BANQUET SET-UP	Banquet Supervisor	1
BANQUETS	Banquet Captain	4
BANQUETS	Banquet Waiter	40
BANQUETS	Director of Banquets	1
CATERING/CONF. SERVICES	Administrative Assistant	1
CATERING/CONF. SERVICES	Assistant Director of Catering & Conference	1
CATERING/CONF. SERVICES	Catering & Rest Sales Mgr.	1
CATERING/CONF. SERVICES	Conference Concierge	1
CATERING/CONF. SERVICES	Director of Conference Services	1
CATERING/CONF. SERVICES	Director of Social Catering	1
CATERING/CONF. SERVICES	Event Planner	1
CATERING/CONF. SERVICES	Senior Special Events Manager	1
CATERING/CONF. SERVICES	Sr. Conference Service Manager	1
COLLEAGUE CAFETERIA	Cafe Steward	2
COLLEAGUE CAFETERIA	Chef de Partie	1
COLLEAGUE CAFETERIA	Colleague Dining Room Attendant	3
COLLEAGUE CAFETERIA	Cook 1 AM	1
CONCIERGE	Chef Concierge	1
CONCIERGE	Concierge (NE)	3
CULINARY	Banquet Chef	1
CULINARY	Banquet Sous Chef	1
CULINARY	Chef de Cuisine	1
CULINARY	Chef de Partie	2
CULINARY	Chef Garde Manger	1
CULINARY	Cook	38
CULINARY	Executive Chef	1
CULINARY	Executive Pastry Chef	1
CULINARY	Fishmonger	1
CULINARY	Jr. Sous Chef	2
CULINARY	Pastry Supervisor	1
CULINARY	Sous Chef	6
CULINARY	Sushi Cook	2
CULINARY	Sushi Supervisor	1
EXECUTIVE OFFICE	Executive Assistant	1
F&B ADMINISTRATIVE	Food & Beverage Administrative Assistant	1
F&B ADMINISTRATIVE	Food & Beverage Management Trainee (EX)	1

FRONT OFFICE	Assistant Front Office Manager	3
FRONT OFFICE	Front Office Manager	1
FRONT OFFICE	Front Office Supervisor	2
FRONT OFFICE	Guest Services Agent	5
FRONT OFFICE	Night Manager	1
GUEST RELATIONS	Guest Relations Coordinator	2
GUEST RELATIONS	Guest Relations Manager	1
GUEST RELATIONS	Guest Relations Supervisor	1
GUEST SERVICES	Bell Person	9
HOUSEKEEPING	Assistant Director of Housekeeping	1
HOUSEKEEPING	Director of Housekeeping	1
HOUSEKEEPING	Housekeeping Coordinator (NE)	2
HOUSEKEEPING	Housekeeping Manager	1
HOUSEKEEPING	Housekeeping Supervisor	9
HOUSEKEEPING	Houseperson	10
HOUSEKEEPING	Public Area Attendant	3
HOUSEKEEPING	Room Attendant	32
HOUSEKEEPING	Turndown Attendant	17
HUMAN RESOURCES	Human Resources Generalist	1
HUMAN RESOURCES	Human Resources Manager	1
HUMAN RESOURCES	Operations Training Mgr	1
IN ROOM DINING	Assistant F&B Manager	2
IN ROOM DINING	Coordinator	4
IN ROOM DINING	Server	10
IN ROOM DINING	Server Attendant	1
IT&T	Information Technology Manager	1
IT&T	ITT Specialist	1
KARMA	Retail Sales Clerk	2
LA MAR	Assistant Restaurant General Manager	1
LA MAR	Assistant Restaurant Manager	1
LA MAR	Barback	1
LA MAR	Barista	1
LA MAR	Bartender	4
LA MAR	Food Runner	7
LA MAR	Host/ess	7
LA MAR	La Mar General Manager	1
LA MAR	Restaurant Manager	1
LA MAR	Server	18
LA MAR	Server Attendant	11
LA MAR	Sommelier (NE)	1
LAUNDRY	Laundry Attendant	7
LAUNDRY	Laundry Maintenance Attendant	1
LAUNDRY	Laundry Manager	1
LAUNDRY	Laundry Valet Attendant	4
LAUNDRY	Lead Uniform Attendant	1
LAUNDRY	Lead Washer	1
LAUNDRY	Linen/Uniform Attendant	1

