



Reopening Plan & Protocols

Revised March 29, 2022

Introduction

The health and safety of our team members and guests has always been of upmost 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.

For unvaccinated people, 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:

- Get vaccinated.
- Know how COVID-19 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. Opening to the Public

1. 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, as they relate to unvaccinated and fully vaccinated individuals. In general, people are considered fully vaccinated:
 - 2 weeks after their second dose in a 2-dose series, such as the Pfizer or Moderna vaccines, or
 - 2 weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine.

Masking and social distancing precautions should be observed in areas where COVID-19 community levels are high, regardless of vaccination status.

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 this Plan and instructed to follow those plans to the extent applicable to the tenant's operation and contractor's presence on 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.).

B. Building Access

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

C. Personal Protective Equipment (PPE)

1. When COVID-19 community level is high, team members are encouraged to wear face masks while on property, except when eating, drinking, or smoking in designated areas as permitted by law, and 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. If masks inhibit the team member's health, Human Resources can provide reasonable accommodation options. Team members will be permitted to wear Company-issued face masks, Company-logoed masks purchased from the Rock Shop, surgical masks, or a solid color mask. Bandanas, scarfs, handkerchiefs, and gaiters are not permitted.
2. Gloves and/or protective eyewear will be provided by the Company to team

members whose responsibilities require them.

3. Guests are encouraged to wear face masks while on property in the event of high COVID-19 community levels.

D. Physical Distancing

1. Physical distancing is not required for fully vaccinated guests.
2. Any mandated reduced maximum capacity will be posted at each venue.

E. 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 dispose of all used face mask, gloves, etc. They will not assume any other duties unrelated to safety and sanitation while in their Clean Team uniform (e.g., Food and Beverage, Housekeeping, etc.). They will use the appropriate disinfectants from the EPA's List N (disinfectants for use against SARS-CoV2). 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.



F. 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. Sanitization stations equipped with hand sanitizer and backup PPE.
5. Team members will take on additional sanitization duties.
6. PPE trash receptacles placed throughout FOH and BOH areas.
7. Trash collection sweeps enhanced throughout all FOH and BOH areas.

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 comprehensive position-specific training of their new Standard Operating Procedures.
2. **Daily Health Questionnaire.** All team members will be required to read a health questionnaire 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. **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. Team members will also be encouraged to utilize touchless greetings (wave, hand on heart, namaste, etc.) when interacting with guests and other team members.
4. **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.
5. **Daily Sound Check meeting and timekeeping.** Larger departments may 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.
6. **Back of the House Signage.** Signage to be posted throughout BOH areas reminding team members of handwashing and any necessary protocols.
7. **Entering the Facility.** All team members are required to enter and exit the building

through the designated team member entrances (no exceptions). Team members are encouraged to wear a face mask when COVID-19 community levels are high. Any team member may continue to wear Company issued face masks, Company-logged masks purchased from the Rock Shop, surgical masks, or a solid-color mask. Bandanas, scarfs, handkerchiefs, and gaiters are not permitted.

8. **Staggering Shifts.** Shift times may 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 any physical distancing that might be necessary.

Section 4.

Team Member Hygiene and Behavior

A. Personal Protective Equipment (PPE)

1. Masks

Wearing masks is no longer mandatory. If masks are worn by team members, 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 most effective 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

- Ensure that you have a designated area available for team member belongings.
- The changing room will be disinfected, as needed, with the proper cleaning chemicals throughout all shifts (floors, walls, doors, lockers, seats, and any surface or furniture - special attention to be paid to regularly cleaning the door handle and light switches).
- Cleaning and sanitization of the floor, walls, doors, and appliances should take place frequently.
- Team members should avoid unnecessary contact with surfaces and minimize their time in the changing rooms - it is not an area to socialize.
- Team members 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.
- 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.

- 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.
- 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.
- 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. Pursuant to a communication from the Director of the Division of Gaming Enforcement (“Division”) dated March 25, 2022 (the “Division Notification”), the Division revised its guidelines with respect to COVID-19 reporting, to, among others, remove the requirement for casinos to report positive or presumptive COVID-19 cases to the Division. The Division Notification provides that: employees must still notify their supervisor regarding positive test results; any isolation and contact tracing procedures should continue for any positive cases; and positive cases must be reported to the local health department. Human Resources shall comply with the Division Notification and shall work with and provide to the local health authority and/or contact tracers any information requested related to all known presumptive positive and positive COVID-19 cases as set forth herein.

