



MASSACHUSETTS GAMING COMMISSION
PUBLIC MEETING #302

May 14, 2020
2:00 p.m.

Via Conference Call Number: 1-646-741-5293
Meeting I.D. Number: 111 260 7937



Massachusetts Gaming Commission



**AMENDED
NOTICE OF MEETING and AGENDA
May 14, 2020 – 2:00 p.m.**

PLEASE NOTE: Given the unprecedented circumstances resulting from the global Coronavirus pandemic, Governor Charles Baker issued an order to provide limited relief from certain provisions of the Open Meeting Law to protect the health and safety of individuals interested in attending public meetings. In keeping with the guidance provided, the Commission will conduct a public meeting utilizing remote collaboration technology. If there is any technical problem with our remote connection, an alternative conference line will be noticed immediately on our website: MassGaming.com.

Pursuant to the Massachusetts Open Meeting Law, G.L. c. 30A, §§ 18-25, notice is hereby given of a meeting of the Massachusetts Gaming Commission. The meeting will take place:

**Thursday, May 14, 2020
2:00 p.m.**

Massachusetts Gaming Commission

VIA CONFERENCE CALL NUMBER: 1-646-741-5293

PARTICIPANT CODE: 111 260 7937

All documents and presentations related to this agenda will be available for your review on the afternoon of May 14, 2020 by [clicking here](#).

PUBLIC MEETING - #302

1. Call to order
2. Administrative Update – Karen Wells, Interim Executive Director
3. Round Table Discussion – Chair Cathy Judd-Stein
 - a. Preliminary discussion with licensees about their recently submitted draft health and safety proposals regarding casino reopening protocols and procedures – Chair Cathy Judd-Stein; Commissioner Gayle Cameron; Commissioner Eileen O’Brien; Commissioner Bruce Stebbins; Commissioner Enrique Zuniga; Encore Boston Harbor; MGM Springfield ; Plainridge Park Casino
4. Executive Staff Update – Interim Executive Director, Karen Wells
 - a. Operational Status of Gaming Licensees in light of the Coronavirus **VOTE**
5. Other business – reserved for matters the Chair did not reasonably anticipate at the time of posting.



Massachusetts Gaming Commission

I certify that on this date, this Notice was posted as “Massachusetts Gaming Commission Meeting” at www.massgaming.com and emailed to: regs@sec.state.ma.us, melissa.andrade@state.ma.us.

May 12, 2020

Cathy Judd-Stein, Chair

Date Posted to Website: May 13, 2020 at 1:00 p.m.



Massachusetts Gaming Commission

101 Federal Street, 12th Floor, Boston, Massachusetts 02110 | TEL 617.979.8400 | FAX 617.725.0258 | www.massgaming.com

Massachusetts Gaming Commission

Round Table Discussion: May 14, 2020

Health and Safety Plans

The Massachusetts Gaming Commission looks forward to a preliminary discussion with its licensees to discuss health, sanitation and safety proposals for the resumption of casino operations. While the timetable remains uncertain as state and medical officials continue their tireless work to flatten the curve and reduce the reach and spread of COVID-19, this public discussion is intended to mark the beginning of an iterative process to support a future safe and sustainable reopening of all three gaming establishments.

The following four topics and illustrative sub-topics will guide the discussion:

Physical and Social Distancing (Gaming-related)

- Distancing Policies and Protocols – define and summarize (include procedures for queuing and measures to alleviate patron congregating)
- Physical/Structural
 - Slots – spacing, plan for jackpot payouts
 - Table Games – spacing, floor configuration
 - VIP Areas
 - Cage Issues
 - Mitigation measures (e.g., plexiglass barriers)
- Casino enforcement of distancing protocols

Hygiene, Cleaning, and Sanitation Protocols

- PPE for Guests (masks, gloves)
- Signage (Front of the house)
- Frequency and method of cleaning per area(s)
- Plans for high touch areas
- Cleaning solvent(s)
- Hand Sanitizers
- Disinfecting wipes
- Touchless opportunities
- Sanitizing gaming equipment, including gaming tables, chairs, rails, dice, chips
- Gaming floor beverage service

Staffing & Operations

- PPE for Employees
- Signage (Back of house)
- Handwashing
- Employee training
- Employee dining rooms
- Shift staggering and strategies for high density employee areas, including employee lounges
- Shared employee devices
- Employee uniform issues
- Employee Screening (temperature taking)
- Protocol for symptomatic employees

Screening and Occupancy

- Guest Screening (temperature taking upon entry)
- Protocol for symptomatic individuals/medical attention
- Protocol for identifying patrons (and minors)
- Number of betting positions and occupancy level
- Restrictions on games, services, hours

ENCORE BOSTON HARBOR HEALTH & SANITATION PROGRAM

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. This program has been developed in consultation with three leading public health medical professionals and fellows of Georgetown and Johns Hopkins Universities.



ENCORE BOSTON HARBOR HEALTH & SANITATION GUIDELINES

Statement from Matt Maddox, Chief Executive Officer, Wynn Resorts

At Wynn Resorts, we care deeply about our family of employees and our communities. When we suggested to the Massachusetts Gaming Commission that we should close our facilities on March 15, we did it with a heavy heart, yet knew it was in the best interest of our employees and the community. We also understood that asking our 15,000 employees throughout North America to stay home during the pandemic was challenging. We chose to pay all our full-time and part-time employees for 60 days through May 15, including an estimate for tips they could earn during the closure. We have since extended our plan to pay all employees to May 31, costing us approximately \$3 million per day or \$220 million through May 31.

I commend Governor Baker for making the difficult decision and taking early action in the fight against COVID-19. I believe his decisions saved lives.

We have worked with State and local officials to provide thoughts and a plan on a phased approach to reopen the economy, based on benchmarks of disease growth, ICU capacity and testing positivity rates.

We now face a new, rapidly decelerating curve we must “flatten.” Our economy is in a free fall. It is imperative to flatten this curve so we can re-emerge in a safe, sustainable way.

This plan presents what we will do to keep our guests, employees and our community safe. Each operating department has its own customized set of procedures, even further detailed than the more than 20-page summary presented here. It relies on the best available science on sanitization methods, in consultation with professional infectious disease experts from some of the best academic institutions in the country. We will continue to refine and update the plan as our experts provide us more advice. Our procedures are extensive and not applicable to all resorts in our industry.

In addition, I have been in contact almost daily with one of the country’s leading public health and pandemic preparedness experts, as well as various leaders in the medical community, and they all agree that an incremental reopening makes sense, and that science and data must lead us out of this in a safe fashion.

In order to be able to recover and reopen in Massachusetts, this is what I believe are the right steps to take:

1. The Governor’s appointed Reopening Advisory Board should work with State and local regulatory agencies to define criteria for a phased opening.

2. Reopen parts of the local economy as soon as it is safely possible. Begin with reduced occupancy, physical distancing measures in place, face mask wearing, temperature checks and no large gatherings.

3. Follow the data provided by a team of modeling experts tracking benchmarks based on the following criteria:

- a) Increases in COVID-19 testing velocity.
- b) Disease growth calculated as a weighted average of new COVID-19 cases, hospitalization and deaths.
- c) Hospital critical care bed availability should be reserved based on a ratio of current COVID-19 patients in the event of a spike.
- d) Full transparent data should be public, web based and accessible to anyone.

4. Assuming we are still in line with the benchmarks and entering Phase 2, slowly begin to reopen the resorts in Massachusetts with extensive safety measures in place.

5. Monitor the data every day. If we need to, marginally pull back or move forward.

The main obstacle on the list above is widespread testing. In Nevada, we have partnered with the University Medical Center and now all of our employees have access to testing. In fact, by May 8, thousands of our employees will have taken advantage of this benefit, using our on-site testing facility in an 85,000 sq. ft. ballroom being administered by UMC. We also have operationalized 70 of our call-center employees to assist the Southern Nevada Health District with contact tracing.

I understand that if we reopen incrementally, we might have to pull back, for example if a spike in cases occurs that jeopardizes the healthcare system capacity. However, the only way to cross this river is one stone at a time and we need to begin soon.

Encore Boston Harbor Program

1 Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

Thermal Cameras. Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing thermal cameras. Anyone displaying a temperature over 100.4°F¹ will be taken to a private area for a secondary temporal temperature screening. Employees or guests confirmed to have a temperature over 100.4°F will not be allowed entry to the property and will be directed towards appropriate medical care.

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines or moving around the property. Restaurant tables, slot machines, table games and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits. Plexiglass barrier shields will be set at permanent stations to provide additional measures of safety for both guests and employees.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, salons and exercise areas.

Front of the House (FOH) Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Table game electronic signs will also be used for messaging and communication.

Back of the House (BOH) Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks. Proper use of gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Employees are instructed to stay at home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath or other known symptom(s) of COVID-19. Employees and guests exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

Case Notification. If we are alerted to a presumptive case of COVID-19 at the resort, we will work with the DPH to follow the appropriate actions recommended.

¹ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

2 Employees' Responsibilities

Encore Employees are vital for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Encore employees have been instructed to wash their hands for 20 seconds, or use sanitizer when a sink is not available, every 60 minutes and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, and going on break and before or after starting a shift.

