



Reopening Plan & Protocols

Revised July 7, 2020

Introduction

The health and safety of our team members and guests has always been of utmost importance to our management team and the company owners. While it is important to reopen our casino hotel so that we can get our team members back to work, we want to make sure that we are doing everything that we can to provide a safe environment for our team members and loyal fans.

The Hard Rock Hotel & Casino Atlantic City Safe + Sound Reopening Plan & Protocols (the "Plan") has been developed in accordance with guidelines provided by Hard Rock International (the "HRI Guidelines") and adopts the Atlantic City Casino Industry's *Summary Plan of Proposed Reopening Protocols* (the "CANJ Protocols") in order to make the best possible efforts to provide a safe and secure environment. This Plan incorporates the recommended protocols of the HRI Guidelines and all of the baseline requirements of the CANJ Protocols.

While health and hygiene has always been a top priority for us, as businesses begin to reopen, the public is going to be more concerned regarding the environment and will need to know that certain precautions have been taken to preserve their safety.

Adhering to the directives of the World Health Organization (WHO) and the Centers for Disease Control & Prevention (CDC), and in consultation with AtlantiCare Health System, this Plan provides operational protocols for all front and back-of-house departments and is inclusive of behaviors that need to be adapted immediately in order to operate safely.

As information is changing rapidly, and we are learning more daily about COVID-19 and how to stop the spread, we will continue to regularly update the guidance within this Plan based on facts and data provided by the CDC, health and medical professionals, industry councils, and governmental agencies.

Section 1.

COVID-19 Basics

A. Transmission

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in the winter of 2019. COVID-19 is now a pandemic affecting many countries globally.

COVID-19 is thought to spread mainly through close contact from person-to-person.

- Between people who are in close contact with one another (within about six (6) feet/two (2) meters).
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Maintaining appropriate physical distance (about six (6) feet/two (2) meters) is very important in preventing the spread of COVID-19.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads, but we are still learning more about this virus. Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand sanitizer. Also, routinely clean frequently touched surfaces.

All team members need to be informed of the background of COVID-19, including transmission routes, symptoms, and what to do if they become ill, self-isolation requirements and other relevant information, to be able to effectively control the spread of COVID-19.

B. Symptoms

People with COVID-19 have had a wide range of symptoms reported - ranging from mild symptoms to severe illness. Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.

As per the CDC, please refer to the symptoms below that have been identified so far. Additional information and updates may be found at <https://www.cdc.gov/> and <https://covid19.nj.gov/>.

These symptoms may appear two (2) to fourteen (14) days after exposure to the virus:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Fatigue
- Repeated shaking with chills
- Muscle or body aches
- Headache
- Sore throat
- New loss of taste or smell
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

C. Prevention

To decrease your risk of contracting COVID-19, the CDC recommends:

- Know how it spreads.
- Wash your hands with soap and water and dry them thoroughly.
- Practice physical distancing and avoid close contact with others.
- Cover your mouth and nose with a cloth face cover when around others.
- Cover coughs and sneezes.
- Clean and disinfect frequently.

Section 2. Operational Protocols

A. Prior to Reopening to the Public

1. Prior to reopening to the public, the property shall be cleaned and disinfected in accordance with the guidelines published by the CDC for "Cleaning and Disinfecting Your Facility".
2. Occupancy limits in accordance with government orders, as may be applicable, will be imposed to achieve the physical distancing requirements as outlined in this Plan.
3. Third-party tenants and contractors frequently on the property will be provided with a copy of the *Atlantic City Casino Industry Summary Plan of Proposed Reopening Protocols* and the relevant portions of the this Plan and instructed to follow those plans to the extent applicable to the tenant's operation and contractor's presence on the property, including, but not limited to, performing temperature checks of their employees or requiring their employees to submit to temperature checks as set forth in this Plan in order to commencement of work within the property. In addition, third-party tenants 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. Building Access

1. Utilize designated entrances for team members, vendors, tenants, and contractors monitored by the Safe + Sound Team.
2. Utilize designated entrances for guests monitored by the Safe + Sound Team.
3. Utilize designated delivery area as close as possible to the delivery door.

C. Personal Protective Equipment (PPE)

1. All team members **must** wear face masks while on property, except where doing so would inhibit the team member's health, or if it would create an unsafe condition in which to operate equipment or execute a task (i.e., cooks who work near open flames). This includes both front-of-house (FOH) and back-of-house (BOH) areas. Team members will be permitted to wear Company-issued face masks, surgical masks, or a solid color mask.
2. Gloves and/or protective eyewear will be provided by the Company to team members whose responsibilities require them as determined by medical experts, including housekeeping, EVS attendants, security officers, and dealers, who are in direct contact with guests.
3. Guests will be required to wear face masks while on property. Guests who arrive to property without a face mask will be provided one by Security team members at the temperature checkpoint.

4. All PPE must be worn and used by team members in accordance with the Company's COVID-19 Policy.

D. Physical Distancing

1. Anywhere within the property where there are normally lines of guests, there will be signage prominently displayed or otherwise outlining current physical distancing practices in use. Such signage shall include notice of the amount of distance between guests to be maintained or measured to separate individuals and/or a related group of guests as required by government order.
2. New mandated reduced maximum capacity will be posted at each venue.
3. Plexiglass will be installed in the following areas: Front Desk, Cage, Wildcard Services, Sportsbook, Host Podiums, Table Games, and Box Office.
4. Safe + Sound Team will monitor guest lines to ensure physical distancing guidelines are being followed.
5. The enhanced use of stanchions for crowd control.
6. Reconfigured team member dining rooms to allow for physical distancing guidelines.
7. Continued decentralized work from one office and creation of new workspaces as applicable.

E. Safe + Sound Team

The *Safe + Sound Team* shall be comprised of Security team members who will be responsible for all temperature checks, monitoring entrances/exits, reminding guests and team members of physical distancing requirements, managing line queueing, and distributing PPE as well as ensuring that everyone is following the required PPE protocols.

F. Clean Team

EVS team members now become the *Clean Team*. Their sole function will be to clean and sanitize high-traffic touch point areas throughout the property and properly dispose of all used PPE. They will be clearly visible with a bright yellow uniform stating, "Clean Team", and they will assist all departments in ensuring the property is duly sanitized with the appropriate chemicals.



G. Cleaning and Sanitization

1. Safe + Sound program signage throughout the FOH and BOH areas of the property.
2. Free-standing touchless hand sanitizers to be made available in high-contact FOH and BOH areas per department guidelines. If there is a shortage of hand sanitizer units, touchless units are to be prioritized for FOH areas with manual pump action units for BOH areas.
3. Clean Team to be identified and visible throughout the property.
4. Safe + Sound Team to be identified and visible throughout the property.
5. Sanitization stations equipped with hand sanitizer and backup PPE.
6. Team members will take on additional sanitization duties.
7. Players will be asked to sanitize prior to buying into any table games, touching face, etc.
8. Disposable paper products used for cleaning; bathroom hand air dryers to be turned off.
9. PPE trash receptacles placed throughout FOH and BOH areas.
10. PPE trash collection sweeps enhanced throughout all FOH areas.
11. A Hard Rock Atlantic City " Safe + Sound Committee" will be created to oversee compliance of sanitization, physical distancing, and reopening protocols. A designated member from certain departments will meet with the Safe + Sound Committee weekly to discuss issues, PPE inventory, and any other questions/comments/suggestions/concerns team members and/or guests may have. Participating departments to include: Table Games, Slots, Cage, Security, Food & Beverage, Stewarding, EVS, Hospitality, Spa, Risk Management, Marketing, Purchasing, Human Resources, Guest Satisfaction, and Entertainment.

SECTION 3

Keeping Our Team Members Safe

In an effort to keep our team members safe, we are employing the following protocols and procedures:

1. **COVID-19 Health and Hygiene Training.** All team members will receive general health and hygiene training on COVID-19 sanitization protocols followed by a comprehensive position-specific training of their new Standard Operating Procedures. This training should be reinforced daily via Sound Check and spot checks throughout the shift and will include the use of all available guest and team member PPE.
2. **Daily Health Questionnaire.** All team members will be required to complete a health questionnaire, prior to returning to work and before entering the property on a daily basis. This process will assist us in making sure that our team members are not showing any signs or symptoms of the virus. We also want to be sure that team members stay home if they are feeling ill.
3. **Temperature Monitoring.** Take the temperature of all team members and guests entering the property using Digital Thermometers/Thermal Cameras. Points of entry will be limited to allow Security team members to conduct non-invasive temperature checks utilizing digital thermometers and/or thermal cameras. Team members displaying a temperature of 100.4 °F or greater will be taken to a designated area for a secondary temporal temperature screening. Team members confirmed to have a temperature of 100.4 °F or greater will not be allowed entry to the property. Security will advise the team member of findings and direct them towards appropriate medical care. Team members failing temperature checks will need to provide a medical clearance to Human Resources prior to returning to work. Safe + Sound team members will be provided with scripted responses for team members who are turned away. Additionally, the team member's supervisor will be notified. See, Section 6(C), "Security Screening", for more information.



