



PORT MADISON ENTERPRISES

Reopening Plan

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

PORT MADISON ENTERPRISES
HEALTH & SANITATION GUIDELINES

Statement from Rion Ramirez, Chief Executive Officer, Port Madison Enterprises

Port Madison Enterprises cares deeply about our family of employees and our communities. On March 16, 2020, the Suquamish Tribe made the difficult decision to close the Suquamish Clearwater Casino Resort. The Tribe did this voluntarily to protect the health and safety of the Tribe, our family of employees, our guests, and our community as a whole. We also understood that asking our nearly 1,000 employees to stay home during the pandemic would be challenging. We chose to pay all our full-time employees through April 8, 2020 and continue to cover all full-time employees' medical coverage.

Our businesses are 100 percent taxed, and supply the resources necessary for the Suquamish Tribal Government to operate and provide essential governmental services for its citizens and the surrounding community.

I commend the Suquamish Tribal Council for making the difficult decision in taking early action in the fight against COVID-19. The Suquamish Tribe was the first Tribal Government in the State of Washington to make the decision to close our casino. This brave decision was the right thing to do and it saved lives. It is important to note that this decision was done in consultation with other Tribal Governments and the State of Washington.

Currently, Kitsap County is well positioned relative to many other counties and states. As of May 11, 2020, Kitsap County has had 157 positive COVID-19 tests, 2 deaths and only 4 positive test results thus far in the month of May. Kitsap County has seen a tremendous flattening of its local curve; accordingly, the Suquamish Tribe has made the decision to reopen its Suquamish Clearwater Casino Resort in a thoughtful and responsible manner beginning on May 18, 2020.

This plan presents what we will do to keep the Suquamish Tribe, guests, employees, and the community safe. It relies on the best science available and is a responsible step in reopening our businesses. We will continue to refine and update this plan but we know that you will find this plan to demonstrate a deep commitment on our part to promote a safe, fun, and enjoyable experience for our family of employees, our guests, and our communities as a whole.

Sincerely,

Rion Ramirez
CEO
May 11, 2020

1 Employee, Guest, & Vendor Health

The health and safety of our employees, guests, and vendors is our number one priority.

Thermal Cameras and Body Temperature Checks. There will be designated entry and exit points to the Casino and Resort Property. All employees, guests, and vendors on property will have their temperature checked when entering the building. Thermal cameras will be utilized to detect higher body temperatures at these designated entries. An employee will verify the temperature of any person who is identified by those cameras as having a temperature of 100.4 degrees F or higher. Any person with a confirmed 100.4 degree or higher temperature will be asked to leave the property.

Physical Distancing. Guests and vendors 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, other employees, and vendors whenever possible.

Occupancy. Occupancy will be limited to no more than 60% of maximum occupancy for all venues.

Preventing Crowds. PME will cancel all May promotions and events that encourage large traffic flow at a concentrated time. Instead, promotions will be focused on individual guests.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, parking garages, hotel lobbies, the casino floor, and restaurant entrances.

Front of the House Signage. There will be signage across the property on how to maintain social distancing and that protective face masks are required.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle, and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze, and to avoid touching their faces.

Plexiglass. Where appropriate, partitions will be placed between static places that customers walk up to interface with employees. Where feasible, this will include locations such as Hotel Front Desks, F&B point of sale locations, Cage, Club, Gift Shop, Security, and the Keno Lounge.

Employee, Guest, & Vendor Health Concerns. Our HR Management Team has been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19. We will also 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, guests, and vendors who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or security (guests and vendors).

2 Employee Responsibilities

Clearwater Casino Resort employees are vital for an effective sanitation and health program. All employees will be responsible for the following:

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Clearwater Casino Resort employees 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 employees will receive training on COVID-19 safety and sanitation protocols, with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Environmental Services, Hotel, and Security.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the property will be provided a mask and will be required to wear that mask while on property. Gloves and facial shields will be provided to employees whose responsibilities require them or upon the employee's request.

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 before and 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.

Travel. We strongly discourage team member travel outside Kitsap County during this health crisis to help prevent the further spread of COVID-19. Business travel will be canceled until further notice, unless approved by the CEO.

