

**Caesars Entertainment Health and Safety Plan**  
**Pre-Open and Ongoing Operation Guidance**  
**COVID-19**

## **PURPOSE**

The purpose of this document is to provide guidelines for casino and hotel operations as well as back of house operations to mitigate and reduce risk of exposure to infectious diseases such as COVID-19. The following information is intended to serve as a guide for safe and effective reopening of currently closed facilities as well as ongoing maintenance of guest areas and team member workspace areas. All property areas identified will be cleaned and disinfected according to the following, based on information provided by the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), and United States Environmental Protection Agency (USEPA), in addition to local health districts and leading industry experts.

Responsible Gaming is one of the foundations of our Code of Commitment. As part of our Code of Commitment, we have been leading the industry in the development of Responsible Gaming practices to inspire grown-ups to play responsibly, while offering help to guests when gambling is no longer enjoyable. The various programs we have developed to promote responsible gaming over the past several decades are in service of these goals. Our integrated approach to responsible gaming is built on clear objectives, measurable outcomes and scientific research and evidence. It is supported by professional staff training and state of the art, purpose-built information technology systems, as described more fully on our website at [caesars.com/corporate/corporate-social-responsibility/play/responsible-gaming](https://caesars.com/corporate/corporate-social-responsibility/play/responsible-gaming). We will continue to maintain this commitment to responsible gaming throughout this public health emergency caused by COVID-19 and beyond.

Compliance with this Plan is the responsibility of all employees and, similar to the Caesars Entertainment Corporation Ethics and Compliance Program, the senior executives of each operating property, business unit, and shared services unit are responsible for assisting in compliance with this Plan., which shall include active implementation and monitoring for compliance with the COVID-19 requirements. Any violations and issues with compliance with the Plan will be reported to, and monitored by, the Compliance and Internal Audit teams, who will, in turn, report any trends, issues, or violations to the Compliance Officer, who will, in turn, report these matters to the Compliance Committee for its review and ultimately to the Board's Audit Committee.

These guidelines represent Caesars' baseline plan and procedures, which all properties will implement consistently across the company. If state, county, and/or local jurisdictions require additional or modified procedures, the specific property or properties in those jurisdictions will implement all required procedures or changes to procedures. We will continue to monitor guidance provided by health experts and government officials and will adapt our plan and procedures accordingly.

This plan also incorporates all elements of the CANJ/DGE protocols and the baseline standards agreed to as an Industry.

## **DEFINITIONS**

<i>Clean</i>	Physical process to remove germs, dirt, and impurities from surfaces
<i>Disinfect</i>	Typically a chemical process to kill germs on surfaces
<i>PPE</i>	Personal Protective Equipment
<i>Hard Surface</i>	Semi-porous or non-porous surface including (but not limited to) wood, drywall, tile grout, hardwood floor, linoleum, concrete, glass, metal
<i>Soft Surface</i>	Porous surface including (but not limited to) carpeting, clothing, bedding, pillows, mattresses, upholstered furniture, fabrics, leather, wall insulation, ceiling tile
<i>Non-Food Contact Surface</i>	Hard surface that is not used for food preparation or containment such as countertops, handles, knobs, doors, etc.
<i>Food Contact Surface</i>	Hard surface used specifically for food preparation or containment such as glassware, plates, utensils, knives, cutting boards, storage containers, etc.

## **GUIDELINES PRIOR TO OPENING**

### **Cleaning and Disinfecting**

All hard and soft surfaces of the property will be cleaned and disinfected in accordance with CDC guidelines prior to reopening. It is important to note the difference between cleaning and disinfecting surfaces. According to the CDC, cleaning is a physical process that removes germs, dirt, and impurities from surfaces but does not kill bacteria or viruses. The method reduces bacterial and viral counts on the surface to decrease potential spread. Conversely, disinfecting is typically a chemical process to kill bacteria and viruses but does not necessarily remove dirt or other impurities from the surface. The CDC recommends a combination: clean a surface first to remove all dirt and impurities in order to expose the surface entirely, and then disinfect the clean surface with an appropriate chemical and chemical contact time.

#### *Surface Types*

Due to the complexity of casino and hotel operations, several different surface materials are present throughout the properties. For simplicity, these have been categorized into hard (semi- and non-porous) or soft (porous) surfaces. Hard surfaces can generally be cleaned and disinfected with an EPA registered chemical product (e.g., Ecolab – Peroxide Multi Surface Cleaner and Disinfectant; EPA #1677-238). Depending on the product used, contact surface time varies, although usually an effective viral disinfectant requires around five minutes of contact time. The surface must be visibly wet for the entire required time frame. In general, surfaces can then be wiped and allowed to air dry. Food contact surfaces and non-food contact surfaces will be addressed appropriately. Most hard surface disinfectants are not suitable for glassware, dishes, or silverware, and the dishwasher will be utilized for these items, with a steam setting if possible. Team members will refer to the product sheet for all chemicals used for both food and non-food contact surfaces to ensure proper usage.

Soft surfaces (linens, carpets, rugs, drapes, cushions, etc.) can be cleaned using soap, water, and steam. The CDC recommends laundering items (if possible) according to manufacturer's instructions. The warmest water setting possible will be used, and the item will be dried completely. For surfaces that cannot be laundered, visible contamination will be removed (if present), followed by a water/soap solution, and lastly a steam treatment if possible.

#### *Electronics*

For electronics including cell phones, tablets, touch screens, keyboards, video screens, ATM machines, bill breaker machines, radios, etc., visible contamination will be removed (if present) and the manufacturer guidelines for cleaning and disinfecting the device will be followed. If no manufacturer guidance is available, the CDC recommends using alcohol-based wipes (e.g., Clorox and Lysol wipes are EPA registered disinfectants) or sprays containing at least 70% alcohol to disinfect touch screens. All surfaces will be dried thoroughly.

#### *Personal Protective Equipment*

Team members will consult the chemical Safety Data Sheet (SDS) for appropriate PPE.

## **Water, Electrical, and HVAC Systems**

Comprehensive guidelines have been developed regarding the inspection, operation, and maintenance of these systems. Details on these guidelines can be found in Appendix A.

## **Water Features, Pools, and Hot Tubs**

Manufacturer guidelines will be referenced to clean and disinfect water features, pools, and hot tubs. In general, the CDC recommends removing any visible slime or biofilm before filling with water and performing a disinfection procedure before use.

## **Kitchen**

Preparation for opening will follow appropriate food safety guidelines. Food service and beverage equipment (e.g. dishwashers, bar glass washers) will be thoroughly cleaned and inspected prior to opening.

## **Training**

Team members will be trained on proper cleaning, disinfecting protocol and provide training on how to properly use and dispose of all PPT according to company guidelines. Comprehensive training will be conducted on all aspects of the plan for employees in all departments including but not limited to, housekeeping, food and beverage, internal maintenance, hotel operations, casino operations, and security. In Nevada, and if applicable in other jurisdictions, training will be provided in English and Spanish. Training will be conducted through a range of methods, including, in-person sessions, telephonic/video conferencing and/or through written materials such as Standard Operating Procedures. Team members will be informed of proper PPE required for cleaning and day-to-day operations. Each department leader will review and relay new HR Protocols as they are made available.

## **Specific Prohibitions**

Pursuant to Executive Order No. 158 (2020) the consumption of food and beverages will not be allowed in any indoor area open to the public, specifically on the casino floors and in those indoor dining establishments located within the casinos. This order is to remain in effect until the Governor of New Jersey makes a declaration to that it is no longer necessary.

Pursuant to Executive Order No. 158 (2020) smoking is prohibited in any indoor areas of the casino hotel facility, even when otherwise permitted by State law.

## **GUIDELINES FOR DAILY OPERATION**

The following guidelines for daily operation focus on the guest experience and team member interaction. The following procedures are set forth to comply with applicable federal, state, and local guidelines with respect to operations in each of the identified locations and venues at our properties.

Upon reopening, we will be requiring all patrons to wear masks while they are indoors. The only exception will be when a patron is eating, drinking or smoking. Should a guest, vendor or contractor

refuse to wear a mask, Security will require them to leave the property. As per the Governor Orders, entrance onto the facility, guests will be asked the CDC questions provided by the Governor's Office. Affirmative answers to any of the CDC questions will be handled by Security and/or an appropriately senior staff member.

Pursuant to the Governor's Order 157, all guests entering the facility will be presented with the four CDC questions and a verbal response is required. If any of the responses is in the affirmative, the patron will not be permitted to check-in, and a Security or Senior Staff member will handle as appropriate. The patron will not be permitted on the gaming floor. If a guest arrives at the front desk without a face covering, masks will be offered to guests upon arrival and when checking into the hotel. All Team Members will be required to wear company-issued masks as part of their uniform.

Spacing and other measures shall be required at guest counters as specified in this Plan or required by government order to facilitate physical distancing between employees and guests (e.g. casino cage, hotel front desk, promotions booth, etc.).

Signage for guests will be created and prominently displayed to promote social distancing (particularly in all guest queuing areas), requesting that guests not related or travelling together remain at least six (6) feet apart or maintain such other physical distance as required by this Plan, proper usage of PPE including masks, frequent handwashing, and availability of hand sanitizer stations. Such signage shall include notice of the amount of distance between guests to be maintained or other measures to separate individuals as required by government order or in this Plan and such signage shall, where feasible, convey the message intended with diagrams in addition to/or in lieu of verbiage so that the signage may be more universally understood.

Signage will be prominently displayed at each entrance to the facility indicating the four CDC questions, and if the guest's answer to any question is yes, directing the guest to see a member of Security. Affirmative answers to any of the CDC questions will be handled by Security and/or an appropriately senior staff member. The patron will not be permitted to enter or remain on the gaming floor.

Signage for team members will be created and displayed (in both English and Spanish) to promote the cleaning process and products in addition to standard PPE for team members to reference in the back of house area.

Property management will politely ensure guests follow social distancing guidelines throughout the property.

Plexiglass will be installed at all casino cage, Caesars Rewards and hotel front desks, no later than July 16, 2020.

## **Employee Screening**

Employees will be instructed to stay home if they do not feel well, and to contact a supervisor or manager if they notice a co-worker experiencing symptoms such as coughing, shortness of breath, or other flu-like symptoms. A screening protocol for employees will be implemented, including temperature checks for all team members at the start of his/her shift. Additional detail on the screening process can be found in Appendix B.

## **Specific Prohibitions**

Pursuant to Executive Order No. 158 (2020) the consumption of food and beverages will not be allowed in any indoor area open to the public, specifically on the casino floors and in those indoor dining establishments located within the casinos. This order is to remain in effect until the Governor of New Jersey makes a declaration to that it is no longer necessary.

Pursuant to Executive Order No. 158 (2020) smoking is prohibited in any indoor areas of the casino hotel facility, even when otherwise permitted by State law.

## **Security**

Security personnel will enforce social distancing guidelines in a polite manner. This includes but is not limited to, ensuring guests do not congregate in close quarters, monitoring queuing areas for compliance with signage, ensuring guests do not physically move seats, etc.. Protocol for guests who are ill during their visit can be found in Appendix C, with additional detail on the company's response available in Appendix D.

## **Occupancy Limits**

### **A. Prior to Reopening**

1. Prior to reopening to the public, each casino hotel complex shall clean and disinfect its property in accordance with the guidelines published by the CDC for "Cleaning and Disinfecting Your Facility".
2. Each casino hotel complex shall impose occupancy limits in accordance with government orders, as may be applicable, to achieve the physical distancing requirements as outlined in this Plan.
3. Third-party tenants and contractors frequently on a casino hotel complex property shall be provided with a copy of this Plan and the relevant portions of the that property's Individual Casino Complex Plan and instructed to follow those plans to the extent applicable to the tenant's operation and contractor's presence on the casino hotel complex property, including, but not limited to, performing temperature checks of their employees or requiring their employees to submit to temperature checks by the casino licensee prior to commencement of work within the casino hotel complex. In addition, third-party tenants of a casino hotel complex shall be required to comply with any government order, guidelines, or requirement applicable to their respective businesses (i.e., restaurant, retail, etc.).
4. All guest rooms used since the closure on March 16, 2020, shall be thoroughly cleaned according to the procedures herein prior to reopening.

**B. After Reopening.** Until restrictions are lifted, the gaming floor and indoor dining and bars will be limited to 25% capacity of the fire code. This goal will be achieved through the provisions contained in these protocols, in particular those regarding the requirements for physical distancing of patrons in all gaming areas, restrictions on the number of persons at gaming tables, and the limitations on the availability of slot machines, in accordance with the following procedures.

