

21-POINT SAFETY PLAN

Version 4



Public Communication

Resorts World Catskills reopened our doors on September 9th after an extended closure. Similar to other hospitality business openings in our community and around the world, moving New York forward meant putting stringent new health, safety, scheduling and hygiene procedures in place ahead of our carefully managed reopening. We rolled out our new Resorts World Safety Plan in accordance with recommendations from the CDC and health officials. Our 21-point plan is in place to ensure you feel at ease every time you visit Resorts World Catskills, and puts health and safety at the center of our operation. As we've moved forward in our phased reopening, many of the measures that were put in place are no longer required.

Guests can now access Resorts World Catskills through all of our entrances, including our main entrance and parking garage entrances.

Guests and Team Members who are not yet fully vaccinated against COVID-19 will be asked to wear face masks while on property. If you are unable to bring your own mask, Resorts World Catskills will have masks available at our entrance for purchase.

Sanitation stations equipped with hand sanitizer and sanitizing wipes will continue to be located on the casino floor and throughout the property to encourage frequent hand washing and to allow guests to clean common areas before touching. Our comprehensive cleaning procedures have been enhanced and our **RW Clean Team** will be regularly deployed to high-touch guest and team member areas for cleaning and disinfecting.

Just as we are all doing on a daily basis, we ask that guests practice physical distancing when necessary.

As we continue through our reopening, we've been able to reopen almost all of our amenities and offer you many of the experiences you have come to love though some things still are not readily available, including valet parking.

I have full confidence in my leadership team and faith in all of our team members in executing the safety protocols of our plan and delivering you a first-class service experience. From all of us at Resorts World Catskills, stay healthy and we look forward to seeing you soon.

Robert DeSalvio
President of Genting Americas East

Resorts World Catskills' main focus has been on the health and safety of our employees, guests and the surrounding communities. As the new norm shifts to move life forward, our priority as a business has been to continue business consistent with CDC and State Guidelines. We believe we can achieve these objectives by balancing the expectations of our employees and guests and by delivering a work environment and entertainment experience that is safe and fun for all.

Even before the COVID-19 pandemic, we instituted proactive cleaning and disinfecting measures to ensure the general health and well-being of our employees and guests at Resorts World Catskills. Currently, our plan is to soften our previous efforts and remain aligned with government mandates and Centers for Disease Control and Prevention (CDC) guidelines.

As more information and facts are presented about COVID-19 through trusted government agencies, Resorts World Catskills continues to apply those findings to adapt our operations to protect our employees and guests from the spread of COVID-19.

After diligently partnering with New York casino operators – and in accordance with guidance and directives from the World Health Organization, Centers for Disease Control and Prevention (CDC), Governor and Health Department in New York State – we have outlined our “New Safety Plan.”

INTRO TO SAFETY PLAN

This carefully managed reopening comes with stringent new health, safety, scheduling and hygiene procedures in place. Our goal is to continue to keep everyone healthy and deter the spread of COVID-19. So as we enjoy our casino and resort together again, everyone will need to follow New York State Department of Health guidance along with CDC guidelines, and Resorts World's Twenty-One Point Safety Plan.

Team Member Communication



Thank you all for your hard work and dedication in working together to reopen Resorts World Catskills. Following the COVID-19 pandemic, as we continue to move forward as a state and as a company, the executive team is closely monitoring CDC and state guidelines. Many of you may have seen the government's announcement of removing certain restrictions. We are following that protocol and effective Friday, June 11 at 9am, team members and guests who are fully vaccinated will no longer be required to wear a mask. Please know that this is a personal choice and if you are fully vaccinated and still choose to wear a mask, this is totally acceptable. Our goal is for everyone to feel safe and secure. We will all follow the honor code and expect everyone – teams members and guests alike, to do the right thing. Some of the precautions will remain in place such as hand sanitizer throughout the workplace and areas of protective plexiglass and we will continue to monitor this situation going forward. All team members will still be required to complete the daily COVID-19 questionnaire.

If you have any questions, please see your supervisor or delegate and again, thank you all for everything that you do to make Resorts World Catskills the number one place for guests to play and stay.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. DeSalvio'.

Robert DeSalvio
President of Genting Americas East



The New Guest Experience

1

ENTERING THE PROPERTY

Guests can now access Resorts World Catskills through all of our entrances, including our main entrance and parking garage entrances. Valet services remain temporarily closed.



