

# Akwesasne Mohawk Casino Resort Re-Opening Plan



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# Introduction and Executive Summary

Message from Todd Papineau, General Manager – Akwesasne Mohawk Casino Resort

During this tumultuous time with COVID-19, we will be taking extraordinary measures to ensure the safety and well-being of both our guests, associates and the community. The coronavirus knows no boundaries, so the impact it has on tribal gaming throughout the country has just been devastating. Our closure impacts all tribal members within our community, governmental services such as Tribal Police Department, Akwesasne Boys and Girls Club, Higher Education's Summer Student Internship Program, Higher Education Career Pathways, Generations Park, Cultural Tourism, and the Elders Benefit Program, along with many others.

We want to assure you that the health and safety of our guests, associates and our community is our top priority. Hence, we have put enhanced cleaning and sanitization procedures in place, increased social distancing with machine reconfiguration throughout the gaming floor, utilizing face masks for your protection, deep cleaning during reduced hours of operation, self-service has been removed and our servers will gladly service your every request. Upon your return, you will notice the differences in improved guest service and friendlier environment. Our goal is to provide you a safe environment and the same outstanding guest service, as we were able to provide before COVID-19. We will greet you at the door to welcome you into our establishment.

AMCR will be following the CDC guidelines, Tribal Health and Safety standards and protocols by tribal leadership & EOC department, along with NYS guidelines when it comes to social distancing, cleaning and sanitization. All associates who work in direct guest-service areas will be wearing masks as part of their uniforms to protect themselves, their co-workers and our guests. Guests will be strongly encouraged to bring their own masks and to wear them while on our property. Masks will also be provided or available for purchase in Reflections Gift Shop (in limited supply). You will also see Plexiglas barriers in some areas, floor markers identifying six-foot distancing, Associates will be using gloves where appropriate and hand sanitizing stations in high traffic areas.



Although we understand that some people will continue to choose to stay home and self-isolate, others will be looking for a place to safely feel a sense of community during these challenging times, we hope that you see AMCR as the place to feel safe and enjoy yourself! In addition, with AMCR being under the Saint Regis Mohawk Tribe's umbrella, we are the largest employer in the North Country. We have hundreds of associates who want to get back to work and make a living to help support their families and the community of Akwesasne and its neighboring towns.

This plan represents what AMCR will do to keep our guests, associates and our community safe. Each department has its own standardized operating procedures, which goes into more detail in reference to sanitization methods in consultation with various agencies both tribal, local, state and national. We will continue to refine and update the plan as experts provide us with more advice!

## COVID-19 DISASTER MANAGEMENT

### Prevention, Mitigation, Preparedness, Event, Response and Recovery

We are following Disaster Management Planning Guidelines (Prevention, Mitigation, Preparedness, Response and Recovery) to ensure the Health and Safety of our Associates and their families, our Guests and the Tribal Community. Please see individual department plans and overall business plan for specific details.

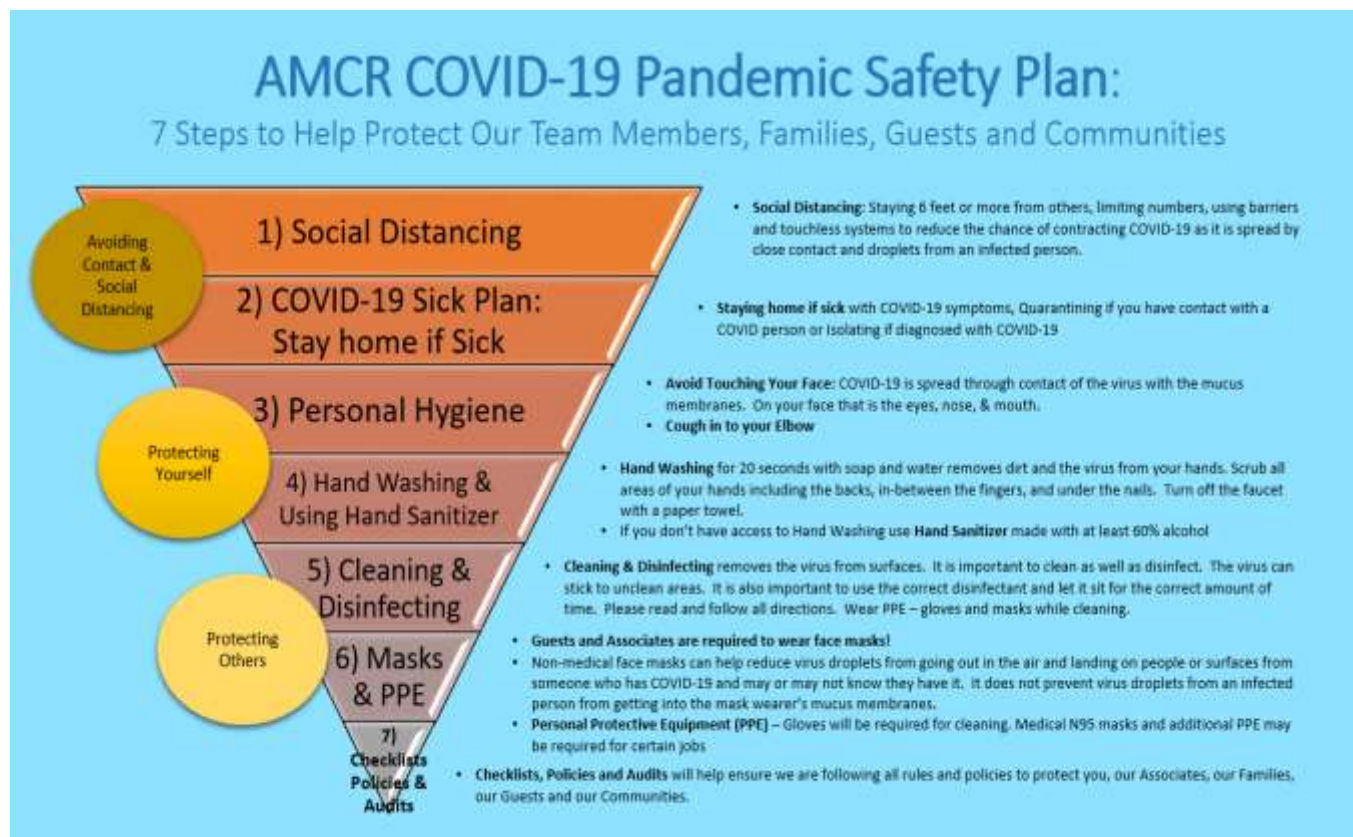


## PREVENTION

The best plan of action is to prevent the spread of COVID-19 from occurring. Since COVID-19 is transmitted from, close personal contact our Prevention goal is to reduce the number of close personal contacts between employees, Guests and the community while maintaining excellent customer service and experience. Since we are in the customer service business, the Coronavirus is new, and unknown Prevention is challenging. While no device or plan is fool proof we have implemented a number of devices and plans to prevent the spread taking into account the customer service aspect; including reduced operating hours, opening areas that are safest to do so first and opening other areas later, installing barriers, and increasing touchless or self-serve capabilities. Initial property-wide Orkin VitalClean disinfecting system and six-foot distance markers throughout property.

## MITIGATION

If we cannot prevent close personal contact and spread, we will need to mitigate and reduce the effects of these contacts. We have implemented a number of pro-active procedures and measures to reduce the risk of spread of COVID-19 including a phased roll out opening of sections of the Resort, Training of all staff, Posters and Signage for Guests and Team Members, Progressive Discipline to ensure adherence to all policies. All associates will be trained on COVID-19 our 7 Step Safety Plan. (Appendix C)



### PREPAREDNESS

AMCR will prepare for a possible COVID-19 event by having all of the following:

- Ordering Supplies
- Communication plan
- Training – (see appendix B)
- Posters and Signage
- Audits and Checklists
- Progressive Discipline
- Contact Tracer guidelines (Security plan)

### COVID-19 EVENT

A COVID-19 Event is when AMCR is informed that one of the following occurs:

An Associate:

- a) Tested positive from initial COVID-19 testing conducted by AMCR/SRMT
- b) Is being tested for COVID-19 but has not received results
- c) Does not pass COVID-19 screening
- d) Comes in close contact with someone who tested positive for COVID-19
- e) Comes in close contact with someone who is being tested for COVID-19 but has not received the results
- f) 1. Comes in close contact with someone who might be exposed and has symptoms but has not had medical care or testing  
2. Comes in close contact with someone who might be exposed and does NOT have symptoms and has not had medical care or testing
- g) Comes in close contact with someone who has come in contact with someone else who might have been exposed.

A Guest:

- a) Tests positive or is being tested for COVID-19
- b) A Guest who fails their secondary screening

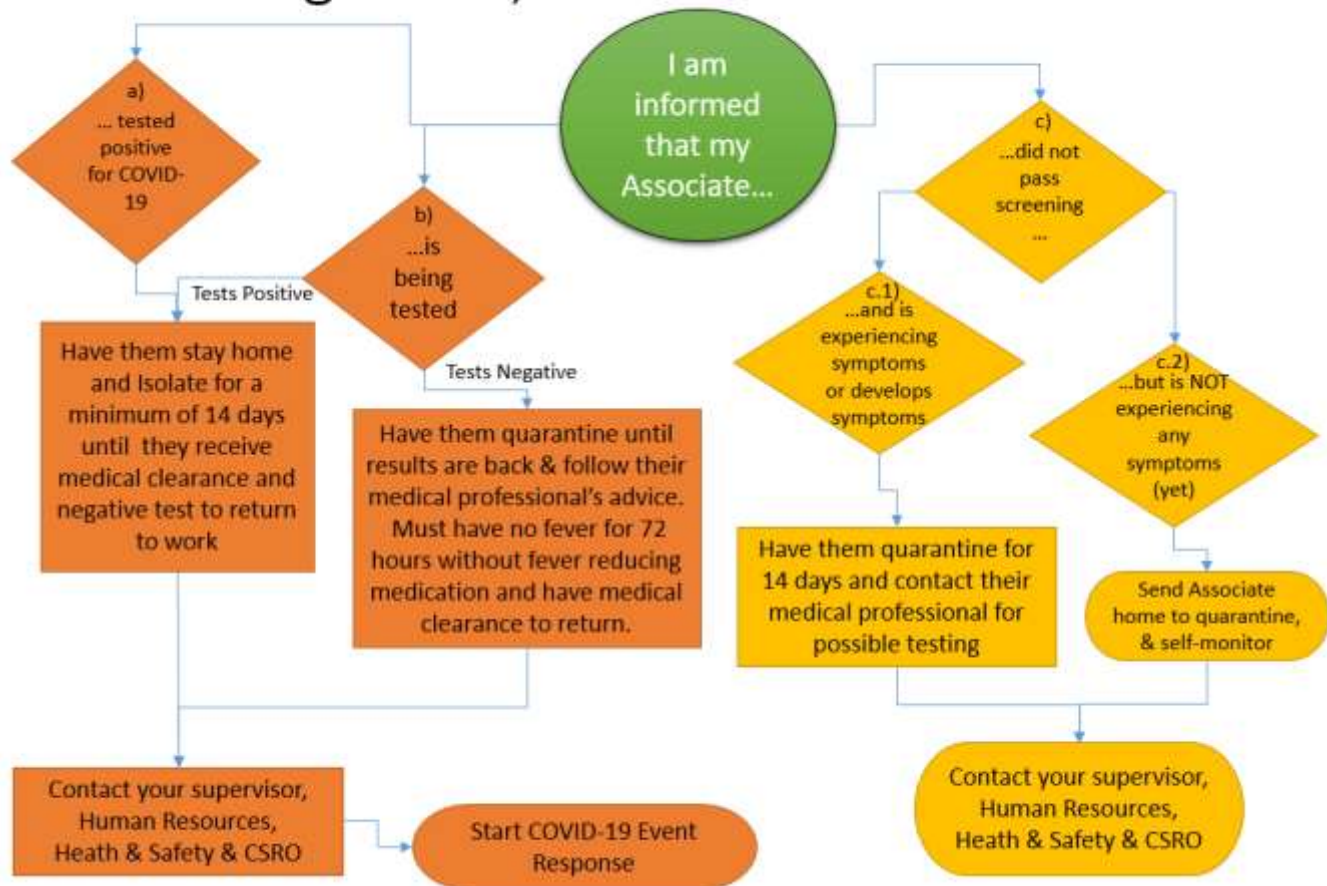
Management may find out about COVID-19 Events through a health department, a contact tracer, scanning, or through self-admission. All Associates are instructed to stay out of work if they are sick with COVID-19 symptoms and call their supervisor.

## EVENT RESPONSE

## Employee

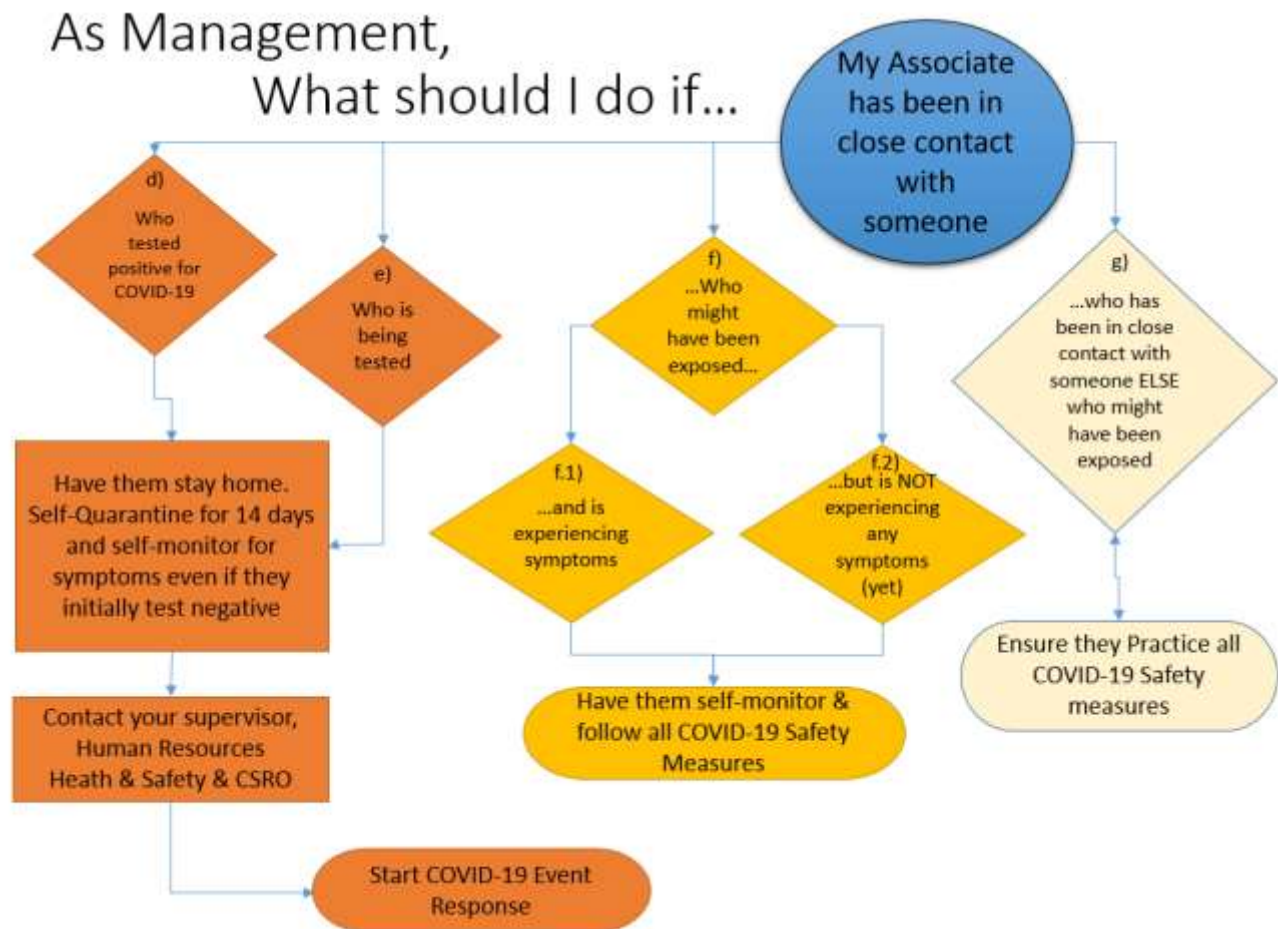
Flow Chart- Response to Associate with COVID-19

As Management, what should I do if...