## **Casino**

### *General*

Pursuant to Executive Order No. 158 (2020) the consumption of food and beverages will not be allowed in any indoor area open to the public, specifically on the casino floors and in those indoor dining

establishments located within the casinos. This order is to remain in effect until the Governor of New Jersey makes a declaration to that it is no longer necessary.

Pursuant to Executive Order No. 158 (2020) smoking is prohibited in any indoor areas of the casino hotel facility, even when otherwise permitted by State law.

### *Gaming Machines*

1. At a minimum, we shall require one (1) vacant position between a single guest (playing up to three (3) gaming machines in a row) or a group of related guests (e.g., husband and wife, people travelling together, etc. playing up to three gaming machines in a row) and another unrelated guest so that the gaming machine on either side of the gaming machines used by a guest or related guests is not permitted to be utilized. This restriction shall also apply to gaming machines in a carousel, but shall not apply to gaming machines in a carousel or otherwise where there is already a physical distance separation of the gaming machine from the next closest gaming machine such that the seat of the gaming machine is separated from the seat of the next closest gaming machine by at least a distance equal to the width of the gaming machine.
2. The casino licensee shall limit the use of certain gaming machines to implement these restrictions by signage indicating that certain gaming machines are unavailable, disabling of gaming machines or other mechanisms whereby guests are notified that certain gaming machines may not be used.
3. Signage shall be provided and slot attendants shall be in place to notify guests of and enforce the restriction on gaming machine availability.

### *Table Games*

1. At a minimum, we shall require one (1) vacant position at a table between a single guest or a group of related guests (e.g., husband and wife, people travelling together, etc. "related guests") and another unrelated guest so that the position on either side of a guest or related guests is not permitted to be occupied.
2. The following maximum player limits at gaming tables will be implemented, unless otherwise directed by gaming regulation and/or Division approval upon submission of evidence that the proposed alternative provides enhanced protection:
  - a. Three (3) players per blackjack table;
  - b. Three (3) players per pai gow table;
  - c. Four (4) players per roulette table;
  - d. Four (4) players per poker table; and
  - e. Six (6) players per craps table (with no more than 3 players on each side) where the craps table is less than fourteen (14) feet in length;
  - f. Eight (8) players per craps table (with no more than 4 players on each side) where the craps table is fourteen (14) feet in length or greater.
3. Within those player limits, each casino licensee shall remind unrelated players/guests to keep physically distant from each other by positioning themselves, either seated or standing around a table, with equal distant spacing between them.
4. For games where cards are dealt face up and guests are not permitted to touch the cards, such as low-limit blackjack and low-limit baccarat games as determined by the casino licensee, cards shall be sanitized or replaced daily.

5. For tables where the guests are permitted to touch the cards and tiles, such as high-limit baccarat, high-limit double deck blackjack, pai gow, poker, and poker derivative games, each casino licensee shall:

- a. make sanitizer fluid or wipes available to guests at such table; and
- b. after a maximum of four (4) hours of use in active play, cards and tiles shall be replaced with new or sanitized cards or tiles.

Each dealer will provide every arriving customer with hand sanitizer. Pit podiums and table pits will be arranged to allow for proper social distancing and will be cleaned and disinfected frequently throughout the day. Team members will verbally communicate shift changes or breaks and refrain from physical contact (e.g., dealer tap out). Additional procedures governing table games operations can be found in Appendix E.

### *Chip Cleaning*

The following chip cleaning protocols will be imposed:

A. At Table Games. Chips will be cleaned at the Table Games at the time of table closure using one of the following two methods:

1. The Dealer will place a clean towel over the table layout, and clean chips as follows:
  - Chips will be spread out in single layers and sprayed with company provided EPA approved disinfectant;
  - The chips will be turned over and sprayed with disinfectant on the other side;
  - Both sides and edges will be wiped until dry; and
  - The chip tray will be disinfected, and all chips will be replaced to the chip tray.
2. The Dealer will place a clean towel over the table layout, and clean chips as follows:
  - The Dealer will place two buckets on the towel. One with drain holes, and the other with disinfectant solution;
  - The dealer places the chips in the small bucket with holes, and inserts the small bucket in larger bucket with disinfecting solution;
  - The chips will soak for no longer than 90 seconds;
  - The dealer lifts the small bucket while keeping over larger bucket until completely drained; and
  - The dealer will pour the bucket onto the towel on the layout, spread the chips out in a single layer, and dry both sides with additional rags.
3. Alternatively, during game breaks for card shuffling, the Dealer will clean the chips as follows:
  - The chips will be sprayed with a fine mist EPA approved disinfectant.
  - The dealer may push the chips, tilt them in rack, and/or remove a few chips to ensure coverage of the spray.
  - The chips take approximately three (3) minutes to dry.

For all of the above methods:

- The dealer will call the supervisor and surveillance will be notified.
- The chip cleaning process will be under the scrutiny of Surveillance.
- Table Inventory will be completed in accordance with Internal Control Section 13:69D-1.21 prior to the cleaning process.
- Upon completion of the cleaning process, the dealer and supervisor will confirm the chip count to the closer.

B. Coming into Cage. Chips coming into the cage will be segregated from the Chip Bank inventory until disinfected utilizing one of the following methods:

1. The cashier will place a clean towel on a table as follows:
  - Chips will be spread out in single layers and sprayed with company provided EPA approved disinfectant;
  - The chips will be turned over and sprayed with disinfectant on the other side;
  - Both sides and edges will be wiped until dry; and
  - The chip racks will be disinfected, and all chips will be replaced to the chip rack.
2. The cashier will place a clean towel on a table, and clean chips as follows:
  - The cashier will place two buckets on the towel. One with a drain holes, and the other with disinfectant solution;
  - The cashier will place up to 5 racks of chips in the small bucket with holes, insert the small bucket in larger bucket with disinfecting solution;
  - The chips will soak for no longer than 90 seconds;
  - The cashier will lift the small bucket while keeping over larger bucket until completely drained;
  - Chips will be removed from the bucket, placed on a clean towel and both sides and edges will be wiped until dry; and
  - The chip racks will be disinfected, and all chips will be replaced to the chip rack.
3. The cashier will place a clean towel on a table, and clean chips as follows:
  - The chips will be sprayed with a fine mist EPA approved disinfectant.
  - The cashier may push the chips, tilt them in rack, and/or remove a few chips to ensure coverage of the spray.
  - The chips take approximately three (3) minutes to dry.

For all of the above methods:

- Surveillance Monitor room will be notified at the start and completion of the cleaning process.
- The chip cleaning process will be under the scrutiny of Surveillance.
- A count of the chips will be completed before starting the process and upon completion.

### *Cage and Caesars Rewards*

The cage and rewards desks will be arranged to allow for proper social distancing. Each team member will provide hand sanitizer to any customer who arrives at his/her window. Team members will ensure

guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary. Team members will clean and disinfect the working area countertop after each guest.

### *Sports Book and Racing*

Sports book and racing counters will be arranged to allow for proper social distancing. Each team member will provide hand sanitizer to any customer who arrives at his/her window. Team members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary.

### *Plexiglass Screens*

Plexiglass will be installed at all table games, casino cage, Caesars Rewards and hotel front desks, no later than July 16, 2020.

### **Promotions/Tournaments**

No promotions or tournaments shall be conducted that require guests to cluster and which cannot be conducted in accordance with physical distancing required by then-current government order.

### *Sports Book*

Signage shall be posted in each sportsbook lounge reminding guest groups to remain at least six (6) feet apart or maintain such other physical distance as required by this Plan, then current CDC guidelines or government order.

Food service to guests in a sportsbook lounge shall follow the same food service requirements as provided otherwise in this Plan and those requirements related to food service provided through government restrictions.

Employees will be assigned to clean, using EPA Registered Disinfectants, guest points of sportsbook seats in occupied areas and high-touch surfaces of betting kiosks (if any) no less than every four (4) hours and anytime that a guest may request the cleaning of a particular seating area or kiosk.

### **Restaurants & Bars**

#### **A. Governor's Order**

Pursuant to Executive Order No. 158 (2020) the consumption of food and beverages will not be allowed in any indoor area open to the public, specifically on the casino floors and in those indoor dining establishments located within the casinos. This order is to remain in effect until the Governor of New Jersey makes a declaration to that it is no longer necessary.

Pursuant to Executive Order No. 158 (2020) smoking is prohibited in any indoor areas of the casino hotel facility, even when otherwise permitted by State law.

#### **B. Occupancy Limits**

Until restrictions are lifted, the gaming floor and indoor dining and bars will be limited to 25% capacity of the fire code. Protocols for enforcing occupancy limits for indoor dining and bars, are as follows:

#### 1. Fine Dining Venues

- Social Distance Tables to meet Spacing requirements. Tables and chairs have been removed to ensure 6 ft spacing between tables. Decrease blocks in reservation system to ensure 25% capacity. Restaurant Manager responsible to ensure reservations do not exceed required minimum capacity.
- Increase Table Turn Times to build in safety valve.
- System to count guests in and out to ensure capacity requirements are met. Clickers and or visual counts will be deployed to ensure occupancy minimums are met.

#### 2. Casual Dining Venues

- Social Distance Tables to meet Spacing requirements. Tables and chairs have been removed to ensure 6ft spacing between tables. System to count guests in and out to ensure capacity requirements are met. Clickers and or visual counts will be deployed to ensure occupancy minimums are met.
- Once at capacity, 1 for 1 in and out. 2 leave, 2 enter.

#### 3. QSR Venues

- Tables and chairs removed to meet 25% capacity requirements.
- Visual counts will be deployed to ensure capacity requirements are met.
- When at maximum capacity, designated employee at entrance to restrict access.

#### 5. Bars & Lounges

- Seating at bar limited for social spacing.
- Entrances will be controlled during peak periods.

#### C. Other Operating Protocols

##### *Restaurants*

Hand sanitizer stations will be available for guests at each entrance to the restaurant. Guests will be asked to use the hand sanitizer station upon arrival. Menus shall either be provided to guests in a wipeable format or by digital device that will be sanitized between use by different guests or disposable and discarded after a guest's use. For team members, a wall-mounted hand sanitizer station will be located inside kitchen doors for servers, cooks, and management to use frequently.

Tables within the restaurant seating area will be limited and arranged to allow for proper social distancing consistent with CDC guidelines and as required by government order. Guest occupancy limits and restrictions on large group gatherings imposed by government order shall be enforced at food, beverage, and retail outlets. For specialty restaurants, the use of food displays that are not situated behind sneeze guards will be suspended. Table-side food preparation services will be suspended. The use of uncovered food displays (e.g. raw food/dessert display trolley) shall be suspended. Napkin service (napkin placement on guest lap) will be suspended.

Podiums, countertop surfaces, POS systems, etc. will be cleaned and disinfected between team member use and/or if a guest touches the surface. Promotional materials on tables will be cleaned and

disinfected between parties or removed. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

### *Food Courts and Quick Service Restaurants*

Team members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary. Hand sanitizer stations will be available for guests at each entrance and throughout large areas. Tables within the seating area will be arranged to allow for proper social distancing consistent with CDC guidelines and as required by government order. For instance, if tables are permanent fixtures, a potential arrangement would be to seat every other table; if tables are mobile, a potential arrangement would be to space tables at least six feet apart. The availability of self-serve condiments will be suspended. Refills on self-supplied beverage containers will be suspended. Team members will clean and disinfect the countertop frequently. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

### *Buffets*

Buffets will be closed upon initial property opening, and will follow cleanliness standards, social distancing guidelines, and any other required directives upon reopening.

### *Bars*

Hand sanitizer stations will be available for guests at each entrance. Bartenders will provide hand sanitizer to any customer who arrives at the bar. Stools, chairs, and tables will be arranged to allow for proper social distancing consistent with CDC guidelines and as required by government order. Guests will be asked to order from the bar in locations that would achieve social distancing from seated individuals at the bar. Fruit garnish stations will be positioned away from guests or removed. Team members will clean and disinfect the countertop frequently. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

### *Lounges and Bars with Designated Dance Floor*

Hand sanitizer stations will be available for guests at each entrance. Bartenders will provide hand sanitizer to any customer who arrives at the bar. Signage and/or other methods will be used on the dance floor to discourage large groups of people from congregating together. Seating and tables will be arranged to allow for proper social distancing consistent with CDC guidelines and as required by government order.

### *Nightclubs*

Indoor showrooms and nightclubs shall be closed until government order permits opening of such venues.

### *Kitchen*

Dish and glass washers will be inspected for appropriate chemical and temperature frequently. Food contact surfaces and non-food contact surfaces will be addressed appropriately. Team members will refer to the product sheet for all chemicals used for both food and non-food contact surfaces to ensure proper usage. Countertops and workspace surfaces will be cleaned and disinfected at open, close, and

between meal services or as frequently as needed. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

Team members will wash their hands every break period for a minimum of 20 seconds and will be required to do so before the start of a shift; and at least once during every break period.