2

THERMAL SCREENING AND NEW ENTRANCE PROCEDURES

While we are no longer conducting non-invasive temperature checks, we do respectfully ask that any guests exhibiting COVID-19 related symptoms visit us at another time.



3

MANDATORY FACE MASKS

Guests who are not yet fully vaccinated against COVID-19 are required to wear face masks while on property. If you are unable to bring your own mask, Resorts World Catskills will have guest masks available for purchase at the entrance.





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SANITATION STATIONS AND HAND WASHING

Hand sanitizing stations are located on the casino floor and throughout the property. Sanitizing wipes are also provided and placed throughout the property to allow guests to clean common, highly utilized areas before touching.

Our comprehensive cleaning procedures have been further enhanced to keep guests safe and healthy. The RW Clean Team will be regularly deployed to high-touch guest and team member areas for cleaning and disinfecting.



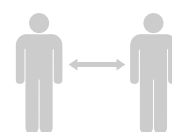
5

PHYSICAL DISTANCING OF GUESTS

Just as we are all doing on a daily basis, guests who are not fully vaccinated will need to practice physical distancing by staying 6 feet away from guests outside of their circle, while standing in lines, using elevators, or moving around the property. All Resorts World team members will be instructed to enforce social distancing between patrons and disrupt congregations when they form.

The gaming floor will be modified to encourage physical distancing temporary physical distancing panels will be erected at select transactional locations.

Promotions, tournaments and entertainment will only occur when appropriate physical distancing is feasible.



The New Team Member Experience



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TEAM MEMBER TRAINING

All employees received virtual training on COVID-19 safety and sanitation protocols and department-specific procedures and training have been provided. Employees are aware of how to respond appropriately to potential cases of coronavirus infection on the property, in accordance with state and local health and safety guidelines.

Team member training areas are as follows:

- Physical distancing
- Personal Hygiene
- Proper use of PPE
- Disinfecting and sanitizing workstations and the proper use of chemicals
- Uniform Cleanliness
- Detection
- Department and position specific best practices



Team members will also receive an Associate Return To Work Guidance Booklet that highlights operational protocols. Included in this packet will be information on how to close off an area used by a person exhibiting COVID-19 symptoms.

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TEAM MEMBER SCREENING AND ENTRY

Upon entry to the back of house, all team members will be required to complete a daily checklist of symptoms and reminding team members not to come to work if their answer is “Yes” to the following questions: Have you been in close or proximate contact in the past 14 days with anyone who has tested positive for COVID-19 or who has or had symptoms of COVID-19? Have you tested positive for COVID-19 in the past 14 days? Have you experienced any symptoms of COVID-19 in the past 14 days? Have you traveled to any of the designated states covered under the NYS travel advisory?



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USE OF PERSONAL PROTECTIVE EQUIPMENT

Team members who are not yet fully vaccinated against COVID-19 will be required to wear masks. Where necessary, team members will also be issued face shields and gloves.





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COMMUNICATION

Group pre-shifts will be temporarily suspended and replaced with self-pre-shift via written documentation, digital TV signage and the website. Signage will be placed in all team member back-of-house areas reminding team members to follow CDC guidelines for hand washing, using sanitizer and staying home if they are sick.



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SANITATION STATIONS AND HAND WASHING

Hand sanitizing stations are located on the casino floor, employee back of the house and throughout the property. Sink/washing stations will be available near the team member dining room and break rooms. Sanitizing wipes will also be provided and placed throughout the property in order to allow employees to clean common, highly utilized areas before touching.



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PHYSICAL DISTANCING FOR TEAM

Same as the guidelines for our guests, team members who are not fully vaccinated against COVID-19 will need to practice social distancing.



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GUEST AND TEAM MEMBER HEALTH AWARENESS

Team members are instructed to stay home if they do not feel well and are asked to contact a manager if they notice a coworker or guest with a cough, shortness of breath or other known symptoms of COVID-19. Team members and guests who are exhibiting any symptoms of COVID-19 while at the property are instructed to immediately notify their manager (team members) or security (guests). If we are alerted to a presumptive case of COVID-19 on property, we will work with and follow the appropriate actions recommended by medical experts.