## Flow Chart- Response to Associate with contact to someone with COVID-19



## COVID-19 EVENT RESPONSE TIMELINE - Employee

**Immediately**

1. If the employee is currently in the facility, quickly determine a strategy for the employee to leave. *Because we are screening and will have a “Stay Home” policy hopefully, we will not have someone in the building with COVID.*

2. Consider how to handle this situation to avoid exposure to others, while protecting the dignity and privacy of the individual

**One-Two Hours**

1. Meeting of employee's manager/supervisor, key executives, HR

2. Assess whether to send all employees home for the day/close the office/workstation where the employee worked
3. Identify person to obtain additional information from infected employee and conduct telephone interview (assuming employee is medically able to participate)
4. Develop list of likely individuals to have had close contact with infected employee
5. Identify individual(s) responsible for communication plan for those who had close contact with infected individual and prepare plan
6. Prepare communication to employees
7. Determine compensation (including benefits) for employees sent home, per personnel policy
8. Identify person to arrange for thorough cleaning/disinfecting per CDC Guidance
9. Assign individuals to implement response plan and action items

### **Two-Five Hours**

1. Assess work impact of closure of work station/office.
2. Determine whether remote work is possible and set up systems/equipment
3. Execute communication plan for coworkers and others who had close contact with infected individual
4. Communicate with workforce about closure and anticipated return to work timing
5. Per CDC guidelines, businesses are strongly encouraged to coordinate with Tribal and local health officials so timely and accurate information can guide appropriate responses
6. Prepare media statement, if applicable
7. Prepare statement for customers, vendors, and business associates, if applicable
8. Confirm arrangements for cleaning/disinfection of facility

### **Within 24-48 Hours**

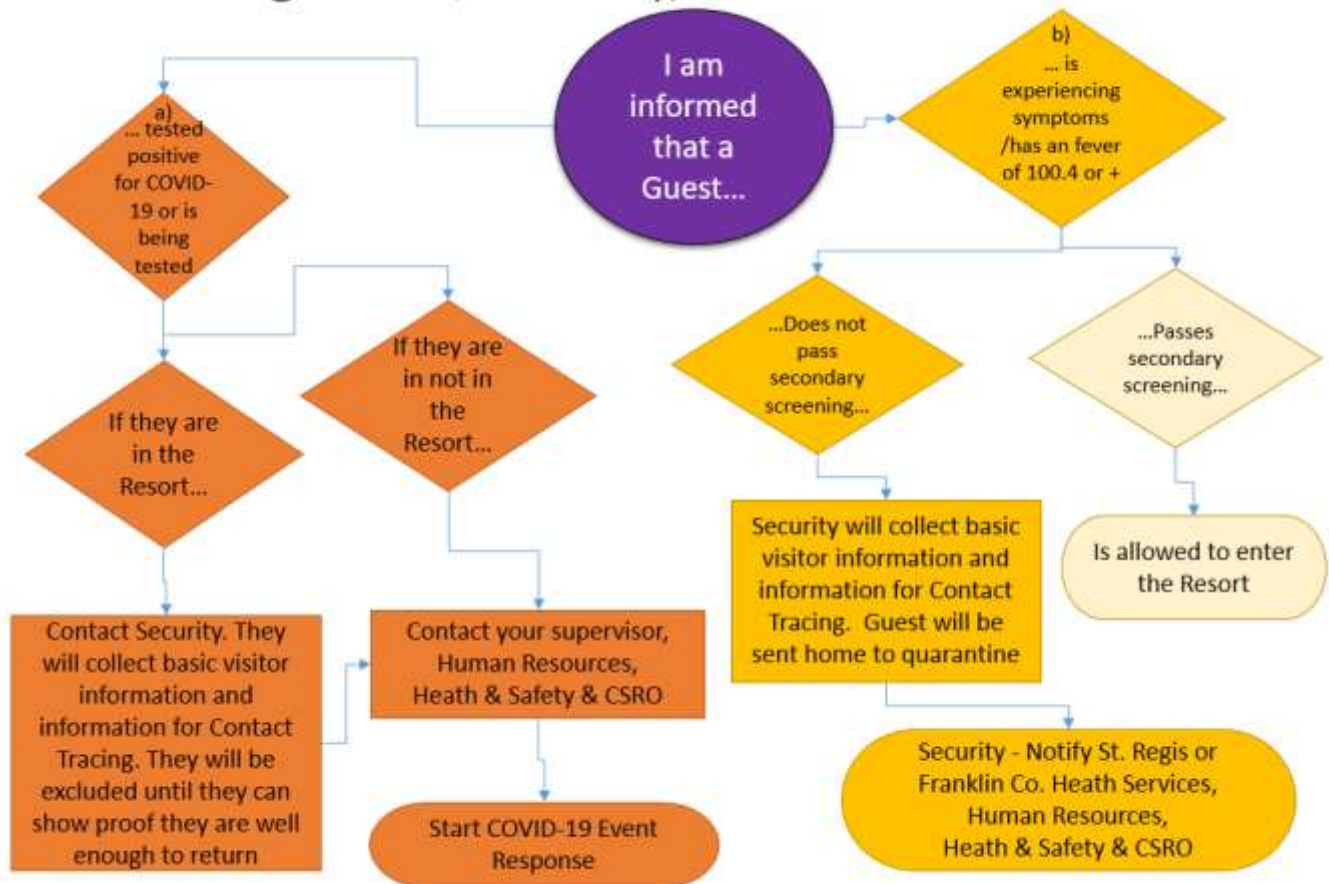
1. Conduct cleaning of potentially contaminated area.
  - a. Closing off areas used by an infected person and waiting as long as practical before beginning cleaning and disinfection to minimize potential for exposure to respiratory droplets
  - b. Opening outside doors and windows to increase air circulation in the area

- c. If possible, wait up to 24 hours before beginning cleaning and disinfection
- 4. Develop plan for compensation of impacted employees, taking into account any governmental leave mandates
- 5. Develop plan to address impact on production of goods, provisions of services to customers

### Guest

Flow Chart- Response to GUEST with COVID-19

As Management/Security, what should I do if...



## AMCR RE-OPENING PLAN

### COVID-19 EVENT RESPONSE Guest

#### ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry	Temporal temperature screening 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
Screening	offered a secondary screening.
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>
Visitors with Elevated Temperature	<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 directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.</p>
**See additional procedures below for current hotel guests	<p>A Security Supervisor will collect basic visitor information including name, names of Guests sharing their room 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>



SRMT  
Reporting

The Security Supervisor handling the case will immediately notify the Saint Regis Mohawk Health Services Department at (518) 358-3141 or Franklin Public Health Office. Option 2 and advise the operator that there is a possible case of COVID-19.

Inform the Saint Regis Health Services or Franklin County Public Health Office if the visitor is requesting medical care or refusing to cooperate and leaving the property.

In-House  
Hotel Guests

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.

**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 medical clearance is given and/or the room is properly sanitized.

**If the guest does not return to their room:**

- The Security department will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.
- 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 Saint Regis Indian Health Services guidance on required isolation or quarantine procedures for close contacts as appropriate.
- If a room is being used for self-isolation the Security supervisor will inform Hotel Management and CDC and local health authority guidelines will be followed for all additional contact with the guest and service to the room

**RECOVERY:**

During recovery, the Resort will put into place deep cleaning of all affected areas and move associates around to cover the job duties and tasks left vacant by quarantined Associates.

AMCR will seek open and transparent communication with Associates, Guests and the Community.

After a COVID-19 event an After Action meeting will convene (using social distancing) to review the plan and response to the COVID-19 event. Recommendations will be brought forth to improve or make changes to the Prevention, Mitigation, Preparation and Response plans.

# Business Re-Opening Plans

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**MOHAWK GAMING ENTERPRISES, LLC  
DBA AKWESASNE MOHAWK CASINO RESORT  
2020 PANDEMIC REOPENING PLAN**

***“As we move to reopen the Akwesasne Mohawk Casino Resort, all efforts will be taken to best protect all three of our stakeholders: our guests; our associates and the community of Akwesasne. We will utilize the guidance set forth by the Centers for Disease Control (the CDC) in our new cleaning and sanitization efforts. We will retrain our associates to the new higher cleaning standards. We will open our gaming and amenities gradually to ensure we are taking all necessary precautions to improve the safety of all stakeholders.***

***You will notice the improvements we have made in response to this pandemic. What has not changed is the commitment of our associates to deliver excellent customer service that you expect of us.”***

# AMCR BUSINESS REOPENING PLANS

To prepare for a safe opening for the Akwesasne Mohawk Casino Resort we plan to open with reduced hours and reduced operations. Games and amenities are planned to be opened in phases when it safe and appropriate to do so. Throughout the phases, appropriate back-of-house (BOH) staff will be brought on to support the front-of-house operations (FOH). The Guest Experience is considered throughout the planning.

## Hours of Operation

AMCR will be open to the public from 9:00 am to 1:00am until further notice. During the closed hours, staff will perform the deep cleaning and disinfect often-touched surfaces.

## Occupancy Levels

The AMCR will operate at 50% seating capacity, calculated by:

Slot Seats = 1141

Table game seats = 168

Bingo Hall seats = 200

Total Seats =  $1509 / 2 = 754.5$  or 755 seats

The restaurant venues when open will have occupancy numbers reduced by the social distancing requirement. The lower occupancy will assist in social distancing and reduce the density of guests within smaller areas.

## AMCR COVID-19 Health and Safety Program

See Appendix "A"

## COVID-19 Associate Training

See Appendix "B"

## Personal Protective Equipment

All AMCR associates that encounter the public during regular duties are required to wear the facemask issued by AMCR. Those Associates required to clean or disinfect will wear the proper Personal Protective Equipment (PPE) in accordance to the CDC and in accordance to the directions on the cleaning product label.

### **Social Distancing**

The AMCR will incorporate Social Distancing throughout the property in accordance to Tribal and/or State guidelines. The Slot floor reconfiguration will incorporate appropriate social distancing between players. Table Games will remove seating, limit players and temporarily cease Poker. Restaurants will offer limited occupancy and incorporate social distancing anywhere a line or que may form. The Hotel, when operational will utilize social distancing at the front desk, limit the occupancy of the elevators and close the banquet rooms until further notice. Bingo when operating will limit seating and manage ques to enforce social distancing. Ancillary services within the casino will incorporate adequate social distancing by signage and/or stanchions.

In the back of the house, AMCR associates will incorporate social distancing with the workspace where possible, in the employee break room, the wardrobe and other areas where people may come in close contact with each other.

### **Regulatory**

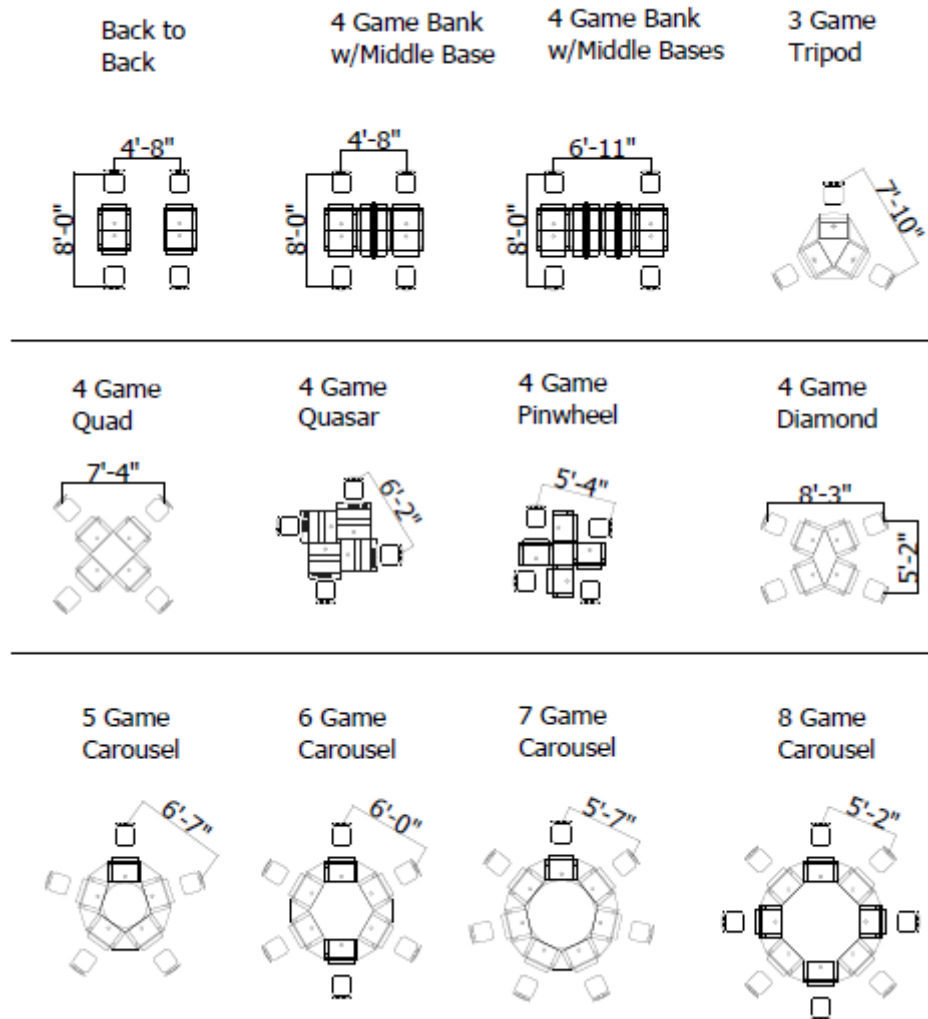
Prior to reopening, the St. Regis Mohawk Tribal Gaming Commission, the New York State Gaming Commission and the National Indian Gaming Commission will receive proper notification including this plan.

## **PHASE ONE**

### **Slot Machines**

Reconfiguration of slot gaming floor to allow social distancing between gaming machines. Testing of all equipment to ensure compliance to all regulatory requirements. Test the player tracking system parameters to ensure integrity and proper operation of the system. Remove 356 gaming machines from the gaming floor both Class III and Class II to ensure social distancing, along with utilizing the Poker Room space for added gaming floor space with a new total of 1141 gaming machines. Review ticket redemption, player point accruals, or coupon expirations, etc. to determine if expiration dates apply.

## AMCR RE-OPENING PLAN



Above are examples of new slot groupings to incorporate social distancing.

### Casino Cage & Players Club, Revenue Audit

Ensure minimum required cash is back on site, per minimum bankroll verification. Fill ATMs. Count and verify vault and cage inventories. Audits of non-gaming inventories such as food and beverage, alcohol storage, gift shop, etc. will be conducted. After restoration of the accounting system, a data audit will be conducted to identify any potential fraudulent or unauthorized activity. Any variance will be investigated to resolution. Cage/Winners Club associates will utilize gloves to handle cash.

### **F&B- The Tavern, Sticks Sports Book Grill, Maple Brewing, Floor Beverage Service & Employee Dining Room**

These will be the initial food venues to open. Beverages on the gaming floor will be through beverage servers and service bars only, self-serve beverage stations will close. All public bars closed in phase one. Tavern and Sticks Sports Book & Grill food venue reduced occupancy by engineered social distancing. Using single use menu, plates, flatware, napkins and condiments. Hours of operation will be 11:00 am to 10 pm daily extended hours for weekends. Assisted daily curbside meal delivery is available. The Employee Dining Room occupancy engineered social distancing. Single use plates, cups, utensils and condiments. Self-service salad bar eliminated. Meal items served. Maple Brewing will have no interruptions. Floor service bar will have no interruptions; associates will wear masks and gloves, as they will be handling cash. Service Bar 1 & 2 will be open for beverage service to maintain proper social distancing.

### **Security**

Security will conduct temporal temperature checks on all guests coming into the facility. Security will conduct temporal temperature checks on all associates coming into work. The front entrance will provide entry for guests, along with a secondary site for guests that may have a high temperature.

### **Sticks Sports Book & Grill (Wagering Venue)**

If there are sports markets at the time of Phase One, the Sports Book Kiosks will be turned with proper queuing to incorporate social distancing and provide sanitizing wiper for use between users. Winning tickets paid through the Cage/Winners Club.

## **PHASE TWO**

Will start after Phase One has been evaluated. This evaluation includes case numbers.

### **Maple Steak & Ale/Bingo Grab-n-go**

Maple Steak & Ale to open Friday and Saturday from 4:00pm to 10:00pm initially. Reduced occupancy a result of engineered social distancing floor plan. Utensil handling, menu, condiments and table disinfecting procedures maximize diner's protection. Assisted daily curbside meal delivery is a possibility. We will see if we need to open the Grab-n-go. Occupancy set by engineered social distancing. Minimal menu, no self-serve items. Single use utensils and condiments.

### **Gift Shop**

Limited days and limited hours initially. Limit of two (2) guests in at the same time. Floor marking to reinforce social distancing. Clear barrier added at cashier counter. No returns.

### **PHASE THREE**

Will start after Phase One & Two have been evaluated. This evaluation includes case numbers.

### **Table Games**

Table games will open and occupancy set by engineered social distancing. Every other table will be dark. TG Personnel will perform disinfecting after each player leaves, including often touched surfaces when dealer changes occur. Dealers will verbally tap into games. Chips on the table disinfected during closed hours.

### **Hotel/Spa/Pool**

The Hotel will open with 50 room initially. Elevators will have maximum occupancy of two (2). Hotel housekeeping will disinfect rooms utilizing new protocols to minimize risk to associates and maximize safety to guests. Removal of: Coffee Makers and condiments; Directory book; extra pillows and blankets; clothes hangers; Pens and paper from all rooms. Housekeeping will only enter a room 24 hours after a guest has left to disinfect. A disinfected room will remain vacant a minimum of 24 hours. The Spa will reopen with simple services, Manicure and Pedicure only, spa associate to utilize face shield. Pool will reopen with 50% of lounge chairs removed and occupancy level monitored by pool attendant that will hand out towels and disinfect bathroom spaces often.

### **Valet**

Valet services may return in this phase with hand sanitizing after every touched vehicle.

### **PHASE FOUR**

Will start after Phase One, Two & Three have been evaluated. This evaluation includes case numbers.

### **Native Harvest Buffet**

The Buffet will reopen with limited hours and a re-design that will separate the guest from the food. Guest service will be cafeteria style or a limited/fixed menu. Utensils and condiments will be single use. May require a remodel to maximize associate and guest safety.



### **Cascades/Cedars**

Cascades bar will open with alternating bar slots turned off and chairs removed. Plastic cups utilized. Cedars opened in conjunction with the Hotel.

### **Bingo**

When it is safe to open Bingo:

Bingo operations will commence on a Monday, Wednesday and Thursday schedule only. Online and telephone reservations through our Hold My Ticket software will minimize guest contact and provide occupancy management. Assigned seating will utilize the engineered social distancing floor plan. Associates and guests will be required to wear facial coverings. Extended bingo sessions with two (2) 30-minute breaks to offer buy in opportunities. Prices and payouts will reflect the new maximum occupancy levels.

### **Banquets closed indefinitely**

### **Bussing closed until further notice**

### **Concerts in the Mohawk Bingo Palace canceled until further notice**

# INDIVIDUAL DEPARTMENT PLANS

## SECURITY

- Phase 1 anticipated opening day 7/17/2020 - 100% Security staff returning maintaining the 4-day work week- Shared Work Program until deemed to go to 40-hour work week
- Valet services suspended until Phase 3 dependent on restrictions being lifted and guest demand of services is required.

### Security posts for phase 1, 2 & 3 opening:

- Security is posted at the intersection on the west side of Hotel and adjacent to Comfort Inn entrance
- Security will take all associates temperature and ask the Questions below at this location and record findings in Property Access Log.
- Security will perform a non-contact temperature reading by a hand held thermal (no contact) thermometer. Security will ask all incoming associates the three prescreening questions prior to entering the property and document answers in the Property Access Log. See below
  1. QUESTION #1: Have you left the 50-mile radius or been around someone who has since your last shift?
  2. QUESTIONS #2: Have you been in large group since your last shift?
  3. QUESTIONS #3: Are you experiencing any signs or symptoms such as coughing or shortness of breath?

### Cleaning & Sanitizing Protocol

- a) All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- b) Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- c) Shift Supervisors to log completed tasks
- d) First Aid Room and all related equipment and contact surfaces to be sanitized before and after each use
- e) Shift Manager will notify the Security Podium after unscheduled or specialty cleaning protocols are complete (i.e. after a guest is released from the First Aid Room and the room has been sanitized)
- f) Security will track critical activities in iTrak

### Guest Considerations

- a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. guest involved in disturbance or altercation)

- b) Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)
- c) Security Officers to familiarize themselves with hand sanitizer stations and to make sure guests and coworkers are wearing proper PPE
- d) Any Team Member that notices a Guest not wearing a mask is to contact Security. Security will speak with the Guest and remind them of the mask protocol.
- e) Security department will be working closely with Surveillance department in reference to contact tracing.

### **Security Posts at the Main West Entrance: Guest entrance only- no exiting**

The Main West Entrance will be the only entrance into the AMCR until further notice. All other guest entrances will be closed.