A wall-mounted hand sanitizer station will be located inside kitchen doors for servers, cooks, and management to use frequently.

## **Hotel**

### *Governor's Order*

Pursuant to Executive Order No. 158 (2020) the consumption of food and beverages will not be allowed in any indoor area open to the public, specifically on the casino floors and in those indoor dining establishments located within the casinos. This order is to remain in effect until the Governor of New Jersey makes a declaration to that it is no longer necessary.

Pursuant to Executive Order No. 158 (2020) smoking is prohibited in any indoor areas of the casino hotel facility, even when otherwise permitted by State law.

### *Front Desk, Check-In, and Bell Desk*

Every guest room may be occupied as they are separate units. Upon check-in, hotel guests will be provided with current COVID-19 information and house rules. Pursuant to the Governor's Order 157, all guests entering the facility will be presented with the four CDC questions and a verbal response is required. If any of the responses is in the affirmative, the patron will not be permitted to check-in, and a Security or Senior Staff member will handle as appropriate.

The front desk and bell desk will be arranged to allow for proper social distancing. Hand sanitizer will be available on the counter, and team members will provide hand sanitizer to guests. Team members will clean and disinfect the countertop after each guest. Team members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary.

Check-in kiosks will be arranged to allow for proper social distancing. Only one guest per party will stand at each kiosk. Touch screens will be cleaned and disinfected every two hours. Hand sanitizer stations will be positioned near the kiosks, and team members will provide hand sanitizer to guests. Team members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary. Plexiglass will be installed at all hotel front desks no later than July 16, 2020.

Carts, wheelchairs, and baggage carts will be cleaned and disinfected between guests. Team members will use a single cart per room reservation. Carts will be cleaned and disinfected prior to storage.

Room keys will be cleaned and disinfected prior to stocking. Sanitizer pens will be given to all guests checking in to the hotel.

### *Valet*

Valet will be closed upon initial property opening, and will follow cleanliness standards, social distancing guidelines, and any other required directives upon reopening.

### *Guest Rooms and In-Room Services*

Team members will inform guests that bell persons, guest room attendants, room service, etc. cannot enter occupied rooms. During the declared state of emergency, casino licensees will not incentivize hotel guests to decline daily in-room housekeeping service. Additionally, guests checking in at the front desk will be informed that, if they would like to decline in-room housekeeping service during their stay, the guests should hand the “Do Not Disturb” sign on the outside of the hotel room door. Each casino property will follow its Do Not Disturb wellness check procedures for any guests declining daily in-room housekeeping. Room deliveries will be bagged and hung on the door. Team members will knock on the door and ensure guests receive deliveries. Detailed procedures on room cleaning can be found in Appendix F.

If a guest was ill while in a guest room, that room will be taken out of service and cleaned in accordance with the enhanced guidelines found in Appendix G.

### *Laundry*

The CDC recommends laundering items according to manufacturer’s instructions using the warmest water setting possible and drying the item completely. The steam setting will be used if available and applicable. Team members will follow biohazard protocol for guests with known flu-like symptoms. Shaking or excessively disturbing dirty laundry will be avoided. Clothes hampers and clothing transportation carts will be cleaned and disinfected according to the surface type. Disposable gloves shall be worn when handling dirty laundry.

### *Other Amenities*

Hand sanitizer will be available on the check-in counter for spas and salons, and team members will provide hand sanitizer to guests. Team members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary.

Salons will follow guidance provided by regional boards of cosmetology. Similarly, spas will follow guidance provided by regional boards of massage therapy and will refer to the American Massage Therapy Association for applicable resources. Salons and spas will adjust schedules between clients to allow for an appropriate amount of time to clean and disinfect surfaces.

Hand sanitizer stands will be available throughout the fitness center area. Mobile fitness equipment such as dumbbells, yoga mats, exercise balls, etc. will be temporarily removed.

Pool chairs, loungers, and cabanas will be arranged to allow for proper social distancing and will be cleaned and disinfected frequently. Hand sanitizer stations will be positioned throughout the area, specifically at desks or podiums. Countertops will be cleaned and disinfected frequently. Lifeguard stations will be cleaned and disinfected between shifts.

Business centers will be arranged to allow for proper social distancing. Hand sanitizer stations will be available throughout the area and on countertops. Any equipment or surfaces will be cleaned and disinfected every four hours.



## **Retail Outlets**

Hand sanitizer stands will be located at entrances and check-out counters. Team members will ensure guests follow social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary. Clothing fitting rooms, tailoring, and seamstress services will be suspended.

## **Theatres and Show Rooms**

Theatres and show rooms will be closed upon initial property opening, and will follow cleanliness standards, social distancing guidelines, and any other required directives upon reopening.

## **Rides and Attractions**

Rides and attractions will follow cleanliness standards, physical distancing guidelines, and any other applicable government or tribal directives upon reopening.

## **Convention Meetings and Banquets**

Convention meetings and banquets will follow cleanliness standards, social distancing guidelines, and any other required directives. Additional detail can be found in Appendix H.

## **Common Areas**

Common high-touch areas such as handrails, escalators rails, elevator panels, door handles, etc. will be cleaned and disinfected a minimum of once each day. . Detailed procedures on common area cleaning can be found in Appendix I.

## **GUIDELINES FOR TEAM MEMBERS**

Hand washing, social distancing, cleaning, and disinfecting education will continue at pre-shifts, buzz sessions, and team meetings. Team members will wash their hands every break period for a minimum of 20 seconds and will be encouraged to do so frequently throughout the day, as well. All team members will be subject to temperature checks at the beginning of his/her shift each day. All team members will be required to wear a mask. All team members will be encouraged to frequently use hand sanitizer throughout the day.

Team members will be instructed to stay home if they do not feel well, and to utilize wellness nurse visits if feeling ill or showing flu-like symptoms.

### *Wardrobe and Locker Rooms*

Wardrobe pick-up lines and locker rooms will be arranged to follow cleanliness standards and social distancing guidelines.

### *Employee Dining Room and Breakrooms*

Hand sanitizer stations will be available for team members at each entrance to the EDR. Team members will be asked to use the hand sanitizer station upon arrival. These areas will be cleaned and disinfected nightly, with high touch areas cleaned more frequently.

Employee congregation areas will be limited, and team members will follow social distancing guidelines. For instance, if tables are permanent fixtures, a potential arrangement would be to seat every other table; if tables are mobile, a potential arrangement would be to space tables at least six feet apart. The availability of self-serve condiments will be suspended.

Breakrooms will be arranged to allow for proper social distancing and will have limited use. These areas will be cleaned and disinfected nightly, with high touch areas cleaned more frequently.

#### *Employee Work Areas, Shared Tools and Meetings*

Meetings will be conducted with physical distancing that are consistent with CDC guidelines and as required by government orders or by video conferencing and employees will adhere to all applicable policies.

Employees who management believes can fully perform their job at home will be allowed to continue working from home as long as practicable.

Shared tools and communication devices will be sanitized anytime the same is transferred between employees, and after each shift of use. This includes, but is not limited to, radios, phones, and computers

## **APPENDIX B: EMPLOYEE SCREENING**

Team Member screening protocols shall include temperature checks with a contactless thermometer and a survey of current symptoms and recent COVID-19 exposure. These procedures are designed for all Team Members and are subject to change at any time as the COVID-19 public health emergency evolves. Team Members will have their shifts staggered to reduce wait times.. All Team Members are required to use the identified point of entry at the approved Team Member Entrance.

### **Screening Process**

Trained Security Officers and/or a trained screening representative will be identified at each Team Member Entrance to conduct a temperature screening.

Prior to the Team Member coming to work for their first shift, the Team Member must complete the required “Caesars Health Questionnaire” (available in English & Spanish). All completed “Caesars Health Questionnaires” must be returned to Human Resources prior to the start of the Team Members first scheduled shift.

- In alignment with medical recommendations, a temperature below 100.3 degrees Fahrenheit will be considered the absence of fever and the Team Member may proceed to work.
- A temperature at or above 100.4 degrees Fahrenheit will be considered a fever. The Team Member will receive a second temperature screening ten minutes after their first screening. If the second temperature reading is at or below 100.3, the Team Member may proceed to work. If the Team Member continues to have a temperature of 100.4 degrees Fahrenheit or higher, the screening representative will document this on the spreadsheet and follow the steps outlined below under “Team Members Sent Home After Screening.”

### **Team Members Sent Home After Screening**

- The Team Member will be informed by the Security Officer and/or trained screening representative that they will not be permitted to work that day and will be asked to immediately leave work.
- The Team Member will be informed that they will be contacted by a member of the Human Resources team to discuss what steps will be necessary before the Team Member is permitted to return to work. The Team Member will be asked to provide the best phone number to reach them that day.
- If the Team Member asks whether they will receive pay for the day, the Security Officer or trained screening representative should inform the Team Member that this question will be addressed by Human Resources when they contact the Team Member.
- The Security Officer and/or trained screening representative will contact the Security Manager on Duty, (“MOD”) either on a secure radio channel or via cell phone and provide the Team Member’s name and Team Member number and the time of the interaction and that the Team Member was sent home for temperature screening.
- Human Resources will contact the Team Member as soon as practical following the notification and discuss the cause of the Team Member not being permitted to enter the building:
  - If the Team Member refused to participate in the screening process, the Team Member will be informed that participation in the screening process is a mandatory condition of employment at the current time. The Team Member’s refusal will be considered a request for a Leave of Absence, which the company will grant. The Team Member will be informed that if they decide

that they are willing to participate in the screening process in the future, they can contact Human Resources again to request to be returned from their Leave of Absence and placed back on the schedule.

- Human Resources Representative will notify the team member sent home due to elevated temperature, that the Team Member will need to submit to a COVID-19 Test, the cost incurred by the company, and Human Resources will notify the Team Member of the approved facilities to have such test conducted. Team Member will be released back to work upon receipt by Human Resources of a clear COVID-19 Test result.
- Depending on jurisdiction, Human Resources will coordinate with the Team Member to schedule a COVID-19 Test within the soonest possible time based on the Facilities availability. Team Members will be compensated their straight time hourly rate for scheduled hours missed while conducting and waiting for results from the test.

### **Setup Requirements at Each Property**

- The Security Officer or trained screening representative will be required to wear all applicable personal protective equipment (PPE) while conducting screenings.
- Property security will coordinate with facilities to provide appropriate workstations for Security Officers or trained screening representatives (including a wastebasket, table and chair, if needed). The workstation will be cleaned will be disinfected between Team Members, or each time someone other than the screener touches the workstation surface or any object on the workstation surface.
- A coordinated scheduling approach at each property will keep Team Members from congregating in line while screening occurs.

### **Changes to Team Member Scheduling**

- To reduce congregation at Team Member entrances and optimize the flow of Team Members Centralized Scheduling will partner with department leader to initiate staggered scheduling of all Team Members
- We have re-structured the traditional “Buzz Session” and/or “pre-shift” communication, which combined with staggered shifts, will provide us sufficient bandwidth to screen all Team Members currently working in a safe manner.
- Guidelines for staggered scheduling at Team Member Entrances:
  - Department leaders will be responsible for conducting any briefings in a format with appropriate social distancing.
  - Team Members should immediately report to their workstation after screening is completed and check in with a manager where possible
- Team Members will be encouraged to wait in their vehicles, or some location other than the Team Member entrance, until their scheduled time. Any queueing at the Team Member entrance and screening location must comply with recommended social distancing (i.e. minimum of 6 feet apart)

### **Additional Considerations**

- Property teams should limit Team Member entrances and develop a plan that ensures appropriate physical distancing.
  - Tape or other markers will be placed on the floor in 6-foot increments to denote appropriate physical distancing.
- Hand sanitizer should be available adjacent to the time clocks.

- The mask distribution station should be located so Team Members receive those masks before screening wherever possible.
- Temperature screening will be performed on on-site vendors, tenants, construction workers, and other third parties who are required to enter through Team Member entrances. These individuals will also be subject to the same questionnaire as employees. These individuals will be provided with a mask if they do not have one available, and will be reminded to stay 6 feet apart from one another and Team Members
- Strong consideration should also be given to finding an alternate route for Team Members to exit so they are not passing by Team Members coming on-shift and they should continue to wear masks while exiting the building.
- Our Security Officers and/or trained screening representatives should have wristbands available for Team Members who need to travel between properties or exit the building for breaks such as smoking breaks. Team Members who have already been screened at one property for the day will be able to show their wristband to Security at other properties and will not need to be re-screened for that day.
- Leaders should take an active role in the change management associated with Team Member screening and staggered shifts. Explaining the “why” will be critical in Team Member adoption of these changes.