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping, public area attendants and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping. Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in the back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in/out. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

3 The Guest Journey

Guest Arrival

A security officer will greet each guest at the resort. Guests will be temperature screened and asked to use hand sanitizer and to wear a mask (which will be provided by the resort). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

a) Guest Arrival Valet, Taxi or Ride Share

- Guests will enter the resort through doors that are either propped open, are automated or manually operated by an employee.
- Employees will not open the doors of cars or taxis. Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.

b) Guest Arrival by Encore Limousine

- Limos will be thoroughly sanitized before and after each use.
- No more than four guests will be permitted per SUV/Limousine and no more than two guests will be permitted per sedan.
- Guests will not be permitted in the front passenger seat.

c) Guest Arrival by Boat or Bus

- Vehicles will be sanitized between the start of each trip.
- Vehicles will operate at 25% of normal capacity with designated seating to ensure proper distancing.

Hotel Guest Elevators

- a) An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
- b) Signage will be posted to explain the current procedures.
- c) No more than four guests will be permitted per elevator.

Guest Sanitation Amenities

- a) Each guest will receive complimentary safety amenities during check-in including masks, hand sanitizer and a COVID-19 awareness card.
- b) A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

4 Cleaning Products and Protocols

Our resort uses cleaning products and protocols which meet EPA and other regulatory guidelines² and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE. Our current daily sanitation chemical supply provides for 110 gallons of product for utilization throughout the resort through multiple distribution and application methods including EMIST™ electrostatic application.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, concierge desk, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, lottery equipment, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.

Guest Rooms. Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, iPads, light switches, temperature control panels, alarm clocks,

² <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

luggage racks and flooring. The existing Amazon Alexa units allow for touchless control of key features including drapery, air conditioning and lighting.

Laundry. All bed linen and laundry will continue to be washed at a high temperature and in accordance with CDC guidelines³. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Back of the House. The frequency of cleaning and sanitizing will also increase in high-traffic back-of-house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in the back of the house office pantries (including shared coffee brewers) will be discontinued.

Room Recovery Protocol. In the event of presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the DPH.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

5 Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House	Back of the House
All Resort Entrances & Exits	Employee Entrances
Registration & Concierge	Department Specific Locations
Wynn Rewards Card Kiosks	Including Kitchens, Security Podiums,
Boat and Bus Loading Areas	Housekeeping & PAD Closets

³ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

6 Physical Distancing

Throughout the resort we will meet or exceed state and local health authority guidelines on proper physical distancing.

Queuing. Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops, casual dining and transportation lines.

Hotel Front Desk, Business Center and Concierge. Agents will utilize every other workstation to ensure separation between employees whenever possible.

Restaurants and Bars. Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group or party of guests.

Slot Operations. Slot machines will be turned off and/or reconfigured with the chairs removed to allow for physical separation between guests. Casino Supervisors and managers will ensure that guests do not congregate around slots.

Table Games Operations. Table games will have chairs removed to allow for safe distance between players and dealers. All players will be required to be seated at gaming tables to play with the exception of roulette and craps. Casino Supervisors and managers will ensure that guests do not congregate in groups. Temporary plexiglass partitions will be installed on specific table games as an additional safety measure.

Meeting and Convention Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC⁴ and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

Guest Rooms. Whenever possible guest room assignments will be specifically spaced to limit the number of individuals per floor in the hotel and limit possible interactions in hallways and elevators.

Retail Spaces. In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

Back of the House. Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee services window and other high-density areas in order to ensure appropriate distancing between employees.

⁴ <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

DEPARTMENT-SPECIFIC SANITIZATION POLICIES

Additional department and protocols are under review and will be added and modified as developed

EMPLOYEE SERVICES & HUMAN RESOURCES

7 Uniform Control

Cleaning & Sanitizing Protocol

- a) Laundry will be cleaned in accordance with CDC guidelines⁵
- b) Laundry doors and control pads will be sanitized every 30 minutes during peak employee arrival and every hour during off peak
- c) Utilization of the EMIST™ electrostatic application system during the overnight shift on all surfaces and areas

Physical Distancing Protocol

- a) A uniform control employee will be stationed at the entry to control maximum occupancy of the space
- b) Clearly defined lines and waiting areas will be clearly marked on the floor in front of the uniform distribution counters
- c) Locker room floors will be clearly marked with available and unavailable spaces to be used for dressing
- d) One employee at a time will be allowed into the processing area for loaners and exchanges
- e) Acrylic dividers will be utilized at service and fitting windows

Guest Considerations

- a) No department specific requirements

CASINO OPERATIONS

All guests wishing to gamble will be requested to briefly lower their masks for age and identification purposes in compliance with Massachusetts gaming requirements.

8 Casino Cage

Cleaning & Sanitizing Protocol

- a) Guest facing counters will be sanitized at least once per hour

Physical Distancing Protocol

- a) Guests will maintain six feet of separation while waiting in line with spacing clearly marked on the floor
- b) Plexiglass protection will be installed at all casino cashier cage locations as an additional safety measure

⁵ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Guest Considerations

- (a) Hand sanitizer bottles are located on the guest counter at the High Limit Cage
- (b) Hand sanitizer stations are located outside of the Encore Main Cage
- (c) Money will be provided to guests via enclosed envelope upon request

9 Slot Operations

Cleaning & Sanitizing Protocol

- (a) Hand-sanitizing stations will be on the Casino floor including one adjacent to Wynn Rewards locations, TITO kiosks, JPX units, and all ATMs
- (b) Workstations will be sanitized at least once every four hours
- (c) Slot attendants will offer to sanitize slots for guests sitting down at a machine
- (d) Slots will be sanitized at least once every four hours
- (e) Slot supervisors will complete a log in each section to track each machine's sanitization schedule
- (f) Slot mobile responder will send necessary alerts to ensure timely cleaning and sanitization protocols

Physical Distancing Protocol

- (a) Slot machines will be turned off and/or reconfigured with the chairs removed to allow for separation between guests
- (b) Guests will maintain six feet of separation while waiting in line at Wynn Rewards locations

Guest Considerations

- (a) Hand sanitizer dispensers will be placed throughout the slot floor
- (b) Signage will be placed throughout the slot floor to remind guests to sanitize slot machines before use or contact a slot attendant for assistance
- (c) All slot employees will be wearing clear plastic gloves
- (d) Upon player request, jackpot payouts will be placed upon slot chairs, via cash in an envelope, or TITO ticket

10 Table Games Operations

Cleaning & Sanitizing Protocol

- (a) Gaming employee will sanitize table-game rails after each guest leaves a game
- (b) Gaming employee will sanitize each chair after each guest leaves a game
- (c) Gaming employee will sanitize dice for each new shooter
- (d) Gaming employee will sanitize the on/off button when entering a game
- (e) Gaming employee will sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
- (f) Gaming employee will sanitize the outside of shufflers every four hours; inside to be sanitized once per week
- (g) Roulette wheel head, ball and dolly will be sanitized when a new dealer enters the game
- (h) Gaming employee will sanitize the Chipper Champ exterior every hour
- (i) Pai Gow tiles will be sanitized when new dealer enters game
- (j) Pit Podiums will be sanitized by gaming employee every hour including phones, computers, Veridocs, all hard surfaces and cabinetry

- (k) Visual Limits will be sanitized every time a new supervisor enters the pit
- (l) Gaming employees will sanitize the money paddle when arriving at the game
- (m) Baccarat discard pile will be sanitized by supervisor at the end of each shoe
- (n) BJ discard holder will be sanitized by gaming employee at the end of their rotation
- (o) Gaming employee will sanitize token boxes when entering a game
- (p) PAD will increase trash pick-up in pits
- (q) Pit Technicians will sanitize hard surfaces and push carts at the beginning and end of each shift
- (r) Chip cleaning will be approved by MGC through submersion method and will be completed in the cage
- (s) Layouts will be steam cleaned daily
- (t) Employees will sanitize tables and chairs after using the dealer lounge
- (u) Player's Lounge will be deep cleaned daily before and after operation utilizing the EMIST™ electrostatic application system

Physical Distancing Protocol

- (a) There will be a four chair/guest maximum per table game with protective plexiglass partitions (at tables with a three chair/guest maximum, there will not be protective plexiglass partitions)
- (b) There will be a three-player maximum on each side of dice tables (in a later phase of reopening)
- (c) Unrelated guests will be discouraged from congregating behind players
- (d) Seating in the dealer lounge will be removed and maximum occupancy limits enforced
- (e) Dealers will verbally give breaks instead of "tapping in" and maintain appropriate separation

Guest Considerations

- (a) Guests will be reminded to use hand sanitizer prior to the start of play and reminded of proper mask usage
- (b) Cocktail Servers will remain available and serve beverage upon request; Butlers will remain available for food and beverage service in private gaming areas
- (c) Buffet service will be removed from the Player's Lounge and replaced by attendant service

