



21-POINT SAFETY PLAN

Version 6
September 2022



MESSAGE FROM THE PRESIDENT

Dear Valued Guests,

Resorts World Catskills has fully reopened with all restaurants, bars, pools, spa, and casino available for guest enjoyment during normal operating hours! We are striving to offer the luxury experience you expect at Resorts World while implementing our stringent 21-Point Safety Plan to ensure the health and safety of all guests and employees.

As the new norm shifts to take a more 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 by delivering a work environment and entertainment experience that is fun and safe for all.

The 21-Point Safety Plan including enhanced cleaning and sanitizing protocols, and physical distancing panels in select areas, will continue to be updated following recommendations from the Center for Disease Control (CDC), as well as state and local health officials. I encourage you to review the safety plan 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

During these unprecedented times, Resorts World Catskills' main focus has been on the health and safety of our employees, guests, and the surrounding community. This carefully managed safety plan comes with stringent new health, safety, and hygiene procedures.

After diligently partnering with New York casino operators – and following guidance and directives from the World Health Organization (WHO), Center for Disease Control and Prevention (CDC), and State and Local Officials – we have outlined our 21-Point Safety Plan.



The New Guest Experience

1

ENTERING THE PROPERTY

Guests can access Resorts World Catskills through all entrances, however valet service remains temporarily closed.



2

GUEST HEALTH AWARENESS

Guests experiencing a cough, shortness of breath or other known symptoms of COVID-19 are respectfully asked to visit Resorts World Catskills at another time. In the event of a presumptive case of COVID-19 on property, Resorts World Catskills will work with and follow the appropriate actions recommended by medical experts.



3

PERSONAL PROTECTIVE EQUIPMENT

Face masks are optional for guests while on property and Resorts World Catskills will have masks available for purchase.





4

SANITATION STATIONS AND HAND WASHING

Over 200 hand sanitizing stations, including hand-sanitizer, and sanitizing wipes, are available at high contact areas such as reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas.

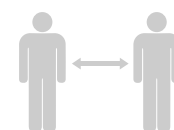
The RW Clean Team is regularly deployed to high-touch guest and team member areas for cleaning and disinfecting.



5

PHYSICAL DISTANCING OF GUESTS

The gaming floor will be modified to encourage physical distancing. Physical distancing panels have been installed at select transactional locations where close physical interactions are common including select gaming positions, cage windows and players development club.



The New Team Member Experience

6

TEAM MEMBER TRAINING

The team at Resorts World Catskills is ready to provide a safe and unforgettable entertainment experience. All employees complete virtual training on COVID-19 safety and sanitation protocols in addition to training on department specific procedures. 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



Upon the reopening of the property, all team members received an Associate Return to Work Guidance Booklet that highlights operational protocols.

7

TEAM MEMBER SCREENING AND ENTRY

Team members experiencing a cough, shortness of breath, or other known symptoms of COVID-19 are respectfully asked to notify human resources prior to reporting to work, or immediately once symptoms are experienced.



8

USE OF PERSONAL PROTECTIVE EQUIPMENT

Face masks are optional for team members while on property. Where necessary, team members will be issued face shields and gloves to combat the spread of COVID-19.





9

COMMUNICATION

Signage will be placed in all team member back-of-house areas reminding team members to follow CDC guidelines for combating COVID-19 including hand washing.



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 MEMBERS

Physical distancing panels have been installed at select transactional locations where close physical interactions are common including select gaming positions, and cage windows. Team member workstations have been modified to allow for physical distancing.



12

TEAM MEMBER HEALTH AWARENESS

If alerted to a presumptive case of COVID-19 on property, Resorts World Catskills will work with and follow the appropriate actions recommended by medical experts.



Operations

13

NEW TECHNOLOGIES

Resorts World Catskills installed new technology to reduce high touch point areas throughout the gaming and resort experience including employee check in, security, and hotel check in.

In addition, Resorts World launched a mobile app, allowing players to access information previously available at the Genting Rewards Players Club, right from their own mobile device.



14

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.



15

SLOTS

To provide a comfortable and safe gaming experience, the RW Clean Team is frequently deployed to clean and disinfect all areas of the gaming floor and physical distancing panels have been installed at select gaming positions.





16

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.



17

AT THE CAGE

Temporary physical distancing panels have been installed at select transactional locations.





18

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 promote physical distancing, and contactless service payment options are available.

All water systems including but not limited to, restrooms, back-of-house sinks, decorative fountains and drinking fountains, are regularly disinfected and cleaned.



19

HOSPITALITY

All Hotel Operations team members will utilize disinfectants and cleaning supplies to clean their requisite areas of operation.

All checked-out rooms will be sanitized and thoroughly cleaned, with a focus on high-touch areas.

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.

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

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

A photograph of the Resorts World Catskills building, a modern structure with a glass facade and a red logo on top. The building is set against a clear blue sky. In the foreground, there is a large, paved parking lot and a lower building with a red logo on its side. The image is partially obscured by a red rectangular overlay on the left side, which contains text. On the right edge, there is a decorative vertical border with a repeating geometric pattern.

Resorts World Catskills
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