## **APPENDIX C: RESPONSE TO GUEST ILLNESS**

It may not be clear whether the guest is ill due to COVID-19, as the symptoms are consistent with other illnesses as well and some number of people who are positive for the virus are completely without any symptoms. Accordingly, unless or until the guest can confirm diagnosis through medical testing, any guest who reports possible exposure to or symptoms consistent with COVID-19 should be treated as though they are in fact ill with COVID-19.

Caesars team members are well versed in how to react to ill guest situations and do so with empathy, respect, confidentiality and professionalism. All team members working in an area that has guest access or have electronic/telephonic communication with guests are reminded to immediately notify their supervisor or security team if the team member encounters or is made aware of an ill guest situation that may be associated with COVID-19.

### **GUEST-RELATED SCENARIOS**

#### *Pre-Arrival and Post-Departure ill guest situations possibly associated with COVID-19*

Team members in certain positions regularly interact with guests through our marketing offers, reservation systems, social media, phone conversations, email, and a variety of other methods where the team member is not in the presence of the guest. During these communications it is conceivable that a guest may make the team member aware of a pre-arrival or post departure ill guest situation associated with COVID-19. Pre-arrival means the guest has not yet arrived at the property. Post departure means the guest has already left the property. When a team member is made aware pre arrival or post departure of an ill guest situation associated with COVID-19 through one of the various electronic/telephonic communication platforms then the team member must follow the following guidelines.

When a guest has made a team member aware through telephonic or written electronic communication of a pre-arrival or post-departure possible COVID-19 illness, then the team member will immediately notify their on-duty department supervisor. If the guest communication was telephonic, then the team member should document the phone call and provide a written summary to the department supervisor. After notifying the supervisor, the supervisor will follow these guidelines:

1. The department supervisor will immediately notify the department leader.
2. The department leader will notify the property General Manager associated with the ill guest situation. The department leader will provide the General Manager with any guest contact information and the written guest communication. If General Manager is unavailable or unable to be reached, then the department leader should coordinate with property on-duty security supervisor instead.
3. The General Manager will work with property Security/Risk Management leader, Compliance and property Legal Counsel to assess next steps. The General Manager will ensure any follow up actions are completed and steps documented.
4. If the guest has not yet arrived, at a company owned or operated property, determine when the guest is scheduled to arrive. The property General Manager working with Compliance, property Legal Counsel and Security/Risk Management, will assess whether to postpone guest's planned visit to company owned or operated property. A company approved template of questions will be

provided to Security/Risk Mgmt. leader to assist with telephone conversation to be conducted with the guest. This will allow the General Manager, Compliance, property Legal Counsel and Security/Risk Management to better assess the situation and make a reasonable decision on how to resolve the matter. The guest's planned visit should be temporarily postponed until the guest is clear of any symptoms and has not been in contact with a presumptive positive or COVID-19 tested positive person for a period defined by the CDC. Alternatively, if the guest is willing to disclose whether they have been tested for COVID-19 and have received two negative tests for the virus, then this may be a consideration in allowing guest to travel as planned to the property.

5. If the guest has already departed company owned or operated property, the first step is to determine when the last time the guest was on a company property. If determined the guest was recently (prior 96 hours) on a property, then every effort should be made to identify where the guest traveled through the property and then conduct enhanced cleaning of those areas using guidelines recommended by the CDC. Resources such as surveillance system, player card system and talking with the guest should be used to help determine areas traveled by the guest while on property. Follow guidelines later in the protocol for ill guest associated with COVID-19 on property for further details. A confidential template form will be completed by a designated security team leader covering who, what, where, when, why and how regarding this type of ill guest associated with COVID-19 incident.
6. In some property locations, it may be required that an additional notification be made within defined regulatory timeframe to the Gaming Regulatory Agency and County Health Authority which these notifications can be made with the assistance of property or corporate Compliance department. Gaming Regulatory and County Health Agencies may require notification of any findings concerning the guest's stay at the property.

#### *In-Trip ill guest situations possibly associated with COVID-19*

In the event a property team member is made aware of an ill guest situation possibly associated with COVID-19 and the guest is at the property or checked into the property hotel then the following team member guidelines apply.

1. The team member must immediately notify their on-duty supervisor. The on-duty supervisor will immediately notify the department leader and on-duty security supervisor.
2. The department leader will immediately notify the property General Manager and Security/Risk Management leader.
3. Security team members trained in responding to ill guests with personal protective equipment (PPE) and wearing proper PPE will respond to ill guest situation possibly associated with COVID-19.
4. Security team member will call 911 immediately if ill person is in immediate need of emergency medical assistance using existing property security protocols. Security will alert responding ambulance personnel that guest experiencing immediate medical assistance may be associated with COVID-19.
5. The security team member will ask the guest about the symptoms being experienced. If the ill person does not speak or understand English, contact translator services at 1-866-401-7265. If the guest says they are experiencing any of the COVID-19 symptoms as defined by CDC and outlined in this guideline document or the guest says they have been in contact with a person who is presumptive or is a confirmed case of coronavirus, then the security team member will immediately request the Security Supervisor to respond.

6. If the ill guest is not in immediate need of emergency medical assistance, the Security team member – while following social distancing procedures (remaining 6 feet or more away from the guest) – will obtain the guest's name, identification, and key information regarding the guest's activities during their stay at the property.
7. The Security Supervisor will respond immediately to the scene wearing proper PPE and confirm information from the security team member.
8. Per company policy, a guest meeting the criteria of feeling ill associated with COVID-19 symptoms and or exposure within past 14 days with a presumptive case requires Security to notify 911 EMS for further guidance.
9. Security team will provide the ill guest with a mask/face cover and attempt to isolate the ill guest away from others.
10. During the security notification call to 911 emergency medical services relay as much information as possible. Notify the 911 dispatcher that the ill person has risk factors for COVID-19. Security will make every effort to use a discrete entrance or exit to facilitate the 911 ambulance arrival and departure. Ideally a loading dock, service entrance/ exit, or other back of house door should be used.
11. If possible, security will clear a pre-determined route to and from the ill guest to avoid other guests or team members from observing or coming in contact with the emergency personnel transport of the ill person.
12. This can be accomplished by having several routes pre-designated and security team member trained to use these routes when responding.
13. To limit potential exposure use radios to communicate route of travel so security can clear the way. For example Security would be dedicated to floor and elevator coverage as follows: If an ill guest is on the 5th floor, a security officer can be designated to standby on the 1st floor and another security officer on the 5th floor so that the security personnel don't need to ride the elevator with the ill person and emergency ambulance personnel.
14. Security will designate a service elevator in advance of potential use for this type of incident to limit the number of elevators to be cleaned after a transport of ill Guest.
15. If the ill guest has a hotel room, the room will be locked out by security until further direction from property legal and general manager. The security supervisor, wearing PPE, will do a quick visual check of the room to ensure there are no other occupants and lock the room out. The property will follow local health authority, CDC and gaming regulatory requirements related to next steps for taking action with room access, cleaning and recovery of guest's personal belongings.
16. Ill guest will be allowed to gather some personal belongings from their hotel room before either self-transporting in their vehicle to medical care facility or before being transported to hospital via ambulance. Use of public transportation such as rideshare services, taxicabs etc. will be discouraged. Local health authorities in some jurisdiction may provide alternation options on transportation, check with local health authorities for details to best apply at each property.
17. Dispose of used PPE and contaminated disposable equipment using existing property biohazard processes.
18. Any additional guests in hotel room or ill guest's close contact travel party members with other hotel rooms will be informed of local health department and gaming regulatory requirements. If guest's travel party members refuse to follow the property rules based on the local authorities' guidelines and or company policy, they will be asked to leave the property. Local Health Authority will be notified of additional guests and travel party members with close contact to transported ill guest associated with COVID-19.

19. The property security leader will need to preemptively source the nearest animal boarding facility to in take any ill guest's pet that may be left in a hotel room while guest is away at medical facility for evaluation and or treatment.
20. If the transported ill guest associated with COVID-19 is negative meaning they were tested at medical care facility, then they can go through property entry screening and return to property. No additional cleaning of hotel room necessary.
21. If an accidental exposure from the ill guest occurs i.e. such as a sneeze on or toward the security personnel, then the following steps should be taken:
  - i. Upon transfer of the ill person to emergency medical services responders, ensure any residual items related to response are properly contained in a bio-hazard bag (i.e. towel, gloves, etc.)
  - ii. Provide security personnel with vacant hotel room to shower and place contaminated clothing/uniform in bio-hazard bag.
  - iii. Complete a confidential employee bodily fluid exposure security incident report.
  - iv. Following an employee bodily fluid exposure incident associated with an ill guest with COVID-19 symptoms, the employee will be sent home to self-monitor for COVID-19 symptoms for a period of time as recommended by the CDC guidelines. The employee should immediately notify their doctor for proper care during self-monitoring period and if they experience COVID-19 symptoms.
  - v. As soon as possible the security supervisor will ensure all the used disposable PPE equipment is properly bagged and discarded and ensure that all security staff who responded and who were in contact with the ill person wash their hands with soap and water for at least 20 seconds.
  - vi. The security supervisor will work closely with property surveillance, property investigators and other departments to identify all areas where the ill person went and items the ill person touched, such as escalator handrails, elevator buttons, beer bottles/glass ware, door handles, etc., so these items can be properly disposed of or cleaned using the appropriate cleaning equipment and chemicals.
22. At the conclusion of the ill guest incident, a confidential security incident report will be completed.
23. All documents, notes, surveillance and other materials associated with an ill guest should be preserved until further notice.

## **APPENDIX D: III Guest/Employee/Third Party Incident Response Guidance**

There are many scenarios where a guest of Caesars Entertainment or an employee or contract worker, vendor, third party may display COVID-19 symptoms, report that they think they are experiencing COVID-19 symptoms, or report that they have had extended or brief exposure to a positive or presumptive positive person such as someone they co-habitat with, have encountered or visited. In these and other scenarios the guest, team member or third party may display symptoms other guests, employees or third parties notice and report, or report themselves their concerns while on property, or on a call, with a text message or by email or on social media after they have left the property. The guest, team member or third party also may be at a medical facility under care of a doctor and a family member and report their condition to Caesars, or a friend or family member may report the information to the company on a guests team member's or third party's behalf. A medical facility or local health authority may also be the reporting entity to the company.

After any notifications of an incident described above to the company, the following property leaders will be notified to respond to and monitor the situation:

1. Property General Manager or Regional President
2. Property Human Resource Leader
3. Property Law Department Leader
4. Property Risk Manager
5. Property Public Relations Leader
6. Property Security Leader
7. Property Surveillance Leader
8. Property Compliance Officer

These designated property leaders will work together to address this type of incident at a property. These property leaders manage the processes of initiating COVID-19 SOPs including care for affected team members, guests or third parties, contact tracing of areas that a COVID-19 affected team member, guest or third party frequented, contact tracing of others contacted, cleaning and disinfecting of those areas the guest, employee or third party visited on property in accordance with COVID-19 SOPs, including if necessary and feasible the closure of an area or section of an area for cleaning and sanitizing. Other related tasks include communication to team members, guests or third parties, communication to local health authorities, communication to regulatory bodies, communication to media inquiries, and communication to company senior management. These property leaders will make sure the situation and priority response actions are documented.

At the time of a COVID-19 incident the designated property COVID-19 response leaders will initiate a conference call to discuss the specifics of the COVID-19 incident and outline the actions needed to resolve the situations. Here is a summary of responsibilities for each leader during this type of incident:

### **General Manager & Regional President**

Responsible for decisions on closure of areas to be cleaned and sanitized and coordinating with property departments to clean areas in accordance with COVID-19 SOPs. Will also prepare property managers to be ready to respond to any guest, team member and third-party person's questions in case of business disruptions and or to dispel rumors. Ensure property guest call center or front desk is ready to respond to guests calling with questions. In collaboration with corporate communications

and legal, and if necessary and feasible, implement a pre-determined response communication to those with reservations, appointments or tickets to a location affected by situation so that any disruption can be explained and mitigated. If a tenant or third-party business partner outlet is affected, be prepared and have a discussion on how the third-party outlet may be affected, and how the third party can support property efforts during a situation. Be prepared and ready to communicate with any guest, team member or third party that may be involved in the situation. Initiate property managers reminder/refreshers that information on the situation is confidential and prohibit team members from providing medical advice as managers engage with guests and other team members, and instead direct medical questions toward appropriate government website and appropriate department to follow up with, human resources, legal, etc.

## **Human Resources**

Responsible for coordinating affected team members' care, notification to appropriate unions, and team members' employment records.