11 Poker Operations (in a later phase of reopening)

Cleaning & Sanitizing Protocol

- a) Gaming employee will sanitize table game rails after each customer leaves (ongoing)
- b) Gaming employee will sanitize each chair after a customer leaves (ongoing)
- c) Gaming employee will sanitize the outside of shufflers every hour; inside to be cleaned once per week
- d) Gaming employee will sanitize podiums at least once per hour including phones, computers, all hard surface and cabinetry
- e) Gaming employee will sanitize in table rating units each time they enter a game
- f) Gaming employee will sanitize token boxes
- g) Layouts will be steam-cleaned daily
- h) Chip sanitation solutions are being reviewed – pending expert guidance

Physical Distancing Protocol

- a) Every other table will be open and tables to be staggered
- b) Maximum seating will be established based on expert guidance
- c) Dealers will verbally give breaks instead of “tapping in” and maintain appropriate separation

Guest Considerations

- a) Guests will be reminded to sanitize their hands prior to the start of play
- b) Food service protocols will be reviewed

HOTEL OPERATIONS

12 Business Services, Office Services, Lost & Found

Cleaning & Sanitizing Protocol

- a) Counters and equipment will be sanitized at least once per hour
- b) In-house mail vehicle will be sanitized after each use
- c) Internet stations will be sanitized and sanitation signage for guest reference posted

Physical Distancing Protocol

- a) Employees will use separate counters and have individual stations to eliminate shared equipment
- b) There will be a maximum of two employees at counter
- c) Credit card swipe will move to front counter
- d) Guest will be requested to place packages directly on the scale and then onto the conveyor
- e) Six-foot physical distancing minimums with common mail and package carriers will be enforced
- f) The use of e-mail for all guest transactions will be encouraged
- g) Internet stations will be offered for printing and completion any documentation instead of at counter
- h) Plexiglass barrier shields will be set at permanent stations to provide additional measures of safety for both guests and employees

Guest Considerations

- a) Print magazine and newspaper services will be discontinued throughout the property. Guests will have access to PressReader on their own devices.
- b) All packages will be placed in sealed single-use plastic bags
- c) Guest packages will be delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved

13 Front Services

Cleaning & Sanitizing Protocol

- a) High-touch front services spaces and equipment will be sanitized, including dispatch offices, bell desks, luggage storerooms, bell carts, porte cocheres and drop-off/pick-up waiting areas

- b) Offices, desks, counters, workspaces and related equipment (including iPads and radios) will be sanitized at least once every four hours or upon a new employee using the equipment
- c) Scooters, wheelchairs and other guest amenities will be sanitized before and after each use
- d) Baggage doors will be sanitized every hour
- e) Bell carts and related equipment will be sanitized before and after each use
- f) Back-of-House elevator buttons will be sanitized at least once per hour

Physical Distancing Protocol

- a) Guest laundry and dry-cleaning services will be available using contactless pick-up and delivery protocols
- b) Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible

Guest Considerations

- a) Valet parking will be provided
 - Staff members will wear masks and gloves
 - Staff members will use a disinfecting wipe on seats, steering wheel and door handles before entering a guest vehicle
 - Staff members will replace their gloves after every use
- b) Guests will be provided an additional disinfecting wipe when retrieving their vehicle so that they can sanitize additional surfaces at their discretion.

14 Transportation

Cleaning & Sanitizing Protocol

- a) Critical transportation spaces and equipment, including dispatch offices, storerooms, and drivers lounge, will be sanitized once per hour
- b) Offices, desks, counters, workspaces and related equipment (including iPads and radios) will be sanitized at least once per hour or upon a new employee using the equipment
- c) Each boat, bus and limo/car will be sanitized in between each trip

Physical Distancing Protocol

- a) Boats and busses will operate at 25% capacity with seating removed or marked off to ensure social distancing
- b) There will be one “couple or traveler” per vehicle at a time
- c) No guests will be permitted to ride in the front seat with the driver
- d) Signage and straps will be utilized to ensure proper spacing on our busses
- e) Stanchions and signage will ensure properly distanced queues at our docks and bus waiting area

Guest Considerations

- a) All reusable collateral will be removed from our vehicles
- b) Bottled water and umbrellas will be removed from guest spaces and offered only as requested disposing of or sanitizing at the end of the trip as appropriate
- c) Masks and gloves will be offered to guests as they enter the vehicle

15 Public Area (PAD)

Cleaning & Sanitizing Protocol

- a) Employees will sanitize the following areas at least once per hour:
 - Guest and garage elevators
 - Casino entry doors
 - Slot machines (in coordination with slot team)
 - Credenzas
 - Escalator handrails
 - Hotel entry doors
 - Exterior elevators and escalator handrails
 - Employee smoking areas
 - Trash bins
- b) All Front of House restrooms will be sanitized at least once per hour

Physical Distancing Protocol

- a) Distancing during pre-shift and staged shifts will ensure appropriate spacing at beginning and end of shift

Guest Considerations

- a) No department specific requirements

16 Front Office

Cleaning & Sanitizing Protocol

- a) All guest touchpoints will be sanitized after each transaction including EMV Credit Card Devices, pens and registration countertops
- b) Room keys will be sanitized before stocking
- c) Peak period queueing procedures will be implemented, including a Lobby Greeter, when the number of guests exceeds the lobby capacity
- d) Plexiglass barrier shields will be set at permanent stations to provide additional measures of safety for both guests and employees (Installed at all Front Desk stations, Concierge stations, and Bell Desk stations)

Guest Considerations

- a) Hand Sanitizer will be located at all front of house stations
- b) Welcome amenities will be provided, including gloves, mask and COVID-19 information card

17 Housekeeping

Cleaning & Sanitizing Protocol

- a) Carts, trolleys and equipment will be sanitized at the start and end of each shift
- b) Guest linen will be delivered and removed from guest rooms in single use sealed bags
- c) All items will be stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
- d) Back of house restrooms will be sanitized at least once every four hours
- e) House phones, in unsupervised/controlled areas, will be removed

Physical Distancing Protocol

- a) Contact with guests will be minimized while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms
- b) Only 50% of the rooms will be occupied on each open floor at a time with rooms spaced for distancing and to limit guests and staff in the hallways
- c) Rooms will be left vacant for 24 hours after each guest's stay

Guest Considerations

- a) All reusable collateral will be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
- b) Disposable collateral will be disposed and changed after each guest
- c) Newspapers and magazines will continue to be provided through PressReader for guests to access on their own devices
- d) Extra pillows and blankets will be stored in the guest room closets will be removed and available upon guest request
- e) All guest amenities will be packaged before being placed in room
- f) Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, counter tops, tables and chairs
 - Phones, tablets and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers and other amenities
- g) Self-service ice machines will be suspended, and signage posted indicating ice is available through IRD

SPA, SALON & FITNESS CENTER

18 Spa (Will open at later date TBD)

Pending guidance from local authorities and medical experts.

19 Salon

Cleaning & Sanitizing Protocol

- a) All counters, restrooms, doors and trashcans will be sanitized hourly
- b) All stations including hair, manicure and pedicure will be sanitized after each guest and prior to and after hours of operation
- c) Reception desk and all items utilized for payment and check in will be sanitized hourly or after each guest
- d) All tools utilized for services will follow existing sanitation procedures as outlined by the DPH and marked with stickers to indicate when clean

Physical Distancing Protocol

- a) A maximum of five guests will be allowed in the Salon at one time
 - To maximize spacing only a limited number of guests can receive each service at the same time
- b) Plexiglass dividers will be utilized at the reception desk
- c) Service providers will wear both a mask and face shield during treatments

Guest Considerations

- a) Beverages will no longer be self-service; attendant will provide upon request
- b) Makeup services will not be a part of the first phase of reopening

20 Fitness Center (Will open pending guidance from local authorities and medical experts)

RETAIL

21 Encore Owned Stores

Cleaning & Sanitizing Protocol

- a) Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces will be sanitized at least once per hour and upon a shift change
- b) Carts and mag liners will be sanitized before and after each use
- c) Handles, knobs, cage locks, cages and stock room surfaces will be sanitized at least once per hour
- d) Far-UV light wands will be utilized to sanitize any fabric items touched by guests entering outlets prior to placing back on the rack

Physical Distancing Protocol

- a) Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines
- b) Tailoring service will be postponed until further notice
- c) Plexiglass barrier shields will be set at permanent check out station to provide additional measures of safety for both guests and employees

Guest Considerations

- a) Displays and retail assortments will be limited to essential items during phase one to include sundries, toiletries, pre-packaged food and beverage
- b) All merchandise will be served or handled by a retail attendant, no self-serve available in any category
- c) All sales will be final until further notice (including phone orders)

FOOD & BEVERAGE

22 Restaurants, Bars & Lounges

Cleaning & Sanitizing Protocol

- a) Permanent host podiums including all associated equipment will be sanitized at least once per hour
- b) Plexiglass barrier shields will be set at permanent host podiums to provide additional measures of safety for both guests and employees
- c) Service stations, service carts, beverage stations, counters, handrails and trays will be sanitized at least once per hour and logged by a manager
- d) POS terminals will be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- e) Dining tables, bar tops, stools and chairs will be sanitized after each use
- f) Condiments will be served in single use containers (either disposable or washed after each use)
- g) Check presenters, votives, pens and all other reusable guest contact items will be either sanitized after each use or single use
- h) Menus will be single use and/or disposable
- i) Existing porous placemats (including Chilewich style) will be replaced with linen, single use disposable or non-porous placemats that can be machine washed or sanitized after each use
- j) Storage containers will be sanitized before and after each use
- k) Food preparation stations will be sanitized at least once per hour
- l) Kitchens will be deep cleaned and sanitized at least once per day
- m) Food and beverage items being prepared will be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

