

# REOPENING THE ONEIDA NATION ENTERPRISES GAMING VENUES

## PHASE 1

A comprehensive plan to protect our employees,  
guests and the community



*Turning Stone*<sup>®</sup>  
RESORT | CASINO

  
POINT PLACE  
— CASINO —

  
CASINO &  
SPORTS BOOK

*PlüiOn* SLOT  
PARLOR  
BY TURNING STONE

SAFER TOGETHER

## A Message From Oneida Nation Enterprises CEO Ray Halbritter

The health and safety of our employees, members and guests have always been our first and foremost priority — and that longstanding commitment has never been more critical than it is today. This is our plan to be *Safer Together*.

Phase I of our *Safer Together* plan is tailored to the specific demographics of the central New York region, which has experienced significantly lower incidences of coronavirus infections than most other areas of the state of New York. The plan is based on guidelines and input from public health experts to make certain that — as always — all of our decisions reflect the most up-to-date guidance:

“ . . . **CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain** (e.g., grocery stores and pharmacies) especially in areas of significant community-based transmission.”

-Centers for Disease Control and Prevention, *Recommendation Regarding the Use of Cloth Face Coverings, Especially in Areas of Significant Community-Based Transmission* (Apr. 3, 2020)  
(emphasis added)

“ . . . any individual who is over age two and able to medically tolerate a **face-covering shall be required to cover their nose and mouth with a mask or cloth face-covering when in a public place and unable to maintain, or when not maintaining, social distance.**”

-Hon. Andrew M. Cuomo, Executive Order No. 202.17, *Continuing Temporary Suspension and Modification of Laws Relating to the Disaster Emergency* (Apr. 15, 2020)  
(emphasis added)

These public health guidelines are the backbone of this comprehensive plan, which was painstakingly developed in consultation with public health experts as well as all of our enterprises and departments.

This blueprint prioritizes **mandatory face coverings**, social distancing, avoidance of people who are sick, good hygiene and enhanced cleaning across all of our enterprises. These are significant operational changes designed to protect the health and safety of anyone on our properties. In general:

- We will require **mandatory face coverings for everyone** – employees, guests, vendors and the public -- **wherever feasible** throughout our facilities. **Where face coverings for our guests are not feasible, we will limit room capacity and enforce distancing (and, even there, our employees will wear face coverings).**
- **In addition to mandatory face coverings, we will require gloves for all employees** who are working in direct contact with guests, including in all restaurants, registration desks and on the gaming floors. All restaurants and bars will have at least 6 feet of

separation between tables. Buffets or other self-service food options will remain closed, and there will be no self-service food in any of our players' lounges and banquet rooms.

- **Turning Stone employees will arrive for their shifts at a restricted (non-public) temporary tent located in the remote employee parking lot for daily screening** to identify symptoms of, or potential exposure to, coronavirus and ensure all employees are wearing face coverings prior to boarding the employee shuttle bus.
- We will maintain our **HVAC air changeover levels at significantly greater levels** because we know coronavirus can spread through airborne droplets.
- **We will not host shows in our Showroom or Event Center** until we are confident that mass gatherings can be offered without undue risk.
- To support public efforts to limit spread among regions, **we will limit access to our facilities to guests who travel from within 120 miles**, and we will deploy an identification verification process to aid contact tracing if it becomes necessary.

We will stringently enforce this plan and review day-to-day data to determine its efficacy in preventing the spread of the virus.

**Phase I of our Safer Together plan will remain in effect until further notice.** We will continue to monitor public health metrics and conditions, and we will consult with public health experts to consider appropriate alterations to this blueprint as warranted. If public health metrics or conditions for our central New York region warrant further restrictions or closures, we will address them accordingly. And, if circumstances support loosening some of the precautions in this plan, we will consider those opportunities based upon public health metrics or conditions.

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## **SAFER TOGETHER: EMPLOYEES**

**DAILY SCREENING OF ALL EMPLOYEES:** We will conduct daily non-invasive thermal temperature checks of every employee entering our workplace and ask all employees a few brief survey questions to identify potential exposure to coronavirus.

- **ADDITIONAL ACTION STEP — FEVER MITIGATION:** We will escort any employee with an initial temperature reading over 100.0°F into a private area for a second individualized non-invasive temperature screening. Any employee with a confirmed temperature of over 100.0°F will not be allowed to enter the workplace and will be directed to seek appropriate medical care. We will not permit any employee with a confirmed onsite fever to return to work without a note from a physician clearing the employee to return to work.
- **ADDITIONAL ACTION STEP – SURVEY QUESTION:** In addition to daily temperature checks, every employee will answer 3-5 brief survey questions before each shift to vet whether the employee may have been exposed to the coronavirus. The survey questions have been drafted in consultation with an occupational epidemiologist.

At Turning Stone, to facilitate the above entry control during phase 1 we will station a restricted (non-public) temporary tent in the remote employee parking lot where we will conduct a daily temperature check of each employee, ask each employee the few brief survey questions to identify symptoms of potential exposure to coronavirus, and ensure all employees are wearing face coverings prior to boarding the employee shuttle bus. No employee will be permitted to board the employee shuttle bus with a temperature reading over 100 degrees, if he/she is experiencing symptoms of coronavirus, or if he/she is not wearing the required face covering. During phase 1, management employees who regularly parked in the parking garage will instead park in the outdoor parking lot adjacent to Exit 33, which will be closed to the public, and will undergo the same screening at the restricted (non-public) temporarily designated employee entrance at the Exit 33 venue.

**FACE COVERINGS FOR ALL EMPLOYEES:** We will require mandatory face coverings for all employees, including executives and administrative staff, in all public areas, with no exceptions. This is to protect both our employees and our guests. We will provide every employee with four (4) reusable face coverings, and each employee must wear the issued face covering issued by Oneida Nation Enterprises (ONE) whenever the employee is in a public area. Inasmuch as these requirements are to protect the health and well-being of all of our guests and co-workers, we will remove from the workplace any employee who refuses to comply with this health and safety requirement.