### **The East Entrance**

Open only for exiting guests leaving the AMCR. Guest will not be permitted to reenter via this entrance. All foot traffic will be directed to the Main West Entrance. Security Officer will count all exiting guests and relay that information to Officer at Main West to maintain mandated occupancy level (i.e., 5 guests exiting will allow Main West to let 5 more guests gain access)

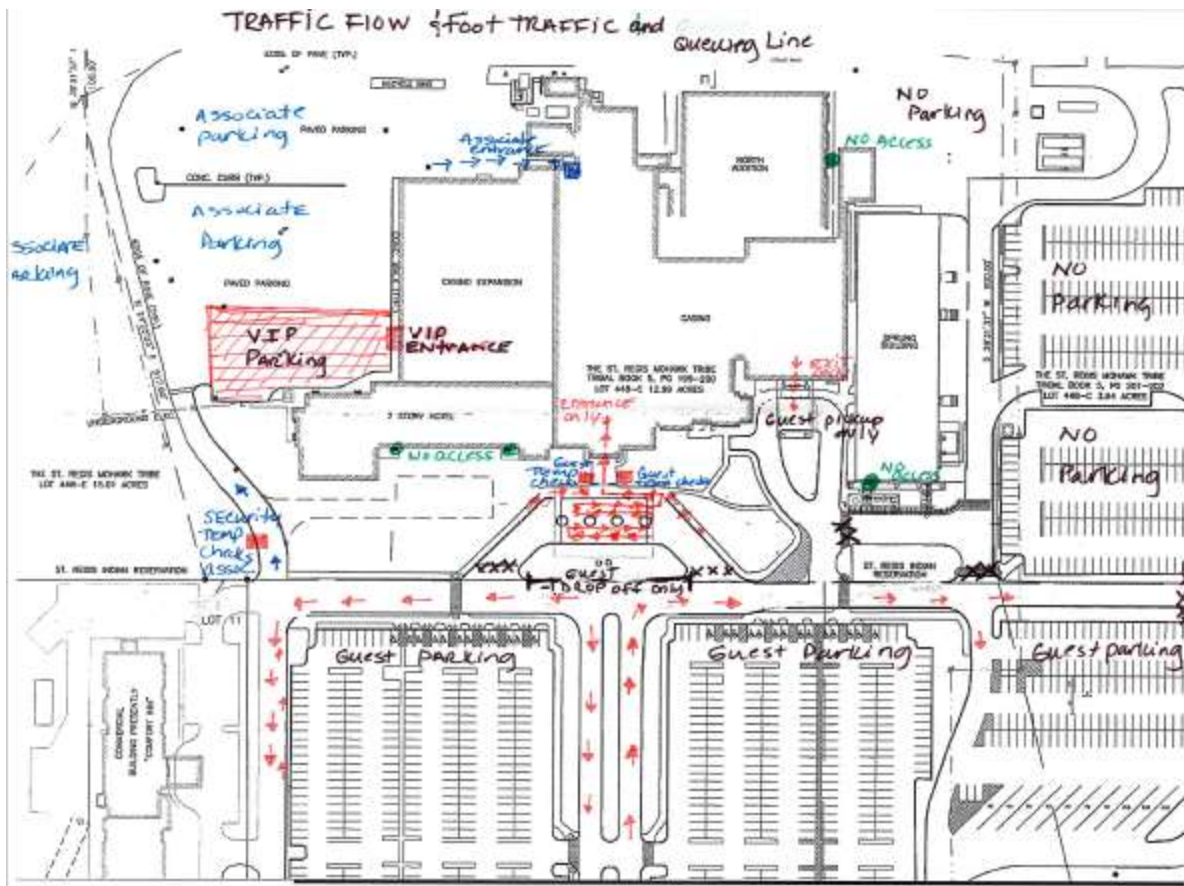
### **The New VIP Entrance**

Located behind the AMCR Hotel Door 35 will be utilized for VIPs access and our emergency service door. On an additional note: any VIP arriving to the VIP entrance area will be subject to security performing a non-contact temperature check and asked the three prescreening questions prior to be allowed entry. Once cleared security will notify VIP guest is cleared to enter and security will be dispatched to Door 35 to allow VIP access.

Main west Canopy area will be closed for valet services but will be utilized for guest queuing under the canopy. No vehicle traffic will be allowed.

Guest drop off will be located at the front of the AMCR by the Turtle island; all guest foot traffic will be directed to the Main west queuing area. (See attached map)

Main East entrance is for exiting only, but guest pick up will be allowed no extended waiting and staging will be permitted. The Tavern's curbside pickups will be allowed under the east canopy.



### Security Duties for Main west entrance

Two security officers will be posted at the exterior doors; one security will be greeting and counting guests entering the AMCR to maintain the mandated occupancy levels. The other security officer will be taking guests temperature with a hand held thermal thermometer prior to entering the first set of doors. Non-invasive thermal body temperature kiosks will be placed at the main west lobby entry point to the resort. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0°F will be discreetly offered a secondary screening. The guest displaying an elevated temperature will be escorted to the Valet Coatroom. A Security Officer using appropriate PPE (including a surgical mask and eye protection) and an ear thermometer will record a second temperature if the guest refuses the secondary reading; they will be denied entry to the property. If the secondary reading confirms that the guest has a temperature above 100.4°F, the visitor will be denied entry to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

A security officer will greet each visitor to the AMCR. Guests will be screened and asked to use hand sanitizer and to wear a mask. (If a guest has no mask, one can be purchased at the Reflections gift shop.) Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the AMCR.

All guests wishing to gamble will be requested to briefly lower their masks for age and identification purposes

### **Suspended services**

- Family dining which includes minors
- Valet and Coatroom
- Courtesy ride and shuttles
- Bellman and luggage services
- Noncontact will remain no assisting with wheel chairs, scooters, or walkers.
- No opening of vehicle doors
- Coatroom services suspended until demand is great due to inclement weather. All garments and bags that area checked will be patron's responsibility to place their items in the disposable garment bag provided. Coatroom attendant will wear gloves & mask and sterilize the counter top after every customer transaction
- Sanitizing the coatroom counter and coatrack auto buttons wiped down and sanitize after each user.

## INFORMATION TECHNOLOGY (IT)

In order for the IT Department to resume operations from our closure we will need to address three different areas of our operations. First new safety precautions will be implemented for the department. Operational considerations reviewed including IT Staffing Plan, and finally our Applications Opening Readiness Plan and helpdesk considerations.

### New Safety Precautions:

1. Staff members take the new COVID Training as prescribed by the AMCR Policy.
2. Remote support will be utilized as much as possible.
3. When remote support is not practical, employees must wear gloves when working on another user's workstation or public space device. Devices will be wiped down prior to and after completing the troubleshooting call.
4. Users will be asked to step away from their workstations while IT troubleshoots.
5. Medical grade keyboards should be used in public space that are designed to be sanitized frequently.
6. IT employees will follow the company facemask policy.
7. IT employees will take breaks and meals periods in the IT Office.
8. IT must wipe down wireless phones at the start of their shift and at the end of their shifts.
9. On support calls to guests' rooms, IT employees must wipe down equipment before and after handling.
10. Change shift starts to 15 minutes or 30 minutes after the hour to prevent bottlenecks at the time clock.
11. Keep a daily log of any person they encounter that day in order to aid contact tracing.
12. No shared food in the office.
13. Vendors will follow the same policies.
14. Follow other safety policy set forth by the casino and modify existing policies as guidelines change

### Operational Considerations

- Resource availability and planning for other departments opening plans.
  - o IE- Floor changes, POS changes, new technology implementations (FB Kiosk, Pay at table).
- Support from most vendors will be slow.

### IT Staffing Plan during Opening Phases:

#### **Phase 1- Slots, Cage, Tavern, Maple Brewing, Security, Sportsbook.**

- Departments needed to support: All except, Table Games and Hotel.
- IT Staff required at minimum July 1- return two additional staff from LOA, total 14.
- Full Staff Shared Work Program.
- Maximum Office Occupancy would be nine on Weds.

#### **Phase 2- Table Games/Poker, Bingo, Maple Steak & Ale/ Grab and go/ Hotel/ Gift shop, Valet**

- IT Staff return to 40-hour weeks.

## Applications Opening Readiness Plan

### **IGT Advantage Applications.**

- 1) Machine Accounting
  - a) Open and Close all gaming days in order to prevent reporting issues.
  - b) Blown Meters, if machines are off line, meters can happen, Call IGT and they will dial in and fix. Possible BEI will need to be hard reset or RAM clear.
  - c) No Meters or meters missing, I set the clear meter setting to a higher value 90 was 45. There should be no missing meters.
- 2) Ezpay
  - a) Tickets expired while Casino was closed; give cashiers permission to Override Expired Tickets. Expired tickets will not be validated at the slot machine or kiosks. Archiving settings will need to be checked and extended for the archiving of expired tickets.
- 3) Table and Cage Operations
  - a) Table Manager needs to be rolled to current day first
  - b) Roll CTA to current gaming day.
  - c) After both systems are rolled to current day, reboot workstations in Pit and Touch units.
  - d) Open each table in Pit section and verify that each table is open on the correct gaming day.
  - e) Verify printers in cage and pit are powered on and test Table fills, player look up and player ratings.
- 4) Patron Management
  - a) Check the SQL Server Agent for any possible job failures.
  - b) Verify ADI services are running.
  - c) Once floor is back up and stable, verify ratings are coming through player tracking and posting to Patron successfully.
  - d) Verify all interfaces are working, InfoGenesis, V1, RA, NRT, JoinGo, Kai.
- 5) Floor Testing Procedure
  - a) Have a few cards on test patron accounts ready. Ensure the test cards have XtraCredit loaded.
  - b) Insert the test Patron card at each Machine to test.
  - c) Insert a \$10 or @ \$20 bill to allow for testing up to 10 handle pulls.
  - d) Cash out a ticket.
  - e) Start an XtraCredit session. Use the ticket to seed the XtraCredit. Verify the amounts are working properly.
  - f) Test Point play.
  - g) Cash out.
  - h) Use the cash out ticket to test the next machine.
  - i) Verify the nexgen screens are correct and showing up.
  - j) In Patron Management, confirm the trip detail matches what is recorded at the machine.
  - k) Repeat testing on different machines on different banks, different vendors and denominations.
- 6) Other gaming programs

- a) Resort Advantage-Title 31 is functional after upgrade, workstations can connect.
- b) NRT Back office and Kiosk are powered up and operational
- c) Atrient Kiosk are online with new maps and updated OS.

### **Other Applications**

#### InfoGenesis

- 1) Rolled shifts are up to date.
- 2) Printers are working; test the two new IP printers.
- 3) Beer sales are done and audited.

#### Visual One

- 1) System is rolled to the current day.

#### VizExplorer

- 1) All Viz servers should be rebooted and tested.

#### AGS Joingo

- 1) Server reboot and test.

#### Acres Kai

- 1) Server reboot and test.

### **Helpdesk Opening Considerations**

Here are some things that the Helpdesk should expect when we open:

- Users will require assistance with accounts and password resets.
- Many of the accounts would have expired due to 90 days of inactivity.
- Additional training maybe required for users who have had their operating systems upgraded while closed.
- Assistance will be required for email accounts who may have exceeded their storage limits.

#### Verify:

- Displays are on and not displaying old messaging.
- POS systems are up and running.
- Turn on all the Atrient Kiosk and test them.
- Verify with the cage the functionality of TRC's and ATMS.



## HUMAN RESOURCES

### Cleaning:

- Everyone must follow protocols in common areas as posted
- Continue having staff disinfect the common areas throughout the day. Do not operate under the assumption that someone else has or will do it. Possibly set up a cleaning rotation with assigned tasks and times.
- Consider using all disposable plates/ cups/ utensils. If regular dishes/ cups/ utensils need to be used, they are not to be left lying around or in the sink with your gems on them. They are to be rinsed with hot water immediately and washed
- Conference Rooms are to be sprayed; tables and chairs given a wipe-down prior to each use.

### Training:

#### General

- All Associates must take "COVID-19 Training"
- Hold trainings online whenever possible (Schoox)
- See Appendix C

#### Live, in person training:

Some Associates require live training rather than online.

- Set up training room for Social Distancing (6 feet) remove excess chairs if possible.
- Move to a bigger room if needed
- Keep trainings to 10 Associates or less
- Masks to be worn during training by all participants and instructors
- Designate one person to take attendance (to reduce the number of people touching a pen or paper)
- Participants to sanitize own chair and table after training
- Instructor to sanitize instructor area, computer, and common surfaces after training
- Individually give handouts to participants. Do not pass around handouts.
- Group work must be done with social distancing in mind.
- Utilize MBP or Banquets for larger training to ensure social distancing.

### Social Distancing:

- No congregating in common areas
- Those with offices are to keep their doors closed
- Space out seating in conference rooms
- Stagger meeting times.

### **Meetings with Associates/Guest:**

- All guests must wear a mask
- Meetings kept to a minimum, if possible, conduct through zoom/ telephone/ mail/ email
- Associate/Guest should be shown immediately to the conference rooms and not left in the reception area.
- Associate/Guest should be told when scheduling appointments that if they are feeling poorly the day of appointment that it will need to be conducted over the phone or rescheduled.
- Large group recall meetings will be held at Bingo Palace
- All doors to remain locked so no one can enter the office unannounced.

### **Modifications to Space and Traffic Flow:**

- Room Occupancy Levels
  - Turtle Room: 4
  - Interview Room: 4
  - Bear Room: 10
  - Snipe Room/Table Games Training Room: 10
  - Finance Conference Room: 4
- Files are to be scanned to cut down on the amount of handling.
- Front staircase are to be used for going upstairs and Back staircase with landing is to be used to come downstairs
- Masks must be worn outside office/cubicles
- Designated staircases for upstairs/downstairs.

### **Policy Changes**

Update Personnel Policy to include a temporary COVID sick plan

- Change to attendance policy to reflect COVID requirements
- Changes to Uniform policy to include masks
- Changes to Safety policy to include gloves and face shields
- Return to work policy
- Add a Work from Home policy
- Change to drug testing policy to reflect COVID-19 testing

### **Supplies Needed:**

- Hand Sanitizer with wall mounted dispensers for conference rooms/ common areas
- Masks

- Gloves
- Lysol Spray
- Antibacterial Soap
- Signage for Kitchen, Bathroom, Copier and Training rooms

### Phase 1 Labor

Currently three Managers and the Director have been working reduced hours on the Shared Work Program. As we get closer to opening, we would call in one admin who is cross-trained in all areas.

### Return to Work Process

- Two Weeks before Return: HR needs a list from each department of who is approved returning and when. The department must first obtain approvals from Emily or Todd.
- Returning Associates will be required to take COVID-19 Safety Training
- Returning Associates will be required to be tested for COVID-19
- HR will assign the online training.
- HR will send out a recall letter informing the Associate:
  - Should you fail to return to work at the date and time noted above, we would assume that you have resigned from your position as of the date of your scheduled recall. Please note that failure to return to work when recalled may adversely affect your eligibility for unemployment benefits.
  - In addition, of the new rules and safety measures in place.
    - COVID-19 Screening and temperature check at the start of work – Stay home if you are sick and have symptoms.
    - Maintain Social Distancing of 6'
    - Wear a mask if you will be near people
    - Wash hands (with soap and hot water for at least 20 seconds) frequently, use hand sanitizer & avoid touching your face
    - Disinfect your work areas and common touch points daily and between shifts
    - Required to take all mandatory safety and departmental trainings
- HR will review PANS and send them through the process.
- Benefits will add Associate to Shared Work program. Department will signify which group the associate is in: 16, 24 or 32 hours a week. This must be done two weeks out.
- The group can be updated or changed later.
- Appointments will be made with the associate for a return time to meet with HR to sign paperwork. This will reduce the number of people in the Admin building.
- At this time, drug testing is not needed to bring back returning associates. This will limit the exposure of staff working with urine.

## FACILITIES

### Labor:

“AMCR 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 AMCR associates have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) 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, going on break and before or after starting a shift.
- **COVID-19 Training.** All associates 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, 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 and 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 back of house corridors and service elevators. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

### Phase # 1

Current, on the schedule with a 56 hrs. Pay period and on shares program.

### Phase # 2

July 17<sup>th</sup> Tentative Opening Date

Will start July 1 to accommodate the influx of W/O and ordering of parts needed.

July 15<sup>th</sup> the remaining M.E. will return to a 32 hrs. Work week and at the same time the others that are on 56 hrs. Will go to 64 hrs. Work week remaining on the shares program until the end of July.

The last 5 to come back to work July 1<sup>st</sup> and July 15<sup>th</sup> are associates that would be more susceptible to Covid-19 and would be have a much more difficult situation of they did contract the Virus.

For some we could put into the Hotel for room inspection and touch ups as the others would go back to their designated shifts to continue with everyday maintenance of the building wearing proper PPE.

Worst case scenario we would have to use these persons to fill in areas for the ones that did stay on as Essential workers and would like to take some much needed stress relieving PTO that was not available to them during this Pandemic unless otherwise sick.

Administrative Assistant is needed at this time to catch the checkbook up and so we can start the budget and Capital for 2021. It is that time of year again.

### Phase # 3

August

Pending on the influx of patrons and demand on the Facility some of the associate may have to go back to 40 hrs. Unless there is an extension to the cares act then we can adjust to accommodate FTE savings Utilizing PTO.

There is no showing schedule for Phase # 3

### Phase # 4

When all associates will be back to fulltime status then at that time associates that have been moved around to other shifts will go back to their original home shifts.

FYI Before this Pandemic FAC had 2 positions that needed to be filled. Shift Manager and a Supervisor. Storm is currently Acting Supervisor and a Manager position needs to be filled to cover the 2<sup>nd</sup> and 3<sup>rd</sup> shifts duties.

Reminder this is a work in progress and is subject to change pending facility and Budget needs.

## MARKETING

### Labor/Staffing

Week of June 15 start bringing individuals back from the Marketing Department part time working only 2 – 3 days a week (Based on a July 17 opening date)

Advertising Manager – Tuesday & Thursday (8am – 4pm)

- Work with Red Circle on all messaging/branding leading up to re-opening
- Prepare and proof all outgoing mail
- Updates to website

CRM – Monday & Wednesday & Friday (8am – 4pm)

- All database related issues
- Patrons points
- Kiosk issues
- Loading free credit on accounts

Direct Marketing Manager – Tuesday & Wednesday (8am – 4pm)

- Prepare email blasts
- Proof all mailers/eblasts
- Mailers for patrons

Graphic Design – Tuesday & Thursday (8am – 4pm)

- Creative done for all avenues of messaging for property
- Update everything on property (internal signage)
- Mailers, signage, newspaper, print, all avenues

Social Media Specialist – Monday & Wednesday & Friday (8am – 4pm)

- Daily Facebook posts letting guests know what is going on/where we are with re-opening
- Update all social media platforms
- Recording new videos of everything new on property, amenities, i.e.

