

# 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

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### **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°F<sup>1</sup> 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.

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<sup>1</sup> <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 guidelines<sup>2</sup> 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,

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<sup>2</sup> <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 guidelines<sup>3</sup>. 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)

<b>Front of the House</b>	<b>Back of the House</b>
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

<sup>3</sup> <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 CDC<sup>4</sup> 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.

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<sup>4</sup> <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

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#### 7 Uniform Control

##### Cleaning & Sanitizing Protocol

- a) Laundry will be cleaned in accordance with CDC guidelines<sup>5</sup>
- 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

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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

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<sup>5</sup> <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

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### 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

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### 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

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### 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

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### 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

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### 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**

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### **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

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Entry Screening	<p>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.</p>
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	<p>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.</p>

(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 remainder 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.

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

Transportation

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.

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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.