E. 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 Clean Team, and Human Resources department will act accordingly.

Section 5.

Keeping Our Guests Safe

A. GENERAL PROVISIONS

1. **Capacity.** The capacity limits in the gaming areas of the casino floor (e.g., casino and sportsbook), restaurants, and bars has been lifted and social distancing is no longer required. We will continue to monitor any restrictions placed on the total aggregate occupancy limits for these areas¹, or other volumes as approved by the State of New Jersey.
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 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 entering the facility, 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. **Physical Distancing.** Guests will be advised of any required physical distancing via signage.
6. **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

¹ Based on the total aggregate occupancy limits as established by the New Jersey Department of Community Affairs.

- 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.
7. **FOH Signage.** There will be signage throughout the property informing guests of the new safety measures taken, entry requirements and procedures for guests as well as health and hygiene reminders. Signage to include the universal sign for hearing loss to show that we are hearing impaired/hearing loss friendly. This consists of static and digital signage.
 8. **Hearing Impaired.** If requested, guests with a hearing impairment who are wearing a mask will be directed to the Security Podium, Front Desk, or Wild Card Services to receive a clean pen and pad of paper to facilitate communication with team members to alleviate lowering masks for the safety of both the patrons and team members. Upon request, any team members wearing a mask can change into a clear "mouth screen" mask to facilitate communication. Signage will be posted at entrances advising such Guests of this accommodation.

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 should 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.

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).

C. Security Screening

1. **Entry Screening.** At each of the locations below, there will be a health questionnaire for guests and team members to acknowledge prior to entering the property. Guests are encouraged to wear a face mask or a cloth face covering if COVID-19 community levels are high. Provided, however, that guests will be required to lower their mask when conducting cashier transactions and when requested for identification purposes as more fully set forth herein.
2.
 - **Team member/tenant screening locations:**
 - Maryland Ave entrance
 - Second-floor garage entrance

- **Guest screening locations:**
 - Second-floor garage entrances
 - Boardwalk entrances
 - Porte-cochère entrances

- **Vendor screening location:**
 - Loading dock and warehouse entrances

SECTION 6.

Front-of-House Department-Specific Protocols

A. Food and Beverage²

1. Safety Protocols.

- POS terminals sanitized regularly
- Dining tables, bar tops, stools, chairs, and trays to be sanitized regularly.
- Kitchens to be disinfected daily.
- Dining tables will be sanitized prior to every new guest being seated and upon request.
- All high-contact areas will be identified and cleaned frequently throughout operating hours of each venue.
- Guests wearing masks will be asked to remove the mask for checking ID purposes.

B. Sales and Conferences

- Industry leading cleaning sanitizing and disinfecting protocols are used to clean meeting service rooms with particular attention paid to high-touch items including: doors, tables, chairs, podiums, telephones, in-room control panels, light switches, temperature control panels, and, where applicable linens removed after conclusion of each meeting.

C. Gaming Operations

1. Cash Operations

a. Cage Protocols.

- Team members shall sanitize their workstation regularly.
- Countertops shall be sanitized regularly.
- Team members will sanitize all front-line equipment, counters, PIN pads, and fingerprint scanners regularly.

b. Guest Communication Protocols.

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

² See, DOH Health and Safety Standards for Indoor and Outdoor Dining Pursuant to Executive Orders and Department of Health Executive Directives.

https://nj.gov/health/legal/covid19/Indoor_Dining_Guidance_7-1-21.pdf

2. Count Room Operations

a. Count Room Safety Protocols.

- Team members shall sanitize their workstation regularly.
- All count tables, carts, boxes, and surfaces in use shall be sanitized regularly.

3. Wild Card Services Operations

a. Safety Protocols.

- Team members shall sanitize their workstation regularly.
- Team members will sanitize Wild Card Club and Promotions front line equipment, counters, PIN Pads and fingerprint scanners regularly.

b. Guest Communication Protocols.