3 The Guest & Vendor Journey

Guest & Vendor Arrival

Security will greet each visitor to the property. Visitors will be screened for temperature, will be asked to use hand sanitizer before entering the building, and will be required to wear a protective face mask. Appropriate signage will also be prominently displayed outlining current physical distancing practices in use throughout the property.

a) **Guest Arrival Valet, Taxi, or Ride Share**

1. Employees will not open the doors of any vehicle.
2. Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.
3. Valet services will be suspended until further notice.

b) **Guest & Vendor Elevators**

1. An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
2. Signage will be posted to explain the current procedures.
3. No more than four guests will be permitted per elevator.

4 Cleaning Products and Protocols

Our property utilizes cleaning products and protocols which meet EPA guidelines and are approved for use as effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners, and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

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, stair handrails, casino cage counters, gaming machines, gaming tables, dining surfaces, and seating areas. Shuttles and vehicles used for transporting guests will be cleaned before and after each use.

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 is washed at a high temperature and in accordance with CDC guidelines.

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, employee restrooms, loading docks, offices, and kitchens.

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, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the property.

Employee Dining Room. Employees will be required to utilize plastic gloves provided to serve food. Employees must utilize new dishes any time they get beverage or food. Where possible, food will be pre-packaged to prevent shared touch points with utensils. All employees will be directed to maintain social distancing in the employee dining room.

Room Recovery Protocol. In the event of a presumptive case of COVID-19, the guest’s room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol and Executive Team approval.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

5 Locations for the Distribution of Personal Protection Equipment (PPE)

	<u>Front of the House (Guests)</u>	<u>Back of the House (Employees)</u>
Hand Sanitizer	Convenient locations across the property	Department-specific locations including kitchens, security podiums, and housekeeping
Face Masks	Masks are required	All employees are required to use PME-provided masks

6 Physical Distancing

Throughout the resort we will encourage social distancing.

Queuing. Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, Players’ Club, and all dining venues.

Hotel Front Desk, Business Center and Concierge. Employees will ensure that guests do not congregate at Front Desk or in Lobby space. Social distancing will be practiced.

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. Signage will be posted asking guests to keep one machine between them and another player. Individuals in an “associated group” will be permitted to be in closer proximity than one machine. An associated group will be individuals that have chosen to

congregate together. Associated groups of more than ten (10) people will not be permitted. Security, supervisors, and managers will ensure that guests do not congregate around slots and are following posted signage.

Table Games Operations. Table games will have chairs removed, and only every other table will be open. Casino Supervisors and managers will ensure that guests do not congregate in groups.

Meeting, Convention Spaces, and Entertainment. Social distancing will be practiced following six-foot distancing guidance.

Pool and Fitness Center. Once reopened, the Pool and Fitness Center areas will be cleaned at least once per shift. Furniture will be removed where possible to decrease touch points in the space. Signage will be posted to remind guests of social distancing. In the Fitness Room, signage will be posted to instruct guests to clean machines before and after use. The Pool and Fitness Center remain closed for now.

Spa. Once reopened, the Spa will follow industry guidelines for best practices for the health and safety of guests. The Spa remains closed for now.

Keno and Bingo. Signage will be created asking guests to ensure they are keeping six feet between them and other guests. Employees will ensure that guests do not congregate around Keno or Bingo areas and are following posted signage.

Transportation. Shuttles will only transport guests utilizing masks and six-foot social distancing for seating.

Back of the House. Physical distancing protocols will be used in employee dining rooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees. Employees will be staggered for breaks to ensure social distancing in break spaces. Back of house offices will observe additional social distancing and increased cleaning standards.

7 Outbreak Preparedness Plan

To date, there has been no reported and confirmed case of COVID-19 infection or transmission at any Port Madison Enterprises facility. The Health and Sanitation provisions of this Reopening Plan are designed to prevent any such infection or transmission, but PME recognizes that there is no known system of prevention that can absolutely guarantee that there will be no transmission of COVID-19 while PME facilities are operating. Potentially infected guests and employees will be identified using the screening protocols described in the "Screening and Case Reporting Protocols" included in this Plan. In the unlikely event of a confirmed case of COVID-19 infection or transmission at the Casino, or if as a result of a guest, employee, or vendor screening procedure PME confirms a COVID-19 infection or transmission, PME will take the following steps:

- a) Report the confirmed case to the Suquamish Tribal Gaming Commission, Suquamish Tribal Council, and all appropriate public health authorities.