Promotion Specialist – No Return date as of opening

Data Analysis – No return date as of opening

The staggered schedule will ensure that no more than four individuals will be in the office at any given time.

Marketing employees will be asked to NOT use the breakroom; they can either bring a lunch or go off property for lunch.

Employee workstations are good and give enough spacing between everyone.

Employees will not go onto the floor unless ABSOLUTELY needed to go on floor when patrons are on floor. They will wear their masks and practice social distancing.

### **Marketing Specifics**

Creative is currently with Red Circle – they are preparing the following:

- 1 – Mailer for community members only for July 17
- 2 – Mailer for VIP players only for July 18 & 19
- 3 – Generic mailer for the reopening of the property
- 4 – Changes/what to expect/safety guidelines

Once all information is confirmed from the property we can plug in the specifics and upload the data and this will be completed.

Radio spot/newspaper creative is also being worked on from Red Circle. Similar to mailers we will need to have the specifics by June 19 in order to get the proper messaging out there for July print/radio

Billboards will need to be updated (Massena, property, and Cornwall 401 area) – working with the agency on our new messaging

Starting July 1 weekly eblasts will go out notifying patrons of changes, safety protocols, and happenings at the casino.

Starting July 1 regular and updated posts will begin (every other day) posts of what is happening on property leading up to opening.

Website will be updated daily (when needed) with changes

Signage on the flood needs to be removed and replaced. (Examples coming)

## PLAYER DEVELOPMENT

### Labor/Staffing:

Week of June 15 start bringing back individuals from the Player Development Department working 3 days a week. Based on a July 17 opening date.

Manager – Wednesday & Friday & Saturday (12pm – 8pm)

Host 1 – Monday & Wednesday & Friday (8am – 4pm)

Host 2 – Wednesday & Friday & Saturday (5pm – 1am)

Host 3 – Tuesday & Thursday & Saturday (8am – 4pm)

Host 4 – Monday & Tuesday & Thursday (5pm – 1am)

Host 5 – Will be on maternity leave for the foreseeable future

Host 6 – No return date as of opening

Host 7 – Thursday & Saturday & Sunday (8am – 4pm)

Host 8 – Thursday & Friday & Saturday (12pm – 8pm)

\*This is just a temporary schedule; Manager will rework to make sure that there is at least two hosts on per shift and that there is adequate coverage for when the property reopens.

With the staggering shifts and hours, this should ensure that there are no more than 2 – 3 hosts in the host office at any given time.

Prevention & Mitigation: We should put Plexiglas up in there in between the host desks.

### Target Audience

- High Worth players
- Elite players
- ADT, or monthly worth
- US players, NYS players

Will look to expand depending on limitations that are in place when we reopen (will Canadians be able to cross border, will we want players from Vermont, players from outside 50-mile radius)

### Timing/Messaging

- Calls will be made to High worth Players and will focus on messaging that speaks to the protocols that guests should expect to encounter.



- Focus on the safety plans that are in place, what the casino is doing to make sure that guests are in a safe environment and what we expect from the players when they come in.
- Messaging will be positive and genuine towards looking forward to seeing them soon.
- Also a good time to listen to any concerns that they have.

### **Players**

- Prior to hosts return, lists will be created of players to focus on.
- Hosts will not focus on all players' prior lists; they will only focus on players assigned to them as well as high worth players from their lists.
- For the time being taking chances/risks on players so that they spend are put on hold. Focus will be on players who we know are top players.
- Players who are not assigned to hosts will be assigned.

### **Offers (High worth Players Only)**

- Continue normal offers with these players. Keep everything the same for these players; they continue to get what they were offered before on a weekly basis.
- Transition these players into anytime offers; they can come in whenever they want to use offers.
- Eliminate Silver Stars program move to 3 – 4 offers a week.
- Increased offers.
- Offers geared toward certain time and days.
- Daily offers for these players only.
- Offer food and slot play for these individuals.
- Parties for smaller groups in banquet rooms (50 people max).

## COMPLIANCE/SAFETY/TRAINING:

### **Staffing:**

#### ***Safety Manager:***

The Safety Officer will be brought back in the next two weeks to conduct hazard assessments, assist departments with COVID Safety programs and ensure all usual safety duties and requirements are being met.

#### ***Compliance Manger:***

Compliance will be brought back prior to opening to facilitate adherence to the compact

#### ***Guest Experience Manager:***

Guest Experience Manager has been working in HR during shut down and will transition back to Guest Experience duties, as we get closer to opening. GE Manager will continue to HR training duties and assisting HR as needed.

### **COVID Safety:**

- CST will modify offices and practices to create social distancing.
- CST will adhere to all COVID safety protocols and guidelines.
- CST will take COVID-19 Safety Training upon return

## HOUSEKEEPING:

### Timeline

T-MINUS DATE: - 3 DAYS BEFORE OPENING DATE. (JULY 14)

- Associates will attend training session on day 1
- Days 2-3 associates will prepare carts, deep clean bathrooms, and public spaces.
- Disinfecting is expected to be concluded by outside vendor (thermal/spray unit)
- Housekeeping Manager and Supervisor will return T-Minus 1 week to prepare re train outlines, schedules. (JULY 10)

### Staffing/Labor:

**Casino Housekeeping- 28 FTE** responsible for day-to-day and deep sanitizing routine of the entire AMCR. To include BOH, gaming floor, and Admin building. The Phase 1 section will also include the **14 FTE Hotel Housekeepers** moving to grave shift for Casino HK in Phase 1.

**Staffing** 100%. Casino is sectioned into four sections. Three housekeepers per section each shift. (may break into small subsections after final review of Slot's new slot floor plan and new sanitizing protocols.)

- 25 Casino Housekeepers. Move grave shift associates to day/swing to allow Hotel Housekeeping to work grave shift deep cleaning.
- One Casino Housekeeping Supervisor.
- 1 Housekeeping Manager
- One Wardrobe - One associate. Move hours to casino opening hours. 8am-4pm. This associate can also be used on the casino floor to help casino housekeepers.
- Memo to associates- NO FOOD OR DRINK will be allowed in Auto Valet. This will be strictly enforced from here on out. Director will be notified if an associate discovers food or drink in auto valet.

### Associate Onboarding

Associates must adhere to guidelines set by AMCR for returning to work. Including but not limited to:

- Wearing a facemask upon entering the building for the duration of their shift.
- Temperature screening
- HK associates will proceed to "base" to receive daily instructions/cart/and updates. HK will ensure cart pick up is sanitized and stocked before proceeding to section.
- Wash hands frequently. Associates must wash hands immediately after close contact with guest or associate. After touching money, after smoking, after eating or drinking, after restroom visit.
- All associates must attend an AMCR training on Covid-19 designed to educate on protecting themselves, protecting others and protecting company property.

## AMCR RE-OPENING PLAN

- Housekeepers will be trained in Post COVID-19 training procedures. Re trained on new floor layout sections.
- End Shift duties- HK will return cart. Sanitize cart and re stock cart for next associate to use. Store at base.

### Plan

Housekeeping staff will return to work 3 days prior to the reopen of the gaming floor. In this time, the Housekeeping department will attend training sessions and be responsible for the sanitization of the AMCR before receiving the public.

- Attend a new cleaning protocol training session. Also, include proper use of PPEs and proper disposal of PPE's. (Attached)
- Obtain and attend training session for use for new Clorox system.
- Complete new cleaning routine checklist. Changing the order in how we do our routines. This is mandatory to ensure the effectiveness of the company's efforts to maintain a sanitized facility.
- Micro clothes will be enforced to use per color coded for proper chemical use.
- All hard frequently touched surfaces: Doors, door handles, railings, slot machines, chairs, bases, bathrooms, garbage cans, and ashtrays will be sprayed with peroxide (yellow) and wiped with yellow micro fiber.
- Checklist created to monitor usage of hand sanitizer, wipes and bathroom cleaning logs. To ensure the facility will have ample product for associates and guests for use on the gaming floor and BOH.
- Floor care will be done during grave shift. Avoid vacuuming carpet while guests are present. Proper PPE to be worn by housekeepers.
- Require the lids to be used on current HK carts (skirted garbage cans) Garbage picked up on the floor will now be tied/bagged and covered while on the gaming floor.
- Resection gaming floor per new slot machine lay out. Assign more housekeeping in smaller manageable sections. High demand on housekeeping will be exhausting. Smaller sectioning to accomplish goals without exhausting staff.

### Supplies-

- New mobile cleaning carts. Requesting four for the casino sections. (Similar to hotel carts) to store and easily transport across gaming floor. Streamlined for efficiency and hold disinfectants. Housekeeping uses the garbage cans skirted and some have an apron to hold supplies. Does not hold much. Cannot hold the containers of disinfecting wipes.
- PPE for associates. Gowns face splash shields (bathrooms).
- Micro fiber clothes for appropriate chemical color (if needed)
- Maintain cleaning chemicals. **Ordered**
- Alcohol based hand sanitizers for dispensing units. **Ordered**
- Possibly more dispensing units for gaming floor.

## FINANCE:

### Cage:

- Have cash ordered from Key Bank and RBC week of June 15th for a delivery by July 3rd
- Bring employees in to be trained on Covid 3 weeks prior to opening
- 2 weeks prior to opening (July 6<sup>th</sup>) have cage employees inventory all cash and start to prepare all bank drawers and cassettes for ATM's/Kiosk
- Open with Approximately 31 FTE's down from 46 FTE's
  - 1 Cage Manager
  - 3 Shift Managers
  - 3 D/R Shift Managers
  - 5 Supervisors
  - 9 Main Bankers
  - 10 Cashier's
- Use of every other window using both Cages
- Plexiglas sneeze guards at every window
- All employees will wear masks
- Gloves will be optional for cage employees
- Hand sanitizers and disinfecting wipes at every work station for the employees
- Hand sanitizing stations outside each cage window for the guest to use
- Have associates sanitize workstation and hands after every transaction
- Have associates use the hand sanitizer before servicing the next guest
- Markings on the floor to maintain the 6ft of separation when in line at cage
- Moving ATM's and Kiosks for social distancing
- Employees in the cage on third shift cleaning and disinfecting the cage
- Spray chips with disinfecting spray until a cleaning system for the chip bank can be purchased
- Hand sanitizing stations next to the ATM's and Kiosk machines for guests to wipe down prior to using
- Regularly scheduled for the screens and buttons to be wiped down with disinfecting chemicals
- Multi use equipment will be wiped down after each use

### Soft count:

- Bring back all staff but only have 3 in room at a time
- 3 Days per week using the shared work program
- Will adjust schedules as needed based on volumes
- Bring in July 6<sup>th</sup> to test equipment in case it needs repairs
- Masks or Face shield to be worn. Gloves will be optional.
- Use alternating jumpsuits. Have washed on the off day
- Sanitize and wipe down the room daily before they come out
- Spray soft count boxes with disinfectant before leaving for the day
- All associates need to be trained on Covid 1 week before opening

### Warehouse Staff:

- Staff to wear gloves and masks
- Sanitize deliveries with disinfecting spray
- Maintain social distancing where possible
- Cleaning of multi-use equipment after each use
- COVID training before associates return to work
- Pre-opening (June 29 – July 10) M-F
- Full Staff, 3/days, 3 days/week utilizing shared work program
- Phase 1 July 13<sup>th</sup> possibly 4days per wk. 1 shared service day
- Will adjust staff accordingly

### Purchasing:

- 1 Month prior to opening (June 15<sup>th</sup>) bring back 2 Buyers to be trained on Covid
- 1 Month prior to opening (June 15<sup>th</sup>) bring back 2 Buyer's on the shared work program at 3 days per week
- Social distancing
- Wearing of masks – in a common area
- Gloves are optional
- Use of hand sanitizer every hour
- As we increase operations in the different phases purchasing will be bringing back the other buyers as needed

### Finance:

- All associates will need to be trained on Covid 1 week before opening
- Depending on the federal unemployment monies:
  - Bring 8 employees back using the shared work program
  - If no federal unemployment, bring back 7 employees at less than 100%
- Social distancing when possible
- Wearing of masks in a common area
- Gloves are optional
- Use of hand sanitizer every hour
- Wiping down of your work station area daily
- Possibility of Cubicles walls to be installed

### Revenue Audit:

- All associates will need to be trained on Covid. 3 days before opening (July 14<sup>th</sup>)
- Bring associates in 3 days prior to opening to work through all programs (July 14<sup>th</sup>)
- Bring back all associates either on the shared work program or PT 16-24 hours
- Social distancing when possible
- Wearing of masks in a common area
- Gloves are optional
- Use of hand sanitizer every hour
- Clean work station at end of day
- Possibility of Cubicles walls to be installed

## SLOTS:

### Cleaning & disinfecting

#### **Slots Cleaning & Disinfection**

- Thirty Wipe dispensers for disinfecting wipes on gaming floor (approximately one dispenser every 38 slots).
- Slot machines and workstation
  - During hours of operations between Slots & Housekeeping slots will be sanitized approximately every 15-20 minutes
- All Slot employees will be required to wash/sanitize their hands after every transaction where the associates touches money, ticket, a machine, etc.
- Management will ensure all slot associates are in assigned sections to ensure limited exposure and server the games better. They will be responsible to refill disinfecting wipe dispenser and assist with sanitization.
- All Slot Associates will carry disinfecting containers at all times to be able to sanitize if needed.
- Signage slot floor remind guest sanitize slots (display)
- NexGen will have message to remind guests to clean their machines before playing, respect social distancing and stay home if you are not well.
- KAI paging system will have a call create when a guest removes Players Card, this will trigger a Cleaning Call.
- All slot machines, chairs, and high-frequency touch points) will be disinfected nightly when closed.

#### **Safety guidelines during disinfection:**

- Wear disposable gloves when doing the nightly disinfecting.
- Gloves will be discarded after each use.
- Clean hands immediately after gloves are removed.
- Store chemicals in labeled, closed containers. Store them in a manner that prevents tipping or spilling.

#### **Kai, electronics & Slot Button Panels**

- For electronics such as tablets, touch screens, keyboards, slot machines, sports kiosk and ATM machines, remove visible contamination if present.
  - Follow the manufacturer's instructions for all cleaning and disinfection products.
  - Use wipeable covers for electronics if available.
  - If no manufacturer guidance is available, use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids

### Training Associates Covid-19 Health and Safety Protocols

- Disclaimers
  - a. All associate are to stay home if they are sick.
  - b. If an associate has been exposed, they most report it to their manager who will report it to security.
- All slot attendants will check their temperatures at every break.
- Know the difference between cleaning, disinfecting, and sanitizing.
- Training will be provided to ensure appropriate local protocols and guidelines, such as updated/additional guidance for cleaning and disinfection, are followed.
- Clean and disinfect surfaces and objects that are touched often
- Routine cleaning and disinfecting
- Clean and disinfect correctly
- Use products safely
- Cash/ticket handling washing/disinfecting hands. (Do not touch your nose, eyes or mouth).
- Educate staff and workers performing cleaning, and trash pick-up activities to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms within 14 days after their last possible exposure to the virus. At a minimum, any staff should immediately notify their supervisor and the local health department if they develop symptoms of COVID-19.
- Develop policies for associate protection and provide training to all Slot team on site prior to providing cleaning tasks. Training will include when to use PPE, what PPE is necessary, how to properly put on, use, and take off face covering, gloves, etc. and how to properly dispose of PPE.
- Workers will be trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication standard.

### Safety Protocols

Safety protocols have been developed to mitigate exposure during the Slot floor configuration for Slot Techs and Managers. Which are:

- a. Slot Tech will be scheduled to work on a team and will only work with those associate.
- b. Work in assigned section (this is to ensure associates are spread out and not working all together)
- c. It is difficult to work with masks on when moving, relocating slot machines, Slot techs can step 12 feet away for work section take a quick breather.
- d. Slot techs are only permitted to work in teams of two, the only time more than two can work in one section is if management oversees it. For example, removing or relocating a sign (this takes four people).
- e. There will be four work charts (tools, equipment, etc.), these will be cleaned at the end of the shift and tagged "Clean" for the next crew.

### Signage & NexGen display



## AMCR RE-OPENING PLAN

### Slot Toppers

**Disinfecting Wipes**

**Located Here**



### NexGen Display

Your Health & Welfare Is Important

**Practice Social Distancing**

Enjoy your visit and be safe!

**Be Safe**

Clean Slot Machine Before Using  
Disinfecting Wipes Stations Available

We are all in this together!