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4. **Physical Distancing.** Team members will be reminded via Sound Check meetings, and managerial direction not to touch their faces and to practice physical distancing from guests and other team members whenever possible. The property and all property outlets will comply with local or state mandated occupancy limits. All working areas will be reviewed and rearranged as necessary and possible to allow for physical distancing to happen safely. Wherever possible, try and ensure that six (6) feet/two (2) meters rule applies - this includes in the kitchen, FOH, employee dining room, and break areas. Team members will also be encouraged to utilize touchless greetings (wave, hand on heart, namaste, etc.) when interacting with guests and other team members.
5. **Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed in all high-traffic, high-visibility areas such as key guest and team member entrances and contact areas such as valet, porte-cochère, reception areas, hotel lobby, casino floor, restaurant entrances, meeting and convention spaces, elevator landings, pools, and exercise areas. In the absence of dispensers, hand sanitizer bottles will be in the general area. Hand sanitizer stations will be located throughout the BOH for team members. If there is a shortage of hand sanitizer units, touchless units are to be prioritized for FOH areas with manual pump action units provided in BOH areas.
6. **Daily Sound Check meeting and timekeeping.** Team member Sound Check meetings will be conducted virtually or in areas that allow for appropriate physical distancing between team members. Larger departments will stagger team member arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and team members will be required to sanitize their hands before and after clocking in. The biometric function on the timeclocks is to be disabled where possible. Our management team will ensure constant communication and proper PPE and sanitization procedures are followed and updated as per the latest CDC and state health department guidelines and requirements.
7. **Back of the House Signage.** Signage to be posted throughout BOH areas reminding team members of handwashing and physical distancing protocols.
8. **Entering the Back of House.** All team members are required to enter and exit the building through the designated team member entrances (no exceptions). Signage will be placed at the entrance of the security checkpoint reminding team members to maintain physical distancing. Team members will enter the property and pass through a designated, clearly marked location to answer a health questionnaire and have their temperature screened. Once the team member passes the temperature and questionnaire screening, they will be allowed to swipe in and enter their departments. Each team member will be issued two (2) uniform masks. Single-use daily masks will be available for those team members, who either lost/forgot their face mask or as an alternative to the uniform mask, to put on and keep for the remainder of their shift. Team members are also permitted to wear personal solid-colored face masks. Team members will need to allow extra time for the screening process.

9. **Staggering Shifts.** Shift times will be staggered when possible to minimize the number of team members working at the same time and keeping teams together on the same shifts (day, swing, and grave) to allow for proper physical distancing.

SECTION 4.

Welcoming Our Team Members Back To Work

Our team members have been out of work for weeks and in some cases months. It is crucial that we prepare our teams for the new environment in which they will be working, and we must clearly communicate the actions that we are taking to keep our teams and guests safe while on property.

1. Recall procedures and a mandatory training will be communicated via communication channels (i.e., RedeApp, written letters, email, and Union Representatives (as applicable)).
 - Provide notice to attend training (virtually or in-person).
 - Incorporate the company-approved health and hygiene training into team meetings.
 - Communicate the new cleaning and sanitization guidelines for the property.
 - Explain the protocol for handling guests or team members suspected or confirmed to have COVID-19.
 - Explain all general health safety protocols (i.e., clocking in/out, team member entrance, mandatory PPE, team member dining room changes, hand washing standards, temperature checks, etc.).
 - Introduce new daily health questionnaire and required daily temperature checks.
 - Any updates to Human Resources policies.
2. Required position-specific SOP re-training.
 - To include all new sanitization protocols and step-of-service updates.
 - Guest interaction talking points.

Section 5.

Team Member Hygiene and Behavior

A. Personal Protective Equipment (PPE)

1. Masks

Wearing masks is mandatory for all team members regardless of the department, except where doing so would inhibit the team member's health, or if it would create an unsafe condition in which to operate equipment or execute a task (i.e., cooks who work near open flames). Permanent reusable face masks will become a part of the team member uniform in the future, and it will be the team member's responsibility to follow the care instructions - hand wash gently with warm water, and mild detergent then air dry.

Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand sanitizer or soap and water.

- i. If using a disposable or single use mask, replace with a new one as soon as needed or when it is damp.
- ii. Do not reuse single-use masks.

2. Wearing a Mask

Below are a few guidelines for wearing surgical face masks, but always follow the manufacturer's instructions for the style of mask that you are using.



- i. Before putting on a mask, clean hands with no less than 60% alcohol-based hand sanitizer or soap and water.
- ii. Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- iii. Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand sanitizer or soap and water.

3. How to Remove a Mask

- i. Remove it from behind (do not touch the front of mask).
- ii. Discard immediately in a closed bin. There will be specific and clearly marked trash receptacles for PPE disposal throughout the property.
- iii. Treat discarded and used masks as potentially hazardous waste and do not handle without gloves or special care.
- iv. Clean hands with alcohol-based hand sanitizer or soap and water.

4. Gloves

- i. When wearing gloves, it is important to wear and use them properly.
 - Always wash or sanitize hands before putting gloves on and after removing gloves.
 - Change gloves frequently and never wear soiled or ripped gloves.
- ii. When removing gloves, it is important to follow these steps:
 - Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove.
 - Hold removed glove in gloved hand.
 - Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove.
 - Discard gloves in a waste container. There will be specific and clearly marked trash receptacles for PPE disposal throughout the property.
 - Treat discarded and used masks as potentially hazardous waste and do not handle without gloves or special care.

B. Hand Washing Best Practices

1. Protect yourself and others by cleaning your hands regularly.
2. Wash your hands with soap and water and dry them thoroughly.
3. Use alcohol-based sanitizer if you do not have immediate access to soap and water.
4. Sanitizers should contain at least 60% alcohol.
5. Ensure team members are handwashing regularly and basins are provided with warm running water, soap, and paper towels.
6. Inform all team members of where they can wash their hands throughout the property.
7. Hands should be washed and/or sanitized:
 - On arrival to work.
 - On entering any service area.
 - Before and after handling any food.
 - After touching anything that guests, team members or vendors may have contaminated.

- After touching hand contact surfaces such as handrails, door handles, etc.
- Always after using the toilet or going into the toilet areas.
- After touching your face, sneezing or coughing.
- In between ALL tasks.
- After cleaning.
- After smoking.
- After handling and opening packaging, money, chips, receipts and cleaning supplies.
- After removing gloves and aprons and before putting on new ones. Hands should be washed frequently, and gloves changed frequently.
- Any time your hands may have been contaminated.
- After touching trash.
- After handling discarded PPE.

How to properly wash hands

Follow these five (5) steps every time:

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, under your nails and especially under your rings.
3. **Scrub** your hands for at least twenty (20) seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them.

C. Team Member Wardrobe Distribution and Changing Rooms

1. Ensure that you have a designated area available for team member belongings.
2. **Changing room disinfection.** The changing room needs to be disinfected with the proper cleaning chemicals throughout all shifts (floors, walls, doors, lockers, seats, and any surface or furniture - special attention needs to be paid to regularly cleaning the door handle and light switches).
3. Cleaning and sanitization of the floor, walls, doors, and appliances should take place frequently and records kept on a cleaning checklist.
4. Depending on the size of the room, the minimum physical distance should be considered by limiting the amount of team members present in the room at any given moment. Consider this when scheduling by staggering in and out times. Signage will be present to encourage physical distancing.
5. Team members should avoid unnecessary contact with surfaces and minimize their time in the changing rooms - it is not an area to socialize.

6. Team member getting ready to start their shift should be extremely careful when handling their uniforms - they should wash and sanitize their hands immediately after getting changed into their uniform.
7. **Hand Sanitization.** All team members should sanitize their hands when entering and leaving the changing rooms, immediately after using the door handle. Hand sanitizer should be readily available at all team member changing rooms.
8. **Clothing and Uniforms.** Clothes should be handled as a potentially hazardous items in terms of virus transmission. They come from outside the premises and the virus can stay active for long periods of time on fabric. *NOTE: No pins should be worn at this time. Nametags and POS cards should be wiped down and sanitized regularly throughout the shift.*
9. **Uniform Laundering.** If no linen service is available, team members should wash their uniforms on a daily basis in long cycles and high-water temperature (min. 60 °C/140 °F), preferably with liquid detergent. Once washed and dried, the uniform should be placed in a plastic bag separated from shoes. Work shoes should be also sanitized (special attention to the sole) and placed in a plastic bag. If a third party is used to clean uniforms, ensure that they are taking the necessary precautions, as uniforms are a potential source of transmission. It is recommended as standard practice in food businesses that uniforms are laundered commercially.
10. **Cellphones.** Several scientific studies confirm that cellphone screens can contain large amounts of microorganisms (including bacteria and virus). During shifts, cellphone usage should be kept to the minimum. Cellphones should be left in the locker during shift. If a team member will carry it with them, it should also be sanitized at the beginning of the shift, following the manufacturer's instructions. Team members should wash their hands after usage.
11. **Wardrobe Distribution.** Team members will stand in clearly defined lines and waiting areas in front of the uniform distribution machines. Wardrobe team members will disinfect the areas frequently. One team member at a time will be allowed into the processing area for loaner and exchange uniforms.

D. When To Seek Medical Attention

If any guest or team member develops or presents with any of these emergency warning signs for COVID-19, they should get medical attention immediately:

1. Trouble breathing;
2. Persistent pain or pressure in the chest;
3. New confusion; and/or
4. Bluish lips or face.

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you. Please refer to the CDC for the most current guidelines <https://www.cdc.gov/> as well as <https://covid19.nj.gov> for state guidance and regulations.

E. What To Do If A Team Member Shows Symptoms Of COVID-19

Our team members have been given clear instructions on how to respond swiftly and report all presumed guest cases of COVID-19 on property to Security. Team members are instructed to contact their department and stay home if they do not feel well. Team members are also instructed to contact a manager if they notice a coworker with a cough, shortness of breath,

or other currently known symptoms of COVID-19. Team members who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to self-report immediately by notifying their manager/HR.

Team members presenting with COVID-19 symptoms will be directed to exit the property and return home for their safety and the safety of others. Such team members shall be provided with the CDC material entitled, "Steps to help prevent the spread of COVID-19" and encouraged to contact their health care provider. Also reference the Team Member Emergency Response Plan COVID-19 SOP.