- b) In cooperation with public health authorities and with the use of surveillance systems, immediately identify all areas occupied by the infected person(s) during their visit; identify as many guests, staff, and vendors who interacted with the infected person(s) as possible; and make arrangements to notify them of the interaction and that they may have been exposed to a person with a confirmed COVID-19 infection, while maintaining to the greatest extent possible the confidentiality of the personal information of the infected person(s).
- c) Immediately close all areas accessed by the infected person(s), closing the entire gaming facility if necessary, until emergency cleaning and disinfection measures have been completed and a reopening plan evaluated.
- d) Schedule cleaning and sanitization complying with CDC guidelines in the affected areas as soon as possible, but no later than 24 hours after confirmation of a COVID-19 infection.

PME also recognizes the possibility that following the lifting of community restrictions there may be another COVID-19 outbreak in the State of Washington. In the event of such an outbreak, PME will closely monitor the advice and information provided by State and local public health authorities and the CDC, will constantly evaluate the public health risk posed by maintaining gaming operations, and will advise and make recommendations to the Suquamish Tribal Council accordingly. If a COVID-19 or similar outbreak recurs in the State of Washington after community restrictions such as physical distancing practices have ceased to be required, PME will revive those practices and the other protocols described in this Reopening Plan in a progressive and graduated way to reasonably address the threat level, in consultation with medical and public health professionals.

8 Network and Gaming System Check

- a) Information Technology (IT) Department will verify internet connectivity remains fully operational.
- b) IT and Cage and Slot Operations (CSO) Departments will complete a review of connectivity of all internal and external networks before reopening the gaming floor.
- c) IT and CSO will schedule remote or site visits as necessary with IGT and all other networked gaming system vendors to “health check” the functionality of all networks and systems, and restore all non-functioning systems to full working order as necessary.
- d) IT, CSO, and Marketing will test functionality of the player tracking system. IT will test at the network/system level, and CSO and Marketing will test at the Player Terminal level.
- e) IT will resume the pre-shutdown IT systems check and data backup schedules.
- f) IT will confirm that no gaming employee temporary VPN user accounts were created.
- g) CSO and Accounting will review reports to confirm all progressive jackpot meters are correct.
- h) CSO will test each individual Player Terminal for functionality of PT systems and repair as necessary.

9 Security Systems Check

- a) IT will reactivate all electronic employee access privileges for all returning employees identified by management.
- b) Security will assign an officer to check all outer door locks and all electronic locks for functionality. IT will assist with repairs as necessary.
- c) IT will provide TGA and Security with access reports for all secured areas noting access to such areas during the shutdown.
- d) Facilities, Security, and IT will perform record reviews or equipment checks as necessary to verify that all emergency systems, such as fire alarms and sprinklers, have been inspected within required time periods and are in working order.

10 Cage/Vault and Revenue Audit

- a) Accounting will confirm holding of required minimum cash, per records kept throughout the shutdown.
- b) Accounting and CSO will review and confirm record of completion of full drop prior to the shutdown.
- c) CSO will conduct a count-in prior to reopening, and a count down every day at closing time so long as the Casino operates on limited hours.
- d) Accounting will confirm reconciliation of final drop was conducted and verified.
- e) Compliance will conduct a key audit no later than one week prior to reopening
- f) Table Games will conduct an asset-left-in-place audit no later than one week prior to reopening.
- g) Marketing will verify or conduct an audit of paper coupons and vouchers.
- h) Bingo and Keno will conduct bingo paper and keno ball audits.
- i) All other departments with regular inventory procedures will verify whether pre-shutdown inventories were accurate or will conduct an additional inventory.
- j) Accounting auditors will conduct a random review of accounting data compiled during the shutdown to identify potentially fraudulent or unauthorized activity, and will investigate all variances until resolution.