- **ADDITIONAL ACTION STEP — REPLACEMENT COVERINGS:** Face coverings will be consistent with our brand standards, and we will treat face coverings similar to uniforms. This means employees may only wear the face coverings provided by ONE. Employees may not wear homemade or individually purchased coverings. Our employees will wash their face coverings at home. If an employee forgets to bring his or her ONE-issued face covering to work, the employee can purchase a disposable face covering at cost from ONE. If a face covering is damaged and needs replacing, we will sell replacement face coverings to employees at our cost pursuant to the existing processes for handling lost uniforms, *e.g.*, at

Turning Stone, an employee will pay for a replacement face covering in the Employee Dining Room and receive a voucher to collect the new face covering in the Wardrobe department.

- **ADDITIONAL ACTION STEP — FACE COVERING REQUIREMENTS IN NON-PUBLIC AREAS:** Face coverings are also mandatory in non-public common areas, including hallways, and whenever an employee cannot maintain a distance of at least 6 feet from any other individual (*e.g.*, meeting rooms, cubicle areas, and restrooms). We will not require an employee to wear a face covering when he or she is alone in his or her office, but will require the employee to wear a face covering whenever he or she is in the same office as someone else or within 6 feet of another person. We will not require employees to wear face coverings in back of the house meeting rooms where there is at least 6 feet distancing between individuals participating in the meeting.
  
- **ADDITIONAL ACTION STEP – FACE COVERING REQUIREMENTS FOR EMPLOYEE SMOKING BREAK ROOM AT TURNING STONE:** Due to the infeasibility of wearing face coverings in the employee smoking break room at Turning Stone, we will limit the number of employees allowed in the room to 50 percent of the maximum occupancy of the room. We will prominently post signage outside of the employee smoking break room to inform employees of the revised occupancy limit and to remind our employees to keep 6 feet of physical distance between individuals in the room. We will separate tables, and remove chairs, to facilitate distancing within the room.

**MANDATORY GLOVES FOR EVERY FRONTLINE EMPLOYEE:** We will issue gloves for every employee who comes into common contact with guests, and for every employee who touches objects, including money, handled by guests. This includes employees in housekeeping, security, food and beverage, reception, gaming and hotel services. For brand standard reasons, we will treat gloves similar to face coverings and uniforms, meaning that employees may wear only ONE-issued gloves, not homemade or individually purchased gloves.

**COVID-19 TRAINING:** Every employee will receive training on COVID-19 safety and disinfecting protocols before returning to work. We will provide more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, EVS, Hotel Operations and Security. The training will be prepared in consultation with an occupational epidemiologist.

**SAFETY MEASURES FOR EMPLOYEE TRANSPORTATION:** All employee bus passengers must wear face coverings, and all drivers must wear ONE-issued face coverings and gloves. If an employee is not wearing a face covering, the driver shall refuse to allow the employee to enter the bus. If an employee removes his/her face covering while on the bus, the driver shall report the employee to Human Resources for appropriate disciplinary action.

- **ADDITIONAL ACTION STEP — ADD BUSES/DRIVERS FOR ADDITIONAL ROOM FOR SOCIAL DISTANCING:** We will ensure there is room on buses for alternate seating to accommodate social distancing, which will require additional buses and drivers. We will have a supervisor/manager on duty during peak times at the employee parking lot and/or the temporary employee entrance at Exit 33 to facilitate proper social distancing while employees are waiting for and boarding the bus. Supervisors/managers will report any employee who does not comply with social distancing requirements to HR for appropriate disciplinary action.

- **ADDITIONAL ACTION STEP — DISINFECTING VEHICLES:** Drivers will disinfect bus entrance railings and all commonly touched surfaces at the start of each shift and upon returning from break. Drivers must also disinfect steering wheels, radio controls, hood releases and gearshifts at the start of each shift.

**EMPLOYEE DINING ROOMS AND MEAL AREAS (EDR):** All employees who work in an EDR must wear face coverings and gloves. We will adjust the EDR room occupancy, and implement table and chair spacing, to ensure 6-foot physical distancing between each employee who is dining in the room.

- **ADDITIONAL ACTION STEP – OFFERINGS:** We will discontinue self-serve food offerings, including the salad bar, in the EDRs during phase 1. We will extend existing EDR sneeze guards. We will provide employees with prepackaged plastic flatware. We will only use single-use cups for beverages in the EDR and we will not permit refills.
- **ADDITIONAL ACTION STEP — EDR LINES:** Prominently displayed signs will announce our employee distancing requirements. We will also implement peak period queuing procedures for employees who are unable to enter the room or be seated due to space constraints created by the occupancy limitations. We will disinfect any stanchions used for employee queuing every 30 minutes.
- **ADDITIONAL ACTION STEP — DISINFECTING:** We will disinfect service stations, service carts, beverage stations, counters, handrails and trays at least once per hour and a manager will log each disinfection. POS terminals in the EDR will be assigned to a single cashier and disinfected between each user and before and after each shift. We will provide supplies for employees to disinfect tables and chairs in the EDR after each use. We will disinfect trays (all types) and tray stands after each use. We will disinfect storage containers before and after each use. We will disinfect food preparation stations at least once per hour. We will deep clean and disinfect the EDR kitchen every day. No decorative materials will be on tables. Hand sanitizer will be available at the entry and exit of each EDR.
- **ADDITIONAL ACTION STEP – STAGGERED MEAL TIMES:** Managers of employees who do not have set or scheduled meal times should stagger employees' meal break periods, and employees should avoid dining in groups, to alleviate congestion and wait times created by the occupancy limitations in EDR during peak periods.
- **ADDITIONAL ACTION STEP – EATING IN BACK OF HOUSE LOCATIONS OTHER THAN THE EDR:** Due to the limited seating available in the EDRs because of social distancing restrictions, during phase 1 we will waive existing prohibitions against employees eating at their desks or at other back of the house locations. Employees will still need to maintain 6 feet between themselves and any other person while dining in the back of house locations. Employees eating in back of house spaces and locations will be responsible for cleaning and disinfecting that area, *i.e.*, EVS will not be responsible for cleaning and disinfecting those locations.

We will not, however, allow employees to have shared food, snacks, cookies, or candies in open or common areas in back of house locations.