### Reconfigure Floor & Poker Room

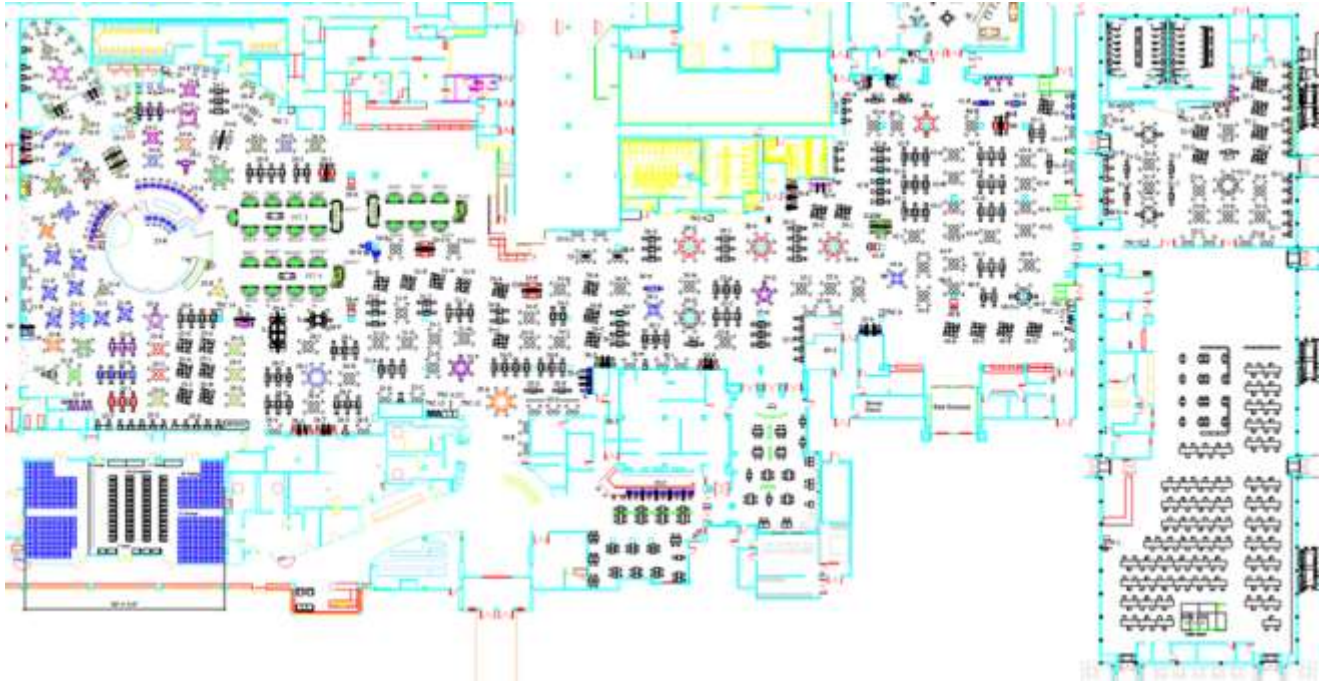
#### Slot Floor Configuration

Description	Current Count	Remove Amount	Out of Service	New Count	Percentage
AMCR Slots Count	1497	356	42	<b>1141</b>	-24%
Total Class 3	1039	281	32	758	-27%
Class 3 US	918	260	32	658	-28%
Class 3 Canadian	121	21	0	100	-17%
Total Class II	458	75	10	383	-16%
Class II US Main	274	16	8	258	-6%
Class II Canadian	12	6	0	6	-50%
Class II MBP	172	53	2	119	-31%

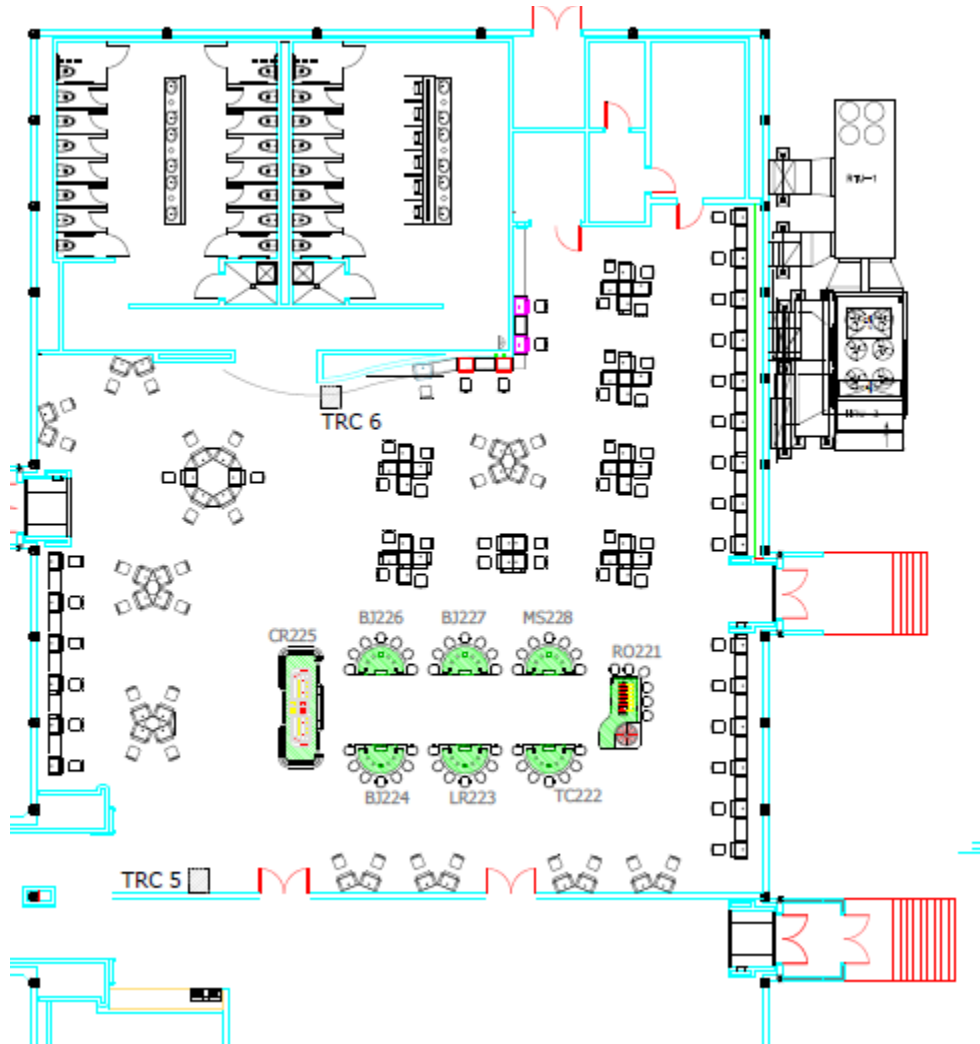
#### Revised Slot Count

Machine On	1096
Machine OFF	47
Total Count	1143

Reconfigure Floor & Poker Room



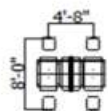
Reconfigured Floor MBP Table Games



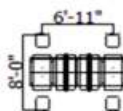
## Social Distancing Slot Configurations

SOCIAL DISTANCING DIAGRAM A

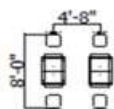
4 Game Bank  
w/Middle Base



4 Game Bank  
w/Middle Bases



Back to  
Back

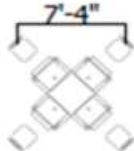


3 Game  
Tripod

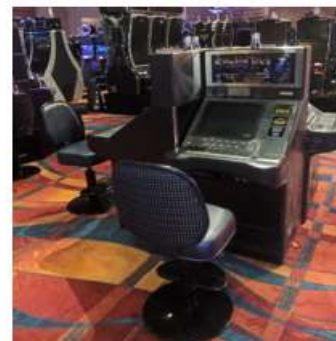
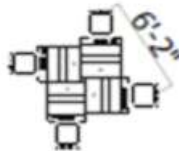


SOCIAL DISTANCING DIAGRAM B

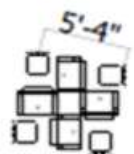
4 Game  
Quad



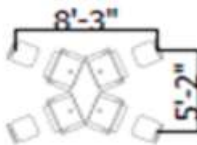
4 Game  
Quasar



4 Game  
Pinwheel

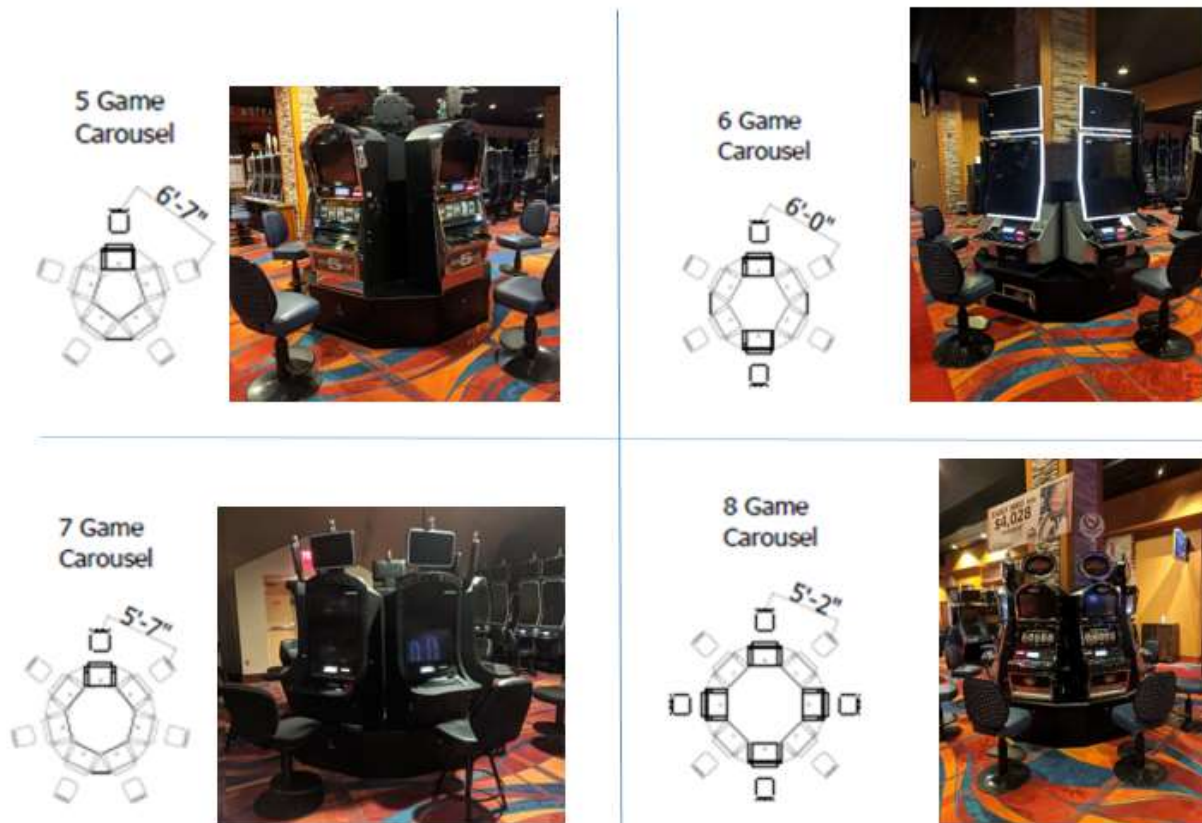


4 Game  
Diamond





SOCIAL DISTANCING DIAGRAM C

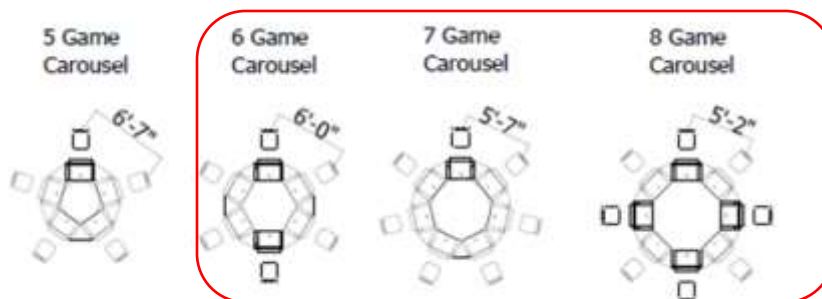


11

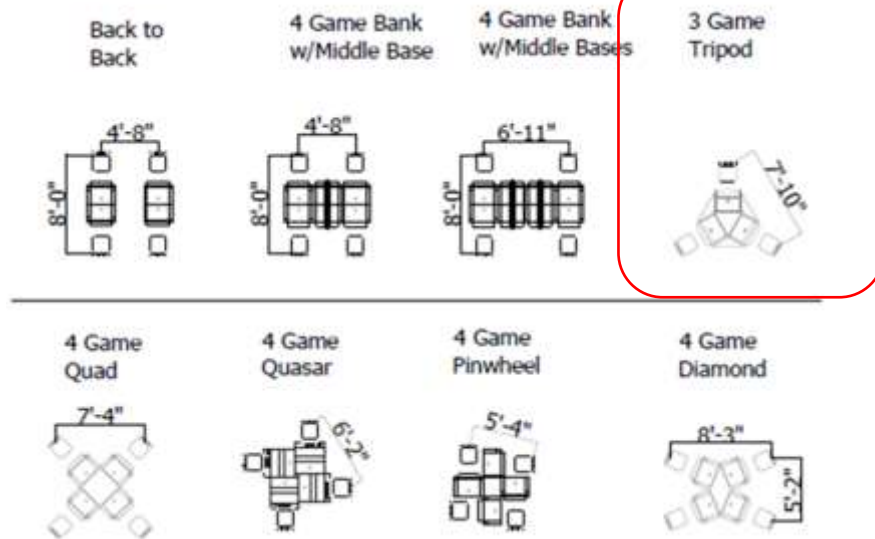
**Social Distancing Slot Configuration - Diagram**

Below are the diagrams of machine configuration to be used for social engineering our slot floor and recommend.

Please note if we go with tuning off every other slot we would be using the 4 & 8 game bank with middles off and carousels.



## AMCR RE-OPENING PLAN



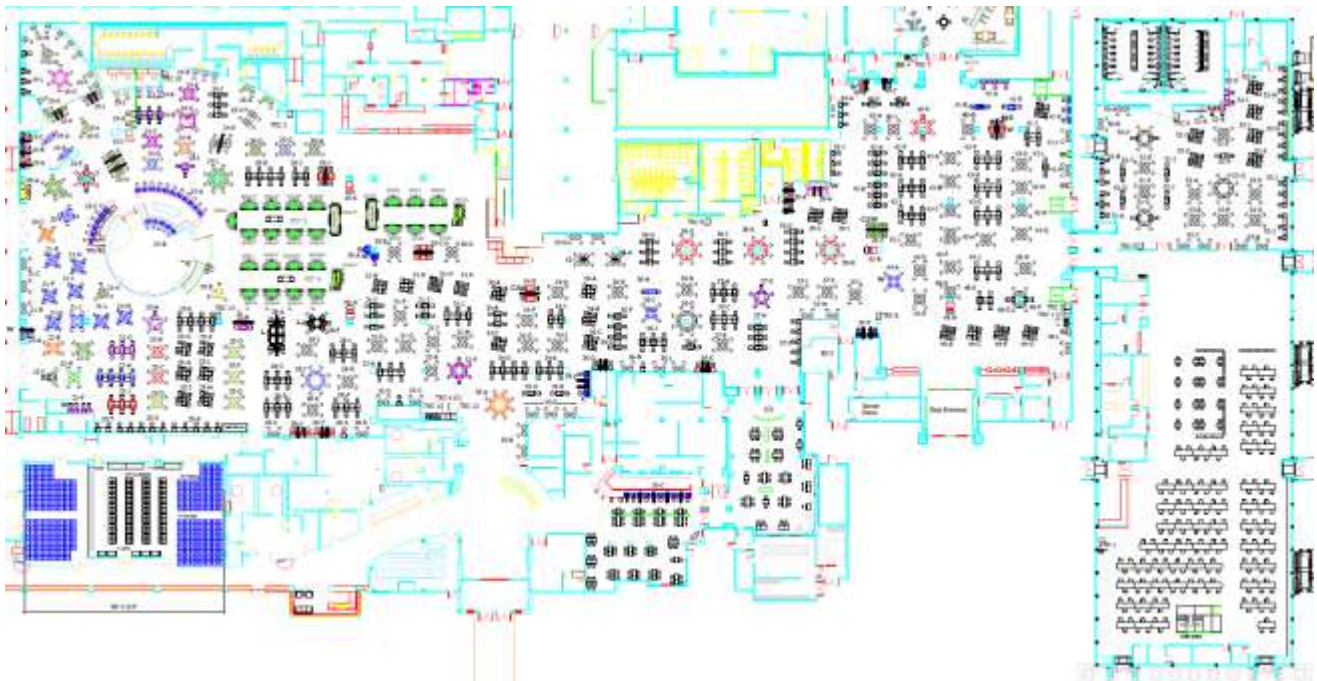
### Timelines – soft opening Tentative date July 17 Community & July 20 general Public

Slot Department Time Lines													
Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
27-May	28-May	29-May	30-May	31-May	01-Jun	02-Jun	03-Jun	04-Jun	05-Jun	06-Jun	07-Jun	08-Jun	09-Jun
	C2 Servers Power Up	Phase 1 Memo Slot TGC					Return Tech Managers power up Slots	Power Up Slots				Relocate Poker Tables	Set up Work Area tiles
Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
10-Jun	11-Jun	12-Jun	13-Jun	14-Jun	15-Jun	16-Jun	17-Jun	18-Jun	19-Jun	20-Jun	21-Jun	22-Jun	23-Jun
Phase 1 Safety & Start	Phase 1	Phase 1	Phase 1	Phase 1	Phase 1	Phase 1	Phase 1	Phase 1	Phase 2	Phase 2	Phase 2	Phase 2	Phase 2
Return to work Slot Techs	Memo Slots Move TGC Phase 2								Memo Slots Move TGC Phase 3				
Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
24-Jun	25-Jun	26-Jun	27-Jun	28-Jun	29-Jun	30-Jun	01-Jul	02-Jul	03-Jul	04-Jul	05-Jul	06-Jul	07-Jul
Phase 2	Phase 2	Phase 2	Phase 2	Phase 3	Phase 3	Phase 3	Phase 3	Phase 3	Phase 3	Phase 3	Poker	Poker	Poker
				Memo Slots Move TGC Phase Poker		Memo Slots Move TGC Phase 4							
Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
08-Jul	09-Jul	10-Jul	11-Jul	12-Jul	13-Jul	14-Jul	15-Jul	16-Jul	17-Jul	18-Jul	19-Jul	20-Jul	21-Jul
Phase 4	Phase 4	Phase 4	Phase 4	Phase 4	Phase 4	Phase 4	TGC Bill Test	TGC Bill Test	Soft Opening community	Soft Opening VIP	Soft Opening VIP	Opening	

## Storage/Staging

- Below is the design for slot storage/staging, we to identify storing for approximately 356 slot machines
- If we use all three sections of the Winter ballroom, we have enough space.
- If we use only two sections, we the Ballroom (two sections) the space allows for 236 slot machines. We will need to find space for 120 slots.
- Below is description of
  - Staging – (During the moves we will use this space for machine move staging. As we complete more section this space will become storage.
  - Storage – For machines, we plan and hope to reuse at some point. Also will house Class 2 machines that need to be picked up by vendor.
  - Accessible – these slots will be step up for spare parts (high failure rate and will need the parts to get other machines up and running).

## Gaming Floor staging



## Reduction Lease & WAPs

AMCR Overview WAP, Lease & Hybrid-Leasing Plan(s)					
Description	Current	Social Distancing		Floor Reconfigure	
Type	Count	Operational	Reduction %	Perational	Reduction % 3
WAP	18	13	-28%	12	-33%
Lease	67	41	-39%	45	-33%
Hybrid	10	4	-60%	4	-60%

- Current Class III WAP, Lease & Hybrid leases current, social distancing, floor reconfigure and our plans.
- Some lease and all WAPs require Vendor Techs to relocate, move or remove; we have requested a waiver to move Lease games (waiting on response).
- AMCR reduced 28% of WAPS, 39% Lease and 60% of Hybrid-leasing for Social Distancing.
- As all casinos are closed nationwide, we are unsure once restrictions are lifted how long before AMCR will be able to schedule Vendor Techs on site.
- The above future WAP, lease & Hybrid leasing is our plan once Vendor Techs can be on site.
- We are currently working on vendor notification for removal; most companies require 30-60-day notice.