For team members presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough), Security will be notified and will follow its current process for managing team members who become severely ill on property (i.e., calling 911). Security will separate the team member from guests and will take appropriate measures to minimize the team member's contact with casino personnel while waiting for medical personnel to arrive.

COVID-19 viral testing for any team will be required if advised by a healthcare provider at no cost to the team member unless such team member presents medical evidence (e.g., a doctor's note) that his/her condition is otherwise due to a non-communicable condition.

Human Resources shall report to the Division of Gaming Enforcement (the "Division") all cases known to them where a team member has tested positive for COVID-19 and provide any other information known about such team member as requested by the Division.

F. What To Do If A Team Member Tests Positive For COVID-19

In the event a guest or team member tests positive for the virus, management will activate our incident response protocols to ensure the infected individual is directed to medical treatment, exposed areas are thoroughly sanitized and, when possible, notify those who may have come in close, prolonged contact with the infected individual. Our Safe + Sound team, Clean Team, and Human Resources department will act accordingly.

Section 6.

Keeping Our Guests Safe

A. GENERAL PROVISIONS

1. **Capacity.** The total aggregate number of guests in the gaming areas of the casino floor (e.g., casino and sportsbook) will be no more than twenty-five percent (25%) of the total aggregate occupancy limits for these areas as established by the New Jersey Department of Community Affairs, or other volumes as approved by the State of New Jersey. This goal will be achieved through the provisions contained in this Plan, 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.
2. **Air Filters.** Change and replace HVAC air filters with a frequency consistent with manufacturer recommendations.
3. **PPE trash bins.** Clearly marked bins will be located at all team member and guest entrances/exits and throughout the property for the disposal of used masks, gloves, or other PPE.
4. **Health Screening Questionnaire.** Points of entry will have COVID-19 health screening questionnaire posters displayed for all guests entering the property. By having their temperature scanned, guests will acknowledge that they have read the questionnaire and answer "no" to each of the questions. If a guest responds "yes" to any of the questions, he/she will not be allowed entry to the property and will be directed towards appropriate medical care.
5. **Digital Thermometers/Thermal Cameras.** Points of entry will be limited to allow Security team members to conduct non-invasive temperature checks utilizing digital thermometers and/or thermal cameras. Anyone displaying a temperature of 100.4 °F or greater will be taken to a designated area for a secondary temporal temperature screening. Guests confirmed to have a temperature of 100.4 °F or higher will not be allowed entry to the property and will be directed towards appropriate medical care. Guests failing temperature checks may need to seek medical attention. The Safe + Sound team will be provided with scripted responses for guests that need to be turned away.
6. **Physical Distancing.** Guests will be advised to practice physical distancing via team member instruction and signage. Anywhere within the property where there are normally lines of guests, there will be signage prominently displayed or otherwise outlining current physical distancing practices in use. Such signage shall include notice of the amount of distance between guests to be maintained or measured to separate individuals and/or a related group of guests as required by government order. Restaurant tables, slot machines, and other physical layouts will be arranged to ensure appropriate distancing.

7. **Hand Sanitizer.** Hand sanitizer dispensers - touchless whenever possible - will be placed at key guest and team member entrances and contact areas such as valet, porte-cochère, reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, pools, and exercise areas. In the absence of dispenser's hand sanitizer bottles will be in the general area. Guest rooms have hand soap to use that are individually wrapped to wash hands.
8. **FOH Signage.** There will be signage throughout the property informing guests of the new safety measures taken, the new entry requirements and procedures as well as health and hygiene reminders. This consists of static and digital signage.
9. **No Smoking.** Smoking in the public indoor areas of the property is temporarily prohibited per government order because it would entail guests removing their masks indoors. Guests may smoke in designated outdoor area only, and hotel guests may smoke in designated hotel rooms only.

B. What to Do if a Guest Shows Symptoms of COVID-19

Security shall be notified and respond swiftly to all presumed guest cases of COVID-19 on property. Guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to self-report immediately by notifying Security. Guests presenting with and seeking assistance for COVID-19 symptoms will be provided with a mask and directed to exit the casino hotel complex and return home or to a medical facility for their safety and the safety of others. Such guests shall be provided with the CDC material entitled, "Steps to help prevent the spread of COVID-19".

Security will assist in ensuring that the guest and any persons travelling with him/her is separated from other guests and will take appropriate measures to minimize the ill guest's contact with team members while waiting for the ill guest to depart the property (either via Emergency Management Services ("EMS") or on their own).

Security shall report to the Division all cases known to them where a guest has tested positive for COVID-19 within fourteen (14) days after the guest was on property and provide any other information known about such guest as requested by the Division.

C. Security Screening

1. **Entry Screening & Case Reporting Protocols.** All guests must wear a face mask or a cloth face covering which meets CDC guidelines. Face masks may be cloth or other material such as surgical masks or Personal Protective Equipment ("PPE") (such as an N-95 respirators) while in any facility at all times. Guests with disabilities or health conditions that prevent them from wearing a face mask may wear a scarf, loose face covering, or full-face shield instead of a face mask. Non-invasive thermal temperature scanners will be placed at each entry point to the facility. All guests,

vendors, tenants, team members, and other persons must enter the facility at the designated entry points. Any person (guest, vendor, tenant, team member, other person) displaying a body temperature of 100.4 °F (38 °C) or greater (CDC guidelines) will be discreetly offered a secondary screening. *Reference Team Member Emergency Response Plan COVID-19 SOP for details.*

- **Team member/tenant screening locations:**
 - Maryland Ave entrance
 - Second-floor garage entrance
 - **Guest screening locations:**
 - Second-floor garage entrance
 - Boardwalk entrance near Steel Pier
 - Boardwalk entrance between Sugar Factory and Whammy Bar and Showboat overpass
 - Porte-cochère doors across from Lobby Bar
 - Porte-cochère doors located across from the Front Desk
 - **Vendor screening location:**
 - Loading dock and warehouse entrances
 - All other doors will either be closed or egress only
2. **Secondary Screening.** Any person displaying an elevated temperature will be escorted to a separate designated area. A Security Officer using appropriate PPE and a handheld temporal thermometer will record a second temperature, following manufacturer's specifications for temperature checks. If a guest refuses to cooperate with Security or refuses the secondary reading, they will be denied entry to the facility. For team member refusal, please reference the Secondary Screening Refusal SOP.
3. **Persons with Elevated Temperatures.** If the secondary temperature reading confirms that the person has a temperature of 100.4 °F (38 °C) or greater, the person will be denied entry to the facility. Risk management will be notified if it is a guest. Human Resources and the team member's department will be notified if it is a tenant, vendor, or team member.
4. **Refusal of Entry Scripts.** Security will use one of the applicable scripts:
- a. **Guest Refusal Script:**

"For the safety of our guests and team members, we cannot allow you to enter the facility due to an elevated temperature reading above the maximum allowed temperature."

b. Team Member Refusal Script:

"For the safety of our guests and team members, we cannot allow you to enter the facility due to an elevated temperature reading above the maximum allowed temperature. We will alert your supervisor that you will not be in for your shift today. We recommend you seek medical attention and Human Resources will be in contact on the next steps."

Any team member asked to leave the facility will be escorted out by Security and told that Human Resources will be in contact on the next steps. Security must contact the team member's department immediately informing them a team member was sent home.

5. **EMS Reporting.** If the person requests EMS, a Security Supervisor will follow established procedures for medical response. A Security Supervisor will contact EMS to respond to provide medical attention immediately if a person is observed experiencing trouble breathing, persistent pain or pressure in the chest, confusion or inability to arouse and bluish lips or face. If such conditions present themselves, the Security Supervisor will advise the EMS operation that there is a possible case of COVID-19.
6. **In-House Hotel Guests.** If a current hotel guest is deemed to have an elevated temperature and is not in medical distress, the guest will be offered the opportunity to return to their room and gather their belongings before being asked to leave the facility. EMS will be offered and provided according to appropriate procedures for medical response. If a guest has a hotel reservation, dining reservation, and/or entertainment show tickets, please reference the Guest Secondary Screening SOP.

If a guest requests to return to their room:

- A Security Supervisor will be called to escort the guest for the remainder of the process.
- The guest will be provided a mask and/or other PPE (if not already wearing a mask and/or gloves) and escorted directly to their room.
- The Security Supervisor will control the elevator to ensure no other person uses the same elevator.
- The Security Command Center ("SCC") will notify EVS/Housekeeping and the elevator will be returned to service only after properly sanitized
- The SCC will notify the Hotel Manager on duty of the hotel guest with an elevated temperature and Security will remain posted outside of their room until their departure. After the guest departs, the room will be taken out of service until the room is properly cleaned and/or sanitized and Security gives clearance that the room may be placed back in service. EVS/Housekeeping will be contacted immediately.

If the guest does not return to their room:

- The SCC will notify the Hotel Manager on Duty to lockout the room and not

permit access until proper security clearance is given and/or the room is properly sanitized. The guest's belongings will remain in the room until Security can arrange for the safe removal and storage of the belongings.

- Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis.

If the guest with an elevated temperature traveled with other guests:

- The Security Supervisor will determine room shares and guests traveling with the elevated body temperature guest and a secondary screening will be done for those guests.