PORT MADISON ENTERPRISES DEPARTMENT-SPECIFIC SANITIZATION POLICIES

Additional department and protocols are under review and will be added/modified as developed

CASINO DEPARTMENTS

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

11 Casino Cage/Players Club/Keno/Bingo

Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once per hour
- b) Cage will work with Table Games on a regular cleaning schedule of chips
- c) POS terminals are to be assigned to a single employee where possible, and sanitized between each user and before and after each shift. If multiple users are assigned to a POS terminal, employees will sanitize their hands after each use

Physical Distancing Protocol

- a) Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor
- b) Implement peak period queueing procedures, including an attendant, when the number of guests exceeds the capacity of the set lining
- c) Guests to maintain six feet of separation while waiting in line at ATM/Kiosks/Promotional Kiosk

Guest Considerations

- a) Hand sanitizer is located near each area

12 Slot Operations

Cleaning & Sanitizing Protocol

- a) Hand sanitizing stations provided on the Casino floor including at entrances and convenient spots near each section of the floor
- b) Slot attendants to offer to sanitize slots for guests sitting down at a machine
- c) All Slots to be sanitized at least once every four hours by Environmental Services
- d) Slot supervisors to complete a log in each section to track each machine's sanitization schedule

Physical Distancing Protocol

- a) Signage will be posted for guests to only sit at every other machine

Guest Considerations

- a) Hand sanitizer dispensers to be placed throughout the slot floor
- b) Signage will be placed throughout the slot floor to remind guests to sanitize slot machines before use and notify staff by pressing the service button to allow staff to sanitize the machine after use
- c) Cocktail Servers will remain available and serve beverages upon request

13 Table Games Operations

Cleaning & Sanitizing Protocol

- a) Supervisors to sanitize table game rails after each guest leaves a game
- b) Supervisors to sanitize each chair area after each guest leaves a game
- c) 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
- d) Dealer sanitizes the outside of shuffler before using equipment; inside to be sanitized once per week
- e) Pit Podiums to be sanitized by Pit Administrator or supervisor every hour including phones, computers, and all hard surfaces and cabinetry
- f) Visual Limits to be sanitized every time a new supervisor enters the pit
- g) Dealer to sanitize token boxes when entering a game
- h) Environmental Services to increase trash pick-up in pits
- i) Table Games will work with the Cage on cleaning schedule of chips for the property to ensure regular cleaning

Physical Distancing Protocol

- a) Every other table open
- b) Three to four chair/guest maximum per table game (corners and middle seat remain)
- c) Discourage unrelated guests from congregating behind players
- d) Dealers to verbally give breaks instead of "tapping in" and maintain appropriate separation
- e) Visual Limits signage will be utilized to post reminders on social distancing

Guest Considerations

- a) Guests will be reminded to use hand sanitizer prior to the start of play
- b) Cocktail Servers will remain available and serve beverages upon request

14 Transportation (Shuttles, Valet, Coat & Bag Check, Dispatch) Operations

Cleaning & Sanitizing Protocol

- a) Shuttles will be cleaned before and after each use
- b) Valet and Coat & Bag check will wear PPE when touching guest's vehicle or item.
- c) Guest items will be stored in plastic bags

Physical Distancing Protocol

- a) Signage will be posted for correct social distancing
- b) Seating on shuttles will follow six feet social distancing

Guest Considerations

- a) Masks are required
- b) Hand sanitizer will be available to guests
- c) Valet and Coat & Bag Check will use best judgment on when not to park vehicle or take item from guests

15 Gift Shop Operations

Cleaning & Sanitizing Protocol

- a) Phones, workstations, hard surfaces, handles, and frequently touched surfaces to be sanitized at least once per hour and upon a shift change
- b) Sanitize credit card pad after each use
- c) Sanitize handles, knobs, locks, and stock room surfaces at least once per hour

Physical Distancing Protocol

- a) Signage will be prominently posted to remind guests of social distancing

Guest Considerations

- a) Displays and retail assortments will be limited to essential items
- b) All sales are final until further notice

TRIBAL GAMING AGENCY

16 Tribal Gaming Agency

Entry and exit into the casino shall be through the employee entrance at the back of the casino.

Cleaning & Sanitizing Protocol

- a) Phones, workstations, hard surfaces, keys, handles, and frequently touched surfaces will be cleaned between different users, and will be wiped down after and before each shift and once every hour.
- b) Sanitizer will be available in each working area

Physical Distancing Protocol

- a) Social Distancing will be utilized when dealing with guests and employees on property

Surveillance employees will:

- a) Wear a mask at all times.
- b) Gloves are optional.
- c) They will clean their work station before and after each shift / person uses it.