## Return to work dates with tentative soft opening July 17

Return to Work Dates				
Position	QTY of Associate	Hours per week	Start Date	Day of Week
Slot Tech Manager	2	32	4-Jun	Thursday
Slot Floor manager	1	24	10-Jun	Wednesday
Slot Techs	6	24	10-Jun	Wednesday
Slot Techs	4	24	11-Jun	Thursday
Slot Techs	2	24	12-Jun	Friday
Assistant Director	1	24	10-Jul	Wednesday
Slot Shift Manager	3	32	16-Jul	Thursday
Assistant Slot Shift	1	24	16-Jul	Thursday
Attendants	9	32	16-Jul	Thursday
Attendants	2	32	17-Jul	Friday
Slot Shift Manager	1	32	18-Jul	Saturday
Attendants	4	28	18-Jul	Saturday
Assistant Slot Shift	3	24	19-Jul	Sunday
Attendants	2	32	19-Jul	Sunday



## AMCR RE-OPENING PLAN

### FTE & Schedule

Position	Count	FTE
Director & Assistant	2	1.60
FOH Managers (9)	9	6.40
Slot Attendant (18)	18	13.9
Slot Tech Managers (3)	3	2.40
Slot Techs (12)	12	8.4

NOTE: Graveyard gaming floor deep disinfecting & cleaning:

- Housekeeping will disinfect slot base and chairs
- Slots is responsible for Slot machines top to bottom
- Three hours for slot techs to clean
- One hour for Slot managers & Attendants to disinfect button decks.
- The Department schedules below work until employees earn and use PTOs.
- Guest Service –
  - Slot Tech SOP and duties will change to expand their duties similar to attendants.
  - Slot Tech Managers will support the FOH to provide guests service and help.

Schedules provided is the plan until July 30, 2020, review of FTE and business needs will be reevaluated by the end of month. **\*Subjected to change**

Director & Assistant Director									
AMCR Hours	Number	Weekly	Casino Hours of Operations 9a-1a						
Day	of Hours	FTE	Wed	Thu	Fri	Sat	Sun	Mon	Tue
Director	32	0.80	8a-4p	10a-6p	10a-6p	2p-10p	Off	Off	Off
Assistant Director	32	0.80	11a-7p	Off	Off	Off	11a-7p	11a-7p	11a-7p

### Slot Floor Reconfigure team two-week Schedule

NOTE: Phase 1-team members have been contacted; Slot Managers start work June 4 and Slot Techs June 10.

Slot Management Schedule									
Management Week 1 - Prework management									
Description	Weekly		03-Jun	04-Jun	05-Jun	06-Jun	07-Jun	08-Jun	09-Jun
	Hours	FTE	Wed	Thu *	Fri * power	Sat	Sun	Mon	Tue
Management week 1									
Slot Floor Manager	0	0							

# AMCR RE-OPENING PLAN

Slot Tech Manager	32	0.7 5		8a-4p	8a-4p	Off	Off	8a-4p	8a-4p
Slot Tech Manager	32	0.7 5		8a-4p	8a-4p	Off	Off	8a-4p	8a-4p
Slot Tech Manager	32	0.7 5		8a-4p	8a-4p	Off	Off	8a-4p	8a-4p
Management Week 2 - Slot Moves									
Description	Weekly		10-Jun	11-Jun	12-Jun	13-Jun	14-Jun	15-Jun	16-Jun
	Hours	FTE	Weds	Thu	Fri	Sat	Sun	Mon	Tue
Management pre-opening									
Director	32	0.7 5	8a-4p	8a-4p	8a-4p	Off	Off	Off	8a-4p
Slot Floor Manager	24	0.6 0	8a-4p	Off	Off	8a-4p	Off	Off	8a-4p
Slot Tech Manager	32	0.7 5	8a-4p	10a-4p	Off	Off	10a-4p	10a-4p	10a-4p
Slot Tech Manager	32	0.7 5	8a-2p	8a-2p	Off	Off	8a-2p	8a-2p	8a-4p
Slot Tech Manager	32	0.7 5	8a-4p	8a-4p	8a-4p	8a-4p	Off	Off	Off

Slot Tech Schedule														
	Wed	Thur	Fri	Sat	Sun	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Mon	Tues
Position	10-Jun	11-Jun	12-Jun	13-Jun	14-Jun	15-Jun	16-Jun	17-Jun	18-Jun	19-Jun	20-Jun	21-Jun	22-Jun	23-Jun
Slot Tech 1	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off
Slot Tech 2	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off
Slot Tech 3	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p
Slot Tech 4	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off
Slot Tech 5	Off	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off	Off
Slot Tech 6	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p
Slot Tech 7	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p
Slot Tech 8	8a-4p	Off	Off	8a-4p	8a-4p	Off	Off	8a-4p	Off	Off	8a-4p	8a-4p	Off	Off
Slot Tech 9	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p
Slot Tech 10	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off
Slot Tech 11	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p	8a-4p	Off	Off
Slot Tech 12	Off	Off	8a-4p	Off	Off	8a-4p	8a-4p	Off	Off	Off	Off	8a-4p	8a-4p	8a-4p
Floor Mgr	8a-2p	8a-2p	8a-2p	Off	Off	Off	8a-2p	8a-2p	8a-2p	8a-2p	Off	Off	Off	8a-2p

## FOOD & BEVERAGE:

### **Mitigation through Physical Distancing**

Throughout the F&B Venues, 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 restaurant host entrances, host stands, coffee shops and ordering windows.

#### **Host stands and Agilysys work stations**

- Associates 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/party of guests.

#### **Meeting and Banquets Spaces**

- Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

#### **Restaurants, Bars & Lounges**

The following guideline have been established with the consideration to the "FDA's Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services during the COVID-19 Pandemic" document Exhibit 2.

#### **Cleaning & Sanitizing Protocol**

- A. Host Podiums including all associated equipment to be sanitized at least once per hour
- B. Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- C. POS terminals to be assigned to a single server where possible and sanitized between each user, before, and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- D. Dining tables, bar tops, stools and chairs to be sanitized after each use

- E. Condiments to be served in single use containers (either disposable or washed after each use)
- F. Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- G. Menus to be single use and/or disposable
- H. Sanitize trays (all types) and tray stands sanitized after each use
- I. Storage containers to be sanitized before and after each use
- J. Food preparation stations to be sanitized at least once per hour
- K. Kitchens to be deep cleaned and sanitized at least once per day
- L. Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

### **Physical Distancing Protocol**

- A. Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- B. Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- C. Remove Lounge seating in Cascades, Cedars, and SBG raised area & lounge chairs (6)
- D. Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- E. Reduce bar stool count to provide appropriate physical distancing
- F. Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- G. Additional self-serve station options to be closed and opened based on demand
- H. Casino Service Bars will be staffed to allow for appropriate distancing between employees

### **Guest Considerations**

- A. All self-serve condiments and utensils to be removed and available from cashiers or servers
- B. All straws to be wrapped
- C. Remove grab and go offerings; available from associates only
- D. Bar snacks will be served per individual guest and not shared by the table
- E. All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

### **Additional Employee Dining Room (EDR) Protocols**

- A. No self-serve food available (including snacks)

- B. Single use cups for beverage (no refills)
- C. Prepackaged plastic flatware
- D. Trays and plates to be distributed by EDR attendants

### Phase One:

Would include the following re-opening: Maple Brewing, The Tavern, and Beverage Floor Services. This would only include one food venue and the Service bars for beverage service. Production Kitchen will re-open for prep, soup and sauces with minimal staff returning. All public bars closed in Phase one. Employee Dining will not have food offering, advised to bring in his or her own brown bag lunches. Beverages will be available in the EDR.

### Maple Brewing

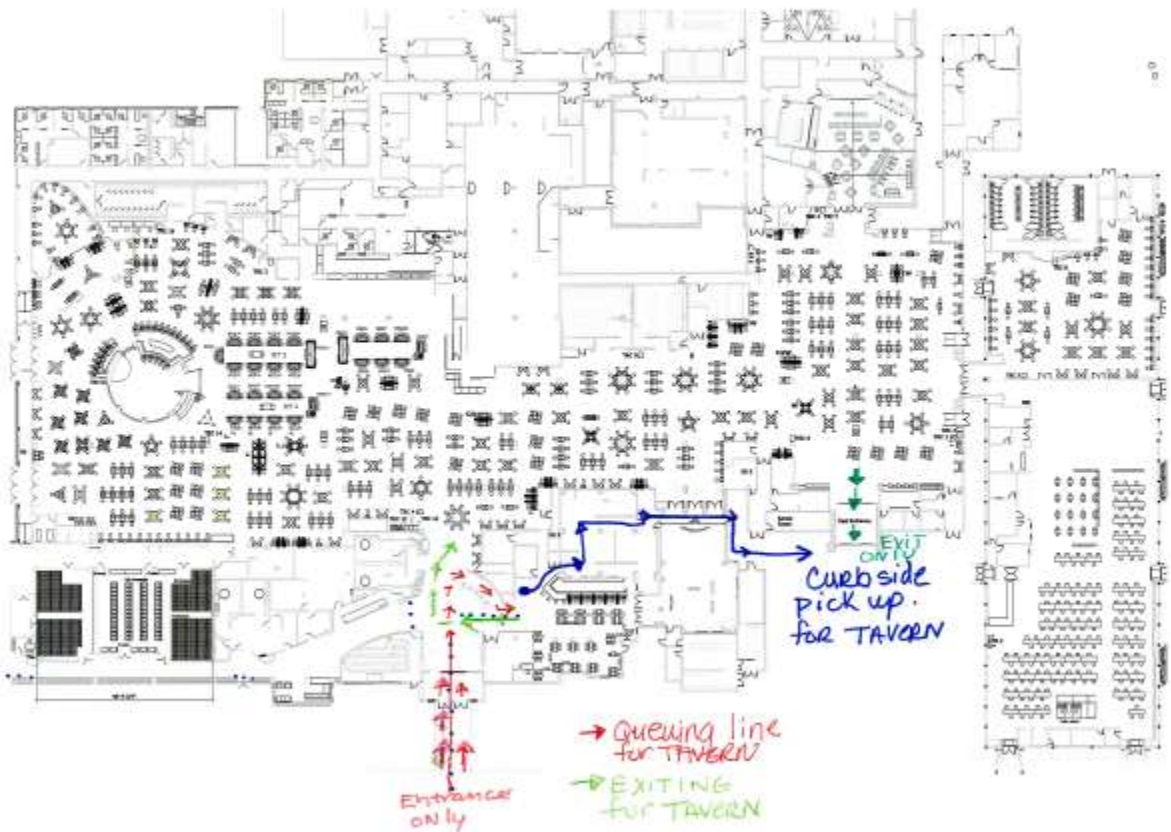
- No interruptions
- Associates: Will return on shared work program to return on 07/13/2020, list notified by HR on 06/29/2020, Total of .6 FTE's in phase one

### Tavern – 07/20/20

- Prompted social distancing
  - Single-use menus
  - Seating every other table to maintain distancing
  - Single use plates, and cups
  - Single use condiment PCs, mustard, ketchup, relish, hot sauce, Dijon
  - Prepackaged flatware and napkins, in the event of shortage rolled flatware.
  - Peak queuing procedures
    - Marked "X" at host stand 6 apart, provide station point of entrance and exit
    - Utilize Seat Me App for reservations and text notification when tables are ready, also paging system usage
  - Establish curbside pickup for the Tavern
- Hours of operations seven days a week, (11:00am to 11pm) could extend if needed on weekends
- Revamp lunch and dinner menu – easy dinner items such as pasta, and steak dishes.
  - Draft Menu attached in "Skyline Tavern (Draft Menu) Exhibit 1"
  - Daily special consisting of soup and sandwich
  - Single use placemat with menu advertisement on placemat
- Public bar closed, turn gaming machines at bar off.
  - Remove every bar stool with shutdown machines.
  - Keep machines on reduces the number of patrons to eat based on capacity.

## AMCR RE-OPENING PLAN

- Sell existing canned and draft beers at half price
- Daily curbside (To Go) pick (4P-7P), while supplies last.
  - Similar to the benefit meals (Wednesday through Sunday)
  - Organizer pre-ordering and pick up under carport.
  - Utilize MSA Kitchen be used to cooked and package "To Go" specials, Wednesday through Sunday.
- The Tavern Curbside Plan



- Associates: All will return on shared work program to return on 07/13/2020, list notified by HR on 06/29/2020, Total of 30.3 FTE's in phase one. Rolling 12 average 39.7

### **Production Kitchen – 07/20/20**

- Proper PPE, masks, gloves, and social distancing will be used in the open spaces of the production kitchen to do prep work, make soups & sauces.
- Associate: All will return on shared work program to return on 07/15/2020, list notified by HR on 07/01/2020, Total of 3.75 FTE's in phase one. Rolling 12 average 40.0

### **Service Bar & Beverage Service**

- No interruptions, make associates wear masks and gloves dealing with cash
- Close/turn off self-serve beverage stations.
- Service Bar 1 & 2 will be opened for beverage service to maintain proper social distancing
- Cascades closure means the Class III staff can be utilized for beverage service.
- Associates: All will return on shared work program to return on 07/15/2020, list notified by HR on 07/01/2020, Total of 16.5 FTE's in phase one. Rolling 12 average 24.4

### **Employee Break Room**

- Remove half of tables and chairs
- Single use plates, cups and prepackaged flatware and napkins
- Associates: no one returning in Phase one

### **Phase Two:**

Would include the possibility of extending hours of operation, (speculated dates or on needs of business). The following re-opening could take place: Maple Steak & Ale & Stick's Sports Book & Grill, this would be with two additional food venues and continue with the Service bars for beverage service. All public bars closed. Production Kitchen will bring in utility, as more prep will be conducted. Employee Dining will not have food offering, advised to bring in their own brown bag lunches. Beverages will be available in the EDR.

### **Tavern**

- Hours of operations seven days a week, (11:00 am to 10pm), discussion to be held prior to phase 2 on extended hours.
  - Could open at 8am and close later
    - When Hotel opens?
    - Based on the need after Phase 1 implementation and progress.
  - Addition to menu of Breakfast items
    - Discussion on all day breakfast

### **Maple Steak & Ale: 8/3/20, Thurs, Fri, & Sat.**

- Prompted social distancing
  - Single-use menus
  - Seating every other table to maintain distancing
  - Regular CGS (china, glass, & silver)



- **Upgraded** single use condiment PCs, mustard, ketchup, relish, hot sauce, Dijon
- Establish peak queuing procedures
  - Close middle set of doors for entrance on right and exit on left, marked "X" at the entrance to host stand 6 apart
  - Establish capacity number to activate paging system usage.
- Establish curbside pickup for the MSA (possible)
- Hours of operation Thursday, Friday & Saturday 4P to 10P
  - With the possibility of extending hours with business needs in a different phase
- Assist in daily curbside pick-up meals when not open for business as popularity grows.
- Associates: All will return on shared work program to return on 08/03/2020, list notified by HR on 07/15/2020, Total of 7.2 FTE's in Phase Two. Rolling 12 average 9.2

#### **Sticks Sports Book: 8/3/20**

- Prompted social distancing
  - Seating every other table to maintain distancing
  - Single use plates, and cups
  - Single use condiment PCs, mustard, ketchup, relish, hot sauce, Dijon
  - Prepackaged flatware and napkins
  - Establish peak queuing procedures
    - Marked "X" at ordering window 6 apart
    - Stations at the entrance for entrance on right and exit on left.
    - Establish capacity number to activate paging system usage.
  - Establish curbside pickup
    - Different phase as demand is determined.
- Hours of operation, be closed on Monday & Tuesday for now, 11 am – 9 pm, Wed - Sun.
- Watch old reruns on TVs
- Bar is closed
  - Stock cooler in ordering window with Maple Brewing canned beer.
- Associates: All will return on shared work program to return on 08/03/2020, list notified by HR on 07/15/2020, Total of 8.85 FTE's in Phase Two. Rolling 12 average 8.7

#### **Production Kitchen – 07/20/20**

- Proper PPE, masks, gloves, and social distancing will be used in the open spaces of the production kitchen to do prep work, make soups & sauces.



- Associate: All will return on shared work program to return on 08/03/2020, list notified by HR on 07/15/2020, Total of 2.40 FTE's in phase one. Rolling 12 average 40.0.

### **Employee Break Room**

- Remove half of tables and chairs
- Single use plates, cups and prepackaged flatware and napkins
- Prepackaged foods or serve associates
- Consider associates serving themselves but only after they have sanitized their hands and put on gloves.
- No salad bars
  - Pre-made salads: Stick's Sports Book & Grill
- Associates: Will return on shared work program to return on 08/03/2020, list notified by HR on 07/15/2020, Total of .75 FTE's in Phase Two.

### **Phase Three:**

Dependent on volumes and projected goals meet or on speculated dates. The following re-openings could take place: Bingo Grab & Go (dependent on the Bingo opening) and the opening of Cascades dependent on lighter social distancing guidelines. SBG public bars closed. Employee Dining will begin to have some food offerings available to working associates. Continue beverage service on the Casino Floor.

### **Tavern**

- Review hours of operation, discussion to be held on performance of Phase 1 and Phase 2.
- Open Public bar service with every other machine on and bar stool to match.

### **Grab & Go in MBP area**

- Prompted social distancing
  - Seating every other table to maintain distancing
  - Already use single use plates, and cups, condiment PCs, mustard, ketchup, relish, hot sauce, Dijon, prepackaged flatware and napkins
  - Establish peak queuing procedures
    - Marked "X" at ordering window 6 apart
- Fixed menu: (look at sales mix to find bestselling items)
  - Sandwiches to order.
  - Hotdogs & Hamburgers
  - Fries
  - Pizza by big slice or individual pizzas
- Drink cooler to be moved inside the G&G.

- Associates: Will return on shared work program to return on 08/17/2020, list notified by HR on 08/03/2020, Total of 3.75 FTE's in Phase Three.

### **Employee Break Room**

- Remove half of tables and chairs
- Single use plates, cups and prepackaged flatware and napkins
- Prepackaged foods or serve associates
- Consider associates serving themselves but only after, they have sanitized their hands and put on gloves.
- No salad bars
  - Pre-made salads: Stick's Sports Book & Grill
- Associates: Will return on shared work program to return on 08/17/2020, list notified by HR on 08/03/2020, Total of 2.25 FTE's in Phase Three.

### **Phase Four:**

Dependent on volumes and projected goals meet or on speculated dates. The following re-openings could take place: Production Kitchen & Native Harvest Buffet. The delays in starting this program is due to the difficulty in maintaining proper social distancing. The opening of Cascades dependent on lighter social distancing guidelines. SBG public bars closed. Employee Dining would be available for scheduled staff.

### **Native Harvest: 09/2/2020**

- Staggered start – delay opening until Covid-19 has become more manageable, do not open right away
- The buffet will be a big challenge and I don't have all the answers yet but including the same guidelines as above we would also probably need to
  - Limit the menu and serve the guests
  - Fried chicken, meatloaf, mac & cheese, pizza, carved meat, Asian...
  - For the salad bar, we would consider pre-portioning items in 4-6 oz. cups with lids.
  - Perhaps servers could take a buffet order from the guests and deliver it to the table.
  - Social distancing in the buffet food area would be challenging.
  - Single use plates and cups
  - Prepackaged flatware and napkins
  - Establish peak queuing procedures
- We could roll silverware but have to order a few thousand dollars of flatware and add the task to side work.