**QUIET BREAK (COMPUTER) ROOM AT TURNING STONE (ACROSS HALLWAY FROM THE EDR):**

We will re-open the quiet break (computer) room at Turning Stone. Because of the size and layout of the room, however, adequate physical distancing between employees may not be feasible; therefore, employees will be required to wear face coverings and gloves issued by ONE while in the quiet break room at Turning Stone.

**PERSONAL PROTECTIVE EQUIPMENT:** Members of the ONE Security Department, and other employees based on their role and responsibilities, must wear all ONE-issued PPE. Training on how to properly use and dispose of all PPE will be mandatory.

**DISINFECTING AND CLEANING:** Our existing EVS department is not big enough to sustain the massive disinfecting efforts that will be necessary in response to the coronavirus circumstances. Therefore, every ONE employee should view himself and herself as an EVS employee, *i.e.*, our EVS staff consists of nearly 5,000 employees. We will provide employees with cleaning supplies for their work areas, and everyone is responsible for routinely cleansing his/her work areas, countertops, pens, desks, computers, door handles, light switches . . . anything that anyone touches. That is our best way to succeed.

- **ADDITIONAL ACTION STEP — SHARED EQUIPMENT:** Employees must disinfect shared tools and equipment before, during and after each shift or anytime an employee transfers the equipment to a new employee. "Equipment" 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. We will discontinue all shared food in back of house office kitchens and pantries. We will continue back of the house coffee stations, but will require employees to bring and use their own cups. We will allow employees to continue to use back of the house refrigerators to keep food as an alternative to using the EDR. Employees using these common refrigerators should use hand sanitizer before and after placing or removing items from the refrigerator.



## SAFER TOGETHER: GUESTS

**MEASURES TO RESTRICT DISTANCE TRAVEL AND FACILITATE CONTACT TRACING:** Public health experts have cautioned against creating attractions that would inspire individuals to travel from highly-impacted areas to regions, such as central New York, that have experienced significantly lower incidences of coronavirus infections. Accordingly, during phase 1 we will limit access to our gaming facilities to only guests traveling from within 120 miles of our properties. Additionally, we will use the identification information we receive in the travel-verification process to facilitate contact tracing in the event we need to identify and contact guests who were in our properties.

-**ADDITIONAL ACTION STEP** — We will require every guest to provide an identification and/or TS Rewards card upon entering so that we can capture each guest's information (name, address and date and time entering into a facility) to verify distance of travel and, if necessary, to aid our contact guests for tracing purposes.

**MANDATORY FACE COVERINGS:** We will mandate that 100 percent of our guests, vendors and anyone else entering our facilities wear a face covering. If a guest does not have a face covering, we will provide face coverings for sale. After entering our facilities, our Security Departments will enforce occupancy and distancing standards in the few interior areas in which wearing a face covering is not feasible, notably including restaurants, bars and lounges, the designated smoking area in the Bingo Hall, and Casino Blu.

- **ADDITIONAL ACTION STEP — FACIAL IDENTIFICATION PRECAUTIONS:** Because our face covering requirement may expose security, compliance and age-verification risks, we will request that each guest pause and lower his or her face covering for three (3) seconds upon entering our facilities so that our surveillance systems are able to capture the guest's facial image for use in the event of an incident that requires identification of the guest. We will maintain the confidentiality of these facial images captured, and we will not release the images to anyone outside of ONE absent a requirement to do so under applicable law.

- **ADDITIONAL ACTION STEP — URGING HAND SANITIZER:** We will provide hand sanitizer at each guest entrance, and the employee stationed at each guest entrance will ask our guests and visitors to use hand sanitizer when they enter our facilities.

**TRANSPORTATION AND ARRIVAL:** To facilitate the entry controls necessary to keep our employees and guests safe, we will limit access to our facilities to those entries where the identification processes, checks for face coverings, facial imaging and hand sanitizers can be administered.

At Turning Stone, we will request that all guests enter Turning Stone through the main lobby at the Tower Hotel, the parking garage, the casino circle or the bus entrance located by the Turning Stone Bingo Hall. We will close all other exterior guest entrances, including the entrances located at Exit 33 and the Turning Stone retail hallway.

At YBR Casino, we will request that all guests enter through the main entrance or Wicked Good Pizza.

At Point Place Casino, we will request that all guests enter through the main entrance, the side entrance or Wicked Good Pizza.

- **ADDITION ACTION STEP – VALET:** All valet employees will be required to wear ONE-approved face coverings and gloves.
- **ADDITIONAL ACTION STEP – BELL SERVICE:** We will assist guests requesting bell service and we will disinfect the bell cart after each guest has been assisted.
- **ADDITIONAL ACTION STEP – LIMOUSINE SERVICE:** All transportation employees will be required to wear ONE-approved face coverings and gloves. We will thoroughly clean and disinfect all limousines and SUVs before and after each use. We will not permit more than four (4) guests per Turning Stone limousine or SUV and no more than two (2) guests per Turning Stone sedan. For the safety of our drivers and guests, we will not permit any guests to sit in the front passenger seat of any limousine, SUV or sedan.

**RETAIL HALLWAY:** We will close Turning Stone’s retail hallway and each of the retail outlets located within that hallway, including Oneida Sky, Luxury for Less and the arcade.

**ELEVATORS:** An employee will disinfect the interior button panels and exterior buttons of all elevators at regular intervals, which will be at least once per hour. We will not permit more than four (4) guests to ride in an elevator car at a time. We will post signage outside the elevators on every floor to explain the current disinfecting and social distancing procedures for all elevators in our facilities.

**COAT CHECK:** We will temporarily close all coat checks during phase 1.

## SAFER TOGETHER: FACILITIES

**AIR FILTRATION:** We will increase the number of air filtration changes in order to remove infectious particles from the air as quickly as possible. The air changes per hour at our facilities will exceed those required by the standard commercial code.

|                    | Our settings for air changes per hour | Standard/Code setting for air changes per hour |
|--------------------|---------------------------------------|--|
| Gaming floors      | 25 air changes per hour               | 14-18 air changes per hour                     |
| Other common areas | 15 air changes per hour               | 4 air changes per hour                         |

**SANITIZATION:** We will place touchless hand sanitizer dispensers at every guest and employee entrance and prominently throughout each of our facilities. We will also place hand sanitizer at every table game and every station and registration counter (i.e., at each point of sale system, cage window, hotel registration desk, etc.), together with signage urging our guests and employees to sanitize their hands. We will also place hand sanitizer at each time-clock location and will require employees to sanitize their hands after clocking in or out of their shift.