7. **Transportation.** A guest may leave in their own vehicle. If a guest is deemed in need of a medical response, EMS will be called to transport the person to the appropriate medical care facility as directed by EMS and/or other local health authorities. Guests who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft, or other shared transportation options.
8. **Reporting.** For any guest with an elevated temperature that is transported for medical care an incident report (Perspective) must be completed per policy and should also include the temperature reading(s). A guest report must be sent to Risk Management. For any team member turned away, Human Resources and Risk Management must be notified.
9. **Internal Reporting.** A Security Supervisor will prepare an incident (Perspective) report if the guest was transported for medical care. The incident report will be updated as new information becomes available, if applicable.
10. **Cleaning & Sanitizing Protocol.**
 - All high-contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols).
 - Shift Managers will assign specific sanitization responsibilities and ensure proper protocols are followed.
 - Supervisors to log completed tasks.
 - Shift Manager will notify the SCC after unscheduled or specialty cleaning protocols are complete (i.e., after a subject is released from an interview room and the room has been sanitized).
 - SCC will track critical activities in Perspective.
11. **Physical Distancing Protocol.**
 - Standard protocols will be followed unless a specific incident requires more invasive contact (i.e., taking a subject into custody for a criminal offense).
 - Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required such as Wild Card Services, restaurants, casino floor, registration areas, elevator lobbies, etc.).

12. Guest Considerations.

- Security Officers shall familiarize themselves with hand sanitizer, face covering, and/or PPE distribution points for guests, team members, vendors, and other persons, and shall provide such information upon request.

SECTION 7.

Front-of-House Department-Specific Protocols

A. Food and Beverage

Pursuant to Executive Order No. 158 (2020), upon the initial reopening of the property, the consumption of food and beverages will not be allowed in any indoor area open to the public, in a casino. When indoor food and beverage service is permitted by government order to resume, the following protocols shall apply.

1. Safety Protocols.

- Free-standing no-touch hand sanitizer at each dining entrance.
- Workstations and high-contact areas to be sanitized each shift per outlet guidelines.
- POS terminals assigned to a single server where possible and sanitized between each user.
- Dining tables, bar tops, stools, chairs, and trays to be sanitized after each guest use.
- Menu option types available; disposable hard copy, with contactless options including poster board display menus, QR code or digital (soft copy) menus texted to guest's smartphone by host (cellphone and/or table management system). TVs/monitors also used as a menu option.
 - Council Oak: Disposable hard copy, QR Code and TV monitors.
 - Kuro: Disposable hard copy, QR Code and TV monitors.
 - YouYu: Disposable hard copy, QR Code and TV monitors.
 - Fresh Harvest Buffet (to remain closed for now): TV monitors.
 - Hard Rock Café: Already have a wipeable menu, poster board display, QR Code.
 - Center Bar: Wipeable menu, QR Code.
 - IRD: Wipeable menu, QR Code.
- Appropriate PPE (sanitizer, masks, etc.) to be kept in each outlet for team member use.
- Food and beverage items prepared to be transferred between venues shall be cleaned and sanitized.
- Kitchens to be disinfected after each shift.
- Dining tables will be sanitized prior to every new guest being seated and upon request.
- Department sanitization leaders "Sani-Bosses", oversee compliance of all the sanitization, physical distancing, and reopening protocols. This team is trained and prepared to answer all guest questions including team member requests regarding new safety procedures.
- Checks will be dropped in a disposable check presenter.
- All reusable guest contact items to be sanitized after each use (or single use).
- Credit Cards/Wild Cards to be sanitized before being handed back to a guest.

- All high-contact areas will be identified and cleaned frequently throughout operating hours of each venue.
 - Specific sanitization (including table size and group size maximums) to follow state and local regulations.
 - All self-serve condiments, food, and beverages to be removed and available only as individual portions that will be distributed by team members.
 - All straws, toothpicks, and stirrers will be individually wrapped.
 - Guest service contact to be limited (e.g., no placing napkins in a guest's lap or refolding napkins).
 - All tableside cooking is suspended.
 - Sanitizer available for guests after all transactions (e.g., check settlement).
 - All necessary utensils to be provided only as a roll-up (or prepackaged plastic flatware).
 - Guest will be asked to remove the mask for checking ID purposes.
 - The use of uncovered food displays shall be suspended.
 - Team members preparing or cooking food at or near an open flame will not be required to wear face masks.
2. **Physical Distancing Protocols.**
- Signage will be present in each outlet reminding and encouraging guests to observe physical distancing in accordance with CDC and state or local guidelines.
 - Tables and booths to be utilized with appropriate physical distancing between each family or group party in accordance with CDC and state guidelines.
 - Layouts adjusted to reflect the social distancing protocol and new server sections.
 - Group party size will be limited to ten (10) persons (or per state and local guidelines).
 - All food and beverage items to be placed directly on the table, counter, slot, or other surfaces instead of being handed directly to a guest.
3. **Casual and Fine Dining Protocols.**
- Peak period queuing procedures (guest paging) implemented through table management system.
 - All table management systems updated with the venue capacity and new table configurations.
 - Condiments to be served in a single-use container.
4. **Bar and Lounge Protocols.**
- Tables, booths, and bar tops to be utilized with appropriate physical distancing between each family or traveling party as advised by state and local guidelines.
5. **Casino Beverage Protocols.**
- Replace glassware with disposable cups. Glassware to be available for high-limit guests upon request.
 - Used plasticware shall be picked up by the server after delivering ALL beverages.
 - Bottled water delivered sealed with top.

6. Beach Bar Protocols.

- All beverages shall be served in disposable cups.
- Bar stools and tables shall be arranged with appropriate physical distancing between guests.

7. In-Room Dining (IRD) Protocols.

- Menu will be laminated and cleaned after every use and will also be available on the guestroom TV Directory and through an in-room QR Code.
- There are (2) options for in-room dining food service delivery. If china, glass, and silverware is used, it will be plated. If not plated, food will be placed in disposable packaging.
- Guests will choose to either have the order left at the entrance of their room or brought into the room.
- Guest may notify IRD when finished with their meal and have the option to place their trolley/disposables in the hallway outside of their room or leave them in their room for IRD to retrieve.
- A phone number will be provided on room service menu for guests to contact IRD operators directly from guest's personal cellphones.

8. BOH and Production Protocols.

- Kitchens shall be disinfected at the end of each eight (8)-hour shift.
- All team member tools and knives shall be hand washed upon arrival into the kitchen.
- Sanitize with disposable paper towels and spray bottles.
- Dish stations require separation of loading and cleaning/sanitizing stations.

9. Team Member Dining Room (EDR) Protocols.

- Signage will be placed in the EDR reminding team members to observe physical distancing in accordance with CDC and government guidelines.
- 'Sanitized Table Sign' to be placed on the table after being sanitized to mark it as a "fresh table" for the next team member.
- No self-serve, grab and go food available.
- Food shall only be served by EDR cooks and by-line attendants.
- Team members utilizing the beverage station must use a new cup with every use.
- Management will encourage team members to stagger breaks to minimize capacity.
- Cleaning supplies to be available at the EDR sanitizing stations.

10. Buffet, Banquets, and Catering Protocols.

- Self-service buffet-style food service (those not utilizing service personnel to serve food) will be suspended and replaced by alternative service styles.

B. Sales and Conferences

1. Sanitize conference and hospitality suite room doors, tables, chairs, light switches,

- and other equipment after each group use.
2. Conference management will sanitize their respective work areas, counters, doors, and equipment frequently throughout use.
 3. Hand sanitization stations shall be located throughout each conference area.
 4. Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing following CDC and state and local guidelines.
 5. Signage will be placed in the conference areas reminding guests to observe physical distancing in accordance with CDC and state and local guidelines.
 6. Site inspections and meetings will be done virtually and/or appropriately physically distanced.

C. Gaming Operations

1. Cash Operations

a. Cage Protocols.

- Team members shall sanitize their workstation at the beginning and end of their shifts.
- Countertops shall be sanitized after every transaction.
- Team members will offer hand sanitizer to guests before and after each transaction.
- Team members will sanitize all front-line equipment, counters, PIN pads, and fingerprint scanners after each use.
- Team members will take breaks to wash hands frequently. Sanitizer shall be used frequently in between breaks.

b. Physical Distancing Protocols.

- All open cashier windows will have a plexiglass protection shield.
- Signage will be present reminding and encouraging guests to observe physical distancing in accordance with CDC and state guidelines.
- Staggered shifts will be imposed to promote team member physical distancing.
- Alternating cage windows will be open to promote physical distances when possible based on volume.
- When entering the cage, there will be no more than one (1) person in the mantrap (not including the mantrap leading to TRM).
- Only one (1) TRM in each pod will be turned on to promote appropriate physical distancing.

c. Guest Communication Protocols.

- Remind guests to use hand sanitizer or wash hands after each playing session.
- Guests must lower their face masks for age and identification verification before each transaction.

2. Count Room Operations

a. **Count Room Safety Protocols.**

- Team members shall sanitize their workstation at the beginning and end of their shifts.
- All count tables, carts, boxes, and surfaces in use shall be sanitized.

b. **Drop Process Protocols.**

- During the drop process, guests will be asked to step away from the bank of games to allow for proper physical distancing.
- Once the drop of the bank has been completed, guests will be allowed to return to the bank of machines.

3. Wild Card Services Operations

a. **Safety Protocols.**

- Team members shall sanitize their workstation at the beginning and end of their shifts.
- Team members will sanitize Wild Card Club and Promotions front line equipment, counters, PIN Pads and fingerprint scanners after each use.
- Team members will offer guests hand sanitizer before and after their transaction
- Team members to take breaks to wash hands every hour. Sanitizer to be used constantly in between breaks.

b. **Physical Distancing Protocol.**

- All open Wild Card Services locations will have a plexiglass protection shield.
- Signage will be present reminding and encouraging guests to observe physical distancing in accordance with CDC and state and local guidelines.
- Only one (1) guest per Wild Card Services window unless the guest is traveling with a companion(s).

c. **Guest Communication Protocols.**

- Remind guests to use hand sanitizer or wash hands after each playing session.
- Guest must lower their face masks for age and identity verification before each transaction.