Agents will:

- a) Wear a mask at all times.
- b) Keep gloves with them while on the floor.
- c) Clean their work stations before and after each use if multiple people are working try to stay on one station.
- d) Wear gloves when checking out and returning the keys, wipe the keys down before and after each use.
- e) Carry an extra pen for people to use and wipe it after each use, or under audio get verbal acknowledgement of them agreeing to the terms. (self and permanent barring)

Soft count will:

- a) Wear mask at all times.

- b) Wear gloves at all times.
- c) Clean their work stations before and after use.
- d) Wipe the keys down before and after removing and replacing them in the TRAKA.

General Provisions

- a) All PPE will be provided. If you have your own mask you may use it.
- b) All employees of TGC will enter the casino through the same entrance that casino employees use back of house
- c) Should you be found to have a temperature of 100.4 degrees F or higher, you will be rechecked and if still 100.4 degrees F or higher, you will be sent home

Auditing

- a) Will follow the procedures outlined for Agents while on property
- b) Handling of software during Slot projects will require you to wear gloves
- c) Any support projects and/or audits conducted on the casino floor will require the wearing of gloves

Guest Considerations

- a) TGA staff will maintain social distancing
- b) Questions regarding procedures should be referred to casino staff

HOTEL DEPARTMENTS

17 Front Desk and Lost & Found

Cleaning & Sanitizing Protocol

- a) Counters and equipment sanitized at least once per hour
- b) Sanitize high touch front services spaces and equipment including bell desks, luggage storerooms, bell carts, lobby furniture, and door handles.
- c) Hand sanitizer available at Front Desk
- d) Room keys to be sanitized before stocking

Physical Distancing Protocol

- a) Employees to use individual stations to eliminate shared equipment
- b) Bell Hop at front door to control social distancing
- c) Floor marked for social distancing
- d) Bell Hop to provide guidance to arriving and departing guests to ensure physical distancing measures are followed

Guest Considerations

- a) Discontinue print magazine and newspaper services throughout the property.
- b) All Lost & Found will be trashed as appropriate or bagged daily
- c) Entry doors to be propped open to minimize guest contact

18 Pool and Fitness Center Operations

Cleaning & Sanitizing Protocol

- a) Will be cleaned at least once per shift
- b) Furniture will be decreased to lower number of touch points

Physical Distancing Protocol

- a) Furniture will be set with appropriate physical distancing

Guest Considerations

- a) No department specific requirements other than towels will be disposed of as directed.

19 Spa

Spa will remain closed on initial reopening, pending further guidance on best practices from medical and/or public health experts.

20 Housekeeping

Cleaning & Sanitizing Protocol

- a) Carts, trolleys and other equipment to be sanitized at the start and end of each shift
- b) Dirty guest linens will be removed from rooms in large plastic carts, which will be sanitized after use.

Physical Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms
- b) Guest room attendants will offer to return at an alternate time for occupied rooms

Guest Considerations

- a) All reusable collateral to be removed from rooms
- b) Disposable collateral to be disposed of and replaced after each guest
- c) Newspapers and magazines will be discontinued
- d) Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, countertops, tables, and chairs
 - Phones, tablets, and remotes
 - Thermostats
 - Cabinetry, pulls, and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers, and other amenities

21 Hotel Offices and PBX Space

Cleaning & Sanitizing Protocol

- a) Workstations will be cleaned before and after each staff's use.
- b) Social distancing will be practiced in shared offices. Cleaning will be required before and after each use.
- c) Back of house restrooms will be sanitized at least once every four hours

Physical Distancing Protocol

- a) Employees to use individual stations to eliminate shared equipment

Guest Considerations

- a) No department specific requirements

22 Public Areas

Cleaning & Sanitizing Protocol

- a) Employees to sanitize the following areas at least once per hour:
 - Guest and garage elevators
 - Casino entry doors
 - Slot machines (in coordination with slot team)
 - Employee dining and break area tables and counters
 - Hotel entry doors
 - Employee smoking areas
 - Exterior benches
 - Trash bins
- b) All Front of House (FOH) restrooms to be sanitized at least once per hour

Physical Distancing Protocol

- a) No department specific requirements

Guest Considerations

- a) No department specific requirements

23 Restaurants, Bars, and Lounge

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 employee where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- 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 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 contact-free methods
- m) Disposable dishes and cups to be used in Deli and Bar
- n) No self-serving drink stations opened