- **ADDITIONAL ACTION STEP — PPE GUIDANCE:** Management will ensure constant communication that our employees follow proper PPE and sanitation procedures, and that we update our communications and procedures according to the latest expert guidance.

**RECEPTION AREAS:** In reception areas, we will require employees to utilize every other workstation to ensure separation between employees whenever possible.

- **ADDITIONAL ACTION STEP — AVAILABILITY OF SANITIZER AND PPE:** We will place hand sanitizers at every desk, and signage in every reception area asking guests to use sanitizers. We will also require all employees working in reception areas to wear ONE-issued face coverings and gloves.
- **ADDITIONAL ACTION STEP — INCREASED CLEANING FREQUENCY:** We will increase the frequency of cleaning and disinfecting in the reception areas, with an emphasis on frequent contact surfaces, including bell desks, bell carts, elevators and elevator buttons, door handles, room keys and locks, escalator and stair handrails, and seating areas.

**MEETING AND CONVENTION SPACES:** We will suspend all self-serve buffet-style food service and replace it with alternative service styles. We will configure meeting and banquet set-up arrangements that will allow for appropriate physical distancing between guests in all meetings and events.

**MORE FREQUENT DISINFECTION:** We will increase the frequency of cleaning and disinfecting in all public spaces, with an emphasis on frequent contact surfaces including reception areas, bell desks, bell carts, elevators and elevator buttons, sports book counters, door handles, public bathrooms, room keys

and locks, ATMs, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.

- **ADDITIONAL ACTION STEP —DISINFECTING HIGH TOUCH SURFACES:** Employees will disinfect the following surfaces and areas on an hourly basis: guest and garage elevators; all entry and interior doors; credenzas; handrails; ATMs; hotel entry doors; escalator handrails; employee and guest smoking areas; exterior benches; trash bins; and all front of house restrooms.
- **ADDITIONAL ACTION STEP — DISINFECTING EQUIPMENT:** Employees will disinfect carts, trolleys and equipment at the start and end of each shift.
- **ADDITIONAL ACTION STEP — FURTHER DISINFECTION:** We will clean and disinfect back of house restrooms at least once every four (4) hours.

**HOUSE PHONES:** We will remove all house phones located in unsupervised/controlled areas.

## **SAFER TOGETHER: GUEST AND EMPLOYEE COMMUNICATIONS**

**HYGIENE REMINDERS:** We will place health and hygiene reminders and post signage throughout our properties, in both public and restricted areas, reminding employees, guests and vendors of the proper way to wear, handle and dispose of face coverings, masks and gloves (in positions deemed appropriate by public health and medical experts), wash hands, sneeze and to avoid touching their faces.

**RESPONSE:** If we are alerted to a presumptive case of COVID-19 at any of our properties, we will coordinate with the neighboring public health experts to follow the appropriate actions recommended by public health experts. We will fully coordinate contact tracing activities.

## **SAFER TOGETHER: HOTEL PROCEDURES**

**GUEST ROOMS:** In the event of a presumptive case of COVID-19, we will remove the guest's room from service. We will not return the guest room to service until the presumptive case has been confirmed or cleared. In the event of a positive case, we will only return the guest room to service after completing an enhanced disinfection protocol by a licensed third-party expert.

- **ADDITIONAL ACTION STEP — REMOVAL OF REUSABLE MATERIAL:** We will remove all reusable collateral from guest rooms. We will place all guest critical information on single use collateral and/or we will electronically post the information so that it is easily accessible for our guests. We will collect, dispose and replace all disposable collateral from guest rooms after each guest checks out.
- **ADDITIONAL ACTION STEP — GUEST AMENITIES:** We will package all guest amenities before placing them in a guest's room.
- **ADDITIONAL ACTION STEP — GUEST LINEN:** We will deliver and remove guest linen from guest rooms in single use sealed bags. We will place all items stored on shelves in the Housekeeping locker rooms in bags and, therefore, items will not be exposed to the open air when not in use. We will remove extra pillows and blankets typically stored in guest room closets, but additional pillows and blankets will be available upon guest request. Housekeeping will change all pillow protectors on guest room beds daily.
- **ADDITIONAL ACTION STEP — GUEST ROOM ATTENDANTS:** Employees will minimize contact with guests while cleaning hotel rooms. Guest room attendants will offer to return at an alternate time for all occupied rooms.
- **ADDITIONAL ACTION STEP — SPECIAL PROCEDURES:** We will focus extra disinfection measures on desks, counter tops, tables and chairs; phones, tablets and remotes; thermostats; cabinetry, pulls and hardware; doors and doorhandles; bathroom vanities and accessories; bathroom fixtures and hardware; windows, mirrors and frames; lights and lighting controls; closets, hangers and other amenities.

**BREAKFAST AREAS:** We will provide only individually wrapped breakfast offerings in our breakfast areas to avoid unnecessary guest exposure. Prior to opening food service areas, and after food service, we will clean and disinfect the breakfast area refrigerators, microwaves, dispensers, waffle makers, utensils and other commonly touched surfaces.

**THE LODGE:** We will provide our guests with small complimentary bottles of water, instead of a "beverage of the day". We will replace the unwrapped chocolate presented on a platter in guest rooms with an individually wrapped chocolate or another similarly wrapped welcome snack. We will remove all game pieces from the activity table in The Lodge's Great Room. We will no longer have self-service complimentary morning coffee in the Great Room at the Lodge. Instead, Wildflowers will attend our coffee service so that Lodge guests are not serving themselves.