Physical Distancing Protocol

- a) Food and Beverage staff will manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Peak period queuing procedures will be implemented when guests are not able to be immediately sat
- c) Lounge seating will be removed in Rare and Sinatra
- d) Tables and booths will be utilized with appropriate physical distancing between each group or guest party (six feet or as otherwise advised by local authorities)
- e) Bar stool count will be implemented provide appropriate physical distancing
- f) The line flow at quick serve outlets will be managed to ensure coffee and food pick-up areas remain appropriately distanced
- g) Casino Service Bars will be staffed to allow for appropriate distancing between employees

Guest Considerations

- a) All self-serve condiments and utensils will be removed and available from cashiers or servers
- b) All straws will be wrapped
- c) Napkin service will be suspended until further notice (no placing in a guest's lap or refolding)
- d) Tableside cooking will be suspended until further notice
- e) Grab-and-go offerings will be removed; will be available from fountain workers only
- f) Bar snacks will be served per individual guest and not shared by the table
- g) All food and beverage items will be placed on the table, counter, slot or other flat surfaces instead of being handed directly to a guest

Additional Employee Dining Room (EDR) Protocols

- a) No self-serve food will be available (including snacks)
- b) Food will be served by EDR cooks and line attendants
- c) Single use cups for beverage (no refills) will be utilized
- d) Pre-packaged plastic flatware will be utilized
- e) Trays and plates will be distributed by EDR attendants
- f) Extension of EDR sneeze guards will be implemented

23 In Room Dining (IRD)

Cleaning & Sanitizing Protocol

- a) All equipment will be sanitized prior to assigning for the shift
- b) Employees assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment at least once per hour and at each change of shift
- c) Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour

Physical Distancing Protocol

- a) Food will be set on tables in hallway and notify guest(s) when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table
- b) Guests will be asked to notify IRD when finished with their meal and place their table in the hallway outside of their room

Guest Considerations

- a) IRD menus will be published on electronic in room tablet
- b) Minibars will be locked, all tray items removed, and service or unlocking will be upon guest request
 - All beverage items will be sanitized between guests if the minibar was unlocked
 - Snacks will be available through IRD and Sundries

24 Catering & Banquets

Cleaning & Sanitizing Protocol

- a) All shared equipment and meeting amenities will be sanitized before and after each use, or single use if not able to be sanitized
- b) All linen, including underlays, will be replaced after each use

- c) Clean and soiled linens will be transported in sealed single use plastic bags into and out of the meeting rooms

Physical Distancing Protocol

- a) All buffet style events will be attendant served
- b) Self-serve style events will be suspended
- c) All food and beverage items will be individually plated and served
- d) Coffee and other break items will be attended and served by a server
- e) Flatware will be provided as a roll-up
- f) Condiments will to be served in individual packages or sanitized individual containers
- g) Seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing that follows DPH and CDC guidelines (in coordination with Hotel Sales & Convention Services)

Guest Considerations

- a) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- b) Examples of physically distanced floor plans will be developed for Hotel Sales & Convention Services use
- c) Modified menus will be created to showcase styles of service and items currently available

SALES

25 Hotel Sales & Convention Services

Cleaning & Sanitizing Protocol

- a) Conference room doors, tables, chairs, light switches and other equipment will be sanitized after each use
- b) Meeting Concierge and Specialty Desk will sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

Physical Distancing Protocol

- a) Seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing that follows DPH and CDC guidelines (in coordination with Catering & Banquets)
- b) Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations

- a) Examples of physically distanced floor plans will be developed (in coordination with Catering & Banquets)
- b) Signage will be posted outside of meeting and events reminding guests of appropriate physical distancing guidelines

26 Nightclub (Will open at later date TBD)

Pending guidance from local authorities and medical experts.

SECURITY

27 Security Operations

Cleaning & Sanitizing Protocol

- a) All contact surfaces will be sanitized at the completion of any and all incidents
- b) Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- c) Shift Supervisors will log completed tasks
- d) Holding rooms and all related equipment and contact surfaces will be sanitized before and after each use
- e) Shift Manager will notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete (i.e., after a subject is released from a holding room and the room has been sanitized)
- f) SCC will track critical activities in iTrak

Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- b) Security Officers will assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening	Non-invasive thermal cameras will be placed at each entry point to the resort. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.4°F will be discreetly offered a secondary screening.
Secondary Screening	<p>The visitor displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with PPE.</p> <p>A Security Officer using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature.</p> <p>If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card.</p>
<p>Visitors with Elevated Temperature</p> <p>**See additional procedures below for current hotel guests</p>	<p>If the secondary reading confirms that the visitor has a temperature above 100.4°F, the visitor will be denied entry** to the property and be recommended to seek medical care and provided a COVID-19 information card.</p> <p>A Security Supervisor or Preliminary Investigator will collect basic visitor information including name, name(s) of room shares and close contact guests in their traveling party and ID (i.e. driver's license or employee ID). The Supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath.</p> <p>If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property.</p>
In-House Hotel Guests	If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

(skip to
Transportation
for employees
and non-
resident
guests)

If a guest requests to return to their room:

- A Security Supervisor will be called to escort the guest for the of the process.
- The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
- The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
- The SCC will notify PAD and the elevator will be returned to service only after properly sanitized by PAD.
- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until the room is properly sanitized by a licensed third-party expert and approval by the DPH.

If the guest does not return to their room:

- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access.
- 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

Guests who have previously displayed an elevated temperature may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

If the Guest with an elevated temperature is sharing the room or has had close contact with other visitors:

- The Security Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.
- Follow DPH guidance on required isolation or quarantine procedures for close contacts as appropriate.
- If a guest attempts to use our room for self-isolation the SCC will inform Hotel Management and CDC and local health authority guidelines will be followed for all additional contact with the guest and to safely remove them to a proper self-isolation location off property.

Transportation

If the visitor has their own vehicle the visitor may leave in their own vehicle.

If the visitor does not have their own vehicle an ambulance will be recommended to transport the person to the appropriate medical care facility as directed by the DPH and local health authorities.

Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

Internal
Reporting

The Security Supervisor will notify the Preliminary Investigator to prepare an incident report.

The report will be submitted to the Security Executive Management Team, Chief Legal Counsel and the Vice President of Human Resources.

At a minimum, the incident report is to include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was above 100.4°F and if the visitor was transported for medical care.

The incident report will be updated as new information is available and when/if the visitor returns to property.

MGM RESORTS INTERNATIONAL

SEVEN-POINT SAFETY PLAN

MAY 12, 2020



**MGM RESORTS
INTERNATIONAL®**

During these difficult days, while our doors across the country have been closed, our thoughts have been with our employees, our communities and with our guests. Whether it be the virus itself or the consequences of the virus on the workforce and the economy, the impacts have been deeply felt by everyone.

Public health experts tell us that it will take some time for life to return to a sense of normalcy. We cannot stop enjoying life until then. What we can do, is take what we know now about the virus and give people the tools they need to be safe and responsible and create environments designed to curb its spread.

Preparing for the moment when we can re-open our doors, the MGM Resorts team has been working with medical experts to develop a plan that will allow us to safely welcome you back. Our “Seven-Point Safety Plan,” puts your health and safety at the center of all we do. It is a comprehensive, multi-layered approach resulting from months of consultations and guidance from public health experts. It addresses everything from employee screening, masks, cleaning and air quality, to digital innovations that put you in control of your check-in experience.

Our properties were created to bring people together and to share common experiences because the human desire to connect is very real. We will still celebrate one another, continue to discover new things and find joy in the moment. But we must do so safely. MGM Resorts properties will not look the way they used to for a while, and that’s not only okay, it’s critically important. The MGM Resorts leadership team has worked diligently, and we are all proud of this comprehensive plan that will allow our guests to ‘Vegas Safely.’

While there is no proven playbook for the current challenges we face, you have my commitment that we will continue to be driven by data, science and public health guidelines as we evaluate and evolve these safety protocols and policies. I am confident in our Company’s deep operating experience, our expertise in safely managing public gatherings, the integrity of our leadership team and our long tenure in this business. More than that, I have tremendous confidence that the men and women of MGM Resorts will rise to this challenge and will be here, and ready, to provide the service and experiences for which we are trusted, renowned and beloved.

On behalf of all of us at MGM Resorts, we look forward to seeing you again—to ‘Vegas Safely’— soon. Until then, please stay safe.

BILL HORNBUCKLE

Acting CEO and President

MGM Resorts International

Throughout this pandemic our focus at MGM Resorts has been on the health and safety of our employees, communities, and guests. As we prepare for the future, our priority is reopening in a manner that puts health and safety at the center of our operations. We believe we can balance the customer service our guests have come to expect from MGM Resorts, with the urgent need to apply the knowledge we have about the virus that causes COVID-19 and adapt our environment accordingly.