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 seated or served at counter
- c) Bar stool seating to be removed at Center Bar
- d) Bar stools, tables and booths to be utilized with appropriate physical distancing between each family or traveling party
- e) line flow to be managed at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- f) 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 instead
- b) All straws to be individually wrapped
- c) Self-Service napkins to be suspended until further notice
- d) Remove grab and go beverage offerings; available from fountain workers only
- 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) All staff must use gloves when serving
- b) Single use cups for beverage (no refills)
- c) Prepackaged plastic flatware
- d) Prepackaged grab and go food items

24 Catering & Banquets for Convention Spaces

Cleaning & Sanitizing Protocol

- a) All shared equipment and meeting amenities to be sanitized before and after each use, or to be single use if not able to be sanitized
- b) All linen, including underlays, to be replaced after each use
- c) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms
- d) Sanitize conference room doors, tables, chairs, light switch and other equipment after each group use

Physical Distancing Protocol

- a) All buffet and self-serve style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual packets or sanitized individual containers
- f) Seating capacities and floor plans to be reviewed on an event-by-event basis to ensure appropriate physical distancing

Guest Considerations

- a) Individual bottled water will be provided in lieu of water carafes on meeting tables and at water stations

- b) Develop examples of physically distanced floor plans for use by Hotel Sales & Convention Services
- c) Create modified menus to showcase styles of service and items currently available
- d) Provide example of physically distanced floor plans
- e) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

ENTERTAINMENT

25 Entertainment

Cleaning & Sanitizing Protocol

- a) Seating and public areas to be sanitized before and after each show
- b) Vendors required to have protocols in place for sanitization

Physical Distancing Protocol

- a) Seating and capacity to be managed to allow for appropriate distancing between groups of guests
- b) Employees assigned to help maintain social distancing in lines and seating
- c) Vendors required to have protocols in place for social distancing

Guest Considerations

- a) Bars to follow Food & Beverage protocols

SECURITY

26 Security Operations

Cleaning & Sanitizing Protocol

- a) All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- b) Security Supervisors will assign specific sanitation responsibilities and ensure proper protocols are followed
- c) Security to log completed tasks
- d) Handcuffs, holding rooms and all related equipment and contact surfaces to be sanitized before and after each use
- e) Security will notify the Security Podium after any unscheduled or specialty cleaning protocols are completed (i.e. after a subject is released from a holding room and the room has been sanitized)
- f) All lost and found items will be placed in individual plastic bags. Security will use best judgment on items that should be thrown away rather than stored

Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- b) Security to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

Emergency Safety System

- a) Verify that all safety systems continue to be appropriately tested, maintained and operational

Guest Considerations

- a) Security to familiarize themselves with hand sanitizer for guests and coworkers

CASINO PROTOCOLS AT A GLANCE

CASINO RESORT ENTRY SCREENING & CASE REPORTING PROTOCOLS FOR GUESTS

Entry Screening	Before entering property, all guests will be screened for elevated body temperatures with thermal cameras. Any person with a temperature of 100.4 degrees F or higher will be asked to step aside to a private area to have Security do a second temperature check. Any person with a 100.4 degree F or higher temperature will be asked to leave and come back when they are feeling better. No entry will be granted.
Screening on Property Guest – Visitor	Any guest on property displaying a cough, shortness of breath, or other known symptoms of COVID-19 will be asked by Security to recheck their temperature. If they have a temperature of 100.4 degrees F or higher, the guest will be asked to leave and told they can find information on the CDC website on what to do next. If the guest does not have a raised temperature, Security may use their best judgment to decide if the guest should be asked to leave anyway. Security should ensure they are wearing PPE and try to get the guest’s identification. Any refusal to answer Security’s questions will result in a guest being asked to leave the property.
Screening on Property Guest – Hotel	If a current hotel guest is deemed to have an elevated temperature, and is 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: <ul style="list-style-type: none"> • Security will be called to escort the guest for the remainder of the process. • Security must wear appropriate PPE and provide guest with a face mask. • Security will control the elevator to ensure no other visitors use the same cabin. <ul style="list-style-type: none"> ○ Environmental Services will clean elevator before another guest uses it. • Security will contact the Front Desk and have the guest’s room locked from ALL ACCESS until properly sanitized. If the guest does not return to their room: <ul style="list-style-type: none"> • Security will contact the Front Desk and have the room locked from ALL ACCESS until 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 their belongings. • Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis. • Executive Team must approve the room going back in service once sanitization has been completed.
Clearance to Return to Property by Guest	Guests who have previously displayed an elevated temperature may NOT return to the Casino Resort until approved by an Executive Team Member

