

21-POINT SAFETY PLAN

Version 5
January 2022



Public Communication

On behalf of the entire Resorts World team, I want to thank you for your continued patronage.

I also want to take this opportunity to update you on the measures we have implemented to make your experience a safe, healthy, fun and memorable one.

When we reopened our doors in September 2021, we introduced the Resorts World 21 Point Safety Plan in accordance with recommendations from the CDC, as well as state and local health officials. Since that time, we have continued to update that plan based on guidance from health experts to ensure you feel at ease every time you visit Resorts World. This includes easy access to hand sanitizing stations, team member screening, plexiglass panels in select areas on the gaming floor, and encouraged physical distancing.

I encourage you to review the updated safety plan below to learn more about what we are doing to put health and safety at the center of our operation.

We look forward to welcoming you to Resorts World Catskills and hope to see you soon.

With Gratitude,

Robert DeSalvio
President of Genting Americas East

INTRO TO SAFETY PLAN

This carefully managed safety plan 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 , 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.

During these unprecedented times, Resorts World Catskill's main focus has been on the health and safety of our employees, guests and the surrounding communities. As the new norm shifts to take a more cautious and careful approach to life, our priority as a business is to operate in a manner that is consistent with the mission of our 21 Point Safety Plan. "To take caution and approach in everything we do with the health and safety of everyone in mind." 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 further strengthen our efforts and adopt best practices that align 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 will apply those findings to continually 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 " Safety Plan."



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

Resorts World Catskills will require that all guests 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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SANITIZATION STATIONS AND HAND WASHING

Over 200 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.

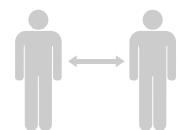


5

PHYSICAL DISTANCING OF GUESTS

Just as we are all doing on a daily basis, guests should practice physical distancing by staying six feet away from guests outside of their circle, while standing in lines, using elevators, or moving around the property.

The gaming floor will be modified to encourage physical distancing and reminder announcements will be displayed on digital signage. Additionally, temporary physical distancing panels will be erected at select transactional locations.



The New Team Member Experience



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TEAM MEMBER TRAINING

All employees will receive 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 have also received a Associate Return To Work Guidance Booklet that highlights operational protocols.

7

TEAM MEMBER SCREENING AND ENTRY

All team members are required to complete and submit the COVID-19 mandatory daily health screening form prior to, or immediately upon entry to the property. Team members who answer yes to any of the following questions found on the health questionnaire, are asked not to come to work.



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 a fever of 100.4 degrees fahrenheit or greater, a new cough, new loss of taste or smell, or shortness of breathe within the past 10 days?

8

USE OF PERSONAL PROTECTIVE EQUIPMENT

All team members are required to wear face masks while on property, regardless of vaccination status. Where necessary, team members will be issued face shields and gloves to combat the spread of COVID-19.





9

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.



10

SANITATION STATIONS AND HAND WASHING

Hand sanitizing stations are located on the casino floor, employee back of 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.



11

PHYSICAL DISTANCING FOR TEAM

Same as the guidelines for our guests, team members will practice social distancing when possible.



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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 deploying a mobile app, allowing players to access information previously available at Genting Rewards Players Club. This will reduce touch points throughout their gaming and resort experience.



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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. Resorts World Catskills upgraded the air filtration systems by incorporating MERV 15 air filters, and increasing the frequency of filter replacement, ensuring optimal air quality and ventilation, as per a certified HVAC professional.



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SLOTS

To provide a safer gaming experience, the RW Clean Team will be frequently deployed to clean and disinfect all areas of the gaming floor.





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PLAYING TABLE GAMES

Guests are encouraged to sanitize their hands before the start of play. Cards will be disposed of more frequently to minimize contact and chips/dice will be sanitized on a regular basis.

In order to maintain a healthy gaming environment, we will clean all card shoes with disinfectant wipes after each dealer leaves the game.



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AT THE CAGE

Temporary physical distancing panels will be erected at select transactional locations.





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FOOD & BEVERAGE OUTLETS

Food & Beverage outlets will implement heightened food handling procedures and provide areas for social distancing.

Physical distancing panels have been installed on select countertops to separate the server from the guest to promote physical distancing.

Contactless Service Payments will be implemented, placing all payments (cash, debit/credit, player's card and vouchers) in a disposable tray/basket or a check presenter.

Facilities ensures that all water systems throughout the property are regularly disinfected and cleaned. These systems include, but not limited to, restrooms, hotel bathrooms, back-of-house sinks, decorative fountains and drinking fountains.



19

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

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





20 MEETINGS AND CONVENTIONS

Meeting and banquet set-up will allow for physical distancing between guests.

21 TRANSPORTATION

Guests will adhere to physical distancing guidelines when embarking or disembarking from the bus. Busses will run with lower occupancy. A physical distancing panel will be used on the bus to separate the driver from the passengers.

Valet operations will remain temporarily suspended. Upon return, valet attendants will use sanitizing wipes to disinfect steering wheels and door handles of vehicles when necessary.



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

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



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