Even before COVID-19, many of our cleaning and disinfection protocols were of the highest standards. We have also methodically re-opened our properties in Macau, close to the area where the pandemic first began, and plan to adopt many of these proven best practices that align with our U.S. business.

After diligently working with a team of Senior Epidemiologists and Scientists, Biosafety Professionals, Certified Occupational Health and Safety Professionals – and in accordance with guidance and directives from the World Health Organization, Centers for Disease Control and Prevention (CDC), Governors and Health Departments in the states where we operate – we have outlined our "Seven-Point Safety Plan."

Our lead health and safety advisor is Dr. Shannon Magari, ScD, MPH, MS. Dr. Magari is the Vice President of Health Sciences for Colden Corporation, an occupational health, safety and environmental firm. She received her Master of Science from the Thayer School of Engineering at Dartmouth College, and received her doctoral training and served as a postdoctoral research fellow at the Harvard School of Public Health specializing in Occupational Epidemiology. Dr. Magari also maintains an academic appointment as a Visiting Scientist with the Harvard School of Public Health.

As our knowledge of the virus and how it is transmitted evolves, so will our protocols. Our employees will undergo detailed training and briefings on these new protocols before welcoming guests and again as they evolve, so we can provide the safest environment possible.

SEVEN-POINT SAFETY PLAN

Over the last two months, we have certainly missed serving our customers, and – as evidenced by the tens of thousands of e-mails, social media engagements and phone calls we received – we know you have missed us, too. During this unprecedented time, you may have seen our consistent efforts to stay in contact with you, pledging we would open when, and only when, in accordance with Federal, State and local directives, it was safe to do so.

Following our work with medical and science experts, we have developed a multi-layered, seven-point plan designed to deter the spread of the virus, protect our customers and employees, and help us rapidly respond if a guest or employee shows symptoms or tests positive for the virus. Using this approach, MGM Resorts is creating an environment that puts health and safety at the forefront of all that we do.



SCREENING, TEMPERATURE CHECKS AND EMPLOYEE TRAINING



We have implemented employee-screening measures to assess signs and symptoms of infection and the possibility of recent exposure to someone infected with the virus. Employees are currently and will continue to go through temperature checks before entering a property. Employees are also asked to answer a series of screening questions about any current symptoms and recent exposure to COVID-19-infected individuals. Employees that are not well or who reside with an infected individual will not be allowed to work on property.

We ask that guests abide by a similar self-screening protocol prior to arriving and during your stay. If you have reason to believe you may have been exposed to the virus, we strongly urge you to follow CDC guidelines for self-quarantine and not travel to our properties. We will look forward to welcoming you once the self-quarantine period is complete.

If you develop symptoms during your stay, we have medical personnel on staff and protocols in place to assist. Employees will receive comprehensive training on new health and safety protocols, on proper wearing of personal protective equipment (PPE) and reinforced training on the importance of handwashing, cleaning and physical distancing guidelines. We will install digital and physical signage to both train and remind our employees of the proper protocols.

2



MANDATORY MASKS AND PERSONAL PROTECTIVE EQUIPMENT (PPE)

Employees will be provided and required to wear an approved mask when on one of our properties. MGM Resorts will also strongly encourage our guests to wear masks in public areas and will offer masks to any guests who need one, free of charge. Gloves will continue to be worn by employees who require them to do their jobs, such as food handlers and employees who clean public areas. Additional categories of employees required to wear PPE will be identified by our medical experts.

- Drink service: We will continue to offer drink service on our casino floors. We ask when customers are drinking to minimize the amount of time masks are removed.
- Eating: We will ask guests to refrain from eating on the casino floor to minimize the amount of time masks are removed.

3



PHYSICAL DISTANCING

A 6-foot physical distancing policy will be in place, with floor guides serving as reminders throughout our properties. From time-to-time, 6-foot distancing will be challenging—in those cases, reasonable mitigating protocols will be implemented, such as plexiglass barriers or face shields for our employees. Plexiglass barriers may be installed in areas throughout casinos and lobbies, where appropriate, for the safety of our guests and employees. Signage will be installed throughout our properties to help guide employees and guests on how to safely practice physical distancing.



HANDWASHING AND ENHANCED SANITIZATION



Following CDC guidelines, we have already increased the amount of routine cleaning, with a focus on high-touch surfaces in common-areas. We will continue using proven cleaning products in accordance with EPA guidelines for coronaviruses, bacteria and other infectious pathogens. Electrostatic sprayers will be used in many of our large areas to allow us to apply disinfectant more efficiently.

Custom-built handwashing stations, with soap and water, and hand sanitizing stations will be readily available with a visible presence maintained throughout the property. Signage will be installed throughout the properties to guide and remind employees and guests of the importance of proper handwashing protocols.

We also have detailed sanitation protocols for our guest rooms.



HEATING, VENTILATION AND AIR CONDITIONING (HVAC) CONTROLS AND AIR QUALITY

We have always placed a high priority on air quality for our guests and have reviewed the operation of our HVAC systems to identify additional opportunities to enhance their effectiveness. Rigorous measures in accordance with the established guidelines to help mitigate the risk of virus transmission have been taken throughout our properties.

As scientific information becomes available about the virus, and as additional guidance from state and local authorities and our medical experts evolve, we will continue to review and adjust the operation of our HVAC systems, fully recognizing the important role they have in keeping employees and guests healthy and safe.



INCIDENT RESPONSE PROTOCOLS

We have many protocols in place that are aimed at reducing the chance the infection will spread on our properties. In the unfortunate event a guest or employee tests positive for the virus, we will activate incident response protocols to ensure the infected individual has access 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. MGM has medical and security personnel on staff to respond quickly in the event of an incident.



DIGITAL INNOVATIONS



We are reimagining several aspects of the guest experience through technology to transition current processes into contactless options for guests.

The most convenient, contactless way to check-in is as easy as reaching for your phone. MGM is putting the arrival experience into the hands of our customers, enabling them to complete the check-in process themselves, from beginning to end. Guests will no longer need to wait in line, if they so choose.

Guests can confirm their arrival time, add payments and verify their ID all before setting foot in the lobby. Once a room has been assigned and is ready for check-in, guests receive a notification and can access their room number and a digital room key in the mobile app. Or, if they prefer a physical Key Card, guests can utilize the self-serve Key Encoders in the Lobby.

Alternatively, for guests without smart phones or who prefer to not use one, they can complete the check-in process with the support of our employees in a contactless, line-reduced environment designed with our customers in mind.

COMPANYWIDE PROTOCOLS

Numerous recommendations apply to nearly every part of the business. Certain areas will have more specific protocol requirements than others, which will be provided by each department. However, these general protocols will be applicable companywide.

EMPLOYEE CONSIDERATIONS

- (a) **PERSONAL PROTECTIVE EQUIPMENT (PPE):** Appropriate PPE will be provided to employees.
- (b) Masks will continue to be worn in accordance with MGM policy, which is consistent with CDC guidance and any state or local directives.
- (c) Employees will be allowed to use front of house restrooms and handwashing stations in order to wash their hands more frequently.
- (d) Employees who previously donned gloves for their work will continue to do so, such as food handlers and cleaning personnel. Other employees will wear gloves if they work in areas where they will be touching soiled linen or large volumes of cash. If gloves are worn, employees will follow proper donning/doffing procedures and avoid touching their face (and washing hands and changing gloves if the employee must touch their face).
- (e) Employees that need to enter a guest room will wear gloves; after finishing work in the room and before entering the next room, employees will remove gloves and wash hands with soap and water for at least 20 seconds. If soap and water are not available, employees can use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- (f) Employees using gloves must avoid touching their face and will wash their hands frequently.
- (g) **SANITIZING AND DISINFECTING:** Employees will wash their hands with soap and water for at least 20 seconds at the start and end of the work shift, during shift breaks, and before and after using gloves if applicable. If soap and water are not available, employees can use an alcohol-based hand sanitizer that contains at least 60% alcohol.
 - a. Hand sanitizing or handwashing stations will be placed at key employee contact areas such as Employee Dining Room or Locker Room.
 - b. Signage will be posted throughout the property reminding employees of the proper way to wash hands, sneeze and to avoid touching their faces.
- (h) Prior to starting a job, employees will clean/disinfect commonly touched surfaces and tools with an EPA approved disinfectant.
- (i) All employees will receive training (either virtually or through appropriate physical distancing) on COVID-19 safety and sanitation protocols; department specific procedures and training will also be provided.

GUEST CONSIDERATIONS

- (a) Hand sanitizing or handwashing stations will be placed at key guest contact areas such as hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces and retail outlet entrances.
- (b) Guests will be strongly encouraged to wear masks in all public areas. Guests may be required to wear masks when appropriate physical distancing or barriers cannot be maintained. An exception will be made for dining, while drinking a beverage, and while outdoors at the pool. Guests will be asked to use discretion in removing their masks on the casino floor.
- (c) Health and physical distancing signage will be placed throughout the property and in guest rooms.
- (d) Employees will receive clear instructions on how to respond appropriately to potential cases of coronavirus infection on property, in accordance with local guidelines, and how to provide full support to guests in addressing health concerns.