	which will require a minimum of 72 hours before they can approve their return. Once clearance is given, they may return to their room (if still checked-in).
Guests with Close Contact	<p>If a guest with an elevated temperature is sharing their room or has had close contact with other visitors:</p> <ul style="list-style-type: none"> • Security will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a temperature check for all close contacts. • If necessary, other guests will be asked to self-isolate in their rooms • If a room is being used for self-isolation, Security will inform Hotel Management and the Executive Team. CDC guidelines will be followed for all additional contact with the guest(s) and all service to the room.
Transportation	<p>If the guest has their own vehicle, the guest may leave in their own vehicle.</p> <p>If the guest does not have their own vehicle, the guest may leave property via their own arranged transportation, or if necessary, an ambulance will be called to transport the person.</p> <p>Guests who are displaying symptoms of COVID-19 should not be directed to use public transportation, taxi, Uber, Lyft or other shared transportation options.</p>

CASINO RESORT ENTRY SCREENING & CASE REPORTING PROTOCOLS FOR EMPLOYEES

Entry Screening	Before entering the property, all employees will be screened for elevated body temperature. Any employee with a temperature of 100.4 degrees F or above will be asked to leave and instructed to contact their manager. Security will immediately notify their department and HR.
On-property Screening	If employee is working and notices signs of COVID-19, the employee should immediately notify their supervisor. The supervisor should immediately arrange for the employee to leave the property with the minimal amount of contact with other staff and work areas.
Reporting	The department should immediately report the incident to the HR Manager and HR Director.
Transportation	<p>If the employee has their own vehicle, the employee may leave in their own vehicle. If the employee does not have their own vehicle, the employee may call for a ride, or if necessary, an ambulance will be called to transport the employee. The employee must wait in Room A or B in Security if they are unable to immediately leave the property.</p> <p>Employees who are displaying the symptoms of COVID-19 should not be directed to use public transportation, taxi, Uber, Lyft or other shared</p>

	transportation options.
Employee Returning to Work	The employee must contact HR and get authorization before returning to work. The employee may not be on property for any reason until they have received authorization that they are allowed back.

CASINO RESORT ENTRY SCREENING & CASE REPORTING PROTOCOLS FOR VENDORS

Entry Screening	Before entering property, all vendors will be screened for elevated temperatures with thermal cameras. Any vendor with a temperature of 100.4 degrees F or above will be asked to step aside to a private area to have Security do a second temperature check. Any person with a temperature of 100.4 degrees F or above will be asked to leave and come back when they are feeling better. No entry will be granted.
Screening on Property Vendors	Any vendor on property displaying a cough, shortness of breath or other known symptoms of COVID-19 will be asked by Security to recheck their temperature. If they are found to have a temperature of 100.4 degrees F or above, the vendor will be asked to leave and told they can find information on the CDC website on what to do next. If the vendor does not have temperature, Security may use their best judgment to determine if the vendor should be asked to leave. Security should ensure they are wearing PPE and try to get vendor identification. Any refusal to answer Security's questions will result in the vendor being asked to leave the property.
Clearance to Return to Property by Vendor	Vendors who have previously displayed an elevated temperature may NOT return to the Casino Resort until approved by an Executive Team Member which will require a minimum of 72 hours.

27 White Horse Golf Operations

Cleaning & Sanitizing Protocol:

- a) Work stations will be sanitized before and after each use.
- b) POS terminals will be assigned to single employee where possible and sanitized between each user and before and after each shift. If multiple users are assigned to a POS terminal, employee will sanitize their hands after each use.
 - i. Payments will be accepted via: WH Clubhouse, online through WHGC App or GolfNow App.
- c) Employees will wash or sanitize hands after touching any guest equipment including credit cards, cash, golf clubs, range baskets, carts, golf bags and any UPS or FedEx packages and mail delivered to the Golf Shop.
- d) Scorecards and pencils will be provided at the Golf Shop counter.