**FRONT SERVICES:** All bell and valet employees will be required to wear ONE-issued face coverings and gloves.

- **ADDITIONAL ACTION STEP – DISINFECTING SURFACES AND EQUIPMENT:** Front desk employees will disinfect check-in screens/pens between each guest and will disinfect their stations (including computer screen, keyboard, mouse, and phone) at the start and end of their shift and upon returning from break. Front desk employees will also disinfect guest keys cards daily during the grave shift. We will disinfect all scooters between rentals. Bell and door employees will disinfect entry door handles on main doors and bell closet, and hotel elevator buttons hourly. Bell and door employees will disinfect bell carts after every use and at the end of the day prior to last bell person leaving. Valet employees will disinfect guest vehicle keys once the valet takes possession of the guest key and prior to hanging them with other guest keys.
  
- **ADDITIONAL ACTION STEP – ADDITIONAL PROTOCOLS:** We will remove all collateral materials from the front desk stations and bell desk. We will ask guests to hold their identification and TS Rewards cards, so that their identification or rewards card is visible to our employees rather than having our employee touch and handle the card or identification.

**BUSINESS CENTER:** Employees and guests must wear face coverings when using the Business Center. Employees will regularly disinfect Business Center equipment and surfaces.

## **SAFER TOGETHER: GAMING AREAS**

**MAIN GAMING FLOORS:** We will require that everyone wear face coverings— guests, employees, vendors and regulators – throughout every gaming floor, including poker and bingo - -except for the designated smoking area in the Bingo Hall and Casino Blu. Because we are requiring everyone on the main gaming floor to wear facing coverings, we are suspending food and alcohol service on the gaming floor. Knowing that face coverings can be warm and perhaps dehydrating, our staff will provide water and non-alcoholic beverages on the gaming floor, served in cups or closed bottles with individually wrapped straws for guests’ use underneath their face coverings.

**ADDITIONAL CLEANING SUPPLIES FOR GUESTS:** In addition to our own ongoing cleaning initiatives throughout the gaming floors, we will supply disinfecting cloths throughout all gaming floors for guests who wish to us them for extra cleaning of surfaces, such as slot machines buttons and table games rails, before or during their play. We also will offer clear, translucent gloves to any player who wishes to wear them.

**CASINO BLU:** We will open Casino Blu for our smoking guests, with occupancy limitations and distancing requirements in anticipation of guests removing their face coverings to smoke. Employees shall wear face coverings and gloves. To facilitate social distancing, we will not offer any table games in Casino Blu. Guests may play at alternate slot machines and we will remove slot chairs at alternate machines to facilitate the physical separation of our Casino Blu guests. Casino supervisors and managers will ensure that guests do not congregate and maintain appropriate social distancing while in Casino Blu.

**TABLE GAMES:** In all casinos other than Casino Blu (where we will not offer table games), all employees and guests must wear face coverings. Table dealers must wear clear, translucent gloves, which ONE will provide to all table game dealers. Table game dealers may not wear any gloves other than those provided by ONE. Dealers will change gloves after every break.

- **ADDITIONAL ACTION STEP — URGING HAND SANITIZER:** We will provide hand sanitizer at each gaming table for our guests’ use while at the gaming table, and our table games staff will require that guests use the hand sanitizer before beginning play.
- **ADDITIONAL ACTION STEP — SPECIAL DISINFECTION MEASURES BY SUPERVISORS:** Supervisors will disinfect:
  - each table game rails and chair area after a guest leaves a gaming table;
  - the outside of shufflers every four (4) hours and the inside of shufflers once per week;
  - roulette wheel heads and ball and dolly when a new dealer enters a game;
  - the Chipper Champ every hour; and
  - Baccarat discard piles and Black Jack discard holders once every four (4) hours.

Pit Administrators will disinfect podiums, phones, computers, all hard surfaces and cabinetry, and Visual Limits and Elo units every time a new supervisor enters a gaming pit. Pit Technicians will disinfect hard surfaces and push carts at the beginning and end of each shift.



We are reviewing chip cleaning solutions and we will implement chip cleaning procedures, pending expert guidance.

- **ADDITIONAL ACTION STEP — DISINFECTION MEASURES BY DEALERS:** Dealers will disinfect money paddles when arriving at the game; the token boxes, on/off button and exterior of the card shoe when entering a game; dice for each new shooter; and the interior of the card shoe when the game goes dead.

**POKER:** All employees and guests must wear face coverings in the Poker Room. Employees must also wear ONE-provided gloves. Poker employees may not wear any gloves other than those provided by ONE. Poker employees must change gloves after every break. Because we are requiring all guests to wear face coverings in Poker at all times, we will not permit food at the tables. We will provide water and non-alcoholic beverages in containers with straws.

- **ADDITIONAL ACTION STEP — DISINFECTION:** Poker Room employees will disinfect the table and chair area after each guest leaves the table.
- **ADDITIONAL ACTION STEP — URGING HAND SANITIZER:** We will place hand sanitizers at each table and will remind guests to sanitize their hands prior to the start of play.

**BINGO:** All employees and guests must wear face coverings in the Bingo Hall, except as outlined below in the designated smoking area. Employees must also wear ONE-provided gloves. Bingo employees may not wear any gloves other than those provided by ONE. Bingo employees must change gloves after every break. We will not permit food at the tables. We will provide water and non-alcoholic beverages in containers with straws.

- **ADDITIONAL ACTION STEP — DISINFECTION:** Bingo Hall employees will disinfect the table and chair area after each guest leaves the table.
- **ADDITIONAL ACTION STEP — URGING HAND SANITIZER:** We will place hand sanitizers at each table and will remind guests to sanitize their hands prior to the start of play.

We will open the designated smoking area in the Bingo Hall for our smoking guests, with occupancy limitations and distancing requirements in anticipation of guests removing their face coverings to smoke. Employees shall wear face coverings and gloves. Guests may play at alternate seats and we will remove chairs to facilitate the physical separation of our guests. Supervisors and managers will ensure that guests do not congregate and maintain appropriate social distancing while in the designated smoking area of the Bingo Hall.

**SPORTS BOOKS:** The sports book windows at The Lounge with Caesars Sports will remain closed during phase 1. Guests may continue to place sports book wagers at the various self-service sports betting kiosks located at our properties. Guests may redeem their winnings at the Cage.