- I calculated rolling silverware once and I think it would take at least 4 hours of labor a day. There is a reason we stopped doing it. On some days, we need 1500 rolls (possibly changed due to social distancing).
- Capital needed to change design
- Serving guests to include plates and silverware
- Associate: Will return on shared work program to return on 08/19/2020, list notified by HR on 09/02/2020, Total of 18.30 FTE's in Phase Three

#### **Production Kitchen**

- Staff returning for Buffet reopening.

#### **Cascades**

- Bar opens, staff pulled from beverage floor.
- Turn every other bar top off. (every other bar stool goes away)

#### **Phase Five:**

Dependent on volumes and projected goals meet or on speculated dates. The following re-openings could take place: Banquets and the department being in full operation. Staffing for all areas would remain limited, although the operation would be fully functional.

#### **Banquets**

- Wait until social distancing guidelines come out

#### **Cedars**

- Delay opening until hotel opens

#### **Other Matters:**

##### Capital

- Only spend on Tavern & Buffet (\$500K each with tables, chairs, carpet, repaint)
- BOH – Kitchen renovation package

## TABLE GAMES:

Table Games will be reopening in Phase 3, with limitations for seating based on social distance requirements, dealers will be wearing masks/face shields, no gloves required.

### Cleaning & Sanitizing Protocol

- Supervisors to sanitize table game rails after each guest leaves a game
- Supervisors to sanitize each chair area after each guest leaves a game
- Dealers to sanitize dice for each new shooter
- Dealer to sanitize the on/off button when entering a game
- Dealer to sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
- Supervisors to sanitize the outside of shufflers every four hours; inside to be sanitized once per week
- Roulette wheel head, ball and dolly sanitized when a new

### Physical Distancing Protocol

- Every other table open
- Three chair/guest maximum per table game (corners and middle seat remain)
- Four chair/guest maximum per big baccarat table
- Three players maximum on each side of dice tables
- Discourage unrelated guests from congregating behind players
- Dealers to verbally give breaks instead of "tapping in" and maintain appropriate separation
- Social distancing will occur between tables by utilizing portable Plexiglas dividers and limiting each table to three players.

### Safety

- Dealers will be required to wear face shields.
- Dealer are mandated to attend COVID Safety training

### Guest Considerations

- Guests will be reminded to use hand sanitizer prior to the start of play and reminded of proper mask usage
- Floor supervisors will keep a list of waiting players and use standard poker calls to notify players of seating availability.
- Smoking table game pit will be located in the Mohawk Bingo Palace location.

### Staffing

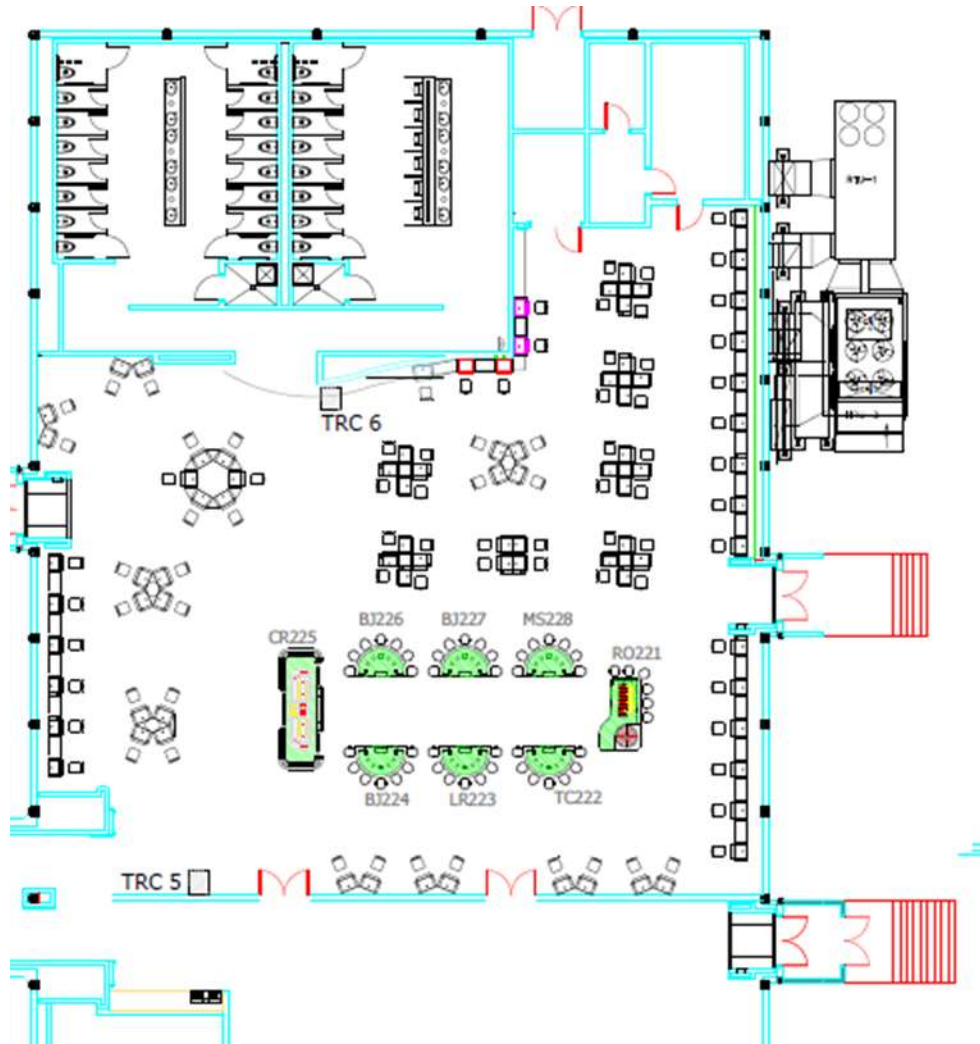
- Table games managers will be called back one week prior to TG go-live date.
- The remaining staff, floors and dealers will be called back two days prior to the go live date.
- TG FTE's at opening will be 80.

## AMCR RE-OPENING PLAN

- Staff start time will be staggered as much as possible, 15-minute intervals for example, to discourage large groups.

### Table Game Reconfiguration:

- Every table in TG will be available for play every day. Lower revenue tables will be removed and a pit reconfiguration will be completed prior to opening.
- Game mix has been evaluated to determine the most profitable games and making them the priority. Example; Mississippi Stud is our most popular and profitable game on a per seat basis. Currently we have 18 seats; we will be cut to nine at reopening. I plan to remove a low HA game like Pai Gow Poker and replace it with a 4th Mississippi Stud table giving us 12 seats at reopen. The key to game mix is to be as flexible as we can and be quick to change game titles as needed.
- Smoking Table Game Pit will be in the MBP (sprung structure) area, as drawn below:



## REFLECTIONS GIFT SHOP

### Re-Open Plan

T-MINUS DATE: - 2 DAYS BEFORE PHASE 2 OPENING. LIMITED DAYS. FULL TIME NOT REQUIRED

- Associates will attend training session on day 1 of return.
- Day 2 associates will help restock and sanitize routines.
- Gift Shop Supervisor and Lead will return T-Minus 2 weeks to prepare the store. Inventory. Stock room. Pulling spoilage. Restock. Re order. They will not be required to be in every day for 2 weeks. Lead-time is needed for ordering and restocking seasonal.

Associates must adhere to guidelines set by AMCR for returning to work. Including but not limited to:

- Wearing a facemask upon entering the building for the duration of their shift.
- Temperature screening
- GS associates will proceed to "base" to receive daily instructions/cart/and updates.
- Wash hands frequently. Associates must wash hands immediately after close contact with guest or associate. After touching money, after smoking, after eating or drinking, after restroom visit.
- All associates must attend an AMCR training on Covid-19 designed to educate on protecting themselves, protecting others and protecting company property.
- End Shift duties- GS associate will sanitize workspace before leaving.
- Maximum occupancy levels to be posted outside of store. \*concern- enforcing compliance. Research I have seen has an associate outside of door with door locked once occupancy is full. As guests' exits, more guests can enter.
- Social Distancing markers on floor to encourage social distancing.
- Hand Sanitizer at front door entrance and on counter.
- Plexiglas divider.

### Labor/Staffing:

100% of (6) associates. Hours of Operation 10am-11pm

- Supervisor/Lead will return 2 weeks before opening day. To place inventory orders. Re map floor plan. They will not be required to stay for 2 weeks at this time.
- Pull expired items and move to spoilage. (Hotel vending also)
- Remove winter and spring items from retail space.
- Supervisor will need access the storage room inventory and reports to see what summer stock from 2019 is on hand to sell.
- Supervisor will need to place sundries order at least 1 week prior to opening.

## AMCR RE-OPENING PLAN

- Supervisor needs to place summer orders as soon as possible. Some items take 1 month to arrive.
- Enforce social distancing rules. Tape on floor 6 feet apart. Re structure floor plan to avoid frequently high touched points.
- Facilities add a Plexiglas to front of candy shelf. Remove the plywood panel behind the desk. Guest can see and point to candy or item they want. Associate can get item for guest.
- Signage at door for maximum occupancy/social distancing.
- No Returns enforced. Once a guest purchases and leaves the store, item cannot be returned.
- Cleaning checklist for store.

### **Order/supplies needed:**

- What would be the stores maximum occupancy including staff based on square footage?
- PPE's (gloves/masks)
- Cleaning disinfectants
- Plexiglas for candy shelf.
- Capital Candy order
- Summer retail
- Tobacco order

## SWEETGRASS SPA

T-MINUS DATE: - 2 DAYS BEFORE PHASE 2 OPENING. Supervisor T-Minus 1 week before Phase Two opening.

Staffing would be dependent on what services are allowed.

- Move mani/pedi table to just one per room.
- Add Plexiglas shield for technician and guest. Manicures only.
- Manicures/Pedicures- One guest per room.
- All disposable service items. PPE's. Gibson towels (paper) and supplies.
- Tools could be disinfected, UV treated, and plastic sealed for next use.



# HOTEL

## Phase Two Hotel Reopens

Re open Hotel at 33% maximum occupancy. Fifty rooms per day in initial reopen. Build to 100 and then 150. Allowing for social distancing measures. Also allows Housekeepers to put new cleaning protocols and checklists into practice to ensure disinfecting measures are met. Occupancy will be limited and maintained by Front Desk.

Weeks 1-3 = 50 rooms per day

Weeks 4-6 = 100 rooms per day

Week 7 and forward- 150 rooms per day

## Front Desk/PBX/Reservations

**T-MINUS DATE: - 3 Days before PHASE TWO re open**

- Associates will attend training session on day 1 for Covid-19 safety in workplace.
- Associates will attend Guest Service training. New changes to hotel reservations.
- Associates will also attend Hotel Cleaning protocol training on Covid-19 when available.
- Associates will field phone calls and pre assign room assignments to ensure distancing and maintaining low occupancy.

## Labor/Staffing

Total FTE = 10 due to limited occupancy

- 1 Manager/ 1 Supervisor and 2 additional staff to share a work week schedule in PBX/Reservation needs
- Attend Housekeeping trainings as Front Desk can be asked to help turn over rooms when HK staff leaves for day.
- Prepare new guest service standard training for all associates upon return.

## New Process & Changes:

Photo ID/Credit Cards no touching. Guests should be able to hold up IDs and insert cards into ingenico devices themselves.

- Cancellation fees will be waived for the rest of 2020 once we reopen. NSH will fall under that grace waiver also.
- **Change to Guest Folio Information-** Updating Guest information. Guests will now be required to provide their updated addresses, emails and phone numbers to their guest folios whenever making a reservation or check in. This will be our tool to comply with Contact Tracing should a need arise for authorities to contact. Guests currently hesitate

to provide this information. In these times, I feel they would understand and would want us to contact them for their health and safety.

- **\*A Coronavirus disclaimer needs to be added to the check in registration signature.**

### Order/Supplies

- Consult IT to have Visual One patch downloaded. This is Free. Assists front desk with configuration of rooms to ensure they are not sold prior or after a guest leaves without the proper preset amount of time in-between. Visual One post COVID-19 Automatic OOO rooms. Applicable for versions 8.6 and above. Does not require an update.
- PPE's
- Hand Sanitizers at desk
- Disinfecting wipes/spray
- Spot markers on ground.

### Hotel Housekeeping + Laundry Labor/Staffing

HK on daily. HK are usually scheduled for 6hrs per day. Hotel Supervisor is currently working. Housekeeping Manager returns in Phase One.

T-MINUS DATE: - 5 DAYS BEFORE PHASE 2 OPENING.

- Associates will attend training session on day 1 of return.
- Day 2 associates will help restock and sanitize routines. Rooms have been stripped. All rooms will need to be re set.
- Laundry will need to return 2 days before re open of hotel guests' rooms.

### New Process & Changes

Associates must adhere to guidelines set by AMCR for returning to work. Including but not limited to:

- Wearing a facemask upon entering the building for the duration of their shift.
- Temperature screening
- HK associates will proceed to "base" to receive daily instructions/cart/and updates. HK will ensure cart pick up is sanitized and stocked before proceeding to section.
- Wash hands frequently. Associates must wash hands immediately after close contact with guest or associate. After touching money, after smoking, after eating or drinking, after restroom visit.
- All associates must attend an AMCR training on Covid-19 designed to educate on protecting themselves, protecting others and protecting company property.
- Housekeepers will be trained in Post COVID-19 training procedures.
- HK will be issued new room cleaning protocols and check lists
- Inspectors will be re trained in checklists- including door stickers to ensure room stays sanitized.
- End Shift duties- HK will return cart. Sanitize cart. Store in floor HK closets.

Staffing will be reflective of number of rooms to service per day.

- All staff attends a training session on Coronavirus cleaning protocols.
- Attend training on why it is essential and how to properly dispose of PPE's.
- All 150 rooms will be disinfected from top to bottom prior to re-open.
- Rooms will need to be emptied of all extra amenity items: Coffee Makers, packets of coffee/tea etc., Directory book, and extra pillows/blankets stored in closets.
- Remove teal decorative throw at end of beds. These are not washed between guests. We do not have 150+ duplicates to wash daily to replace for guests. This would increase Laundry's demand.
- Remove excess hangers.
- Remove pen and paper left for guest use.
- Have directory book information added to TV services for guests to have updated information with our property. TV channel guide, restaurant hours, promotions, etc.
- Discontinue Stay over Service. Housekeepers should not enter a guests' room for any reason during stay. If required they will do so with PPE. Offer clean towels and amenities daily left in plastic bag on door handle outside of room.
- New Cleaning checklists and routines will be designed and staff will attend training session on new protocols. To include Clorox spray system training as we will use this in the hotel as well.
- Remove 50% of lounge chairs in pool area to increase space for social distancing.
- Signage for the new maximum occupancy.
- Towel Attendant/sign out a towel? Attendant to be on hand-to-hand over a towel without leaving them out in cabinet. Also, attendant needs to sanitize bathroom spaces after each guest use.

### New Housekeeping Assignments

- The room will be left vacant for 24hrs after a guest vacates before HK enters in full PPE (gowns/gloves, masks, splash guards)
- Room remains vacant 1 day after disinfecting. A sticker is placed on the door to ensure no one enters the room. Gives the guest the assurance that our disinfecting efforts are to ensure their health and safety is our #1 priority. Inspectors date sticker and room is logged to maintain proper down time.



- Example:

- Housekeeping clean times will be increased from 22 minutes per room. To an estimated 35-40 minutes per room for thorough disinfecting and sanitization. Reducing their overall room assignments per day.

### Laundry

Phase 2- once Hotel reopens. Staffing will be reflective of number of rooms serviced each day.

Change in protocol procedures.

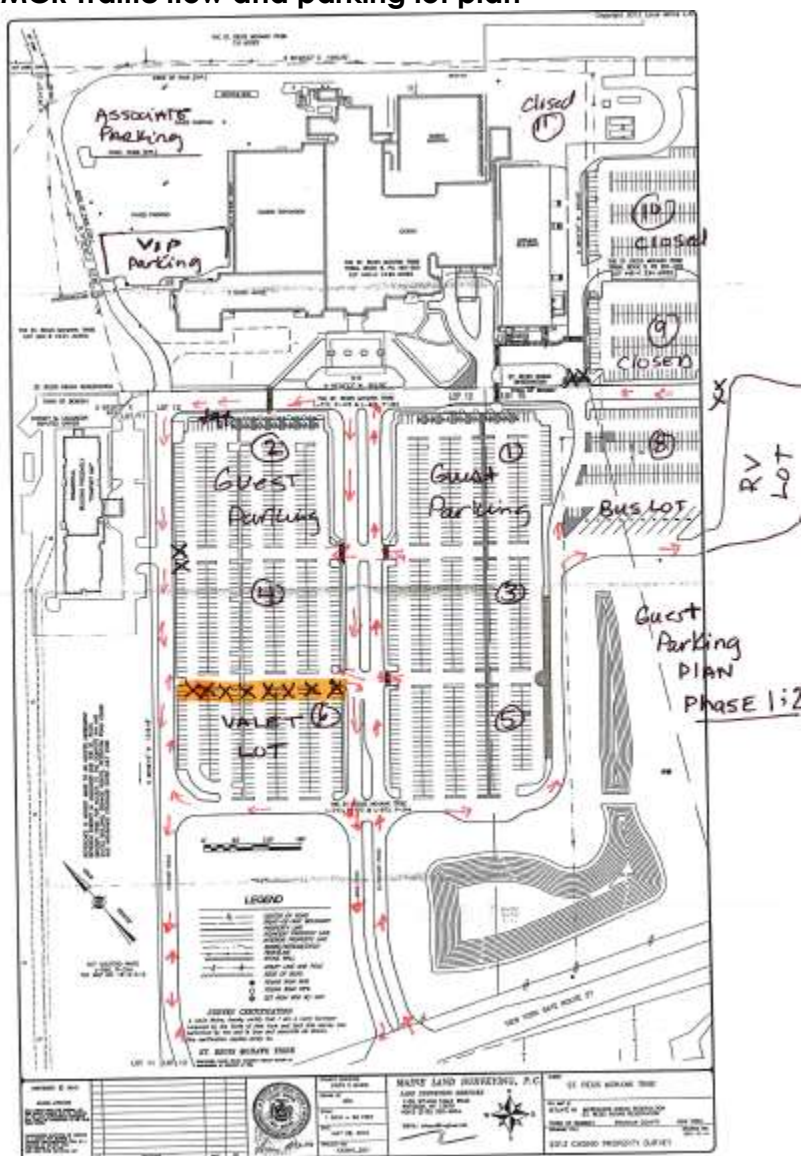
- Laundry is not to be shaken out. Soiled linen will be dropped down the shoot to collection room.
- PPE's required when collecting, transporting and inputting laundry to washer.
- Facilities to improve air conditioning in Dryer room. Temperatures are too hot to wear a mask in that room.
- Bins will be sprayed and disinfected after each empty bin before re-use.
- Clean linen will be sealed.