## **Law Department**

Review of incident specifics, review of incident response, review of communications to team members, guests, third parties, health authority, regulatory and media agencies.

## **Risk Manager**

Assists with review of response actions and corresponding communications. Works on notification to the claims and the insurance company. Works with local health authority on their specific requests. Reviews security incident report and any supporting documentation needed for insurance or Claim Company.

## **Public Relations**

Develops communications for review by GM, Regional President, HR and Law department for distribution to team members, guests, third parties associated with property and media. Distributes the final communication as necessary to relevant entities. Anticipate and respond to social media such as trolling or disinformation.

## **Security**

Completes confidential security report on facts associated with the incident. Works with property departments to identify locations where COVID-19 affected person may have traveled (contact tracing). To the best of their ability identifies anyone who may have prolonged close contact with affected person. Works with property departments to cordon off any areas necessary and clear areas for cleaning.

## **Surveillance**

Assists in the contact tracing during the incident and preserves any video needed.

## **Compliance Officer**

Informs regulatory agency of the incident(s) and ensures all regulatory requirements are completed.

Below are several examples of this type of incident and guidelines for resolving the situation. This document is not meant to be an exhaustive list, but these hypothetical examples can assist in sorting through many different possible incidents not listed in this document. When encountering a situation in which one is not sure what to do, and a supervisor cannot be reached, the Enterprise Security Intelligence Center (702.785.6354) is a resource that be contacted for help.

### **Scenario 1: Fire Control Alarm Monitoring Room – Surveillance Room – Security Dispatch – Casino Cages & Count Rooms**

Fire control monitoring rooms, Surveillance Rooms, Cages, Count rooms and Security dispatch control centers are often required to be monitored 24/7 or are sensitive restricted areas. In the event it is determined that a COVID-19 affected person was present in the room for a prolonged period then these guidelines may be used to respond to the matter.

#### *Prevention*

Limiting room to only essential personnel at all times. Ensuring anyone entering the room has completed a health survey and temperature check before entering. Ensuring everyone entering the room wears a mask/face cover. Ensuring anyone entering the room uses hand sanitizer before entering. Frequent cleaning of touched surfaces in room with an EPA approved disinfectant. Ensure air filters are clean and changed regularly. Ensure airflow is good and if room has an exit door to outside air leave door open occasionally. If there are sections of unused space in these rooms then the unused space can be visqueened and sealed closed. In the event the room is in need of a cleaning or sanitizing then the staff can be moved into and continue working from this sealed off, unused space, while the cleaning of the other space can occur. Each room is unique so room configuration should be assessed to determine best possible outcomes in advance of an incident.

#### *Response Action*

If it is determined a COVID-19 affected person visited the room, then cleaning and sanitizing is required. Using EPA approved cleaning disinfectant wipe all surfaces and equipment in the room. Electrostatic Sprayers can assist in disinfectant cleaning. One person trained in monitoring the alarm system can stay in the room wearing appropriate PPE while the other trained person can disinfect the room while cleaning. Part of the room can be isolated using visqueen if necessary while cleaning occurs. Outside air can be increase by propping a window or door open and having a security officer wearing proper PPE can stand guard to prevent unauthorized access.

### **Scenario 2: Employee Screening Areas**

Screening areas are used to process team members, contractors and at some properties, guests.

#### *Prevention*

Screening areas must be cleaned and disinfected frequently. People in screening areas must practice social distancing and wear a face cover/mask. Objects and items such as equipment should be

limited to only what is necessary in that area to complete the task of screening. Eliminating any clutter or non-essential items reduces the surfaces that need to be cleaned frequently. An alternate screening area should be planned for in advance in case a closure of the screening area is deemed necessary. Disinfectant hand sanitizer and face covering masks must be available for those entering the building. Any shared equipment must be cleaned between uses from one team member to the next team member before use.

### *Response Action*

If it is determined the screening area has been visited by a COVID-19 affected person then the area can be sectioned off or an alternate screening area may be activated. Cleaning with EPA approved disinfectant of all equipment, tables, door handles, time clocks, hand sanitizer dispensers, hand-held contactless thermometers etc. must be completed. Floor cleaning is also recommended as well as opening any nearby outside doors to increase outside airflow into the area. The proper wearing and disposal of PPE by team members in the screening areas will occur.

### **Scenario 3: Common Spaces Open to Guests**

There are hundreds of thousands of square feet of space open to the guests while visiting resort properties. Employees and third parties also visit these spaces as they work or travel through to get to other parts of the property. These areas are part of an enhanced cleaning reopening process and ongoing cleaning as outlined in the company SOPs. Also, social distancing has been implemented in these common areas throughout the properties.

### *Response Action*

When a person (team member, guest, third party, etc.) has been determined to have prolonged travel , as defined by the health authorities ,through a common guest space the contact tracing process will identify these spaces and appropriate departments will be notified by the property General Manager or Regional President. The areas will be cleaned using company SOPs. In some cases when necessary and or feasible a temporary closure may be required to clean the space. Property outlet and department leaders will assist in keeping guests and team members calm and informed of what is generally going on while protecting privacy. Those asked to temporarily depart the area will be informed that they are being relocated from the area for their welfare while the area is cleaned in accordance with company SOPs.

### *Communications*

Property management should consult with the Communications and Legal Departments to prepare communications to share with employees, guests and third parties during an incident at the property.

The outlet's General Manager, department leader or property General Manager will also ensure the affected property teams are generally up to speed on the situation while keeping matters confidential. Team members at the property should be prepared to answer basic questions from guests. Therefore, the internal communication should be considered prior to the external communication so team members are prepared.

## **APPENDIX E: TABLE GAME OPERATIONS**

### **Entering the Workplace**

Team Members will only enter the property through designated employee entrances and will comply with any health and safety screening procedures implemented by the company based on World Health Organization (WHO) or Center for Disease Control (CDC) guidance, including temperature checks.

Team members will not report to work if they are experiencing flu like symptoms or exhibiting a temperature greater than 100.4 degrees F.

### **Personal Protective Equipment**

All Team Members must wear face masks and other PPE as required.

- Face masks should always be worn
- PPE shall be used as required to safely perform all job functions that require them

Additional protections for guests and employees are continuously being evaluated, including but not limited to the use of plexiglass or other physical barriers to deter transmission of COVID-19.

### *Disinfection*

The term “Disinfect” below refers to using an EPA approved List-N chemical solution proven effective against COVID-19. The process includes spraying the EPA approved chemical solution on the item mentioned and using a cleaning towel to wipe.

### *Gaming Equipment*

Disinfect all equipment before and after each shift: Drop and toke boxes, roulette ball, wheel, chipper machine, podiums, phones, calculators, computers, keyboards, printers, time clocks, drawer handles, etc. with disinfecting spray and clean rags. Disinfect table, chairs, and rails frequently but at least every four hours.

### *Cards & Dice*

Games that can be dealt face up to avoid guest handling will be changed every eight hours. Card games that require guest strategy and setting will be changed every four hours. Baccarat games that guest touch will be changed every shoe. On dice games the dice will be disinfected (or replaced with sanitized dice) after every shooter. Alternatively, dice games may alternate dice set between shooters so that one set can be disinfected while another is in play.

### **Job Duties**

Each role requires a set of technical skills and job functions designed to ensure quality service and an efficient, safe, compliant work environment. A full description of job duties is published and available in each department.

### *CM's & ACM's*

- Proper hand washing, use of sanitizer, and excellent hygiene required.
- Masks are supplied and to be worn.
- Ensure all procedures and guidelines are adhered to and oversee all aspects of social distancing.
- If an employee needs to sneeze or cough, step away from guests/employees and sneeze/cough into elbow and use hand sanitizer or wash hands prior to resuming work duties.

### *Dealers*

- Proper hand washing, use of sanitizer, and excellent hygiene required.
- Masks are supplied and to be worn.
- Outgoing dealer will disinfect shoe, discard rack, drop box & token box paddles upon being verbally relieved by incoming dealer.
- Dealer will provide hand sanitizer to players coming to the table.
- Dealer will enforce all social distancing guidelines for table games.
- Dealer will ensure all cleaning procedures are complete and table secure before leaving.
- If a dealer needs to sneeze or cough, take one step back from the tray sneeze/cough into elbow and use hand sanitizer or wash hands prior to resuming work duties.

### *Supervisors*

- Proper hand washing, use of sanitizer, and excellent hygiene required.
- Masks are supplied and to be worn.
- Disinfect all equipment before and after each shift or after another employee uses the equipment (e.g. podiums, phones, calculators, computers, keyboards, printers, time clocks, drawer handles, etc.) with disinfecting spray and clean rags. Disinfect all areas that are used by employees and/or guests.
- Place used disinfectant rags in the designated dirty rag bin in pit. EVS will pick up each shift and replenish rags when needed.
- Dice supervisor will disinfect dice after each shooter (place dice on clean towel spray and wipe with disinfectant).
- Supervisor will ensure social distancing guidelines for table games.
- If an employee needs to sneeze or cough, step away from guests and employees and sneeze/cough into elbow and use hand sanitizer or wash hands prior to resuming work duties.

### *Pit Clerks*

- Proper hand washing, use of sanitizer, and excellent hygiene required.
- Masks are supplied and to be worn.
- Disinfect all equipment before and after each shift or after another employee uses the equipment (e.g. podiums, phones, calculators, computers, keyboards, printers, time clocks, drawer handles, etc.) with disinfecting spray and clean rags. Disinfect all areas that are used by employees and/or guests.
- Place used disinfectant rags in the designated dirty rag bin in pit. EVS will pick up each shift and replenish rags when needed.
- Check and maintain stock of disinfectant and clean rags.

- Maintain social distancing throughout the shift.
- If an employee needs to sneeze or cough, step away from guests and employees and sneeze/cough into elbow and use hand sanitizer or wash hands prior to resuming work duties.
- Keep hand sanitizer on countertops and offer hand sanitizer use to guests

## **APPENDIX F: GUEST ROOMS AND IN-ROOM SERVICE**

### **Entering the Workplace**

Team Members will only enter the property through designated employee entrances and will comply with any health and safety screening procedures implemented by the company based on World Health Organization (WHO) or Center for Disease Control (CDC) guidance, including temperature checks.

Team members will not report to work if they are experiencing flu like symptoms or exhibiting a temperature greater than 100.4 degrees F.

### **Personal Protective Equipment**

All Team Members must wear face masks and other PPE as required.

- Face masks should always be worn
- PPE shall be used as required to safely perform all job functions that require them

### **Entering the Guest Room**

- NEW GLOVES - Prior to entering each guest room put on a new pair of gloves.
- Knock on the guest room door 3 times announcing 'Housekeeping' after each knock.
- UNUSED CLEANING RAG - Spray with EPA Registered Disinfectant and wipe the exterior handle/key access unit prior to entering the room.
- Enter after the 3<sup>rd</sup> knock and announce 'Housekeeping' while entering guest room.
- Using the EPA Registered Disinfectant rag, wipe the interior door handle.
- Safely bend to place your door stopper securely to ensure the door remains open.
- Ensure your mobile/cart is positioned in front of the door for your safety.
- Punch room in on device "Cleaning Started".
- Turn all the lights on and open drapes, clean the light switches and drapery pull with EPA Registered Disinfectant rag. Be careful of trip hazards such as linen or trash on the floor while turning on the lights.
- Perform a quick visual inspection of the room and bathroom for any damage and place work orders for any damage found. If significant damage is found, place a HotSOS call for your supervisor to inspect.
- Report any smoke smell and/or smoking paraphernalia to supervisor or manager.
- If television or radio is on turn it off.

### **Removing Trash and Soiled Linen**

- Pick up all trash from the room and bathroom and empty the trash cans into trash bin. Rinse trash cans with water and empty it into toilet. Spray the inside and outside of trash can with EPA Registered Disinfectant and place by the entry door.
- Remove soiled sheets and pillowcases and gently shake linen to remove any debris prior to placing it in the soiled linen bin.
- Queen/Queen rooms - sheets and pillowcases must be removed from both beds even if one bed was not used. Place sheets and pillowcases in soiled linen bin.

- Remove all terry items from bathroom even if they have not been used and are still hanging on the towel bars. Place all terry items in the soiled linen bin.
- Be careful to avoid any trip hazards from carrying too much linen/terry or dragging linen/terry.

