

The logo for Canyon Ranch, featuring the words "CANYONRANCH" in a serif font with a registered trademark symbol. The background of the logo is a close-up photograph of green succulent-like plants.

August 25, 2020

**Via Email (rapid-response@detr.nev.gov)
and Certified Mail**

Statewide Rapid Response Coordinator
Nevada Dept of Employment, Training and
Rehabilitation
500 E. 3rd Street
Carson City, NV 89713

**Via Email
(officeofthemayor@lasvegasnevada.gov)
and Certified Mail**

Mayor Carolyn G. Goodman
Las Vegas City Hall
495 S. Main Street
Las Vegas, NV 89101

Re: Notice of Extended Furlough Caused by COVID-19 at Canyon Ranch

To Whom It May Concern:

As a result of the unforeseeable downturn in demand caused by the COVID-19 pandemic, it is imperative to the future viability of the company that we take action to reduce costs and align our business with customer demand as quickly as possible. Therefore, we are writing to inform you that there will be a furlough extension at Canyon Ranch – Las Vegas, located at 3355 Las Vegas Blvd. South, Las Vegas, Nevada beginning on August 27, 2020. This furlough extension is expected to last at least until October 31, 2020 for most affected employees, meaning we do not anticipate that most employees will return to work until at least October 31, 2020

The Company previously furloughed approximately 348 employees between March 16, 2020 and May 7, 2020 due to COVID-19, in response to stringent public health measures put in place, including Governor Sisolak's Emergency Directive 007 issued on March 24, 2020, which instructed all Nevadans to stay at home unless they work within certain limited sectors of the economy. Emergency Directive 007 and other orders applicable to the Company's workforce that have been issued by other local authorities impeded the Company's ability to operate. Some of these furloughed employees will remain on furlough beyond six months from the beginning of the furlough.

Since March 16, 2020, when the furlough was implemented, Canyon Ranch has experienced a significant decline in demand, which has resulted in a significant decrease in revenue and the need to take further action with regard to our workforce. We were unable to provide more notice of this action until very recently when Governor Sisolak ordered that most businesses continue to operate at a significantly reduced capacity. This created ongoing demand reductions throughout the industry and prevented Canyon Ranch from reopening. It was not until then that we were able to fully assess the impact of COVID-19 on our business operations.

All affected employees will be notified of their extended furlough. Employees will return in two groups. The first group will return by October 31, 2020 at the latest, but after September 12, 2020. The second group will return no earlier than October 31, 2020, and that they are not expected to return to work until at least October 31, 2020. The employees are expected to be contacted beginning on August 27, 2020, with all accomplished by August 31, 2020. Those employees who will experience an extended furlough have also been informed in writing that they may be eligible for Unemployment Insurance.

Attached is a list of the job positions and number of individuals who will be affected by the furlough extension. All employees are located at the Company's Las Vegas, Nevada facility. As mentioned, these furlough extensions are expected to take place between August 27, 2020 and August 31, 2020 and will affect approximately 178 employees during this period. These employees are not represented by a union. Canyon Ranch does not have a job bumping system, that is, employees will not be able to displace more junior employees out of their job positions as a result of this employment action.

If you have any questions or want additional information concerning this matter, please contact the undersigned at 702-474-3606 extension 72551.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dilcia Hilario".

Dilcia Hilario
Human Resources Director
Canyon Ranch
3355 S Las Vegas Blvd.
Las Vegas, NV 89109

Attachment A

Job Title	No. of Employees in Job Title	Employee is expected to be called back from furlough:
Baker	1	October 31, 2020 at the earliest
Barista	3	October 31, 2020 at the earliest
Busperson	1	October 31, 2020 at the earliest
Chair Massage Therapist	3	October 31, 2020 at the earliest
Cook III	1	October 31, 2020 at the earliest
Custodian	3	October 31, 2020 at the earliest
Fitness Instructor	3	October 31, 2020 at the earliest
Floor Care Specialist	3	October 31, 2020 at the earliest
General Cashier	1	October 31, 2020 at the earliest
Guest Relations Advisor	4	October 31, 2020 at the earliest
Hair Stylist	3	October 31, 2020 at the earliest
Juice Bar Attendant	1	October 31, 2020 at the earliest
Laundry Attendant	1	October 31, 2020 at the earliest
Laundry Porter	4	October 31, 2020 at the earliest
Lounge Attendant	6	October 31, 2020 at the earliest
Massage Therapist	37	October 31, 2020 at the earliest
Nail Technician	5	October 31, 2020 at the earliest
Senior Accountant	1	October 31, 2020 at the earliest
Sous Chef	1	October 31, 2020 at the earliest
Spa Attendant	4	October 31, 2020 at the earliest
Accounts Payable Clerk	1	October 31, 2020 at the latest
Accounts Receivable Clerk	1	October 31, 2020 at the latest
Acupuncturist	2	October 31, 2020 at the latest
Aesthetician	9	October 31, 2020 at the latest
Assistant Manager - Beauty Services	1	October 31, 2020 at the latest
Assistant Manager - Guest Relations	1	October 31, 2020 at the latest
Assistant Manager - Massage	3	October 31, 2020 at the latest
Baker Supervisor & Trainer	1	October 31, 2020 at the latest
Barista	3	October 31, 2020 at the latest
Chair Massage Therapist	3	October 31, 2020 at the latest
Custodian	1	October 31, 2020 at the latest
Exercise Physiologist	1	October 31, 2020 at the latest
Fitness Instructor	3	October 31, 2020 at the latest
Guest Relations Advisor	4	October 31, 2020 at the latest
Hair Assistant	1	October 31, 2020 at the latest
Hair Stylist	11	October 31, 2020 at the latest
Juice Bar Attendant	1	October 31, 2020 at the latest
Laundry Attendant	2	October 31, 2020 at the latest
Lead Barista	1	October 31, 2020 at the latest
Lead Chair Massage Therapist	1	October 31, 2020 at the latest
Lounge Attendant	1	October 31, 2020 at the latest
Make-Up Artist	2	October 31, 2020 at the latest
Marketing Manager	1	October 31, 2020 at the latest
Massage Therapist	13	October 31, 2020 at the latest
Nail Technician	6	October 31, 2020 at the latest
Nutritionist	1	October 31, 2020 at the latest
Purchasing Clerk	1	October 31, 2020 at the latest
Receptionist	1	October 31, 2020 at the latest
Reservations Specialist	2	October 31, 2020 at the latest
Retail Specialist	4	October 31, 2020 at the latest
Revenue Manager	1	October 31, 2020 at the latest
Sales Manager	1	October 31, 2020 at the latest
Spa Attendant	4	October 31, 2020 at the latest

Spa Attendant Supervisor	1	October 31, 2020 at the latest
Spa Treatment Manager	1	October 31, 2020 at the latest
Steward	1	October 31, 2020 at the latest
Total	178	