- Guests wearing masks 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 regularly or upon request by a guest.
- Slots to be sanitized regularly.
- 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.
- Continue to promote self-pay jackpots to further reduce physical contact with guests.

b. Guest Communication Protocols.

- During the Jackpot process, guests wearing masks must briefly lower their masks for age and identity verification.

5. Table Games Operations

a. Safety Protocols.

- Sanitizing fluid or wipes shall be available at each pit and to each player at a gaming table.
- Servers serving food and/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.
- Gaming chips will be sanitized regularly.
- All buttons are sanitized during the chip cleaning process.
- All denomination markers are sanitized during the chip cleaning process.
- Pit podiums and Visual Limits units shall be sanitized by Table games personnel as needed.
- Table games personnel shall sanitize token boxes, discard rack, gaming shoe, and money paddle regularly.
- 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.
- 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 regularly.
- Table games personnel shall sanitize the outside of shufflers regularly; inside of shuffler to be sanitized once per week.
- Roulette wheel head, ball, and dolly shall be sanitized regularly.
- Dealers at table games at which acrylic physical barriers are not installed are permitted to wear a face shield in addition to a face mask.
- Dealers will be required to wash their hands every break and use hand sanitizer on demand.

b. **Guest Communication Protocols.**

- Guests wearing masks 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 regularly, or upon request by a guest.
- Sportsbook team members will sanitize the counter regularly.

b. **Guest Communication Protocols.**

- Guests wearing masks must lower their face masks for age and identity verification purposes.

D. **Entertainment**

1. **Performance Stages**

a. **Safety Protocols.**

- Sanitize high touch areas inside of the venue at ticketing counters, concession stands, dressing areas, green rooms, and bag checks before performances.
 - Touchless free standing (preferred) hand sanitizing stations are available throughout the venue.
 - All necessary PPE and sanitation supplies will be provided by the Company upon request.
- b. **Guest Considerations.**
- Electronic ticket scanning is used and ticket takers should avoid physically touching the guests' tickets or mobile devices if possible.
 - Walk-through metal detectors are preferred over hand wands, but if hand wands are used, the team member should stay as far away from the guest as possible where applicable.
 - Guests are encouraged to use contactless purchase and payment options for the sale of any venue/artists merchandise items. Guests are encouraged to use online ticket purchasing. Guests who wish to purchase tickets onsite are encouraged to use credit card payment to avoid cash transactions.
 - Food and beverage concessions service is covered in the food and beverage protocols of this Plan.

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.

b. Physical Distancing Protocols.

- Use only one (1) bell cart per arrival and departure keeping luggage in plain sight and avoiding combining luggage from different guests if possible.

2. Parking Cashiers

a. Safety Protocol.

- Parking booths will be sanitized upon rotation and at the beginning and end of each shift.
- Parking Cashiers are encouraged to wear gloves 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.

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 regularly or upon a new team member using the equipment.
- Sanitize all guest touchpoints regularly, including credit card reader devices, pens, and registration countertops.
- 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.

4. HOUSEKEEPING OPERATIONS

a. Safety Protocols.

- New technology, such as electrostatic sprayers and other innovations, will be implemented in guest hallways, BOH, and offices.
- All bed linen will be changed and washed at high temperatures and in accordance with chemical solutions instructions on label.
- If a guest 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.
- Door seal placed outside the door to notify the Guest the room is cleaned, sanitized, and disinfected.
- In the event a guest is confirmed to have COVID-19, the hotel room is to be removed from service in order to undergo a specific cleaning protocol by a licensed third-party.
- 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. Physical Distancing Protocols.

- 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

6. EVS DEPARTMENT-SPECIFIC CLEANING PROTOCOLS

a. **Casino Cages/Security Podium.**

- Guest facing counters to be sanitized regularly.
- 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 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 regularly 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.
- 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 regularly.
- Restrooms will be cleaned and sanitized regularly.

f. **Hotel Guest Elevators.**

- Elevators will continuously be cleaned, including elevator buttons.
- Existing cleaning processes will continue.

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.

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

- Increase in sanitizing high-contact areas at regular intervals.
- Continue with existing cleaning processes.

j. Public Areas.

- Cleaning and sanitizing of following areas at regular intervals. 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 regularly. This is in conjunction with existing cleaning processes.