### **Sweeping the Bathroom Floor and Disinfecting Bathroom**

- Using broom, sweep the bathroom floor thoroughly to remove any debris and hair.
- Place one damp towel outside the shower door and one inside the shower to prevent a slip and fall.
- Using EPA Registered Disinfectant , spray inside the shower (glass, walls, floor, shower head and faucet) starting at the floor moving up to the shower head (spraying from low to high).
- Place one damp towel outside the tub/Jacuzzi.
- Using EPA Registered Disinfectant , spray the jacuzzi/tub floor, walls, and facet.
- If it is a jacuzzi, the jacuzzi should also be filled with water after it is sprayed with EPA Registered Disinfectant and the jets should be turned on and run for 5 minutes to disinfect the jets.
- Spray mirror/surrounding tile with EPA Registered Disinfectant starting at the bottom and working up to the highest point of the mirror.
- Spray sink, vanity and mirrors with EPA Registered Disinfectant . When spraying the mirror, start at the bottom of mirrors and work up to the highest point of the mirror.
- Spray EPA Registered Disinfectant inside and outside the toilet. Spray floor and around the toilet too.
- ALLOW EPA Registered Disinfectant TO DWELL FOR AT LEAST 10 MIN WHILE YOU CLEAN THE BEDROOM AREA

### **Removing Room Service Trays and Refrigerators**

- Lift the ends of the tablecloth and cover dishes on the table. Place the table/tray outside the guest room against the wall.

### **Making Bed**

- NEW GLOVES - Change into a new pair of gloves prior to collecting clean linen for the bed.
- Remove blanket and pillows, checking for cleanliness. Place all bedding on sofa, chair or bench. DO NOT PLACE BEDDING ON THE FLOOR. If you need to replace bedding, place a HotSOS order and place dirty pieces close to the entry door inside the room for pick up.
- Check bed skirts, bed pads, mattress and box springs for rips, tears and stains. If you need replacement, place a HotSOS work order.
- King room - Make the bed with clean linens from your mobile/cart.
- Queen/Queen rooms - Make both beds with clean linens from your mobile/cart.
- If there is a rollaway in a check out room, change the linen and place a HotSOS order for rollaway pick up.

### **Cleaning Procedures**

- Clean the guest room in a circular motion starting from the entry door.
- Check edges of the carpet and when necessary use broom to edge the carpet. Check underneath beds, nightstands and sofa.

- UNUSED CLEANING RAG - Use an unused cleaning rag to dust surfaces. Spray one side with EPA Registered Disinfectant leaving the other side dry.
- Dust baseboards with duster and use sponge and EPA Registered Disinfectant to remove any black marks and spills from the walls and baseboards.
- Use duster to reach high areas (top of door frames, pictures, armoire, headboards).

#### *Furniture*

- Wipe all furniture with rag sprayed with EPA Registered Disinfectant then dry it with the dry side of the rag.
- Check for cleanliness under the protective glass tops also for any chips or breakage of the glass. Report to your Manager/Supervisor if damage is found.

#### *Mirrors and Pictures*

- UNUSED CLEANING RAG - Take another unused cleaning rag and spray one side with GLASS CLEANER<sup>1</sup>, leaving the other side dry.
- Clean all mirrors/pictures with moistened cloth then dry.
- Use duster for high areas.

#### *Armoire and Television*

- Dust high areas with duster. Check all shelves for debris and lost & found items.
- Use the GLASS CLEANER rag to wipe the television screen, top, sides and back then dry.
- NEVER SPRAY CHEMICALS DIRECTLY ON TELEVISION SCREEN.
- Clean armoire drawers with EPA Registered Disinfectant rag.
- Clean armoire doors and handles inside and out with EPA Registered Disinfectant rag.

#### *Lamps and Light Switches*

- Dust lamp shades (inside and out) and light bulbs.
- Use damp EPA Registered Disinfectant rag to wipe lamps and light switches.
- Make sure bulb is working properly, shades are straight and seems are on the back, closest to the wall.

#### *Ice Bucket and Tray*

- Empty any liquid from the ice bucket and/or ice bag into the sink. Discard used ice bags.
- Wipe ice bucket inside and out with EPA Registered Disinfectant rag, lid and tray.
- Fold new ice bag in threefold and place halfway inside the bucket.
- Put lid on leaving it slightly open for air to circulate.

#### *Windows, Ledges, and Tracks*

- Using the GLASS CLEANER rag, wipe the windows to remove fingerprints, smudges and dust.
- Wipe the window ledge and the track.

### *Sofa and Chairs*

- Check sofa, chairs and all cushions for stains.
- Check under the cushions for debris.

### *Clock Radio & Thermostat*

- Wipe the clock with damp EPA Registered Disinfectant rag
- Make sure correct time is set and alarm is turned off
- Wipe thermostat with damp EPA Registered Disinfectant rag and set temperature to 72 degrees in check out rooms.

### *Closet*

- Remove any debris, wire hangers etc.
- Clean using EPA Registered Disinfectant rag luggage rack, shelves, rod, iron caddy and safe. If safe is locked, report it in HotSOS.
- Make sure there is no water in the iron. Wipe the iron and cord using the EPA Registered Disinfectant rag. Place the iron into the caddy, fold cord nicely and place it inside the caddy. If there is no iron caddy, place the iron on closet shelf.
- Using EPA Registered Disinfectant rag wipe ironing board. Check ironing board and cover. Replace the cover if dirty or stained. If ironing board needs replacement, place HotSOS order for replacement.
- Using EPA Registered Disinfectant rag, wipe hangers. There should be 5 men's and 5 woman's hangers in closet. Separate them by type on each side of the closet. Make sure clips are evenly spaced and the bars are closed. Any damaged hangers should be discarded and replaced.
- Place a laundry bag packet on a hanger on left hand side, close to the center of the closet.

### *Telephone and Remote Control*

- Using EPA Registered Disinfectant rag wipe the telephone receiver, cord and cradle.
- Using EPA Registered Disinfectant rag wipe remote control and place it under the television.

### *Used Amenities and Glasses*

- Pick up all used amenities and place them in proper bags for recycling. Separate soaps from any bottled amenities and place them in separate recycling bags.
- Remove all drinking glasses including unused glasses and replace with clean.
- Replace both glass coasters.

### *Shower*

- Using a sponge, scrub the shower floor, walls, and door.
- Rinse well with hot water.
- Using a dry rag, dry the shower walls, floor and shower glass.
- Using a dry rag, dry the shower head and facet handle.

### *Jacuzzi and Bathtub*

- Place a damp towel inside the jacuzzi prior to cleaning to prevent slips and falls.
- Using a sponge , scrub the jacuzzi tub/floor, walls, and mirror.
- Rinse well with hot water.
- Using a dry rag , dry the mirror.
- UNUSED DRY RAG - Dry walls, tub/Jacuzzi, faucet and tub stopper with an unused dry rag.

### *Sink and Vanity*

- Clean mirrors and scrub vanity and sinks with sponge.
- Wash soap dish, amenity tray and tissue cover. Dry items with a dry rag. Place to the side.
- Rinse sponge and wipe mirrors one more time with sponge.
- Rinse sink and vanity with hot water.
- Dry mirrors first, then vanity and sinks, polishing faucets and sink stoppers.
- Dust light sconces.
- Wipe vanity drawer with EPA Registered Disinfectant rag.
- Make sure hair dryer is working. Wipe with EPA Registered Disinfectant rag, wrap cord nicely and place it in the drawer.
- Place amenity boxes in the drawer.
- Place amenity tray, soap dish and tissue cover in the correct location on top of the vanity.
- Clean make up mirror with EPA Registered Disinfectant rag and make sure it is working properly and plugged in. Make sure the cord is neatly wrapped.

### *Toilet*

- Use toilet brush to clean toilet inside only.
- UNUSED CLEANING RAG - Spray unused rag with EPA Registered Disinfectant , wipe the toilet seat, outside of toilet and behind toilet. Place this rag in the soiled linen bin.
- Clean the baseboards and floor around toilet.
- Check the walls around the toilet and remove any marks and stains if necessary.

### *Doors*

- NEW GLOVES - Change into a new pair of gloves.
- Using EPA Registered Disinfectant rag wipe door handles thoroughly, then wipe door to remove dust, marks and fingerprints.

### *Floor*

- Using the EPA Registered Disinfectant rag placed over the sponge on the Swiffer, mop the floor. Make sure you clean all corners, baseboards, under the sink and behind all doors.
- Make sure there is no hair or debris left behind.

### *Towels*

- All bath towels, hand towels, wash cloths and bathmat must be replaced with clean even if they were not used.
- In every room there should be: 3 bath towels, 3 hand towels, 3 wash clothes and 1 bathmat.

### *Amenities*

- In check out room replace used amenities (place used soaps and bottled amenities in the recycling bags)

### *Toilet Paper and Facial Tissue*

- Replace Facial Tissue / Toilet paper when  $\frac{1}{4}$  full.
- Fold Facial Tissue and Toilet paper in a V fold.
- There should be 2 rolls of toilet paper by each toilet-one on the paper holder and one in the vanity.

### *Replacing Trash Cans and Vacuuming*

- Wipe trash cans with dry rag and place in proper location in bedroom and bathroom
- Start vacuuming from the window and move towards the entry door.
- When finished, unplug the vacuum from the wall prior to wrapping cord neatly to prevent damage to the cord.

### **Final Visual Inspection and Air Freshener**

- As you are completing your final visual inspection, lightly spray air freshener in the bedroom area and entry way.
- Check the bathroom and bedroom presentation one more time.
- Make sure all lamp shades are straight, all lights are off. AC temperature set at 72 degrees.
- Close sheers and leave drapes open.
- Bathroom lights turned off, including sconce lights. Bathroom doors should be left open about 3 inches (1 hand).
- Safely bend to remove the door stopper, close the door and make sure it is locked.
- Place all used cleaning rags in soiled linen bin, used rags may not be used to clean other rooms.
- Place Sticker on front of entrance door/door frame to show room has been cleaned and disinfected.
- Remove gloves and place in trash bin.
- Enter the proper code into handheld device to update room to clean.

## **APPENDIX G: ENHANCED CLEANING PROTOCOLS FOR GUEST ROOM RECOVERY**

The following protocol should be implemented once property management learns that a current hotel guest is symptomatic, tests positive for COVID-19, or has been exposed to someone who has tested positive for COVID-19. The protocol should also be followed once property management learns that a hotel guest who stayed on property within the last seven days has since become symptomatic, tested positive for COVID-19, or was exposed prior to their stay at the property to someone who tested positive for COVID-19.

1. The guest's room should be locked and kept out of service for at least 48 hours after the guest has departed and prior to team members entering.
2. A Bio-Incident Log and Lock Interrogation should be completed:
  - a. Names of staff who responded to the incident
  - b. Date and Time of incident
  - c. Floor number, room number, and other pertinent location information
  - d. Details of the incident such as bodily fluids, death, etc. and actions conducted
  - e. Names of individuals reporting incident or anyone else involved; Refer to human resources operating standards for team members within close proximity to the infected guest or team member.
3. Use proper PPE: N-95 face mask, gloves, eye shield, disposable shoe covers, and a plastic disposable apron or other proper disposable protective clothing.
4. Clean and disinfect from the outer edge of the room inward to reduce contamination tracking into already disinfected sections:
  - a. Carpets should be cleaned in a three-step process:
    - i. Cleaned with carpet detergent and hot water
    - ii. Disinfected by applying an appropriate disinfectant.
    - iii. Steamed at 158° Fahrenheit for five minutes or 212° Fahrenheit for one minute
  - b. Mop any hard floors using a suitable disinfectant on EPA List N.
  - c. Spray hard fixtures with a suitable disinfectant on EPA List N. Allow for contact time listed on the viral disinfectant section of the product directions.
  - d. Clean and disinfect high-touch areas such as taps, faucets, door and drawer handles, door latches, toilet or bath rails, telephones, rails on balconies, light and lamp switches, thermostats, remote controls, curtain pulls and wands, alarm clocks, hair dryers, safes, mini-bar handles, and irons.
  - e. Soft surfaces and furnishings should be cleaned and disinfected with an appropriate product from EPA List N. Allow for contact time listed on the viral disinfectant section of the product directions.
  - f. Bag any guest items left in the area. If items are unclaimed after a designated time period (refer to Innkeeper Statutes), safely dispose of bagged items.
5. If there are bodily substances present, work inward toward this location. When reached:
  - a. Soak a towel in disinfectant solution
  - b. Place towel over the pile or area where bodily substance is present
  - c. Allow solution to soak into the pile/area for 15 minutes
  - d. Remove bodily substance with towel soaked in solution. Place bodily substance and towel in plastic bag.
  - e. Spray additional solution on spot and keep removing bodily substance until no more visible amount is left.
  - f. Once bodily substance has been removed, spray with solution again. Leave it to soak an additional 15 minutes.
    - i. Hard Surface: air dry