## VALET

We anticipate being able to open Valet in Phase Three

- Phase 3 anticipated opening TBD; bring back 20% of Valet associates
- Maintaining Shared Work Program; no more than 30 hours a week
- Bellman and Luggage Duties will be performed by Valet Associates
- Guests will be queued at Main West maintaining utilizing the first two lanes. Outer two lanes will be dedicated to Valet Services
- Physical divider will be placed between Valet and Guest Queuing Lane to insure safety for all
- Valet Attendants will wear PPE and sanitize all touch points of vehicle prior to parking vehicle, including keys
- Valet Attendants retrieving a vehicle will use hand sanitizer after returning keys to guest
- Valet Attendants able to refuse services to a guest due to unsanitary conditions of vehicle
- Valet Attendants will assist Security with greeting guests, foot traffic and queuing guests
- Maintain non-contact; wheelchairs, scooters, luggage, etc.
- If they opt to help with luggage, etc. they are to follow AMCR Health and Sanitization protocol

## AMCR Traffic flow and parking lot plan



# BINGO

## Timeline

- 0.1.1 1 week prior to Bingo opening date – Bingo Supervisory staff program & operations planning and set-up – 2 days per week, Tuesday and Wednesday (4 Leads & 1 Director).
- 0.1.2 6 weeks prior to Bingo opening marketing to send out Direct Mail post card to Bingo players notifying them that preparations to reopen Bingo have commenced and to watch for upcoming eblasts, social media posts and radio ads for further details.
- 0.1.3 2 weeks prior to opening, place order for new inventory, sign holders for tops of Plexiglas at admissions, floor stickers, additional poster frames, face shields, microphones, bells, clappers, supplies.
- 0.1.4 2 weeks prior to opening, design verbiage for Marketing to make signs and IT to install power point on TV monitors.
- 0.1.5 1 week prior to Bingo opening – Bring back essential staff, 2 days per week, Tuesday and Wednesday, for mock session training, refresher & training on new Bingo procedures, COVID19 Training, New Bingo protocol training, table set-up. (Six part-time associates).
- 0.1.6 2 weeks prior to opening have Video King on site to make updates and changes to Bingo program and software; upgrade Omni workstation and move to Supervisor desk (IT).
- 0.1.7 2 weeks – IT to install additional phones for advance sales. (Omni station in back office)
- 0.1.8 1 week prior to opening – Facilities to install Plexiglas in all areas. install poster frames and remove stage; move stackers to admissions.
- 0.1.9 1 week prior to opening box up Vivids and pre-prepare to return to Video King. (10 days prior to shipment, per TGC requirement).
- 0.1.10 Once we have a confirmed date of Bingo re-opening update billboard on International Rd. and AMCR website, making the announcement.
- 0.1.11 \*\*\*2-4 weeks prior to opening send out details on Bingo reopening and session plans, layout, calendar and new program & rules, how to purchase advanced sales, seating protocol, jackpot amounts. Post on social media, radio and eblasts to Bingo players.
- 0.1.12 1 week prior to opening pre-record message and playlist for Bingo, admissions time and break times.
- 0.1.13 1 week prior to opening, bring back Supervisory staff full time to set up lots & program for the entire weekend.

- 0.1.14 1 week prior to opening, send memo to TGC on bingo ball destruction details.
- 0.1.15 Go Live Date all essential staff back at work (total of 9 full-time Associates and 3 part-time Associates).
- 0.1.16 2-4 weeks after Bingo re-opening, re-assess staffing needs to see when non-essential staff (reduced by 2 FTEs) may be called back to work and increase all part-time positions to full-time.

### Hours of Operations

- 0.2.1 Bingo will open three days a week to start; Monday, Wednesday and Thursday.
- 0.2.2 One session per day; doors open at 9am. Beginning at 12pm, with three periods per session, ending around 6pm.
- 0.2.3 Guests can buy in prior to any of the three periods.
- 0.2.4 Each period shall begin with electronics only games to encourage electronics sales and to provide more time for buy-ins and processing wins.
- 0.2.5 There will be (2) two, 30 minute breaks in between periods for guests to use the washroom, purchase more cards, grab some food or play slots.
- 0.2.6 Associates will be on-site during an off day to assemble lots & plan for the following sessions.

### Capacity

- 0.3.1 With the new social distancing requirements, the Bingo Hall may be able to seat anywhere between 185 – 200 Guests, depending on same household Guests.
- 0.3.2 Prices and payouts will reflect the new maximum occupancy levels.
- 0.3.3 New program designed to provide a customized bingo experience depending on the time and wallet of each Bingo Guest.

### Bingo Associates

- 0.4.1 Report to work as scheduled and submit to initial security pre-screening prior to clocking into work.
- 0.4.2 Required to attend all mandatory trainings prior to returning to work; trained on expected FAQs for Bingo and the property.
- 0.4.3 Required to wear mask at all times.
- 0.4.4 Additional hand sanitizing stations shall be provided to all areas within Bingo.
- 0.4.5 Sanitize workstation prior to set-up using spray and cloth.



- 0.4.6 Must wash hands frequently and use hand sanitizer in between serving guests.
- 0.4.7 Must remain conscience of social distancing whenever possible while at work, understanding that certain duties may require less than 6 feet due to proximity of workspace. All efforts shall be made to avoid these scenarios.
- 0.4.8 Must disinfect workstations at the end of every shift; must wear gloves.
- 0.4.9 Must assist with disinfecting Bingo hall prior to leaving each day, must wear gloves and change out cleaning cloth daily.

## Guests

- 0.5.1 Basic Bingo house rules shall apply with modifications due to COVID19 public health and safety requirements.
- 0.5.2 Must wear mask at all times
- 0.5.3 Must enter through gaming floor entrance only.
- 0.5.4 Guest must maintain a 6-foot social distance line as labeled on the floor.
- 0.5.5 Guests must wash hands for at least 20 seconds after using the washroom, eating or smoking and frequent use of hand sanitizer to ensure we are minimizing the spread of germs.
- 0.5.6 There will be two lines marked by social distancing markings on the floor to serve both General Admission as well as those needing Handicap Assistance. (see Diagram for Queuing and Employee Placement)
- 0.5.7 The General Admission line, floor markings shall be a different color than the handicap line and shall follow towards the East wall the continuing around the outside perimeter of the Bingo hall coming out in front of the caller stand to be served at admissions counter #2 (old non-smoking section counter).
- 0.5.8 Handicap Guests shall line up along the West wall going towards the admissions counter #1 (old smoking section counter).
- 0.5.9 All Guests shall be greeted by a Bingo floor worker, handing out pamphlets with new information on Bingo, floor layout, program, FAQs etc.
- 0.5.10 Guests will be assigned a seat by the Bingo Associate prior to entering the admission lines as well as given a program and bingo card order form to be filled out while waiting in line in order to speed up the POS process when at the admissions counter.
- 0.5.11 Reserved seating will be provided with the purchase of an advanced admission; bingo cards will be delivered to their table without having to get in the admission line.

- 0.5.12 Only handicapped guests who are unable to stand in line will be assigned their seats and a bingo floor worker shall take their order and deliver to their tables if a family member is not able to get their cards. Healthy family members will be required to wait in the general admissions line if they have not purchased in advance.
- 0.5.13 \*\*\*Must refrain from smoking in the Bingo Hall.
- 0.5.14 All Guests will be given noisemakers, bells/clappers to keep; these will be used to indicate when they have a BINGO so that the masks do not muffle their voices when a BINGO is called. They still have the option to yell BINGO if they choose, however, we will not be responsible for missed BINGOS if they are not heard through their mask and choose not to use their noise maker, bell/clapper.
- 0.5.15 Guests' seats will be limited to 2-4 per table depending on household members in attendance. (May have an exception of maximum 4 people per table, if living in same household).
- 0.5.16 Guests not playing Bingo are limited to the Grab n Go section in order to minimize unnecessary traffic in the Bingo Hall.

#### Caller Stand

- 0.6.1 The Bingo balls shall be stored in a washable container, to be sanitized along with the caller stand, before and after each use.
- 0.6.2 Each Caller will be required to wear their own personal clear shield and microphone, which will be provided by the operation.
- 0.6.3 Prior to the start of Bingo TGC shall be called to observe the cleaning and inspecting of the bingo balls, (TGC will not touch the balls in order to minimize unnecessary touch points).
- 0.6.4 Callers shall swap out in between periods as needed to break up the long three period sessions. Cleanings shall be conducted prior to a new caller taking the stand and TGC shall be called to observe the cleaning.
- 0.6.5 Callers shall put on gloves to perform a complete disinfecting of the caller stand at the end of the night. Once finished, the caller stand canvas cover shall be replaced.

#### Inventory

- 0.7.1 On days that Bingo is dark, the Supervisory staff will be on site to assemble and count bingo cards and pull-tabs; set-up lots and prepare for operations during the weekend sessions, so that all staff will be available for Guest service.
- 0.7.2 Place order for new inventory.

- 0.7.3 Double counts will be performed during this time to minimize opening frontline line windows; Supervisors shall count and sign off on all lots as the secondary verification.
- 0.7.4 Pre-counted packages shall remain in warehouse until it is stocked-in, to the Inventory room.
- 0.7.5 Plexiglas shall be installed on all the windows in Inventory.
- 0.7.6 Added fans shall be ordered to assist with maintaining a comfortable temperature while working in inventory.
- 0.7.7 Increased lots will be provided to the admissions Cashier in order to minimize extra trips to Inventory.
- 0.7.8 Re-organize and structure inventory based on new bingo program.
- 0.7.9 Access to the inventory room restricted to assigned personnel and one Supervisor at a time.

### **Paymaster**

- 0.8.1 Paymaster shall wear mask at all times including when retrieving and returning drawer from/to the Cage.
- 0.8.2 Follow all protocols required by the Cage allowing only one person in the Drawer Retrieval room at once.
- 0.8.3 Plexiglas shall be installed on all windows.
- 0.8.4 Additional hand sanitizer made available for frequent cleaning in between transactions.
- 0.8.5 Reconfiguring of payout sheets required to match new bingo program, percentage games, regular games and Electronics only priced at levels that reflect the new capacity restrictions expected.
- 0.8.6 Access to the Paymaster room restricted to assigned personnel and one Supervisor at a time.

### **Admissions**

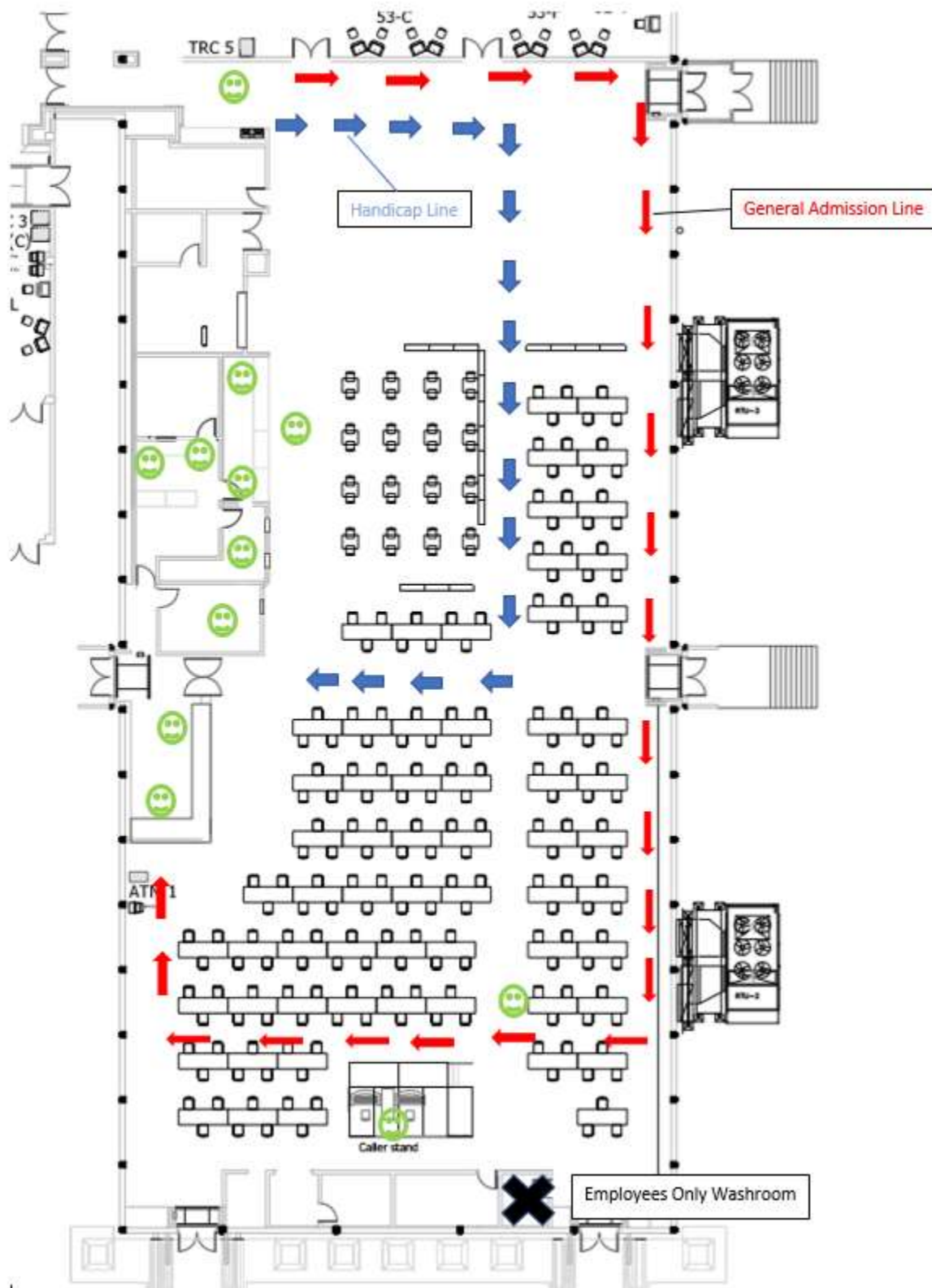
- 0.9.1 3-4 admissions windows shall open at 9am for sales, with 1-2 operators taking calls for advanced sales by phone and credit card purchase. (Numbers depending on available staff).
- 0.9.2 Admissions will remain open throughout the sessions and will be open to sell buys-in for any period of the Bingo session, specials and any additional jackpot cards and pull-tabs\*\*\*.
- 0.9.3 Plexiglas shall be installed on all frontline counters.
- 0.9.4 Lots shall be set up in advance prior the weekend sessions.
- 0.9.5 Cash trays shall be placed in drawers and wiped down prior to use.
- 0.9.6 Advanced sales shall be processed out of one window at admissions counter 1, with a floor runner and handicap sales being sold out of the other window at counter 1.

- 0.9.7 Admissions counter two, shall serve all general admissions with overflow going to admission counter 1 when cashiers are available.
- 0.9.8 Sanitizing in between transactions will be performed with a complete disinfecting of all high touch surfaces at the end of each shift.

**Floor Workers**

- 0.10.1 We will have a Bingo Host greeting guests and directing traffic, answering questions.
- 0.10.2 1-2 floor workers running for pre-sales and handicap seating orders.
- 0.10.3 During active Bingo sessions, floor workers shall maintain a social distance as much as possible while taking Bingos, processing payouts and selling pull-tabs.
- 0.10.4 Each floor shall sanitize hands frequently and be extra mindful of minimizing contact with the guests as much as possible.
- 0.10.5 Floor workers are expected to assist with all areas in the hall and keeping it sanitized throughout the day and with end of the day final disinfecting protocol prior to leaving.

Diagram of Queuing and Employee Placement (11)



# APPENDICES:

## Appendix A: AMCR COVID-19 Health and Safety Program

"The health and safety of our associates, guests and our community is our number one priority!"

The Health and Safety Program looks to Prevent and Mitigate COVID-19 hazards.

**Temporal temperature Screening.** Points of entry will be limited to allow our security team to conduct noninvasive temperature checks. Anyone displaying a temperature of 100.4 F will be denied entry into the building and will be directed towards appropriate medical care.

**Social 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, using elevators or moving around the property. Restaurant tables, slot machines 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.

**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 spaces, elevator landings, pools, spa and exercise areas. Hand lotion will be provided in guest rooms and throughout the back of house (in touchless dispensers) for employees.

**Front of the House 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 Signage.** Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use

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 to the Saint Regis Mohawk Tribe Health Service Department. We will be ready to provide support to our guests. Employees are instructed to stay 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 symptoms of COVID-19. Employees and guests who are 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 SRMT Health Department to follow the appropriate actions recommended by it.

### **Associate's Responsibilities**

"AMCR 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 AMCR associates have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) 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, going on break and before or after starting a shift.

**COVID Etiquette:** Associates are required to sneeze or cough into their elbow even when they are wearing a mask.

**COVID-19 Training.** All associates 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, 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. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

**Masks wearing is mandatory:** Every employee entering the resort will be provided a mask and required to wear that mask while on property. Masks are not required to be worn in individual offices by the office occupant when no one else is in there but must be put on if someone enters the office.

**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 back of house corridors and service elevators. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

### The Guest Journey

**Guest Arrival.** A security officer will greet each visitor to the resort. Visitors will be screened and asked to use hand sanitizer and to wear a mask (which will be available for purchase in Reflections Gift Shop). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

**Hotel Guest Elevators.** An employee will be present to sanitize the button panels at regular intervals, at least once per hour. Signage will be posted to explain the current procedures. Two guests will be permitted on the elevator due to social distancing.

### Cleaning Products and Protocols

**Housekeeping** uses cleaning products and protocols, which meet EPA guidelines<sup>1</sup> and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

**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, elevators and elevator buttons, 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 area

**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, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

**Laundry.** All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines<sup>2</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, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage

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<sup>1</sup> <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

<sup>2</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

equipment in 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 case has been confirmed or cleared. In the event of a positive case, a licensed third-party expert and approval by the Saint Regis Mohawk Tribal Health Department will only return the room to service after undergoing an enhanced sanitization protocol.

**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.

### Social Distancing

Throughout the AMCR resort, we will meet or exceed state and local health authority guidelines on proper physical distancing.

**Queuing.** Any area where guests or associates queue will be clearly marked for appropriate social distancing. This includes check-in, checkout, elevator lobbies, coffee shops, casual dining, and bingo areas.

**Hotel Front Desk.** Associates will utilize every other workstation to ensure separation between associates whenever possible. Plexiglas will be installed at front desk for separation.

**Restaurants and Bars.** Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

**Slot Operations.** Slot machines will be reconfigured 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 and every other table will be open. Casino Supervisors and managers will ensure that guests do not congregate in groups.

**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.

**Pools.** Pool seating will be configured to allow for at least six feet of separation between groups of guests.

**Back of the House.** Social distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between associates.

**Banquet Spaces.** Meeting and banquet set-up arrangements will allow for social distancing between guests in all meetings and events based on CDC<sup>3</sup> and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

## Appendix B: COVID-19 Associate Training

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<sup>3</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid19.html>