7. POOL AND BEACH AREAS

a. Safety Protocols.

- Towel desk/entry kiosk and all other desks and counters to be sanitized regularly.
- 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 regularly.

8. ROCK SPA AND SALON

a. Safety Protocols.

- Hand sanitizer is prevalent throughout the area for both guests and team members to utilize as necessary.
- All high touch areas and equipment in reception area are disinfected frequently.

- Team member common area touchpoints are sanitized regularly.
 - Wet Areas and Locker Room
 - All high touch areas and hard surfaces (i.e. bathrooms, lockers, wet areas, lounge areas, door handles, vanities, benches and showers) are disinfected regularly.
 - Soiled laundry is secured and taken to appropriate location and laundered.
 - Soiled reusable sandals are cleaned and sanitized after every use.
 - Treatment/Service Rooms
 - Hand sinks with soap and water are available for guests in every treatment room.
 - All high touch areas and hard surfaces including door handles, counters, cabinets, tabletops, light switches, massage lubricant bottles, or any surface the team member or guest might touch are sanitized
 - Massage bed liner, bolster, and therapist stool are disinfected between guests.
 - All items needed for the treatment are included in sanitation procedures (i.e., stones, rollers, etc.)
 - Team members wash their hands in the presence of the guest before starting and at the conclusion of each service and advises that all the equipment has been disinfected.
 - Salon
 - All high touch areas and all equipment, such as manicure stations, salon chairs, pedicure stations, wash stations, and hair dryers are sanitized after each use.
 - Team members use disposable tools, or sanitize all tools (combs, clippers, manicure tools, etc.) between guests.
 - Disinfectant for immersion of tools, must be mixed daily and replaced sooner if it becomes contaminated throughout the workday (i.e., hair/debris floating in solution or cloudy solution).
- b. **Guest Consideration.**
- Handwashing and sanitation protocols are conducted in front of Guests prior to, during, and after services, as well as in between when servicing multiple Guests at the same time.
 - Guest capes are changed out and/or laundered between services.
- c. **Massage Treatment.**
- Team members must wash their hands before, after, and upon request throughout the treatment.
 - Team members must use gloves anytime the potential exists to come into contact with blood or body fluids including when a guest has broken skin in an area where massage is provided or when the team member has broken skin on the hands or forearms.

9. BODY ROCK

a. **Safety Protocols.**

- Equipment which cannot be properly sanitized will be removed from facility.
- All fitness equipment is sanitized regularly.
- All surface areas are sanitized regularly.
- All hard surfaces to be sanitized regularly.
- Towel desk and entry kiosk and all other desks and counters sanitized regularly.
- Disposable wipes placed conveniently for guests to use.
- Hand sanitization stations installed throughout facility.

10. **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.

11. **VALET**

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

b. **Safety Protocols.**

- 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 attendant must sanitize work area continually throughout their shift, including all high-contact surfaces such as booth/podium, key storage box, time clocks, desks, computers, keyboards, mouse, and any other multi-touch surfaces.

12. **RETAIL OUTLETS**

a. **Safety Protocols.**

- Cash wraps, telephones, workstations, hard surfaces, handles and high-contact surfaces will be sanitized regularly.
- Pin pads will be sanitized regularly.
- Sanitize carts, shelves/displays, and magazine liners regularly..
- Sanitize handles, knobs, cage locks, cages, and stock room surface regularly

F. **Warehouse/Receiving Department**

1. **Safety Protocols.**

- Gloves may be worn when receiving or delivering product.
- Equipment will be wiped down with approved disinfectant on a frequent basis.

2. **Mailroom.**

- Gloves may be worn when receiving, sorting, opening, and delivering mail.
- Mail should be placed on a hard surface when delivered. Hand-to-hand delivery should be avoided.
- Avoid sharing pens.
- Wash hands as frequently as possible with soap and water.
- Mail cart must be wiped down with approved disinfectant on a frequent basis.

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*, February 4, 2021, Ver. 4
- 4) Casino Association of New Jersey, *Atlantic City Casino Industry Summary of Proposed Reopening Protocols*, Final - June 30, 2020 (as may be amended)

Questions? Please contact Carly Wenz, Director of Training & Engagement, at (609) 449-5242 or email at communication@hrhcac.com.