- ii. Carpet: steam clean at 158° Fahrenheit for five minutes or 212° Fahrenheit for one minute
  - iii. Toilet or Bathtub: air dry
  - iv. Launderable Item: Do not shake dirty laundry. Bag separately from trash and take to laundry. Items should be laundered (using the hottest water setting recommended for the fabric), sanitized, and dried completely.
  - v. Soft Surfaces (Not Launderable with No Waterproof Cover): should be thrown away. Apply appropriate solution onto the location of the bodily substance. Mark or slash the item so it will not be reused.
- 6. Bag all paper and disposable items in the room. Tie off trash bags. Place a second bag around trash and tie off.
- 7. Bag remaining linens, pillows, towels, bedspreads, and blankets to be laundered. Reminder: do not shake dirty laundry. Place a second bag around laundry and tie off.
- 8. Place any equipment used during enhanced cleaning/disinfecting process in one location and spray with disinfectant solution. Allow to dry for 15 minutes.
- 9. Spray gloved hands and outside of protective covering with solution. Allow the solution to air dry before removing PPE.
- 10. Place PPE in separate disposable trash bag (trash bags used prior should already be tied off).
- 11. Thoroughly wash hands with soap and water for at least twenty seconds.
- 12. Don new gloves to handle bagged trash and laundry. Trash should be moved to the dumpster. Laundry bags should be transported to the laundry facility. Any carts used for transport should be disinfected after removing the bags. Any team member handling the bags should use gloves and should wash their hands with soap and water for at least twenty seconds after removing gloves.
- 13. Laundry Considerations:
  - a. When removing the laundry from these bags, team members doing the laundry should also don N-95 face masks, gloves, eye shields, disposable shoe covers, and a plastic disposable apron or proper protective clothing
  - b. When placing the laundry into the washing machine:
    - i. Tear open the bag on one end
    - ii. Place laundry into washing machine without touching laundry with hands
    - iii. Do not shake dirty laundry
    - iv. Roll up bag by touching only the outside of the bag
    - v. Place bag in the trash
    - vi. Double bag the trash, spray the bag and gloved hands with sanitizer
    - vii. Throw trash bag immediately into dumpster
    - viii. Wash hands with soap and water for at least twenty seconds
- 14. Furniture Disposal Considerations: If a piece of furniture with soft surfaces is stained and/or damaged beyond repair or if the furniture cannot be disinfected properly, it should be thrown away.
  - a. Team members moving large pieces of furniture to the dumpster should don N-95 face masks, gloves, eye protection, disposable shoe covers, and a plastic disposable apron or proper protective clothing.
  - b. Wash hands for at least twenty seconds after removing PPE.
- 15. Complete final details in Bio-Incident Log and follow-up with Risk Management and Security.
- 16. Security will follow up with the local Health Authority as necessary by jurisdiction.
- 17. The guest room will not be occupied by any person for at least 48 hours after fumigation or disinfection is completed.

## **APPENDIX H: CONVENTION MEETINGS AND BANQUETS**

### **Oversight & Training**

Employees trained on social distancing and new methods to greet guests and employees. Employees trained on proper coughing and sneezing habits, and provided with proper PPE per CDC guidelines. Scheduled mandatory PPE changing and sanitizing guidelines.

### **Convention Center Guidelines**

Hand sanitizers or hand washing stations placed throughout the convention center both in front and back of house hallways. Hand sanitizers available outside of all scheduled or occupied meeting room. Continuous cleaning and sanitizing of public areas, with attention being paid to high-touch points. Posted handwashing procedures placed in all front and back of house restrooms. Entry doors set in an open position to reduce guest contact with hard surfaces. Convention registration will be arranged to allow for proper social distancing.

Food service for meetings and conventions will be served in accordance with federal, state and local requirements.

The size of gatherings will be limited by directives from the applicable state, local, and/or health authorities.

The following limits will be implemented in meeting rooms, unless otherwise directed by local regulation:

- 6 guests per 6 ft. Round,
- 2 guests per 6 ft. Classroom Table, U-Shape or Conference Set
- Theater style seating allowing 3 ft. between each chair

Additional guidelines governing health and safety in our convention and meeting spaces can be found at [caesars.com/meetings/health-and-safety](https://caesars.com/meetings/health-and-safety).

## **APPENDIX I: COMMON AREAS**

### **Entering the Workplace**

Team Members will only enter the property through designated employee entrances and will comply with any health and safety screening procedures implemented by the company based on World Health Organization (WHO) or Center for Disease Control (CDC) guidance, including temperature checks.

Team members will not report to work if they are experiencing flu like symptoms or exhibiting a temperature greater than 100.4 degrees F.

### **Personal Protective Equipment**

All Team Members must wear face masks and other PPE as required.

- Face masks should always be worn
- PPE shall be used as required to safely perform all job functions that require them

### **Casino Floor**

#### *Cage and Caesars Rewards*

#### **Cleaning**

- Apply EPA approved disinfectant cleaner on a clean rag, start cleaning the counter, then move to phones, computers, printers, drawer handles and sides of the podiums. Make sure to remove dirt, debris and foreign objects while cleaning.
- Follow your flow from right to left to ensure all areas are cleaned.
- Use small duster to dust front counter areas and use telescopic duster to dust wall art and side décor walls.
- Using a pan and broom pick up any large objects from the carpet. Once complete, place wet floor sign and vacuum the area(s).
- Remove trash, using EPA approved disinfectant to clean IN/OUT of the trash cans and replace bag.
- Complete these tasks daily.
  - Cage and Caesars Reward employees will clean and disinfect their stations at the beginning of each shift and between uses when the item is being turned over for use by another person. They will also clean desk between every transaction. Please refer to Cage and Caesars Reward SOP for more detail.

#### **Disinfecting**

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on phones, computers and handles to keep podiums disinfected during peak hours.
- Complete frequently daily.

#### **Sanitizing**

- Prepare steam and/or sprayer equipment and proceed to steam counters, drawer handles, and sides of podiums. Use steamer outside Cage and Caesars Rewards to sanitize the walls and the metal cage.
- EVS to complete daily.

## *Poker Room, Race & Sports and Table Games*

### **Cleaning/Disinfecting – Live Games**

- Using skip and go method remove glassware and trash from tables hourly.
- Remove dirty ashtrays and replace with a clean/sanitized ashtray hourly.
- On live tables spray EPA approved disinfectant cleaner or disinfecting wipes and clean chairs (including back and legs) tables corners, signs, table base and drink holders every four hours.

### **Cleaning/Disinfecting – Non-live Games**

- On non-live tables spray EPA approved disinfectant cleaner and clean chairs (including back and legs) tables corners, signs, tables base and drink holders. This includes podiums or counters.
- Use a black brush to clean the top of tables (layout) and use vacuum attachments when games are closed.
- Spray all-purpose cleaner on a clean rag to clean the glass on Roulette games.
- Complete these tasks daily.

### **Sanitizing**

- Prepare steam and/or sprayer
- equipment and proceed to steam chairs, table bases and footrest.
- EVS to complete daily

## *Gaming Podium, Counters, Betting Windows*

### **Cleaning**

- Apply EPA approved disinfectant on a clean rag and start cleaning the counter, then move to phones, computers, printers, drawer handles and sides of the podiums. Make sure to remove dirt, debris and foreign objects while cleaning.
- Follow your flow from right to left to ensure all areas are cleaned.
- Use small duster to dust front counter areas and use telescopic duster to dust wall art and side décor walls.
- Using a pan and broom pick up any large objects from the carpet. Once completed, place wet floor sign and vacuum the area(s) – **use cord vacuum during close hours and cordless sweeper during open hours.**
- Remove trash, using EPA approved disinfectant to clean IN/OUT of the trash cans and replace bag.
- Complete daily.
  - Table Games and R&S employees will clean and disinfect their stations at the beginning of each shift and between uses when the item is being turned over for use by another person. They will also clean desk/counter between every transaction. Please refer to Table Games and R&S SOP for more detail.

### **Disinfecting**

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on phones, computers and handles to keep podiums disinfected during peak hours.
- Complete daily.

### **Sanitizing**

- Prepare steam and/or sprayer equipment and proceed to steam counters, drawer handles, and sides of podiums. Use steamer to sanitize chairs, table bases and walls.
- EVS to complete daily.

## **Slot Floor**

### **As soon as you arrive to your designated casino section - conduct a quick sweep of your station**

- Remove trash in between machines
- Remove glassware
- Replace dirty ashtrays

## **Cleaning**

- Apply EPA approved disinfectant Cleaner on a clean rag and start cleaning slot machines. Start top to bottom, when cleaning make sure to clean side to side.
- Top of the machine - clean the help lights
- Top speakers and image of the game
- Screen
- Buttons
- Money receiver
- Drink holder area
- Corners and arm rest base
- Side of the machine, including the pull handle.
- Footrest - if carpet use cordless sweeper, if plastic use all-purpose cleaner to clean in between the tracks.
- Each unit in area should be cleaned every four hours

## **Disinfecting**

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes to disinfect slot machines every four hours.

## **Sanitizing**

- Prepare steam and/or sprayer equipment and proceed to steam the base of the machines
- EVS to complete every four hours.

## *Chairs*

## **Cleaning**

- Apply EPA approved disinfectant cleaner on a clean rag and start cleaning the front and back of the chairs.
- Clean the seat
- Clean the footrest
- Clean the base of the chairs
- Each chair should be cleaned every four hours

## **Disinfecting**

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes every four hours.

## **Sanitizing**

- Prepare steam and/or sprayer equipment and proceed to steam the entire chair.
- EVS to complete on a monthly basis.

## *ATMs/NRTs*

### **Cleaning**

- Apply EPA approved disinfectant on a clean rag and clean the sides, top, screen and buttons of the ATMs.
- Units should be cleaned every two hours

### **Disinfecting**

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on the screen and buttons to disinfect every two hours.

## *Elevators*

### **Cleaning/Disinfecting**

- Stop the elevator using utility key. Remove any large objects from the floor.
- Spray disinfectant on rails and elevator buttons - let it sit for 10 minutes.
- Apply EPA approved disinfectant cleaner on a clean rag, start cleaning the walls and corners.
- Using telescopic duster, dust the ceiling and lights.
- Using the vacuum's attachment wand, clean the elevator tracks and elevator corners on the floor.
- Follow your flow from right to left to ensure all areas are cleaned.
- Elevators should be cleaned every two hours.

## *Escalators*

### **Cleaning**

- Apply EPA Approved Disinfectant to a cleaning rag and apply and wipe handrails every two hours.

## *Main Entrances & Walkways*

### **Cleaning**

- Using pan and broom, remove any large objects from the floor.
- Apply EPA approved disinfectant cleaner on a clean rag, start cleaning the floors using a doodle mop.
- Using telescopic duster, dust the ceiling and lights.
- Apply all-purpose cleaner on a clean rag to clean glass doors.
- Apply floor care solution to floor to add shine.
- Pan and broom areas that have carpet. Use auto sweeper to clean the areas during peak hours.
- Follow your flow from right ensure all areas are cleaned.
- Complete hourly.

### **Disinfecting**

- Spray EPA approved disinfectant on a clean rag and disinfect door handles, ADA buttons and rails.
- Spray EPA approved disinfectant on a clean rag and disinfect ATM
- Complete every two hours .

## **Sanitizing**

- Prepare auto scrubber with hot water and EPA approved disinfectant solution for a deeper/cleaner scrub.
- Prepare shampooer and service the area on a weekly basis.

## *Restrooms*

### **Cleaning/Disinfecting**

- As soon as you enter the restroom sign in using RR log.
- Put on PPE on (gloves)
- Fill chemicals
- Walk restroom checking for bio, spills and broken items.
- Check trash receptacles
- Apply EPA disinfectant cleaner to stalls (toilets, walls, flushing valves).
- Lock up to 3 stalls (be sure to keep some stalls open for guest use) to allow 10 min disinfectant kill time.
- Check open stalls (toilet paper, bio bags, toilets, stall walls) replace as necessary
- Check the sink area (mirrors, trash, sinks, wet spots)
- Once 10 mins has elapsed, go back to locked stalls
- Start by flushing the toilets twice
- Scrub inside of toilet bowl with toilet brush .
- Apply all-purpose cleaner to a clean cleaning rag and clean walls, rails, flush valves.
- Using a different clean towel, wipe off toilet bowl, top, bottom and sides.
- For urinals, remove urinal screen, place on a clean towel and apply all-purpose cleaner on a clean rag and wipe urinal in/out and sides.
- Once completed, place urinal screen back.
- Apply all-purpose cleaner to a clean rag and clean partitions, urinal dividers and doors.
- Clean the top of the stall (dividers)
- Sweep and mop as necessary.
- Clean walls as necessary (spots, bio, dust, scalds)
- Notify supervisors if a work order needs to be placed
- Sign out as you leave the RR.
- Each restroom should be cleaned and disinfected hourly.

