



March 29, 2020 Update

Dear Team Members,

We realize that the coronavirus has been a most serious health concern for all of us throughout the United States and the world. In our country we are seeing daily if not hourly changes and mandates being issued on a federal, state and local governmental basis. Florida has not been an exception to the rule as you know all too well with the closing of theme parks and other major attractions, hotels and businesses. If you have not been following our local news channels, we wanted to provide you with an update on the recent mandates that our Florida Governor issued to us, through its governing body, the Florida Department of Business & Professional Regulation. The order demands the suspension of alcoholic beverages by the drink or in a sealed container for consumption on the premises at all licensed beverage vendors, excluding packaged liquor sales which will be permitted. Effective immediately to abide by the Governors mandate we will be offering take-out orders only. Your individual property will provide specific updates onsite.

As it relates to our Team, we have had to make difficult decisions and with much thoughtfulness we have reduced the staffing levels as well as in fact temporarily closing a couple of our sister properties. Our hope is to re-open and bring back our Team as soon as possible. In the meantime, we will attempt to stay in touch and continue to communicate via this portal. Your questions and thoughts are welcome via the HR Information email – Hrinfo@phmemail.com.

These measures that are being implemented are intended to reduce the risk of the spread of the coronavirus, promote social distancing and to do our best to expedite restoring our society to a normal state. We are now faced with the “Stay-at-Home” ordinance and will provide anyone currently working a letter so that if asked by any authorities, you are able to present it at the moment.

We wish you and your family good health in hopes that we all make it through this pandemic unscathed. If we may be of any further assistance, please do not hesitate to contact us.

Tips and Resources on how to Create a Household Plan.

Click on the link below to view the Tips and Resources on how to Create a Household Plan.

[How to Prepare for COVID-19](#)

- How to Prepare
- How It Spreads
- Protect Yourself and Your Family
- Protect your Home
- Manage Anxiety & Stress



Additional FAQs

Am I eligible for unemployment?

Unemployment benefits may be available to employees who have been furloughed, laid off, terminated, hours or earnings have been reduced by more than one-third. www.connect.myflorida.com

Can I use my PTO?

Yes, PTO will be available for Team Members to use.

The information on your specific PTO benefits are available on your Paycor Orange app. If you have worked with PHM for 90 days and at The Grove prior to the Acquisition you are eligible to use your PTO. Please note that PTO and Vacation are now listed as 1 benefit amount in Paycor. See your Human Resources Manager if you have any questions.

If I was furloughed or laid off how do I request my PTO?

You must submit your PTO requests on the Paycor Blue App by 3 pm on Monday 3/30/20.

Do I need a letter for unemployment?

A letter was provided to the Team Members that were laid -off or furloughed. Although you do not need a letter to apply.

Are the hotel and lodging employees considered Essential?

Yes, hotel and lodging employees are considered "Essential Employees".

What happens if the county I reside in is under curfew?

Managers and HR will be providing an Essential Employee Notification Letter to the employees that are working at the properties. The notification letter will assist you if you are to be stopped by the authorities on your way to and from work.

What about my insurance premium?

If you have PTO/Vacation hours, we will distribute the time paid out in order to help you pay your insurance.

Who do I call if I have questions regarding benefits?

You can contact your property HR Manager or send an email to the HR team at HRinfo@PHMemail.com.

Will we be closing our properties?

From the onset of COVID-19, we have been constantly monitoring information, it has been decided to temporarily close Avanti Palms Resort and The Point Hotel & Suites. The opening of those properties will be posted as we move further into April. In regards to other properties, as of today they are all open for business and naturally based on governmental mandates and conditions relative to COVID-19, that may change and if so you will be advised accordingly.

Will the company assess and send someone home if the person is showing signs of illness based on symptoms listed by the CDC?

Yes, the company will send someone home and they will be required to self-quarantine for at least 14 days or provide medical certification and be released to return to work.



How many of our Team Members have been diagnosed?

No one to date on our team has reported having been diagnosed. However, we are asking Team Members on a daily basis to complete a questionnaire to ensure we are having discussions about any updates to their exposure to risk situations. Forms have been distributed to the managers to ensure we are focused in this situation together.

Will a doctor's note be required?

Yes, everyone not working due to illness will be required to provide a medical release.

What should I do if I need to call in sick?

We will ask Team Members to self-quarantine should they experience any health conditions or exposures. Everyone is fully expected to notify the department managers directly and if you are sick you must stay home.

Will this time count against the attendance record?

No, we will not count this against anyone's attendance record for counseling processes.

Should I come to work if I recently traveled outside of the United States?

No, we ask that you self-quarantine, provide a medical certification, and let your manager and Human Resources Managers know.

Can I wear a mask at work?

Yes you can however, the CDC has not indicated that this provides a high level of protection. We understand if you feel the need to use an appropriate mask.

When are we expected to return to work?

For any of our team members that may have been laid off or furloughed, our intent is to get you back to work in the shortest period of time possible. This is predicated on additional COVID-19 federal and local governmental mandates in addition to travel bans, and of course the reopening of our theme parks which will help induce travel back into our market. We remain optimistic that in our country we will prevail past this virus in the near future.

Sincerely,

A handwritten signature in black ink, appearing to read "Marco A. Manzie".

Marco A. Manzie CHA, CAM
President

A handwritten signature in black ink, appearing to read "Amanda Sarraf".

Amanda Sarraf
Corporate Director of Human Resources