- **ADDITIONAL ACTION STEP — SOCIAL DISTANCING:** We will serve food and beverages at The Lounge with Caesars Sports, and therefore will impose a 50 percent room occupancy limit and alternate seating, which will be enforced by occupancy counters at entrances. We will also reconfigure or remove chairs and tables to allow appropriate physical distancing.

- **ADDITIONAL ACTION STEP – DISINFECTION:** We will increase the cleaning and disinfection of the self-service betting kiosks and will disinfect the kiosks with the same frequency as we disinfect gaming machines.

**CAGES:** We will require Cage employees to wear facing coverings and gloves provide by ONE. Cage employees may not wear any gloves other than those provided by ONE. Cage employees must change their gloves after every break. We will open every other cage window to ensure separation between employees whenever possible.

- **ADDITIONAL ACTION STEP – INSTALLATION OF PLEXIGLASS:** For surveillance and other identification purposes, Cage employees will require each guest to lower his or her face covering for three seconds before beginning any transaction at the cage. We will install plexiglass at all cage windows to ensure physical distancing during this required confirmation of a guest’s identity.
- **ADDITIONAL ACTION STEP – URGING HAND SANITIZER:** We will place hand sanitizer at each cage window and encourage guests to use hand sanitizer before and after each cage transaction. We will also prominently post signage encouraging our guests to use the provided hand sanitizer.

**GAMING AT SAVONS AND PLAYONS:** All employees and gaming guests must wear face coverings in our SavOns and PlayOns. Employees must also wear ONE-provided gloves and may not wear any gloves other than those provided by ONE. Employees must change gloves after every break. Because we are requiring all guests to wear face coverings, we will not permit guests to have food or beverages while playing the machines at our SavOn or PlayOn locations.

## **SAFER TOGETHER: GYMS, POOLS AND SPAS**

**POOLS:** We will temporarily close all pools because of our face covering requirements and difficulties associated with enforcing physical distancing requirements in pools and pool areas.

**FITNESS CENTERS:** All employees and guests will be required to wear face coverings while using the fitness center. To ensure appropriate physical distancing, we will also limit the number of guests who can use our fitness centers at any one time. We will establish the maximum occupancy for the fitness center based upon expert advice. We will then prominently post signage outside of the fitness center that states the revised occupancy limit for the fitness center and reminds all guests to wear face coverings.

- **ADDITIONAL ACTION STEP —DISINFECTION:** We will disinfect all exercise equipment and doors based on usage, but at least twice per shift. We will also regularly disinfect water stations, lockers and frequently used locker-room areas, and lotion/soap dispensers.

**SPAS:** All employees and guests will be required to wear face coverings. All salon and massage employees will be required to wear clear shields or other facial protection provided by ONE. Employees may not wear any facial protection other than the ONE-provided facial protection. We will not permit guests to bring magazines, newspapers, throw blankets, menus, books, water pitchers, and self-service food into the spa. We will also prohibit outside food, drink, equipment, products or materials. We will suspend use of retailer tester bottles. We will not provide guests with chilled washcloths but will provide guests with oranges.

- **ADDITIONAL ACTION STEP – FACIALS:** We will suspend all facial treatments.
- **ADDITIONAL ACTION STEP – JACUZZIS, MINERAL POOL, STEAM ROOMS AND SAUNAS:** We will not require guests to wear face coverings in the Jacuzzis, mineral pool, steam rooms and saunas and we will therefore enforce occupancy limitations to ensure appropriate physical distancing. We will limit the occupancy in each of these areas to a maximum of three (3) guests at a time.
- **ADDITIONAL ACTION STEP — DISTANCING:** We will limit our guest occupancy and stagger guest spa appointments to ensure appropriate physical distancing at our spas. We will no longer offer day passes at Ska:na. Salon-only guests will not have access to spa locker rooms.
- **ADDITIONAL ACTION STEP — DISINFECTION:** We will regularly disinfect water stations, lockers and frequently used locker-room areas, lotion/soap dispensers, bottle water/tea areas hair dryer/hot tools, tubs, salon stations (pedicure/manicure areas, chairs and arm rests), and massage room face cradles. We will disinfect skin care rooms and all exercise equipment and doors based on usage, but at least once per shift. We will disinfect entrance doors and changing areas during regular cleaning rotations, but at least twice per shift based on usage. We will strip table, sink and countertops of linen and reset linens in treatment rooms.

## SAFER TOGETHER: STORES, RESTAURANTS, BARS & ROOM SERVICE

**STORE REQUIREMENTS:** All employees and guests must wear face coverings in stores and retail spaces. Retail employees must wear gloves, which will be provided by their employer. Retail employees will disinfect all terminals, phones, and credit card terminals at start and end of each shift, and when returning from break. We will also disinfect counters, door handles, cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces in retail spaces at least once per hour and upon a shift change. We will close all retail changing rooms and guests will not be permitted to try on clothing at any retail store. We will separate and segregate any items or merchandise returned or exchanged and will not restock the item or merchandise for sale in retail spaces for at least three (3) days.

**RESTAURANT REQUIREMENTS:** All restaurant employees must wear face coverings and gloves, which ONE will provide for each restaurant employee. We will not require guests to wear face coverings when they are seated inside one of our restaurants; therefore, we will implement physical distancing requirements within our restaurants to protect our employees and guests. We will seat each party at least six (6) feet apart from guests at other tables and booths to ensure appropriate physical distancing between our restaurant guests. All guests must wear their face covering when leaving the table.