### **Sanitizing**

- Prepare steam and/or sprayer equipment and proceed to steam counters, walls, sinks, toilets etc.
- Scrub floor using a rotary buffer, remove excess water and steam floor, dry mop it.
- Complete on a daily.

## **FIB Outlets and Bars**

### *Restaurants/Bar During Open Hours*

### **Cleaning**

- Walk the restaurant and pan and broom any debris, large objects, food on the floor, repeat this process frequently.

- Apply EPA approved disinfectant cleaner on a clean rag and clean chairs after each guest use.

### *Restaurants/Bar During Closing/Off-Peak Hours*

#### **Cleaning/Disinfecting**

- Enter the restaurant and walk the area to ensure there are no customers inside.
- Using pan and broom start sweeping the floors.
- Move chairs and tables for a better sweep.
- Apply EPA approved disinfectant on all chairs, chair legs and booths. Let it sit for 10 minutes. **DO NOT** spray on bars or tabletops.
- Apply all-purpose cleaner on a clean rag and start cleaning art, wall décor, lamps, photos etc. Once completed place the used rag in the dirty cleaning rag bag.
- After the 10 minutes has elapsed, apply all-purpose cleaner on a clean rag and start cleaning table stands and table chairs, chair legs and booths. Once complete place the used rag in the dirty cleaning rag bag. Repeat the process for the bar chairs and any chairs located in the area.
- Apply stainless steel cleaner on footrest areas in the bar.
- Apply shine up on a cleaning rag and clean all wood bases areas, including pillars, wood shelves, and chairs.
- Place a wet floor sign by the entrance and near the area you are about to mop.
- Using EPA approved disinfectant solution, mop the floor making sure to reach under tables and chairs. Move chairs and tables if necessary.
- Apply all-purpose cleaner on a clean rag and clean glass doors and windows.
- Complete nightly.

#### **Sanitizing**

- Prepare steam and/or sprayer equipment and auto scrubbers - proceed to steam walls and floors on a regular basis.
- Prepare steam and/or sprayer equipment and proceed to steam chairs and booths daily.

### *Bars*

#### **Cleaning/Disinfecting**

- Remove trash and broken boxes from service bars. During Day and Swing shifts **ONLY**
- Apply EPA approved disinfectant on a clean rag to clean in and out of trash cans and replace bag nightly.
- Clean IN/OUT of the trash can and place a new bag nightly.
- Spray all-purpose cleaner on a clean rag and clean the front face of the bar base nightly.
- Apply EPA approved disinfectant cleaner on a clean rag and clean chairs after each guest use.

#### **Sanitizing**

- Steam and wash trash cans weekly.

### **Front Desk, VIP Concierge, Box Office and Bell Podiums**

#### **Cleaning**

- Apply EPA approved disinfectant cleaner on a clean rag. Start cleaning counters, then move to phones, computers, printers, drawer handles and sides of the podiums. Make sure to remove dirt, debris and foreign objects while cleaning.
- Follow your flow from right to left to ensure all areas are cleaned.

- Use small duster to dust counter lamps and use telescopic duster to dust wall art and side décor walls.
- Remove trash, using EPA approved disinfectant, clean IN/OUT of the trash cans and replace bag.
- Complete daily.
  - Front Desk, VIP, Box Office and Bell employees will clean and disinfect their stations at the beginning of each shift and between uses when the item is being turned over for use by another person. They will also clean desk/counter between every transaction. Please refer to department specific SOP's for more detail.

### **Disinfecting**

- Use EPA approved disinfectant to a cleaning rag or use disinfectant wipes on phones, computers and handles to keep podiums disinfected during peak hours.
- Complete daily.

### **Sanitizing**

- Prepare steam and/or sprayer equipment and proceed to steam counters, drawer handles and sides of podiums.
- Complete daily.

## **Retail Outlets**

### **Cleaning**

- Using your pan and broom remove any large objects from the floor.
- Apply EPA approved disinfectant cleaner on a clean rag and start cleaning the floors using a doodle mop.
- Using telescopic duster, dust the ceiling and lights.
- Using your vacuum's attachment wand, clean the door's track.
- Spray all-purpose cleaner and clean glass doors.
- Follow your flow from right to left, to ensure all areas are cleaned.
- Complete daily.
  - Retail employees will clean and disinfect their stations at the beginning of each shift and between uses when the item is being turned over for use by another person. They will also clean desk/counter between every transaction. Please refer to Retail SOP's for more detail.

### **Disinfecting**

- During operating hours, spot clean/disinfect floors.
- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on counters, phones, POS systems etc.
- Complete daily.

### **Sanitizing**

- Prepare steam and/or sprayer equipment and proceed to steam floors and counters.
- Complete daily.

## **Showrooms**

### **Cleaning**

- Using pan and broom remove trash from the floors and stairs. Remove trash from counters and booths.
- Apply EPA approved disinfectant cleaner on a clean rag and start cleaning chairs and booths.
- Using telescopic duster, dust the ceiling and lights.
- Using your vacuum's attachment wand, vacuum booths seats and stairs.
- For graveyard cleaning, turn on lights, remove any large objects from the floor.
- Vacuum the carpet and notify supervisor of spots on the carpet.
- Follow your flow from right to left to ensure all areas are cleaned.
- Complete after every show.

### **Disinfecting**

- Spray disinfectant on a clean rag and clean each chair, booth, rails, doors, handles, ADA buttons.
- Complete after every show.

### **Sanitizing**

- Prepare steamer and shampoo equipment and steam all chairs, table stands, doors and counters.
- Shampooing – with hot water.
- Auto scrubbing with hot water and disinfectant solution.  
Complete between occupants.

### **Dressing rooms**

#### **Cleaning/Disinfecting**

- Using pan and broom remove trash from floor and showers.
- Apply EPA approved disinfectant cleaner on a clean rag, start cleaning the available open surfaces. (make up counters, chairs, tables - anything that is not covered with personal belongings)
- Vacuum the carpet and use wand to remove debris or dirt from furniture (sofas, beds, chairs etc.)
- For graveyard cleaning, turn on lights, remove any large objects from the floor.
- Vacuum the carpet and notify supervisor of spots on the carpet.
- Shower cleaning - follow training SOPs for restrooms and showers.
- Follow your flow from right to left to ensure all areas are cleaned.
- Complete daily when occupied.

#### **Sanitizing**

- Prepare steamer and shampoo equipment and steam all chairs, table stands, doors and counters.
- Shampooing – with hot water.
- Auto scrubbing with hot water and disinfectant solution.
- Complete daily when occupied.

### **Spa-Fitness**

#### *Spa Lobby and Beauty Salon*

#### **Cleaning**

- Apply EPA approved disinfectant cleaner on a clean rag and start cleaning counters, then move to phones, computers, printers, drawer handles and sides of the desks, make sure to remove dirt, debris and foreign objects while cleaning.
- Follow your flow from right to left to ensure all areas are cleaned.
- Use small duster to dust counter lamps and use telescopic duster to dust wall art and side décor walls.
- Apply EPA approved disinfectant on a clean rag and start cleaning furniture and shelves- **Do not move items from shelves - this is a special project request and deeper cleaning will be done by request.**
- Spray all-purpose cleaner on a clean rag and proceed to clean mirrors.
- Remove trash, using EPA approved disinfectant clean IN/OUT of the trash cans and replace bag.
- Sweep floors place a wet floor sign and proceed to mop using EPA disinfectant cleaner. Once dry remove sign.
- Place a wet floor sign on top of the vacuum cord and vacuum the areas that have carpet.
- Complete daily.

### **Disinfecting**

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on phones, computers and handles to keep podiums disinfected during peak hours.
- Complete daily.

### **Sanitizing**

- Prepare steam and/or sprayer equipment and proceed to steam counters, drawer handles, and sides of podiums.
- Complete daily.

### *Fitness room*

### **Cleaning – during open hours**

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on phones, computers and handles to keep podiums disinfected frequently.
  - Fitness employees will clean and disinfect their stations at the beginning of each shift and between uses when the item is being turned over for use by another person. They will also clean desk/counter between every transaction. Please refer to department specific SOP's for more detail.
- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on gym equipment daily.
  - Fitness employees will clean and disinfect gym equipment after each guest use. Please refer to department specific SOP's for more detail.

### **Cleaning/Disinfecting – when closed**

- Turn on lights and walk the area to remove any large objects or lost and found.
- Pre-spray EPA approved disinfectant on all the equipment and let it sit for 10 minutes.
- Apply EPA approved disinfectant on a clean rag and proceed to clean dispensers (paper needs).
- Remove any large objects from the floor and proceed to vacuum.
- Notify supervisor of any dirty spots on the carpet.
- When 10 minutes has elapsed, go back to equipment and clean.
- Complete on a daily basis.

## **Sanitizing**

- Prepare steam and/or sprayer equipment and proceed to steam furniture, gym equipment and water fountain.
- Complete on a daily basis.

## *Spa Locker and Restrooms>Showers*

### **Cleaning**

- Knock on the door, ensure no one is inside, hold the door open using a door stopper and placed a wet floor sign by the door. Check the restrooms for bios, or broken items. Sign in using the cleaning RR log.
- Check all sanitary buckets, remove trash and using EPA approved disinfectant clean the inside and replace bag.
- Use telescopic duster to clean high ceiling and lights and small duster to lower areas.
- Sweep the floor and remove trash.
- Apply all-purpose cleaner on a clean rag and proceed to clean mirrors. Look at the mirror from different angles to ensure there are no smears or missing spots on the glass.
- Complete on a daily basis.

### **Disinfecting**

- Pre-spray EPA approved disinfectant on urinals, toilets, showers, and sinks, allow it to sit for 10 minutes.
- Spray disinfectant on a clean - cleaning rag and start disinfecting top surfaces (doors, rails, dispensers, walls etc.)
- After 10 minutes put a small amount of Comet Cleaner (size of a dime) on a white scrubbing pad, scrub, rinse and dry. Place the used rag in your dirty towel bag.
- Spray disinfectant on a clean - cleaning rag and wipe off the counters. Place the used rag in the dirty towel bag
- Flush urinals, and remove urinal screens, place the urinal screens on top of a clean - cleaning rag.
- Spray EPA approved disinfectant on a urinal green pad and start scrubbing the inside of the urinal. Flush urinal twice and wipe off the area using a clean - cleaning rag. Once completed place the used rag in the dirty towel bag.
- Once the area is dry, place urinal screens back into the unit.
- Spray disinfectant on a clean - cleaning rag and wipe the flush handles and valves, including back wall and around the area.
- Flush toilets twice. Using toilet brush , clean the toilet bowl and flush toilet twice again. Using a dry towel wipe off the bowl area. Once complete, place the used rag in the “dirty towel bag”
- Spray disinfectant on a clean - cleaning rag and wipe the flush handles and valves, including back wall and around the areas.
- Use a designated mop head for the restrooms. Start mopping the floor (back to front) when finished remove the mop head and place it in a separate bag.
- Remove gloves – following the Disposable Glove training guidelines.
- Wash your hands following Hand Washing training guidelines.
- Remove wet floor sign and sign out using the cleaning RR log.
- Complete on a daily basis.

## **Sanitizing**

- Prepare steam and/or sprayer equipment and proceed to steam counters, walls, sinks, toilets etc.
- Scrub floors using a rotary buffer remove excess water and steam floor, dry mop it.
- Complete on a daily basis.

## **Back of House**

### *EDR Entrance & Dining Area*

## **Cleaning**

- Using pan and broom to sweep area, make sure to remove large objects
- Close the section and place wet floor signs
- Prepare auto scrubber - apply EPA approved disinfectant and scrub floors. Make sure to use hot water and adjust your settings.
- Apply EPA approved disinfectant on a clean rag and clean vending machines, buttons and bottom receivers.
- Apply all-purpose cleaner to clean TVs.
- Complete each shift.

## **Disinfecting**

- Apply EPA approved disinfectant on a cleaning rag and clean the batch readers and rotating handles.
- Complete each shift.

## **Sanitizing**

- Prepare steam and/or sprayer equipment and steam the walls, tables and chairs.
- Complete each shift.

### *Breakrooms*

## **Cleaning/Disinfecting**

- Apply EPA approved disinfectant to a cleaning rag and frequently wipe furniture, shelves and door handles.
- Remove trash, using EPA approved disinfectant clean IN/OUT of the trash cans and replace bag
- Remove any large objects from the floor and then proceed to mop.
- Complete on each shift.

## **Sanitizing**

- Clean and scrub hard floors with auto scrubber.
- Complete daily.