LAUNDRY	Seamstress	1
LAUNDRY	Supervisor	1
LAUNDRY	Uniform Attendant	5
MINI BAR	Private Bar Attendant	3
MOBAR	Assistant F&B Manager	1
MOBAR	Bar Busser	2
MOBAR	Bar Manager	1
MOBAR	Barback	1
MOBAR	Bartender	3
MOBAR	Coffee Cart Attendant	1
MOBAR	Server	4
MOBAR	Server Attendant	1
PBX	PBX Operator	4
PBX	PBX Supervisor	1
POMECE	Assistant Chief Engineer	1
POMECE	Engineer	12
POMECE	Engineering Administrative Assistant	1
POOL AND BEACH	Pool Attendant	5
POOL BAR	Assistant F&B Manager	1
POOL BAR	Bartender	2
POOL BAR	Food Runner	1
POOL BAR	Pool & Beach Manager	1
POOL BAR	Server	4
PUBLIC RELATIONS	Dir. of Digital Marketing CID	1
PUBLIC RELATIONS	Public Relations Manager	1
PURCHASING	Director of Purchasing	1
PURCHASING	Purchasing Supervisor	1
PURCHASING	Receiving Clerk	2
PURCHASING	Storeroom Clerk	3
RESERVATIONS DEPARTMENT	Group Housing Coordinator	2
RESERVATIONS DEPARTMENT	Reservations Consultant	3
RESERVATIONS DEPARTMENT	Revenue Manager	1
RESERVATIONS DEPARTMENT	Supervisor	1
SALES	Account Director	2
SALES	Sales Coordinator	2
SALES	Senior Sales Manager	2
SECURITY	Security Supervisor	2
SECURITY	Security Officer	1
SPA	Assistant Spa Director	1
SPA	Nail Technician	3
SPA	Spa Attendant	6
SPA	Spa Concierge	7
SPA	Spa Manager	2
SPA	Spa Supervisor	2
SPA	Therapist	22
STEWADING	Assistant Executive Steward	1
STEWADING	Executive Steward	1



Date: March 26, 2020

To: All Colleagues

Subject: Temporary Closure of Mandarin Oriental, Miami

Last Day of Work: March 26, 2020

Dear Colleague:

Due to the reduced business levels resulting from the COVID-19 pandemic and declared national emergency, we are temporarily closing Mandarin Oriental, Miami, FL ("Hotel"), located at 500 Brickell Key Drive, Miami, FL 33131, in its entirety on Thursday, March 26 at 11:59 pm and temporarily furloughing much of the staff. This decision was by no means an easy one and the Hotel reviewed all options available before deciding to close the property and conduct these furloughs. We are hopeful that the closure will be short term and anticipate re-opening the Hotel on May 31, 2020 subject to any federal, state and local emergency declarations and other conditions brought on by the COVID-19 pandemic at the time.

You will be furloughed effective March 26, 2020. If we contact you to return to work, you will have forty-eight (48) hours to confirm that you will be returning on the date requested or surrender your position. For this reason, it is important that you keep your contact information on file with the Hotel up to date.

Enclosed is more information about the furlough period, and the benefits the Hotel will provide during this time.

The purpose of this notice is to provide you with the answers to some questions that you may have regarding your furlough so that you can prepare and locate other employment as necessary. The information provided below represents the best information available to the Hotel at the time this notice was issued. Even though it may be that no such notice is required, we are providing the following information to ensure you are fully informed and in an abundance of caution:

1. Who can I contact for further information?

Please e-mail: momiahr@mohg.com



2. Is my furlough going to be permanent or can I expect to be recalled to employment at some time in the future?

This is a temporary closure. Given the uncertainty of the current circumstances, we do not have an expected duration of the closure but hope that it will be limited. You do not have any bumping rights. We are hopeful that the closure will be short term and anticipate re-opening the Hotel when business conditions improve, and subject to any federal, state and local emergency declarations and other conditions brought on by the COVID-19 pandemic at the time. When the Hotel reopens, employees will be recalled to work according business needs.

3. Since this is a disaster that was not reasonably foreseeable and is expanding rapidly in our region outside the Company's control, the Company is compelled to make this decision with as much notice to you as possible under these unique business circumstances.
4. During the furlough period, you may file for unemployment compensation. For information regarding unemployment compensation and available dislocated worker assistance, please contact the Florida Department of Economic Opportunity's Reemployment at <http://www.floridajobs.org/> or call 1-800-204-2418. You may also contact the Reemployment and Emergency Assistance Coordination Team ("REACT") at 1-850-245-7413.

I hope you and your family stay healthy and safe during these challenging times, and that we can soon go back to doing what we do best.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Lowe".

Robert Lowe
General Manager
Mandarin Oriental, Miami