Physical Distancing Protocol:

- a) Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor.
- b) White Horse Golf Shop will open with no more than eight "8" guests at one time.
- c) Golf lesson and customer club fittings are suspended at this time.
- d) Flag stick cup liners will be raised 2" on each hole.
- e) Increased tee time spacing will adjust to 18-minute intervals (regular intervals are 9-minutes apart). Marshal will make sure that groups don't gather together on the course.
- f) Driving Range hitting stalls will increase from 10-ft to 15-ft apart for customers.
- g) Bunker rakes will be removed from the course and players will smooth footprints with shoes or golf clubs.
- h) On-course ball washers also will be removed.
- i) No beverage cart service or clubhouse F&B items will be available initially till rounds and demand increases.
- j) Cedar Ridge Grill is closed at this time
- k) Guests to maintain six feet of separation while waiting in line at ATM.

Guest Considerations:

- a) Hand sanitizer will be provided in the club house.
- b) No shuttle pick-up or drop-off service will be available
- c) Course marshal will drive the course to make sure that social distancing is being practiced by all players.
- d) On-course bathrooms on holes #6 and #13 will be opened and hand wipes placed in the bathrooms so customers can wipe down door handles when they leave.
- e) Main gate will be locked at 7:30 PM nightly.

RETAIL

28 Longhouse, Masi Shop and Village Chevron

Cleaning & Sanitizing Protocol

- a) All frequently touched surfaces, including cash wraps, phones, workstations, hard

surfaces, handles (to include fuel handles and keypads at the fuel pumps) to be sanitized at least once per hour and upon a shift change

- b) Sanitize handles, knobs, cage locks, cages and stock room surfaces at least once per hour

Physical Distancing Protocol

- a) All self-serve food items are suspended until further notice
 - All dispensed beverages require a new cup for each serving,
 - No re-fills
- b) Condiments to be served in individual packets
- c) All seating capacities have been removed until further notice
- d) Signage will be prominently posted at each store reminding guests of social distancing guidelines

Guest Considerations

- a) Hand sanitation dispensers placed at check wraps.

EVENTS

29 Kiana Lodge

Cleaning & Sanitizing Protocol

- a) All shared equipment and meeting amenities to be sanitized before and after each use, or to be single use if not able to be sanitized
- b) All linen, including underlays, to be replaced after each use
- c) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms
- d) Sanitize room doors, tables, chairs, light switch and other equipment after each group use

Physical Distancing Protocol

- a) All buffet and self-serve style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or sanitized individual containers
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing.
- g) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

Guest Considerations

- a) Hand sanitizer stations will be provided throughout the area.
- b) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- c) Develop examples of physically distanced floor plans for Kiana services use
- d) Create modified menus to showcase styles of service and items currently available
- e) Provide examples of physically distanced floor plans

Clearwater Casino Resort Hours of Operation.

Hours of operation will be limited to 10:00 am-2:00 am to allow for additional cleaning. Venues will be limited to allow for social distancing.

Gaming:

Slots – 10:00 am-2:00 am

Table Games – Closed

Keno – Closed

Bingo – Closed

Food & Beverage:

Agate Pass Deli – 10:00 am-2:00 am

Deli Drink Station attendant will be – 10:00 am-2:00 am

Beach Glass Café and **Beach Bru** – Sun-Thurs 8:00 am-2:00 pm; Fri and Sat 8:00 am-9:00pm

Center Bar – 10:00 am-1:30 am

Hidden Cove Bar – Fri and Sat 5:00 pm-12:00 am

The Clearwater – Closed

Beach Rock Music and Sports - Closed

The Salish Kitchen Food Hall – Closed except for seating

Amenities:

Hotel – Open

Spa – Closed

Pool and Fitness Center – Closed

Group Business and Entertainment – Postponed until further notice

Transportation (Shuttles, Valet, Coat and Bag Check) – Closed

Gift Shop – Closed

Retail:

Longhouse – 6:00 am-7:00 pm

Masi – 24 hours a day

Village – 9:00 am-7:00 pm

Kiana – Closed

White Horse Golf – 7:30am-5:30pm (Gate Closes at 7:30 PM)