PHYSICAL DISTANCING PROTOCOL

- (a) Guests will be asked to practice physical distancing (standing at least 6 feet apart) from other guests while moving around the property.
- (b) Guests will be asked to maintain 6 feet of separation while queuing in line at hotel lobby, kiosk, casino cage, waiting for elevators, M life desk, etc. Departments will place markers on the floor to indicate proper spacing.
- (c) Hotel front desk, cage, business center and concierge will utilize every other window/workstation wherever possible.
- (d) When physical distancing guidelines cannot be maintained (e.g., point of sale transactions), plexiglass barriers or other suitable alternative will be used where feasible to separate guests and or employees (e.g., at cage, at front desk or concierge, etc.).
- (e) Physical layouts will be arranged to provide for appropriate distancing (in restaurants, lobby, on casino floor) where feasible.
- (f) Signage will be posted in high traffic areas to remind guests of distancing protocols and other safety practices.
- (g) Restaurants and bars will reduce seating capacities to allow for a minimum of 6 feet between each seated group (parties who dine together will be allowed to sit near each other).

CLEANING STANDARDS

- (a) Cleaning will focus on high touch point areas for high frequency sanitation (e.g., escalator rails, door handles, push plates, crash bars, light switches, elevator buttons, countertops, basins, toilets, urinals, faucets, restroom stalls and stall doors, lobby check-in desk, hallways, business offices).
 - a. High touch surfaces will be cleaned and disinfected regularly, with a more frequent focus on the bathrooms.
- (b) Self-service machines available to the public (casino kiosks, ATMs, parking ticket dispensers) will be cleaned regularly with disinfectant that is approved by the EPA for use against the virus that causes COVID-19.
- (c) Counters and card terminals will be cleaned regularly with EPA-approved disinfectant.
- (d) Hand sanitizer will be available on the counter for guests, as well as employees.
- (e) Meeting and convention spaces, casino floors, restaurants, bars, retail outlets, nightlife venues and entertainment and sports venues will have area-specific cleaning guidelines and protocols that meet or exceed companywide protocols.
- (f) The frequency of cleaning and disinfecting will be increased in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, employee locker rooms, employee restrooms, loading docks, offices and kitchens.
- (g) MGM will provide alcohol-based hand sanitizers that contain at least 60% alcohol. MGM will also provide cleaning/disinfecting products that are approved by the U.S. EPA for use against COVID-19.

GUIDED BY OUR SEVEN-POINT PLAN, WE HAVE DEVELOPED HUNDREDS OF DETAILED AND COMPREHENSIVE NEW PROTOCOLS FOR EACH DEPARTMENT AND ACTIVITY. HERE ARE JUST A FEW.

CASINO ENHANCEMENTS



Due to frequent handling of chips and cards by employees and guests, frequent hand washing and avoiding touching your face are some of the best ways to help to avoid the spread of the virus when gaming. Additional safety measures on the casino floor include:

- Newly developed handwashing stations on the casino floor for players and dealers where restrooms are not easily accessible.
- Asking guests to refrain from eating at table games and slot machines.
- Suspending buffets in table games areas.
- Regarding poker rooms: We are awaiting additional guidance from state and local authorities and our medical experts before determining if our poker rooms may be safely reopened.

PHYSICAL DISTANCING

- Every other slot machine will be placed out-of-service with its chair removed in areas where machines are closer than 6 feet apart.
- Customers traveling together can request adjacent slot machines in our high limit rooms or seats at table games, and we will adjust physical distancing for other slot machines/table games accordingly.
- The number of players allowed per table will be reduced in accordance with local gaming regulations.
- Employees will discourage players from standing (except Craps) and guests will be asked not to stand beside or behind players.
- Where practical, plexiglass barriers or other similar alternatives will be installed or available at tables where appropriate physical distancing is not feasible.

CLEANING

- We are considering options for touch screen friendly accessories for use with slot machines. These would be available at the M life desk.
- All slot machines, tables and kiosks will be cleaned and disinfected frequently during busy times.
- We will provide hand sanitizer for players and dealers at the tables.
- Staff will frequently disinfect seating and table area with an EPA-approved disinfectant.
- Tables in use will be sanitized in accordance with local gaming regulations.

HOTEL ENHANCEMENTS



GUEST ROOMS

We want you to have confidence when you check into a room, that it has been cleaned and disinfected using the latest in technology and most potent, but safe, solutions. Our standards and protocols will include:

- Minimizing the number and frequency of employees entering guest rooms during their stay to protect both our guests and employees.
- A guest room rotation plan that allows enough time for proper air circulation after guests check out.
- Removal of most collateral-like pens and paper from all rooms and making them only available upon guest request.
- Posting of occupancy recommendations for guests sharing an elevator. When feasible, guests will be asked to share elevators with only their travel companions.
- Changing of linens and towels only at checkout, unless guest requests for them to be changed earlier.
- Guestroom Attendants will wear masks and gloves while cleaning each room and washing hands and changing gloves between each guest room.
- Training on cleaning and disinfection for Guestroom Attendants, with an emphasis on sequence of service and allowing required dwell times for all disinfectant solutions to effectively kill the virus.
- Training of employees on proper cleaning and disinfection protocols for corridors and housekeeping lockers (carts, chutes, cleaning equipment, linen storage, elevators, hallway touch points).

HOTEL ENHANCEMENTS CONTINUED

FRONT DESK CHECK-IN ENHANCEMENTS

By accelerating our digital programs to implement check-in options, we will reduce lines and allow our guests to practice good physical distancing in the lobby.

Additionally, employees will offer to send itineraries and folios through email, instead of printing and handing copies to guests.

- Every other front desk, VIP, and Concierge workstation will be used to provide appropriate physical distancing where feasible. Our employees will sanitize iPad/Express Check Out touch points regularly.

RECREATION SERVICES ENHANCEMENTS

- We are awaiting on additional guidance from state and local authorities and our medical experts before determining when spas, salons, golf courses and fitness centers may be safely reopened.
- Pool lounge chairs will be placed with 6 feet between groups of guests.
- Every other cabana will be used, when applicable, in order to follow physical distancing guidelines.

FRONT SERVICES AND TRANSPORTATION ENHANCEMENTS

We are awaiting on additional guidance from state and local authorities and our medical experts before determining when valet parking may be safely reopened.

- Limousine and other transportation services for VIP guests will be limited and all vehicles will be cleaned and disinfected before and after each use.
- Luggage and amenities will be delivered to or picked-up from the guest room door where feasible. Bell persons who must enter a guest room will wear gloves and dispose of the gloves before entering another room.
- Employees will be trained on cleaning and disinfection protocols for corridors, storage rooms, bell carts, and other related equipment.
- Guests requiring special assistance with disability related needs, such as parking or checking in, will be provided service in line with MGM's general safety standards.

FOOD AND BEVERAGE ENHANCEMENTS



WE KNOW ENJOYING OUR WORLD-CLASS AND UNIQUE FOOD AND BEVERAGE OFFERINGS IS ONE OF THE HIGHLIGHTS OF VISITING MGM RESORTS. WE ARE WORKING TO ADAPT OUR RESTAURANTS AND OUR DINING EXPERIENCES TO PROVIDE SAFE ENVIRONMENTS FOR OUR GUESTS AND EMPLOYEES. SOME OF THOSE CHANGES INCLUDE:

- Suspension of self-service buffet-style food service. Employees will be required to serve guests.
- Providing more pre-packaged food options for guests.
- Providing additional handwashing stations with signage for customers.
- Digital menus available for guests to view on personal mobile devices via QR code.
- Cleaning and disinfecting of eating areas with an EPA-approved disinfectant.
- Dining tables (including those in Employee Dining Rooms) and barstools will be placed at least 6 feet apart to allow for proper physical distancing.
- Virtual queues for guests who are not able to be seated immediately. Guests receive a text message notification when their table is ready.
- Delivery of in-room dining service orders in disposable packaging. Orders left at the guest's door to avoid direct contact.

CONFERENCES AND EVENTS



MGM Resorts understands the value of live events and meetings and will be implementing new safety procedures and protocols for conferences and events. These guidelines will continue to evolve as we get additional guidance from state and local authorities and our medical experts. Final safety protocols will be provided in our Meeting Planners Guides. However, based on what we know now, we are considering the following:

- Electronic sales kits for site inspections distributed and viewed on client's personal devices when possible.
- Virtual showcases and site inspections offered when possible and physical showcases and site inspections conducted based on new established protocols.
- Menus and lists of service offerings updated and distributed to clients to communicate new health & sanitation protocols.
- For the time being, suspending any self-service buffet-style food and beverage offerings and requiring employees to serve guests.
- Offering additional styles of meal service and an extended menu of pre-packaged food options for guests.
- Requiring all vendors and contractors to follow MGM Resort's outlined health and sanitization protocols.