4. Slot Operations

a. **Safety Protocols.**

- Slot Operations team members, who are assigned to clean as an additional task to their current job role, shall be informed on proper cleaning and disinfecting protocol according to recommended guidance.
- Hand sanitizing stations will be placed throughout the casino floor.
- Jackpot processing areas will house gloves and other cleaning supplies.
- High-contact areas of each gaming machine that is in use will be cleaned

every four (4) hours or upon request by a guest.

- Slots to be sanitized at least once every four (4) hours. Electrostatic zone cleaning will be scheduled by EVS. A log will be maintained to track each machine sanitizing schedule.
- Slot tech workstations and equipment in use will be sanitized before, during, and after each shift.
- Workstations/Jackpot processing areas to be sanitized as needed.

b. Physical Distancing Protocols.

- Guests will be required to adhere to 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 traveling together, etc. playing up to three gaming machines in a row) and other 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.
- Slot chairs will not be permitted to be tilted up by guests to reserve any machines.
- Slot personnel will encourage guests to follow physical distancing guidelines when not a part of the same party.
- Signage shall be provided, and attendants shall be in place to enforce the restriction on slot machine availability. Signage may be physical or digital (i.e., LCD and I-View Screens).
- Tournaments will be conducted with parameters in accordance with appropriate physical distancing and spacing requirements.
- Continue to promote self-pay jackpots to further reduce physical contact with guests.

c. Guest Communication Protocols.

- Guests will be reminded to use hand sanitizer or wash hands after each playing session.
- During the Jackpot process, guests must briefly lower their masks for age and identity verification.

5. Table Games Operations

a. Safety Protocols.

- EVS will sanitize table game rails and chairs in use once every four (4) hours and anytime that a guest may request the cleaning of a particular gaming table surface area.
- EVS will sanitize acrylic physical barriers installed on certain table games every four (4) hours and anytime a guest may request cleaning of a particular gaming table surface area.
- Gaming chips will be sanitized every two (2) hours or more frequently as needed and then again before closing any table prior to securing the float cover all in accordance with internal operating procedures.
- Pit podiums and Visual Limits units shall be sanitized by Table games personnel at the end of each shift and/or as needed.

- Table games personnel shall sanitize token boxes, discard rack, gaming shoe, and money paddle at least once during each shift.
- Table games personnel shall sanitize keys when removing and returning keys to key watcher.
- Card room telephone, computer, and card cart shall be sanitized after each use.
- Low-limit blackjack and low-limit baccarat cards will be dealt face up, and cards shall be sanitized or replaced daily as determined by Table Games personnel.
- Tables where guests are permitted to touch the cards, such as high-limit double deck blackjack, pai gow, and poker derivative games, hand sanitizer will be available to guests at each table and cards and tiles will be sanitized or replaced every four (4) hours.
- Dice shall be sanitized (or replaced with sanitized dice) for each new shooter.
- Table games personnel shall sanitize the on/off button and stick when entering a game.
- Table games personnel shall sanitize the outside of shufflers every shift; inside of shuffler to be sanitized once per week.
- Roulette wheel head, ball, and dolly shall be sanitized once per shift.
- Guests shall be offered hand sanitizer wipes or fluid to sanitize their hands prior to play.
- Sanitizing fluid or wipes shall be available at each pit and to each player at a gaming table.
- When indoor food and beverage service is permitted by government order to resume, servers serving food or beverages to guests at table games shall wash or sanitize their hands each time they return to the food or beverage preparation station prior to the delivery of the food or beverage.
- Table games hard surfaces where food is being served will be cleaned and sanitized after the departure of the guest from the table.

b. Physical Distancing Protocols.

- One (1) vacant position at a table between a single guest or a group of related guests (e.g., husband and wife, people traveling together, etc.) and other unrelated guests shall be enforced so that the position on either side of a guest or related guests is not permitted to be occupied.
- The following maximum player limits at gaming tables shall be enforced, unless otherwise directed by the Division:
 - Three (3) players per blackjack/poker-derivative table without an acrylic physical barrier;
 - Up to five (5) players per blackjack/poker derivative table on which an acrylic physical barrier is installed;
 - Four (4) players per midi baccarat table;
 - Five (5) players per midi baccarat table on which an acrylic physical barrier is installed;
 - Three (3) players per pai gow table without an acrylic physical barrier;

- Up to five (5) players per pai gow poker, pai gow tiles table on which an acrylic physical barrier is installed;
 - Four (4) players per roulette table;
 - Six (6) players per craps table (three (3) on each end) where the craps table is less than fourteen (14) feet in length.
 - Dealers at table games at which acrylic physical barriers are not installed will be required to wear a face shield in addition to face masks.
 - Acrylic physical barriers will be installed on all table games in accordance with government mandate. Player limits will be adjusted accordingly upon installation of such physical barriers.
 - Seating has been adjusted at all tables to coincide with these changes.
 - Security personnel will be present to remind guests to practice physical distancing and to ensure guests who are not traveling together do not congregate in groups around the tables.
 - Dealers shall verbally give breaks instead of "tapping in" and maintain appropriate physical distancing.
 - Dealers will be required to wash their hands every break and use hand sanitizer on demand.
- c. **Guest Communication Protocols.**
- Guests may use disposable gloves while playing at a table (gloves will be available in the pit upon request).
 - Guests must lower face masks for age and identity verification purposes.

6. **Sportsbook Operations**

- a. **Safety Protocols.**
- Sportsbook team members will sanitize equipment, chairs, desk, and high-contact areas during and at the end of each shift, or upon request by a guest.
 - Sportsbook team members will sanitize the counter after each guest use.
- b. **Physical Distancing Protocols.**
- Every other betting station open when applicable.
 - Signage will be present reminding and encouraging guests to observe physical distancing in accordance with CDC and state and local guidelines.
 - Seating in the sportsbook lounge will be configured to accommodate appropriate physical distancing.
- c. **Guest Communication Protocols.**
- Guest must lower their face masks for age and identity verification purposes.

D. **Etes Arena, Soundwaves Theater, and DAER Nightclub**

Each of these facilities will remain closed until further notice pending guidance from

state and local authorities.

E. Hotel Operations

1. Bell Desk

a. Safety Protocols.

- Sanitize high-contact front service areas and equipment, including dispatch office, bell desk, luggage storeroom, bell cart, porte-cochère drop-off/pick-up waiting areas, during each shift or when transferred to a new team member.
- Company-provided scooters, wheelchairs, and other guest amenities will be sanitized after each use.
- Bell person will wipe all luggage handles in front of the guest upon delivery to the guest room.
- Shoeshine services are suspended until further notice.
- 'Sound of Your Stay' (Wax, Tracks, and Picks) and 'Rock Om' are suspended until further notice.

b. Physical Distancing Protocols.

- Only one (1) Bell Captain at the desk to ensure appropriate physical distancing when applicable.
- Use only one (1) bell cart per arrival and departure keeping luggage in plain sight and avoiding combining luggage from different guests.
- Dry cleaning and luggage assistance available using contactless pickup and delivery protocol.
- Luggage/dry cleaning have the option of being brought to the guestroom and left outside the door or being placed in the room unoccupied in a designated space.

2. Parking Cashiers

a. Safety Protocol.

- Parking booths will be sanitized upon rotation and at the beginning and end of each shift.
- Parking Cashiers will be required to wear gloves in addition to masks when handling guests' cash, credit cards, and receipts.
- Wild Card swipers located outside the parking cashier booth will be fully operational for all Wild Card members to swipe.
- Credit card machines will remain inside the booth and Parking Cashiers will disinfect the guest's credit card before handing it back to the guest.

3. Front Desk and Hotel Lobby

a. Safety Protocols.

- Hotel guests will not be incentivized 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 guest should hang the 'Do Not Disturb' sign on the outside of the hotel room door. Do Not Disturb wellness check procedures for any guests declining daily in-room housekeeping service will remain in place.
- Offices, desks, counters, workspaces, and related equipment will be sanitized at least once every four (4) hours or upon a new team member using the equipment.
- Sanitize all guest touchpoints in front of guest before and after each transaction, including credit card reader devices, pens, and registration countertops.
- Room keys that are recycled will be sanitized before stocking. Sanitized keys will be placed in a new key packet and placed on the counter for the guest to pick up (do not hand to the guest).
- Stanchions used in queues and related equipment to be sanitized once per shift or more frequently based on increased business volumes.
- Use contactless "Smart Phone" technology solutions where available for guest transactions.
- Hand sanitization stations located throughout lobby and at elevators/lifts.
- Guests will be encouraged to use contactless checkout such as Express Check-Out, telephone or video check-out, or email departure procedures.
- The self-serve coffee station in the VIP check-in will be moved to the back office and available upon request to be served to guests.

b. Physical Distancing Protocols.

- Restructure stanchions to provide appropriate physical distancing.
- Agent stations will have plexiglass protective barriers.
- Lobby Greeter will provide guidance to arriving and departing guests to ensure physical distancing measures are followed.
- Peak-period queueing procedures, including a Lobby Greeter, will be implemented should the number of guests exceed the lobby capacity.
- Signage will be displayed to ensure appropriate distancing in lobby, on desks, at elevator lobbies, and in elevators.
- Signage to display maximum capacity per elevator/lift above elevator call buttons (every floor).
- Elevator signage prominently displayed limiting capacity to three (3) to four (4) occupants with the exception of parties traveling together.

4. HOUSEKEEPING OPERATIONS

a. Safety Protocols.