- **ADDITIONAL ACTION STEP — SEATING BOOTHS:** To achieve separation of guests between seating booths, we will construct and erect high barriers between all booths in every restaurant.
- **ADDITIONAL ACTION STEP — LINES:** We will prominently post signage at each restaurant reminding guests of the physical distancing and face covering requirements. Restaurant hosts and managers will manage physical distancing at restaurant entries, waiting areas and queues. We will implement peak period queuing procedures to ensure appropriate physical distancing when we are unable to immediately seat our guests. We will disinfect any stanchions used for queuing every 30 minutes.
- **ADDITIONAL ACTION STEP — TABLE SETTING AND SERVICE:** We will remove all self-serve condiments, sugar/sweetener or creamers and utensils from our restaurants and our servers (or cashiers) will provide our guests with needed condiments and utensils. We will only offer wrapped straws. We will suspend napkin service (no placing in a guest's lap or refolding) until further notice. Table-side cooking will be suspended until further notice. We will place all food and beverage items on the table, counter, slot or other surface instead of handing the item directly to a guest. We will serve condiments in single use containers (either disposable containers or containers that are washed after each use. All of our menus will be single use and/or disposable. We will replace existing porous placemats with linen, single use disposable or non-porous placemats that we can machine wash and disinfected after each use. We will transfer prepared food and beverage items to other employees using contactless methods (e.g., leaving on expediting tables, conveyors, etc.).

- **ADDITIONAL ACTION STEP – IDENTIFICATION:** We are temporarily altering our FLAG protocols for the service of alcohol to allow a guest to show a bartender, server or cashier his or her age identification without handing it to the bartender, server or cashier. If a guest, however, is wearing a face covering when ordering alcohol, the bartender, server or cashier shall request that the guest briefly lower his or her face covering so that we can confirm the guest's identify.
- **ADDITIONAL ACTION STEP — DISINFECTING:** We will disinfect all dining tables, bar tops, stools, chairs, check presenters, votives, pens and all other reusable guest contact items after each use or single use. We will disinfect host podiums (including all associated equipment), service stations, service carts, beverage stations, counters, handrails and trays at least once per hour and cleaning times will be maintained on a log by a manager. We will disinfect trays (all types) and tray stands after each use. We will disinfect menus before and after each use. We will assign POS terminals to a single server where and when possible, and the server will disinfect the POS terminal before and after each shift. If multiple servers are assigned to a POS terminal, each server will sanitize their hands after each use of the POS terminal. We will disinfect walk up service counters every 20 minutes. We will thoroughly disinfect salt and pepper shakers before seating new guests. We will disinfect storage containers before and after each use. We will disinfect food preparation stations at least once per hour. We will deep clean and disinfect kitchens every day. We will not place any promotional or decorative materials on tables.
- **ADDITIONAL ACTION STEP – URGING HAND SANITIZER:** We will place hand sanitizer in each outlet for our guests' use.

**BAR AND LOUNGE REQUIREMENTS:** All employees in our bars and lounges must wear face coverings and gloves, which ONE will provide for each bar or lounge employee. We will not require guests to wear face coverings when they are in our bars or lounges and will therefore implement physical distancing requirements within our restaurants to protect our employees and guests. All Exit 33 venues (Lava, Tin Rooster, A-Bar, The Gig, Turquoise Tiger and the Crescent Courtyard) will remain closed until further notice.

- **ADDITIONAL ACTION STEP — DISTANCING:** Due to the absence of guest face coverings in these areas, we will implement the following physical distancing protocols:
  - We will limit the number of guests in each venue to 50 percent of the maximum room occupancy. The number of guests will be counted by security officers at the entrances of each outlet.
  - We will also reconfigure or reduce the number tables, chairs and bar stools in each venue to ensure appropriate physical distancing between guests.
  - We will serve bar snacks to each individual guest and the bar snacks may not be shared by the table or by multiple guests.
  - We will remove all self-serve condiments and utensils and any needed condiments or utensils will be provided by cashiers or servers.
  - We will only provide wrapped straws.
  - We will place all beverages on the table, counter, slot or other surface instead of handing a beverage directly to a guest.

- **ADDITIONAL ACTION STEP – IDENTIFICATION:** We are temporarily altering our FLAG protocols for the service of alcohol to allow a guest to show a bartender, server or cashier his or her age identification without handing it to the bartender, server or cashier. If a guest, however, is wearing a face covering when ordering alcohol, the bartender, server or cashier shall request that the guest briefly lower his or her face covering so that we can confirm the guest's identify.
- **ADDITIONAL ACTION STEP — DISINFECTION:** We will disinfect all bar tops and table tops between each guest.
- **ADDITIONAL ACTION STEP — PLAYERS' LOUNGES:** We will apply all of the above guidelines for restaurants, bars and lounges to players' lounges. We will not permit any self service of food and beverage in the players' lounges. We will limit the number of guests that will be allowed in the players' lounges to 50 percent of the maximum room capacity. We will reconfigure and/or remove chairs and tables in the players' lounges to ensure appropriate physical distancing between guests.

**ROOM SERVICE REQUIREMENTS:** All employees must wear face coverings and clear, translucent gloves, which ONE will provide for each employee. We will disinfect all equipment prior to assigning the equipment for the shift. Employees assigned to individual stations (including Sales Agents) will disinfect their stations and all equipment at least once per hour and at each change of shift. Bus Runners will disinfect all door handles and high contact surfaces at least once per hour.

- **ADDITIONAL ACTION STEP — GUEST PROTOCOL:** Employees will set food on tables in the hallway and notify the guest when the table (with plate covers) is outside of the guest's room. Guests will retrieve their own table from the hallways. We will ask guests to notify Room Service when the guest is finished with their meal and place their trolley in the hallway outside of their room. We will remove all printed menus from guest rooms. Minibar service will be suspended until further notice. Subject to acceptable age verification, we will provide minibar items upon request through Room Service.

## **SAFER TOGETHER: BANQUETS, CATERING & MEETINGS**

**GENERAL SAFETY:** All banquets and catering employees must wear face coverings and gloves, which ONE will provide for each employee. We will not require guests to wear face coverings during food or beverage service and therefore will implement additional physical distancing requirements during food and beverage service.

**FOOD SERVICE:** We will suspend all buffet and self-serve style events until further notice. We will individually plate and serve all food and beverage items and an employee must attend and serve all coffee and other break items. We will provide guests with individual bottled water in lieu of water carafes or pitchers of water on meeting tables and at water stations. We will provide all necessary flatware as a roll-up. We will provide guests with condiments in individual packets or disinfected individual containers.