PHYSICAL DISTANCING PROTOCOLS

- Floor plans aligned to appropriate physical distancing protocols utilized in all meetings and conventions. We are continuously evaluating these capacities and working to provide the most up to date recommendations based on current guidelines. These capacities will be adjusted to meet local, state and federal guidelines as they evolve.
- Practicing physical distancing guidelines in client interactions wherever feasible: site inspections, sales calls, events, entertainment, registration desk, tradeshow and exhibits, etc.

CLEANING PROTOCOLS

- Hand sanitizing stations placed in high traffic areas, including foyers and meal rooms.
- A portable HEPA filtered air-purifier added to smaller meeting spaces.
- Meeting amenities will be sanitized frequently and single use items will be disposed of each day.
- During peak times, sanitizing escalators handrails within the Conference Centers.
- Utilizing electrostatic sprayer technology on MGM Resorts properties.
- Training staff on cleaning and disinfection protocols.

RETAIL

- Associates promoting non-cash and contactless transactions, such as Apple Pay, and room charges.
- Associates visually verifying guests' identification or credit card information, as needed.
- Associates will monitor retail occupancy to avoid overcrowding.

CLEANING PROTOCOLS

- Hand sanitizing stations placed at the entrance of each retail outlet.
- Associates wearing mask and gloves when engaging in fine jewelry transactions with guests.
- Wiping down dressing rooms (doorknobs, handles, hard surfaces) with disinfectants regularly when used.
- Sales associates wiping down registers, cash wraps and hard surfaces.

ARCADE

- Requiring close supervision in the children's activity area. Occupancy limits evaluated to help with physical distancing efforts.
- Employees encouraging guests to utilize kiosks at arcade entrance to purchase preloaded cards.
- Promoting non-cash transactions.
- Requiring sales with special discounts to be done at the counter.
- Placing all items on the counter for the guest to pick up.

PHYSICAL DISTANCING

- Setting up arcade games to abide by 6-foot physical distancing protocols; when 6-foot physical distancing is not feasible, reasonable physical barriers or other mitigating protocols, like disabling of games, will be implemented.
- Limiting direct contact between employees and with guests. Employees to place cards, collateral, etc. on the counter to avoid direct contact with the guest. This includes interactions at the redemption counter.

CLEANING PROTOCOLS

- Cleaning stations set up near the Arcade area, allowing guests to use an approved disinfectant to sanitize at their discretion.
- Employees disinfecting all games, equipment and guest touch points regularly.

ROLLER COASTER



- Visible social distancing markers placed in areas where guests are directed to queue. Updated signage placed at the entrance of each queue promoting social distancing while in line.
- Revising employee service talking scripts to include guest health & safety verbiage.
- Directing guests to store personal items in disposable waste bags before placing them in the locker prior to stepping in line for the ride.
- Guest items not touched by employees. Lockers available every 6 feet to promote physical distancing.
- Hand sanitizing stations will be made available in the locker area.

PHYSICAL DISTANCING

- Loading each roller coaster train with at least one empty row between filled rows, based on demand, to promote physical distancing.
- Prioritizing physical distancing during the loading and unloading of each train for Roller Coaster staff.
- Permitting only groups arriving together to sit next to each other in the same row. Seats not occupied by a person in the same group left empty.
- Permitting only the number of guests to fill one train on the platform at one time, with physical distancing of 6 feet.

CLEANING PROTOCOLS

- Wiping down lap bars and shoulder restraints on each car, regardless if it was empty or occupied, in between every ride with an approved disinfectant.
- Routine cleaning of each train while in operation, including the seats, lap bars, shoulder restraints, footrests, and sides of each car and performing a deep clean before reopening the next day.
- Wiping down lockers and high touchpoints more frequently with an approved disinfectant.

ENTERTAINMENT ENHANCEMENTS



We are awaiting additional guidance from state and local authorities and our medical experts before determining when entertainment may safely resume and – when entertainment resumes – what additional safety protocols will be necessary. However, based on what we know now, we are considering the following:

PHYSICAL DISTANCING

- Developing no-touch ticketing and no-touch technology at points-of sale.
- Designing effective queuing for appropriate physical distancing by parties.
- New food and beverage protocols with touchless points of sale and grab-and-go ordering/pick up rolled out across our venues.
- Replacing common use items at concession stands with single-use condiments and individually wrapped utensils.

CLEANING PROTOCOLS

- Implementing new protocols for cleaning venues more frequently, including ring performances.
- Continually sanitizing high traffic, high touch public areas (railings, door handles, elevator buttons, door handles, faucets, toilet fixtures, towel dispensers, etc.) during events.
- Hand sanitizing or handwashing stations placed in key public locations (entry points, transaction/payment points, etc.), along with signage promoting frequent use by guests.

FOR MORE INFORMATION ON OUR EVOLVING
SEVEN-POINT SAFETY PLAN AND FOR UP TO DATE NEWS
ON PROPERTIES AND AMENITIES AS THEY OPEN,
PLEASE VISIT [MGMRESORTS.COM](https://www.mgmresorts.com).



MGM RESORTS
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FACT SHEET

Fact Sheet: MGM Resorts' Seven-Point Safety Plan

Overview:

MGM Resorts' Seven-Point Safety Plan is the result of months of research and close coordination with a team of scientific and medical experts to identify new protocols and enhancements to do our best to provide a safe environment for employees and guests. The plan balances the high level of customer service guests expect from MGM Resorts with policies and protocols that will continually evolve based on data, science, public health guidelines and the most up-to-date knowledge about COVID-19. MGM Resorts' Seven-Point Safety Plan can be viewed in its entirety [HERE](#).

KEY INITIATIVES AND INNOVATIONS

Screenings/Temperature Checks:

- **Employees:** Required temperature checks before entering properties, followed by screening.
 - Asked a series of screening questions about any current symptoms and recent exposure to COVID-19-infected individuals. Employees who are not well or who reside with an infected individual will not be allowed to work on property.
- **Guests:** Asked to abide by similar self-screening protocol about current symptoms and recent exposure to COVID-19 in their home prior to arriving and during stay.

Cleaning Standards:

- Employees required to wash hands with soap and water for at least 20 seconds at the start and end of work shifts, during shift breaks and before and after using gloves, if applicable.
- Added cleaning focus on high-touch areas (escalator rails, door handles, light switches, elevator buttons, countertops, basins, restrooms/toilets/urinals, lobby desk, hallways, business offices, among others).
- Key high-touch points and self-service machines cleaned and disinfected frequently.
- Hand sanitizer available on counters for guests, as well as employees.
- Meeting/convention spaces, casinos, restaurants, bars, retail outlets, nightlife/entertainment/sports venues utilize area-specific cleaning guidelines that meet or exceed universal protocols.

Physical Distancing Policies:

- Six-foot physical distancing in place, guided by reminders throughout properties.
- In circumstances where six-foot distancing is challenging: reasonable alternative protocols implemented, such as plexiglass barriers or face shields for employees.
- Signage installed to guide employees and guests on how to safely practice physical distancing.
- Physical layouts will be arranged to provide for appropriate distancing (in restaurants, lobby, on casino floor), where feasible.

Personal Protective Equipment (PPE):

- **Employees:** Provided with and required to wear an approved mask when on property.
 - Gloves continue to be worn by employees who require them to do their jobs, such as food handlers and employees who clean public areas.
 - Additional categories of employees required to wear PPE identified by medical experts.
- **Guests:** Strongly encouraged to wear masks in public areas. Masks offered to guests, free of charge.

FACT SHEET

Handwashing and Hand Sanitizing Stations:

- Custom-built handwashing stations with soap and water and hand sanitizing stations readily available with a visible presence maintained throughout properties.
- Signage installed to guide and remind employees and guests of the importance of proper handwashing protocols.

Contactless/Line-Reduced Check-In Options:

- **Mobile check-in:** Guests complete the check-in process entirely themselves through the MGM Resorts mobile app.
 - Payment, ID verification, room assignment and digital room key accessed through the MGM Resorts mobile app.
- **Self-service key dispensers:** Physical keys dispensed at self-service key encoders in the lobby, if preferred.
- **Staff-assisted check-in:** Guests complete the check-in process without a mobile device with the support of Lobby Hosts in a line-reduced environment.

Food & Beverage Enhancements:

- Digital menus available for guests to view on personal mobile devices via QR code.
- Virtual queues in place for guests when immediate seating is unavailable. Guests receive a text message notification when their table is ready.

Casino Enhancements:

- Every other slot machine placed out-of-service with chair removed in areas where machines are closer than 6 feet apart.
- Number of players allowed per table reduced (per local gaming regulations).
- Where practical, plexiglass barriers available at tables where appropriate physical distancing is not feasible.
 - **Drink service:** Customers asked to minimize the amount of time masks are removed for drinking.
 - **Eating:** Guests asked to refrain from eating on casino floors to minimize the amount of time masks are removed.

Hotel/Guest Room Enhancements:

- Number and frequency of employees entering guest rooms during stays minimized.
- Removal of most collateral-like pens and paper from all rooms and making them only available upon guest request.
- Changing of linens and towels limited to checkout, unless guest requests earlier.
- Guestroom Attendants wear masks and gloves while cleaning each room and washing hands and changing gloves between each guest room.
- Training on cleaning and disinfection for Guestroom Attendants, with an emphasis on sequence of service and allowing required dwell times for all disinfectant solutions used to effectively kill the virus.
- Guest rooms will have sufficient time between guests to allow for proper air circulation.
- Capacity recommendations posted for guests sharing an elevator. When feasible, guests asked to share elevators with only their travel companions.