Operations

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NEW TECHNOLOGIES

We are taking advantage of many technological advancements in order to ensure that guest and team member experiences are more secure and whenever possible, contact-less to allow for healthier transactions.

Resorts World Catskills will be opening with a cash direct option that allows players to deposit cash onto their player's card account. Please see Genting Rewards for details.



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HVAC AND AIR QUALITY CONTROLS

The health of our employees and guests has always been a priority, so providing fresh air and maintaining air quality is very important. We have increased the frequency of changing out our filters to ensure better air quality. We will continue to review our HVAC systems to identify additional opportunities to enhance their effectiveness. Resorts World has upgraded the air filtration systems by incorporating MERV 15 air filters. This will ensure optimal air quality and ventilation, as per a certified HVAC professional.



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SLOTS

To provide a safer gaming experience, plexiglass panels will remain to accommodate those who have not yet been fully vaccinated against COVID-19. The Clean Team will be frequently deployed to clean and disinfect all areas of the gaming floor.





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PLAYING TABLE GAMES

Table games will operate with physical distancing panels to accommodate those who have not yet been fully vaccinated against COVID-19. Each guest will be offered to sanitize their hands before the start of play.



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AT THE CAGE

Select windows may be closed to provide social distancing for those who have not yet been fully vaccinated against COVID-19.





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FOOD & BEVERAGE OUTLETS

Food & Beverage outlets will continue to provide areas of social distancing for those who have not yet been fully vaccinated against COVID-19.

Buffet or self-service operations (beverage station, coffee & hot tea dispensers) will remain closed until further notice. Guests can enjoy beverages while seated at their table game or slot machine on the gaming floor. Physical distancing panels will be installed on countertops to separate the server from the guest to promote physical distancing. Contactless Service Payments will be implemented. Facilities ensures that all water systems throughout the property are disinfected and cleaned. These systems include, but not limited to, restrooms, hotel bathrooms, back-of-house sinks, decorative fountains and drinking fountains..



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HOSPITALITY

All Hotel Operations team members will utilize disinfectants and cleaning supplies to clean their requisite areas of operation. During the check-in process, guests will follow physical distancing rules.

All checked-out rooms will be sanitized and thoroughly cleaned, with a focus on high-touch areas. Door knob service will be implemented for all guest requests. This eliminates team members entering occupied hotel rooms, and all requested items will be bagged and hung from the guest door knob.

Information cards will be distributed to all guests with important information on health and safety. Express check out will be the suggested process of leaving the Hotel, with established guidelines printed on the check-in information card. All card keys returned will be safely handled and disinfected.

THE POOL

The pool area is open. We do ask that those who have not yet been fully vaccinated against COVID-19 wear a mask when not in the water and adhere to social distancing guidelines.

Hand sanitation stations and restrooms are available in the pool area for hand washing. Cleaning and disinfecting of the pool area will be maintained by the RW Clean Team, as with all other areas of the property. All other daily operational safety and pool rules will apply.





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MEETINGS AND CONVENTIONS

Meeting and banquet set-up will allow for physical distancing between guests who are not fully vaccinated against COVID-19.

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TRANSPORTATION

Guests will adhere to physical distancing guidelines when embarking or disembarking from the bus.

Valet attendants will use sanitizing wipes to disinfect steering wheels and door handles of vehicles when necessary.



The following guidelines and protocols are incorporated into the 21 Point Safety Plan:

NYS DOH Interim Guidance For Gaming Facilities During The Covid-19 Public Health Emergency

https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/Casinos_Detailed_Guidance.pdf

NYS Gaming Facility Guidelines for Employers and Employees

https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/Casinos_Summary_Guidance.pdf

Centers for Disease Control and Prevention Considerations for Casinos and Gaming Operations

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/business-employers/casinos-gaming-operations.html>

New York State Department of Health Novel Coronavirus (COVID-19) Website

<https://coronavirus.health.ny.gov/>

Centers for Disease Control and Prevention Coronavirus (COVID-19) Website

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Occupational Safety and Health Administration COVID-19 Website

<https://www.osha.gov/SLTC/covid-19/>

COVID-19 Travel Advisory

<https://coronavirus.health.ny.gov/covid-19-travel-advisory>

**For more information please visit
www.rwcatskills.com/faq**



Resorts World Catskills

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