- Shared tools and equipment such as keys, Keywatcher machines, Keywatcher fobs, radios, cellphones, Hot SOS devices, and panic devices, will be

- sanitized before and after every shift.
- Carts, vacuums, and other shared equipment to be sanitized at the start and end of each shift.
 - BOH elevator buttons will be sanitized at least once every two (2) hours.
 - Linen bins will be sanitized after each use and lined with plastic for clean linen.
 - Dirty linen will not be shaken.
 - New technology, such as electrostatic sprayers and other innovations, will be implemented in guest hallways, BOH, and offices.
 - Guest linen will be placed in a plastic bag inside the guestroom before removal from room to eliminate excess contact while being transported to the laundry room.
 - All bed linen will be changed and washed at high temperatures and in accordance with chemical solutions instructions on label.
 - Housekeeping shall not enter a guestroom during a stay unless specifically requested or approved by the guest, or to comply with Security protocols.
 - In-room dining menus will be laminated.
 - The cleaning and sanitization of high-contact points areas in guest rooms will be upgraded to reflect the current situation with an emphasis on the following areas:
 - Desks, countertops, tables, and chairs.
 - Phones, remotes, and alarm clocks.
 - Thermostats.
 - Doors and doorknobs.
 - Bathroom vanities and accessories.
 - Bathroom fixtures and hardware.
 - Windows, mirrors, and frames.
 - Lights and lighting controls.
 - Closets, hangers, luggage racks, safes, and other amenities.
- b. **Guest Amenity Removal.**
- All glassware will be removed from room.
 - Robes will be removed from all suites and available upon guest request.
 - All collateral will be removed from room and available upon guest request.
- c. **Physical Distancing Protocols.**
- Shifts will be staggered when applicable to promote physical distancing.
 - Service request deliveries are at guestroom door to avoid entry.
 - Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms.

5. **EVS OPERATIONS/"CLEAN TEAM"**

The EVS department uses cleaning products and protocols that meet EPA guidelines and are approved for use and effective against viruses, bacteria, and bloodborne pathogens, including SARS CoV-2, the virus that causes COVID-19.

a. **Safety Protocols.**

- The frequency of cleaning and sanitizing will increase in FOH areas with an emphasis on high-contact surfaces, including:
 - Front desk check-in counters
 - Bell desks
 - Door handles
 - Entry doors
 - Locks
 - Stair handrails
 - Gaming tables
 - Seating areas
 - Hotel lobby
 - Slot machines (in coordination with slot attendants)
 - Wild Card player kiosks
 - ATM and ticket machines
 - Valet parking kiosks

- The frequency of cleaning and sanitizing will increase in all BOH areas with an emphasis on high-contact surfaces, including:
 - Team member dining room
 - Team member entrances
 - Uniform changing rooms
 - Team member restrooms
 - Elevators
 - Escalators
 - Offices
 - Kitchens
 - Stairways
 - Human Resources service desk
 - Training rooms

- Guest-facing restrooms are monitored to continually maintain sanitization standards and paying extra attention to high-contact areas such as:
 - Countertops
 - Faucets and soap dispensers
 - Door handles
 - Manual paper towel dispensing units
 - Baby changing tables

b. **Physical Distancing Protocols.**

- Limit the number of team members in EVS offices, where possible hold pre-shifts on designated floor locations in smaller groups.
- Signage will be present reminding and encouraging guests to observe physical distancing in accordance with CDC and state and local guidelines.

6. **EVS DEPARTMENT-SPECIFIC CLEANING PROTOCOLS**

- a. **Casino Cages/Security Podium.**
 - Guest facing counters to be sanitized at least once every four (4) hours.
 - Hand sanitizer will be located on the counters for guest use.
 - Hand sanitizer will be provided for Team Members inside the Main Cage.
 - Workstations inside the cages will be detail clean, vacuum, and disinfect once every twenty-four (24) hours.
 - Security podium will be cleaned, vacuumed, and disinfected once every twenty-four (24) hours.

- b. **Slot Areas.**
 - Slot machines will be sanitized upon availability at regular intervals, at least every four (4) hours or upon guest request.
 - EVS attendants are assigned in each shift to clean and maintain all slot sections.
 - All slot machines and surrounding areas will be thoroughly cleaned, vacuumed, and disinfected once every twenty-four (24) hours.

- c. **Table Games.**
 - EVS attendants to sanitize table game rails and chairs using disinfectant once every four hours and upon guest request
 - Table game areas and workstations will be thoroughly cleaned, vacuumed, and disinfected once every twenty-four (24) hours

- d. **Sportsbook.**
 - EVS attendants to sanitize chairs and maintain the area clean and fresh, at regular intervals, at least once every four (4) hours.
 - EVS attendant will thoroughly clean, vacuum, and disinfect the area once every twenty-four (24) hours.

- e. **Pool Operations.**
 - During open hours, EVS attendants are responsible for the upkeep of the pool restrooms and entrance to the pool.
 - Pool entrance door and other high-contact surfaces will be sanitized at least once every four (4) hours.
 - Restrooms will be cleaned and sanitized at least once every four (4) hours.

- f. **Hotel Guest Elevators.**
 - Elevators will have a dedicated clean team continuously cleaning/sanitizing guest elevators in use, including elevator buttons.
 - Existing cleaning processes will continue.
 - Use of electrostatic disinfectant spraying will be applied once every forty-eight (48) hours.

- g. **Rock Spa, Salon, and Body Rock.**
 - EVS cleaning responsibilities in the Spa, Salon, and Body Rock fitness center are after normal operating hours for these facilities. EVS will continue with

daily cleaning and disinfectant of all areas, including, but not limited to, steam rooms, showers, restrooms, hallways, doors, knobs, glass, lobbies, and furniture.

h. Restaurants, Bars, and Lounges

- EVS cleaning responsibilities in restaurants are after normal operating hours for these facilities. EVS will continue with daily cleaning and disinfectant of all areas, including, but not limited to, chairs, table bases floor, carpet, walls, ledges, edges, and glass windows.
- Also, as an extra step, EVS will spray all areas inside the restaurant using an electrostatic sprayer.

i. Back of House Areas, Offices, and Employee Dining Room.

- Increase in sanitizing high-contact areas at regular intervals, at least once every four (4) hours.
- Use of electrostatic disinfectant sprayer once every forty-eight (48) hours.
- Continue with existing cleaning processes.

j. Public Areas.

- Cleaning and sanitizing of following areas at regular intervals, at least once every two (2) hours. This is in conjunction with present cleaning processes:
 - Casino entry doors
 - Credenzas/furniture
 - Escalator/handrails
 - Lobbies, lounge, and bars handrails
 - Hotel entry doors
 - Trash bins

k. Front-of-House Restrooms.

- Increasing staffing presence in restrooms to sanitize them at least once every two (2) hours. This is in conjunction with existing cleaning processes.
- Electrostatic disinfectant will be use at least once every twenty-four (24) hours.

7. POOL AND RECREATION AREAS

a. Safety Protocols.

- Chaise lounge chairs sanitized after each use.
- Entrance door will be propped open to minimize guest and team member contact.
- Towel desk/entry kiosk and all other desks and counters to be sanitized once per shift.
- Pool attendant and lifeguard stations will be sanitized upon rotation.
- Pool chemical levels will be monitored in accordance with state and local health department recommended guidelines.
- Vending machine/arcade games will be sanitized every two (2) hours.

b. **Physical Distancing Protocols.**

- Chaise lounge chairs set with appropriate physical distancing.
- Lounge chairs can be set in pairs for couples but must be spaced with appropriate physical distancing between parties.
- Signage displayed to remind guests to practice appropriate distancing at the pool, sundeck, and in the water.
- Swimmers must practice physical distancing unless traveling together.
- In open air/outdoor pool areas, guest masks are optional provided guests maintain physical distancing protocols.

8. **ROCK SPA AND SALON**

- a. **Sanitation and Hygiene Standards Overview.** Licensed professionals are trained to mitigate risks significantly, through the use of proper cleaning, sanitization and disinfecting standards required by the state regulatory licensing rules and regulations. The following recommendations are enhancements to regulatory requirements as specified by New Jersey state rules, regulations, orders, and/or guidelines to address Universal Precautions presented by COVID-19. In accordance with current recommendations from the CDC, OSHA ISPA (International Spa Association), AMTA (American Massage Therapy Association), the following guidelines will be implemented to effectively sanitize and disinfect the spa and salon facility to reduce the spread of communicable diseases as much as possible.
- b. **Physical Distancing.** Physical distancing by standing at least six (6) feet away from guests and other team members whenever possible.
- c. **Practice Good Health Habits.** Wash hands frequently with soap and water for at least twenty (20) seconds. If soap and water are not available, clean hands with hand sanitizer. Therapists will wash hands a minimum of two (2) times with guests, before and after each service. Guests will be asked to wash hands prior to the start of their service. PPE will be provided to team members including, face masks, gloves, and where appropriate, protective eyewear.
- d. **Guest Intake Process.** Guests will be screened no more than twenty-four (24) hours prior to the appointment via a telephone call, which will include the required screening questions. Any individual who answers "yes" to any of the screening questions will have their appointment cancelled with no penalty and will be provided with rebooking guidelines. Guests will be advised that anyone coming to the premises will be asked the screening questions again and be required to submit to a no-contact forehead temperature check. All guests must wear, at a minimum, a cloth face covering at all times, except when face down during a massage.
- e. **Spa Retail Area.** Counter to be sanitized at least once per hour. Testers will be removed, and guest will need to ask if they wish to sample a product. Testers will be sanitized after each guest use.
- f. **Spa Reception Area.** Counter to be sanitized at least once per hour. Testers will be removed, and guest will need to ask if they wish to sample a product. Testers will be sanitized after each guest use.
- g. **Salon Area (Hair/Nails/Make Up).** Greet guests with a no-touch welcome or

greeting instead of a handshake. Wash hands prior to starting service and immediately following service, during if necessary. Team members will request that each guest wash hands prior to service. All work areas will be wiped down between each guest using two (2) minute contact disinfectant. Single-use items (nail files, buffers, etc.) will be properly disposed of after use. When possible, a pre consultation will be scheduled via Zoom prior to a guest's arrival. Limit number of guests in salon area to ensure social distancing guidelines are met. Guest to be booked at staggered intervals and no double booking unless appropriate physical distancing can be achieved. All Salon team members and management will be Barbacide certified. All magazines/newspapers will be removed.