Plainridge Park Casino Phase One Base Reopening Guidelines

General Guidelines:

- Meet or exceed the recommended Centers for Disease Control (CDC), state and local health guidelines applicable to our business.
- Signage will be placed at entrances depicting a checklist of COVID-19 symptoms and asking team members and guests to not enter the property if their answer is “YES” to any question on the checklist.
- Plexiglass installed in several locations throughout the property – cage, mutuels, food court, security podiums, et al
- Waiting areas/lines will be marked to observe social distancing standards and to remind guests to stand 6’ apart.
- Guests will be encouraged to sanitize their hands upon entering the property, using sanitizer stations at the entry or exit points and throughout the casino floor.
- For any queuing, where lines normally form, markers and indicators will be placed, reminding customers to stand 6’ apart from any other customer.
- Reminder signage will be placed throughout the back of the house encouraging team members to follow CDC guidelines (wash hands, use sanitizer, stay at home if sick, etc.).
- Personnel will be regularly deployed to guest and team member touchpoints for cleaning and disinfecting. Team members will be trained on proper cleaning and disinfecting protocol according to the recommended guidance.
- Deep cleaning and disinfecting of the casino will occur daily, closing the casino section by section to accomplish this if necessary.
- Guests will be allowed to wear facial covering and gloves throughout the property provided they show their face upon entry onto the gaming floor.
- Valet will be discontinued unless otherwise specified in property specific plan.
- Player’s Club will operate practicing proper social distancing. Cleaning and safety guidelines will be followed.
- Concerts and other entertainment and special event gatherings will comply with initial state guidelines established for theaters, concert venues, and convention spaces.
- Any promotion/tournament will follow CDC guidelines to observe social distancing, including standing 6’ a part for the giveaway.
- VIP lounge areas that operate will follow proper food and beverage safety and social distancing guidelines.
- Guests not following social distancing guidelines may be asked to leave if they refuse to comply.
- 5-Step Security Risk Assessment protocol developed for incident response

ALL AREAS: Personnel/team members:

- Cleaning and sanitizing protocols will be followed for cleaning all areas of casino, including offices and back of house.
- Physical distancing protocols will be followed for common areas such as restaurant seating areas and other public areas where guests or team members congregate. This includes offices and back of house.
- Increase use of fresh outside air for heating & cooling the building

Team Members:

- Signage on team member access points indicating that NO team members with a fever or symptoms of COVID-19 are permitted to work.
- Team members will be permitted to wear facial covering.
- Sanitizer stations will be available throughout the back of the house.
- Tables and chairs in the team member break rooms will be spaced to ensure social distancing.
- On-going reinforcement and training of safe practices will be available for team members.
- Food in team member dining area will be individually wrapped or boxed.
- Team members who have the ability to work remotely will be encouraged to do so.
- Office spaces will be reorganized to ensure social distancing
- Schedules will be adjusted to ensure minimal number of employees in any one office space

Slots:

- Make available for play certain slot machines in order to observe, to the extent feasible, appropriate social distancing. i.e. – every other machine
- Hand sanitizers will be available to guests and signage will be posted asking guests to sanitize prior to playing machines. Casino staff will regularly wipe down all slot machines with disinfectants.
- Personnel will wipe down with disinfectant all slot machines including slot buttons on regular intervals.

Casino Cage:

- Cleaning and sanitizing protocol will be implemented for guest-facing areas and team member areas, including hand sanitizer.
- Plexiglass barriers will be in place between customers and team members
- Social distancing protocol will be implemented for queueing and team member/guest interactions.
- Cashiers will be spaced with every other window closed to provide for social distancing

F&B Operations:

- F&B operations will be operated in accordance with CDC guidelines for social distancing and sanitation. Restaurants and bars will promote social distancing by controlling seating and table spacing as well as through table reservations and capacity.
- Plexiglass barriers will be in place between cashiers and customers
- Restaurants/bars to social distance by controlling seating/tables and reservations/ capacity.

Racing Operations:

- Opening TBD
- Plexiglass barriers in place between mutuel tellers and customers
- Supervisors to sanitize race carrels and kiosks
- Mutuel Tellers to sanitize counter
- Chairs to be sanitized hourly
- Deep cleaned daily

The above are general guidelines.

DRAFT



Re-Opening Protocols for Penn Properties

In order to continue safeguarding our customers and team members, Penn National Gaming's properties propose implementing the following procedures and protocols to support COVID-19 governmental social distancing guidelines and safety best practices.

General

1. All properties shall complete a thorough cleaning and disinfecting of the entire complex during the closure period.
2. All properties shall conduct extra daily deep cleaning and disinfecting. Properties may elect to periodically close sections of the casino to conduct this cleaning and disinfecting.
3. COVID-19 training will be conducted for all team members

Guests

1. In areas on the property where lines of customers normally form, we will have signage to remind customers to continue standing 6 feet apart to comply with social distancing best practices.
2. Signage will be placed throughout the property reminding guests to follow CDC guidelines (to wash hands, use sanitizer, stay at home if sick, etc.).
3. Signs will be placed at each entrance setting forth a checklist of symptoms and asking customers to not come in the casino if their answer is "Yes" to any question (e.g. "Do you have a fever"; "have you been in the presence of someone with COVID-19"; etc.).
4. Sanitizer and disinfectant wipe stations will be placed throughout the property.
5. Guests will be allowed to wear surgical masks and gloves throughout the property provided they show their face for surveillance upon entry onto the casino floor.
6. Guests not following social distancing guidelines may be warned and/or asked to leave if he/she refuses to comply.
7. Screen guests when deemed necessary and appropriate. For example, for a guest to be allowed to enter the casino, they must pass a non-touch temperature check of less than 100.4 degrees. Should a guest fail a temperature check twice in a five-minute period, they will not be allowed to enter the casino.

Team Members

1. Train team members on the symptoms of and measures to prevent the spreading of COVID-19.
2. Signs will be placed in all team member/back of house areas reminding team members to follow CDC guidelines (to wash hands, use sanitizer, stay at home if sick, etc.).

3. Signs will be placed at the team member entrance setting forth a checklist of symptoms and reminding team members to not come to work if their answer is “Yes” to any question (e.g. “Do you have a fever”; “have you been in the presence of someone with COVID-19”; etc.).
4. Screen all team members coming into the casino. For example, for a team member to be allowed to enter the casino, they must pass a non-touch temperature check of less than 100.4 degrees. Should a team member fail a temperature check twice in a five-minute period, they will not be allowed to enter the casino. Should a team member exhibit symptom of illness during a shift, the team member’s temperatures will be taken and any team member with a 100.4-degree temperature or more will be sent home.
5. Rolling announcements will be made on company HR website reminding team members of CDC guidelines and when not to come to work (e.g. wash hands, use of hand sanitizer, stay at home if sick, if you have a temperature, diarrhea, etc.).
6. Should they elect to do so, team members will be permitted to wear masks and/or clear gloves.
7. Sanitizer and disinfectant wipe stations will be placed throughout back of house.
8. Food in Team Member Dining Room will be individually wrapped and/or packaged (no self-serve of open food).

Food and Beverage Outlets

1. Each property may open with limited restaurant dining options for guests that coincide with local social distancing standards.
2. Menus will be cleaned with disinfectant wipes after each use. Alternatively, PPC may opt to use disposable menus upon reopening.
3. Increase the use of prepackaged disposable utensils.
4. Enhanced food handling techniques will continue.

EVS/Facilities Services

1. Cleaning and disinfecting the casino every 24 hours.
2. Empty and disinfect trash can and replace can liner.
3. Clean and disinfect hard surfaces including high-touch surfaces.
4. Refill hand sanitizer dispensers and disinfectant wipes as needed.
5. Vacuum soft-surfaced floors (carpet/rug/walk-off mat); sweep then mop hard-surfaced floors (tile/wood/LVT).

Slot Machines

1. Each property will manage the slot floor in a manner that will address social distancing of patrons by turning off selected slot machines.
2. Extra chairs will be removed (i.e. chairs on machines that are off).
3. Disinfectant wipes will be available, and signage will be posted asking customers to wipe down their machine prior to use.
4. Casino staff will regularly wipe down all slot machines with disinfectants.

5. Bank configurations will be modified and enhanced where and when possible with dividers to create greater social distancing.

Marketing

1. Marketing will plan, organize and manage events to ensure no large gatherings of crowds.
2. Disinfectant wipes will be placed at the marketing kiosks for guests to use to wipe the interfaces before and/or after usage.

Count

1. Count team to not touch or drop games closed for social distancing.

Valet

1. Temporary closure of the valet service (will ask casino guests to use self-park).

Concerts

1. Concerts and entertainment temporarily suspended until further notice.

Best Practices

1. A commitment to enhancing and modifying procedures to incorporate best practices as they are learned.