**SEATING PLANS:** We will limit the number of guests in banquets, conventions and meetings to 50 percent of the maximum occupancy of the room. We will revise proposed floor plans and layouts, on an event-by-event basis, to ensure appropriate physical distancing of at least 6 feet between tables. We will also limit all table seating to alternate seats. We will not provide sharable candy or other food items on meeting table, but we will provide food items at an employee attended coffee station when requested. We will instruct meeting planners and guests and prominently post signage instructing guests not to rearrange or configure the space or move tables or chairs.

**SUPPLIES AND EQUIPMENT:** We will disinfect all shared equipment and meeting amenities before and after each use, or use single use items if we are unable to disinfect an item. We will replace all linen, including underlays, after each use. We will transport clean and soiled linens in sealed single use plastic bags into and out of the meeting rooms. We will no longer provide pens or pads of papers on tables.

**BEVERAGES AND BARS:** Servers will oversee all water service and we will not leave water pitchers or carafes on tables for self-service. We will require bartenders for all bar service. Bartenders will provide guests with napkins and stirrers, and wrapped straws upon request. Bar tops may not have any items or displays.

**COMMUNICATIONS:** We will prominently post signage outside of meetings and events, reminding guests of appropriate physical distancing requirements.

**CLEANING:** We will disinfect conference room door handles, tables, chairs, light switches and other equipment after each group use. The Meeting Concierge and Specialty Desk will disinfect their respective work areas, counters, door handles and equipment at least once every four (4) hours and upon a shift change.

## **SAFER TOGETHER: SHOWS, EVENTS & NIGHTCLUBS**

**SHOWS AND EVENTS:** During phase 1, we will not host any shows in the Turning Stone Showroom or Event Center.

When performances and shows resume in the Turning Stone Showroom and Event Center, all employees and guests will be required to wear face coverings, and therefore we will not have food and beverage service at either location. We will remove any guest not wearing or removing their face covering in the Showroom or Event Center or during a performance. We will eliminate all general admission seating. We will disinfect all theater seating and public areas prior to each performance. We will individually assign all equipment when possible to eliminate equipment sharing.

- **ADDITIONAL ACTION STEP — DISTANCING PROTOCOL:** We will eliminate all general admission seating. Costume dressing and quick-change protocols will be staggered and supervised by wardrobe attendants. Performers will complete workouts at home or offsite when possible.

**NIGHT CLUB RESTRICTIONS:** We will not open any of the Exit 33 venues during phase 1.



## **SAFER TOGETHER: GOLF, SPORTSPLEX & THE VILLAGES AT TURNING STONE**

**GOLF CARTS:** We will empty, wash, and disinfect all golf carts after each round. We will only permit one (1) person per golf cart. We will not leave any scorecards, pencils or golf tees in the golf carts — we will provide these items to guests at first tee. We will also spread a small number of golf tees on the ground for the guest to pick from rather than grabbing a tee out of a basket. We will not provide water coolers. Instead, we will provide each guest with one (1) bottle of water per guest at the first tee. We will park carts at the bag drop, with a maximum of 12 golf cars at bag drop at any given time. We will move carts to the cart staging areas after the cart is loaded with guest clubs, where we will park carts 6 feet apart.

**COURSES:** We will disinfect and refill the sand seed bottles each round and refill. We will clean guest clubs after each round but we will reduce bag handling when possible. We will place a cup insert/cover on each golf hole (including putting greens) to keep the ball from falling to the bottom of the cup to help reduce flag use. We will not provide bunker rakes on the courses. Golf Rangers and Grounds employees will rake as much as possible around guest play. We will put a local rule in effect to ensure all guests are given a good lie in the bunker. We will not provide ball washers will be at tee boxes. We will not stock sand bottle refill stations. We will clean and disinfect rental sets after each use.

**DRIVING RANGES:** We will provide balls in bags in each golf cart rather than providing a shared supply at driving range. We will disinfect bags after each use while we wash the golf carts. We will disinfect all balls before/after use. We will position hitting stations every 8 feet.

**SPORTSPLEX:** We will incorporate all of the above applicable golf measures at the Sportsplex. We will disinfect demo and fitting clubs after each use. We will only use every other hitting station.

**THE VILLAGES:** We will close the multi-purpose room and suspend weekend crafts. We will disinfect the arcade and laundry room hourly. We will implement occupancy restrictions of four (4) people in the laundry and five (5) people in the arcade at a time. We will eliminate celebratory weekends. There will be no pie on Memorial Day or cake on Anniversary weekend unless individual wrapped options are available. Food items such as slushies, popcorn and scoop hard ice cream must be dispensed by a team member.

- **ADDITIONAL ACTION STEP — SOCIAL DISTANCING AT CHECK-IN:** Due to volume on the weekends, we will have employees greet vehicles as they arrive to the clubhouse to ensure appropriate physical distancing between guests. Employees will verify reservations and give guest site information along with the camping chronicle and will inform the guest that we will charge the credit card on file for the guest.

## **SAFER TOGETHER: SECURITY**

**ROLE:** Although every employee is responsible for ensuring that our employees and guests comply with the phase 1 health and safety guidelines in this plan, our Security personnel will have primary responsibility for enforcing the plan. Specifically, our Security Department will mandate that 100 percent of our guests, vendors and anyone else entering our facilities wear a face covering. After entering our facilities, our Security personnel will enforce occupancy and distancing standards in the few interior areas in which wearing a face covering is not feasible, notably including restaurants, bars and lounges, the designated smoking area in the Bingo Hall and Casino Blu.

**CLEANING AND DISINFECTING PROTOCOL:** Security employees will disinfect all contact surfaces at the completion of an incident (in addition to standard sanitization protocols). Shift managers will assign specific disinfection responsibilities and ensure proper protocols are followed. Shift Supervisors will log completed tasks. Security employees will disinfect handcuffs, holding rooms and all related equipment and contact surfaces before and after each use. The Shift Manager will notify the Security Command Center after unscheduled or specialty cleaning protocols are complete (i.e., after a subject is released from a holding room and the room has been disinfected).

**PHYSICAL DISTANCING PROTOCOL:** Security personnel will follow standard protocols unless a specific incident requires more invasive contact (i.e., taking a subject into custody for a criminal offense). Security Officers will assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.). Security Officers will familiarize themselves with hand sanitizer and face covering distribution points for guests and employees.