- h. **Locker Room Areas.** All hard surface areas will be wiped down with EPA-approved two (2) minute contact disinfectant at least once per hour, including counter tops, doorknobs, light switches, lockers, handles, faucets, sinks, chairs, hairdryers, storage containers, etc. Disposable gloves shall be worn when handling laundry and hands washed with soap and water upon removal of gloves. Dirty laundry should not be shaken. Clothes hampers will be cleaned and disinfected according to hard-surface guidelines. Digital locks will be sanitized according to manufacturer's instructions for clean and disinfecting. An allotted number of lockers will be set aside for daily operations to ensure proper cleaning time between guests and rotate accordingly. Restrooms should be sanitized at least once per hour. All communal guest amenities and offer single use items for showers will be removed (ask housekeeping about in-room amenities). Touchless soap dispensers will be installed at vanities. All magazines and newspapers will be removed.
- i. **Lounge Areas.** Seating will be arranged to ensure physical distancing. All Lounge areas will be sanitized at regular intervals, at least once per hour. Communal guest food amenities will be removed and be made available upon request from guest. All magazine, newspapers, and menus will be removed.
- j. **Wet Areas (steam, sauna, and spa pools).** These facilities will remain closed until further notice pending guidance from state and local authorities.
- k. **Spa Treatment Areas (Massage, Esthetics).** Table skirts, sashes, and coverlettes will be removed from the treatment areas. Team members will greet guests with a no-touch welcome or greeting instead of a handshake. Team members shall wash hands prior to starting service and immediately following service, during if necessary, in accordance with these protocols. Team members will request that guests wash hands prior to service. Guest to be booked at staggered intervals to support social distancing. All surfaces that guest and team member contact in treatment room must be sanitized between services. All dirty linens, blankets, and table set-up items shall be removed after each treatment. Fold items in on themselves before placing in the linen drop. Do not shake out dirty laundry.

10. BODY ROCK

The Body Rock fitness facility will remain closed until further notice pending

guidance from state and local authorities.

11. FACILITIES

a. **Safety Protocols.**

- Outside air will be brought in to recycle the building with fresh air.
- All guestroom calls regardless of the repair will receive a new air filter in the HVAC unit.
- All hotel ice machine and vending machine surfaces, including buttons, will be cleaned once per shift.

b. **Physical Distancing Protocols.**

- Call Center will give a guest three (3) options when calling in a guestroom repair:
 - Please leave the room so repairs can be made;
 - Please wear a mask and observe physical distancing so repairs can be made; or
 - Room changes are available in order for repairs to be made.

12. VALET

a. **Company-specific Protocols.** Seminole Transportation will be implementing its own company-specific protocols that incorporate the protocols set forth in this Section.

b. **Safety Protocols.**

- Valet attendants will wear a face mask at all times.
- Valet attendants are required to thoroughly wash their hands once every hour. In the absence of washing with soap and water, hand sanitizer must be applied.
- Valet attendants should put on new gloves in the line of sight of the guest before entering the vehicle. Valet attendants must change their gloves after operating each vehicle. Glove changing SOP must be followed.
- A protective cover will be placed over the driver seat as well as on the floor before entering the vehicle.
- Valet personnel should lower all windows when entering the vehicle to allow airflow.
- All keys will be sterilized with an approved disinfectant before storage and again in front of the guest before returning their keys.
- Vehicle's high-contact areas such as gearshift, window switches, steering wheel, door handles (inside and outside), rear-view mirror and seat-belt buckle will be sanitized.
- All PPE and protective coverings will be discarded in a PPE trash can in front of the guest. All efforts should be made to discard and replace all PPE items in front of guest.
- Use of self-serve kiosks will be encouraged for cashless payments with signs directing those paying with a card to use the kiosk. Team Members will be

available at the kiosk to help with any troubleshooting questions.

- Valet will only offer luggage assistance at the request of a guest.

c. Physical Distancing Protocols.

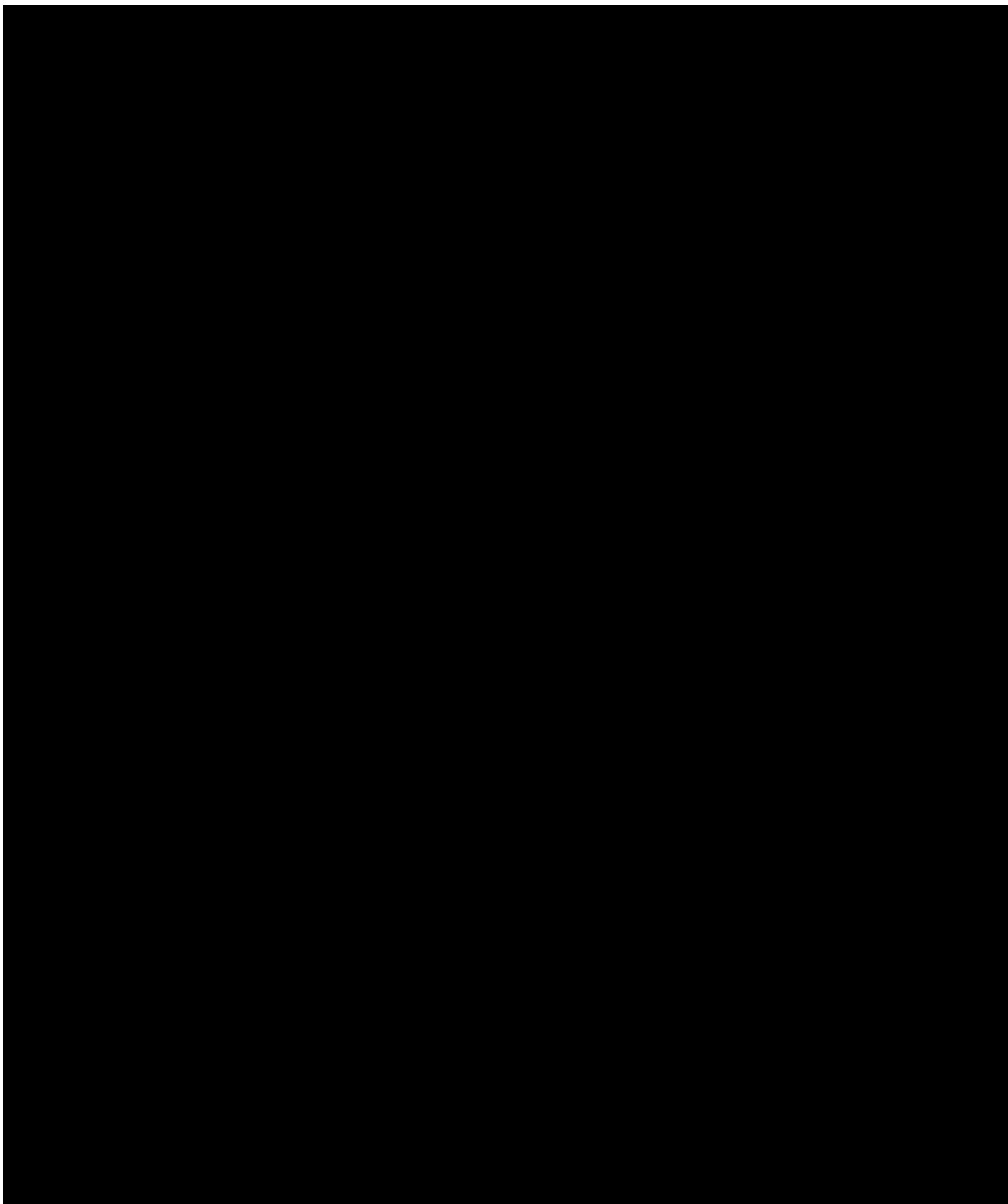
- Valet attendants will practice appropriate physical distancing when possible in accordance with CDC and government guidelines.
- Valet attendant must sanitize work area continually throughout their shift. This includes all high-contact surfaces such as booth/podium, key storage box, door handle, time clocks, desks, computers, keyboards, mouse, and any other multi-touch surfaces.

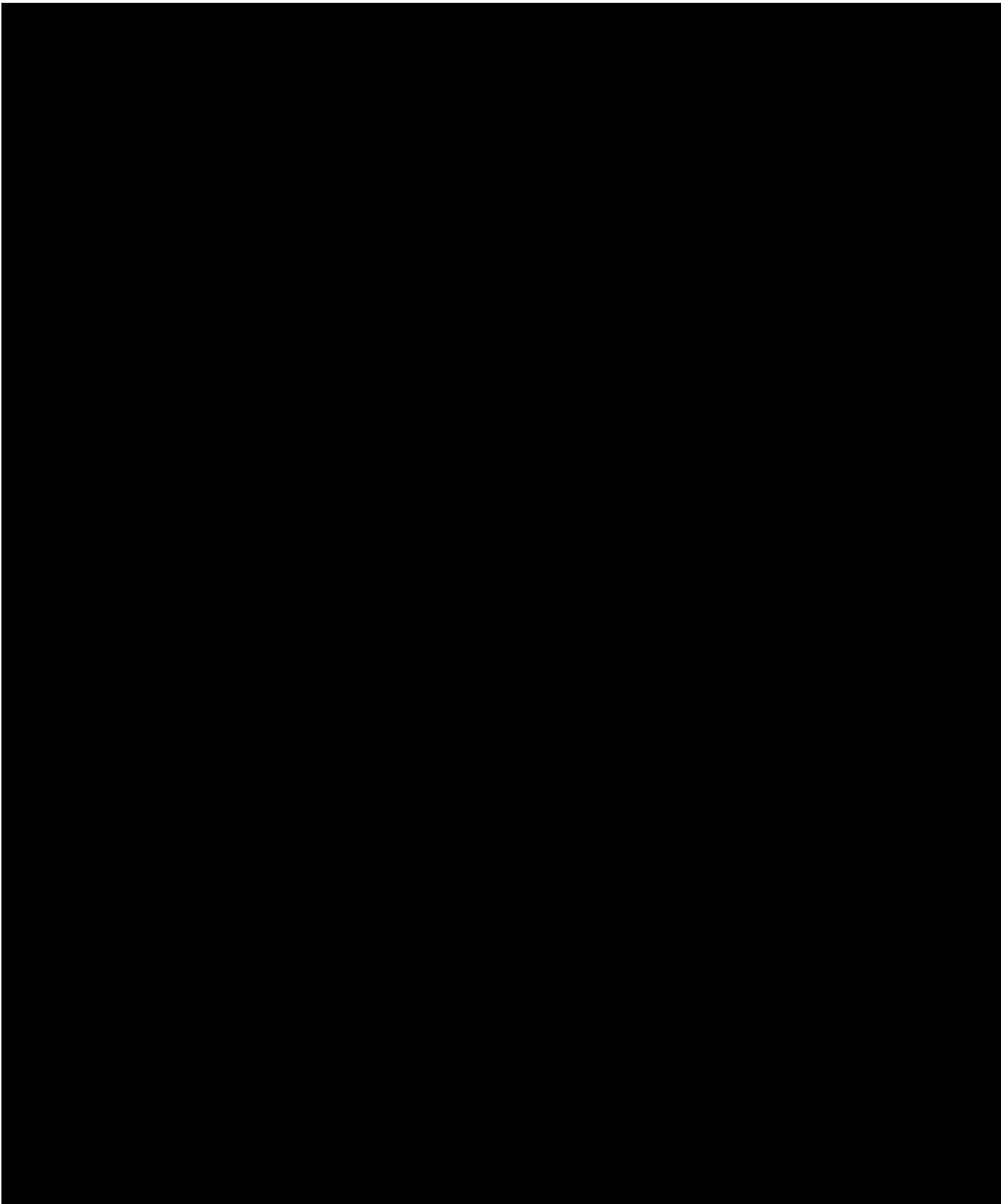
13. RETAIL OUTLETS

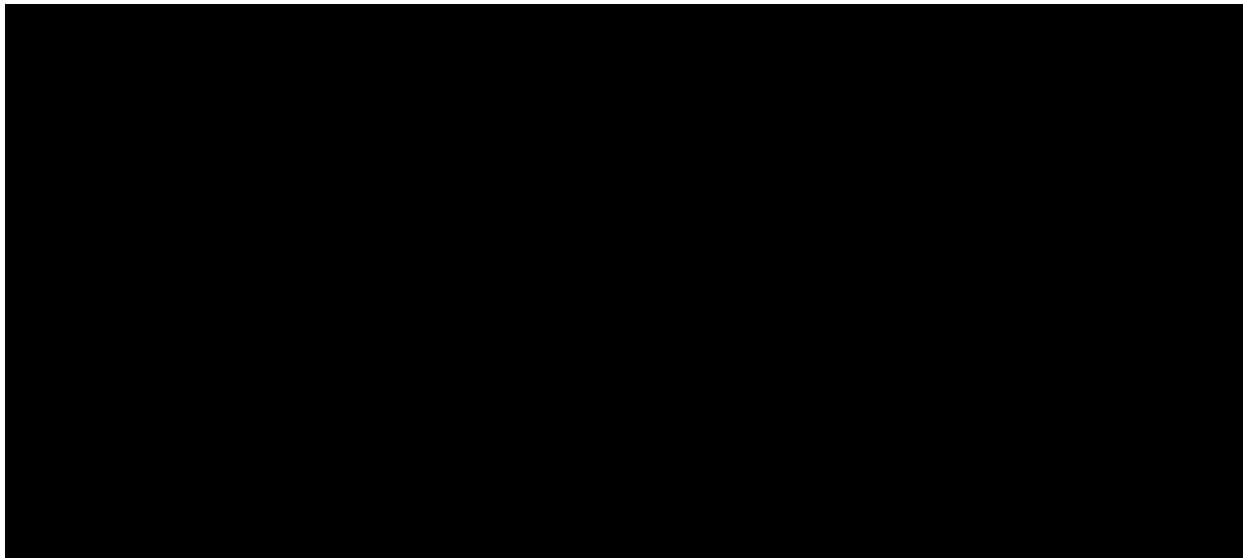
a. Safety Protocols.

- Cash wraps, telephones, workstations, hard surfaces, handles and high-contact surfaces will be sanitized at least once per hour and upon a shift change.
- POS station will have plastic divider or appropriate distancing between cashier and guests.
- Security cages and storage boxes will be wiped down after being opened/used.
- Pin pads will be sanitized in front of the guest before and after every transaction.
- The pen used by the guest to sign the paper receipt will be sanitized in front of the guest before and after every transaction. This can be done at the same time the pin pad is sanitized.
- Retail associates should avoid handling the guest ID but still verify name matches when completing any casino comp transactions.
- Hangers from items being sold will be collected in order to be wiped down and sanitized. Hangers that have been cleaned will be stored in the closed fitting room to be used to put out new product.
- Sanitize carts, shelves/displays, and magazine liners before and after each use.
- Sanitize handles, knobs, cage locks, cages, and stock room surface at least once per hour.
- Displays and retail assortments will be reduced (other than essentials to include sundries, toiletries, pre-packaged food, and beverages).
- All sales will be final until further notice (including telephone orders). Management can make exceptions to the suspended return policy on an as-needed basis; provided, however, the items will then be destroyed through the damage process.
- Guest receipts will reflect "All sales are final. No exchanges or returns." at the bottom of each POS receipt.
- Returns and exchange procedures may be modified in future phases and will closely mirror what generally happens in retail stores.
- Guest fitting rooms will be unavailable until further notice.

- Guests will be strongly recommended to wash all items, including garments and glassware, before use.
 - All merchandise to be served/handled by a retail associate; no self-service available in any category.
- b. **Physical Distancing Protocols.**
- Signage will be prominently posted reminding guests of maximum occupancies and physical distancing guidelines.
 - Only one (1) register to be used at a time to encourage guests and team members to practice appropriate physical distancing.







SECTION 8.

Contact Tracing Protocols

Subject to any government requirements regarding contact tracing that shall supersede any provision of this Section 8, in addition to the procedures for responding to guests and team members who exhibit COVID-19 symptoms or a confirmed diagnosis of COVID-19 as described herein, the contract-tracing procedures set forth herein will be followed concerning any confirmed COVID-19 cases.

1. When the Company is advised that a guest was tested and determined to be COVID-19 positive and was on property during a period when he/she may have been infectious to others:
 - a. Security will collect guest information, including name, names of those sharing their hotel room, and close contact guests in their traveling party, and details about the guest's activities on property (for possible contact tracing and enhanced cleaning) and will generate a report.
 - b. The incident report will include the information above as well as the guest's home address, room number (if applicable), date of COVID-19 diagnosis, and whether the guest was transported for medical care. The incident report will be updated as new information becomes available.
 - c. Security and Surveillance will take reasonable efforts to help determine the areas traveled by a guest while on property and team members with whom the guest may have had close, prolonged contact (within 6 ft for 10 minutes or more). Such efforts will include, as applicable and if available, the use of resources such as surveillance system, player card/customer management system and guest interviews. AtlantiCare will provide assistance with this process as needed.
 - d. Any team members who have been in close, prolonged contact with the guest will be directed to the screening procedures provided for in this Plan.
 - e. Any high-contact areas where the guest was known to have had extended contact will be cleaned and sanitized.

2. When the Company is advised that a team member was tested and determined to be COVID-19 positive and was on property during a period when he/she may have been infectious to others:
 - a. Security, Human Resources, and an AtlantiCare representative will collaborate to collect all pertinent information and will generate a report. Security will assign the matter an incident report.
 - b. The incident report will be updated as new information becomes available.
 - c. Any team member determined to have been in close, prolonged contact with the team member will be directed to the screening procedures provided for in this Plan.
 - d. Any team member who has a confirmed diagnosis of COVID-19 shall report the occurrence to the team member's immediate supervisor.

3. All reports shall be maintained by Human Resources and made available to the Division and state and/or local health officials and their designees, including contact tracers, upon their request.
4. Security, Human Resources, and an AtlantiCare representative shall coordinate with state and/or local health officials and their designees, including contact tracers, to provide or collect further information as described in this Section related to team members or guests who were determined to be COVID-19 positive.

Resources used to compile this Plan:

- 1) CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- 2) WHO: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- 3) Hard Rock International, *Safe + Sound Re-Opening Guidelines*, May 2020, Ver. 1
- 4) Casino Association of New Jersey, *Atlantic City Casino Industry Summary of Proposed Reopening Protocols*, Final - June 30, 2020 (as may be amended)

