

5-18-21

Tropicana Atlantic City Corp.

Health and Safety Plan

COVID-19

**THIS PLAN CONSTITUTES
CONFIDENTIAL AND PROPRIETARY
INFORMATION OF TROPICANA
ATLANTIC CITY CORP.**

PURPOSE

The within document (“Plan”) sets forth protocols to be implemented by Tropicana Atlantic City (“Tropicana”) for the safe and effective reopening and ongoing maintenance of guest areas and Team Member workspace areas within the casino hotel complex to mitigate and reduce risk of exposure to infectious diseases such as COVID-19. All property areas identified will be cleaned and disinfected according to the following, based on information provided by the World Health Organization (“WHO”), Centers for Disease Control and Prevention (“CDC”), and United States Environmental Protection Agency (“USEPA”), in addition to local health districts and leading industry experts. This Plan is based on the Pre-Opening and Ongoing Operations guidance provided by Tropicana’s parent company, Eldorado Resorts, Inc. (“Eldorado”) as set forth in the Eldorado Health and Safety Plan dated May 18, 2020. (“Eldorado Plan”).

The within Plan complies with the baseline standards developed by the Casino Association of New Jersey, Inc. (“CANJ”) in consultation with AtlantiCare Health System and the New Jersey Division of Gaming Enforcement (“DGE”), and is subject to any additional requirements set forth by the Governor of the State of New Jersey pursuant to any New Jersey Executive Order (hereinafter referred to as “NJEO”) and/or New Jersey Department of Health Executive Directive (hereinafter referred to as “NJDOHED”) governing casino operations. To the extent that anything in this plan is inconsistent with any NJEO or NJDOHED currently in effect or which shall take effect in the future, those NJEOs or NJDOHEDs shall supersede the provisions in this Plan.

The CANJ, of which Tropicana is a member organization, is closely monitoring government policy changes, Centers for Disease Control (“CDC”) guidelines, OSHA guidance, government mandates, and public health advisories and will continue to make changes as necessary or appropriate to this Plan. As federal, state, and local guidelines and mandates evolve and Eldorado or CANJ experts provide Tropicana with additional advice, this Plan will continue to be refined and updated. Tropicana will provide our guests, patrons, employees and vendors with appropriate notice of the requirements described in each of our individual casino complex plans.

All Third-party Tenants of Tropicana (“Tenants”) and service providers and contractors (“Vendors”) who are frequently on Tropicana’s property will be provided with a copy of the CANJ Minimum Standards and the relevant portions of this Plan and will be instructed to follow the guidelines contained herein to the extent applicable to the Tenant’s operation or the Vendor’s presence on Tropicana’s property, including, but not limited to, performing temperature checks of their Team Members, or requiring their Team Members to submit to temperature checks by Tropicana prior to beginning their daily shift at the Tenant’s outlet or commencing services at the Tropicana property. In addition, Tenants shall be required to comply with any New Jersey government order, guidelines, or requirement applicable to their respective businesses (i.e., restaurant, retail, etc.).

GUIDELINES PRIOR TO OPENING

Cleaning and Disinfecting

Prior to reopening to the public, Tropicana's casino hotel complex shall be cleaned and disinfected in accordance with the guidelines published by the CDC for "Cleaning and Disinfecting Your Facility". All guest rooms used since the closure on March 16, 2020, shall be thoroughly cleaned according to the procedures set forth herein prior to reopening. Enhanced cleaning protocols using EPA-registered disinfectants (List N) approved for use against SARS CoV-2, the virus that causes COVID-19 ("EPA Registered Disinfectants"), will be implemented throughout the casino hotel complex. Tropicana shall impose occupancy limits in accordance with government orders, as may be applicable, to achieve the physical distancing requirements as outlined in this Plan.

It is important to note the difference between cleaning and disinfecting surfaces. According to the CDC, cleaning is a physical process that removes germs, dirt, and impurities from surfaces but does not kill bacteria or viruses. The method reduces bacterial and viral counts on the surface to decrease potential spread. Conversely, disinfecting is typically a chemical process to kill bacteria and viruses but does not necessarily remove dirt or other impurities from the surface. The CDC recommends a combination: clean a surface first to remove all dirt and impurities in order to expose the surface entirely, and then disinfect the clean surface with an appropriate chemical and chemical contact time.

Surface Types

Due to the complexity of casino and hotel operations, several different surface materials are present throughout the properties. For simplicity, these have been categorized into hard (semi- and non-porous) or soft (porous) surfaces.

Hard surfaces can generally be cleaned and disinfected with an EPA registered chemical product (e.g., Ecolab – Peroxide Multi Surface Cleaner and Disinfectant (EPA #1677-238)). Depending on the product used, contact surface time varies, although usually an effective viral disinfectant requires around five minutes of contact time. The surface must be visibly wet for the entire required time frame. In general, surfaces can then be wiped and allowed to air dry. Food contact surfaces and non-food contact surfaces will be addressed appropriately. Most hard surface disinfectants are not suitable for glassware, dishes, or silverware, and the dishwasher will be utilized for these items, with a steam setting if possible. Team Members will refer to the product sheet for all chemicals used for both food and non-food contact surfaces to ensure proper usage.

Soft surfaces (linens, carpets, rugs, drapes, cushions, etc.) can be cleaned using soap, water, and steam. The CDC recommends laundering items (if possible) according to manufacturer's instructions. The warmest water setting possible will be used, and the

item will be dried completely. For surfaces that cannot be laundered, visible contamination will be removed (if present), followed by a water/soap solution, and lastly a steam treatment if possible.

Electronics

For electronics including cell phones, tablets, touch screens, keyboards, video screens, ATM machines, bill breaker machines, radios, etc., visible contamination will be removed (if present) and the manufacturer guidelines for cleaning and disinfecting the particular device will be followed. If no manufacturer guidance is available, the CDC recommends using alcohol-based wipes (e.g., Clorox and Lysol wipes are EPA registered disinfectants) or sprays containing at least 70% alcohol to disinfect touch screens. All surfaces will be dried thoroughly.

Personal Protective Equipment (PPE)

Team Members will consult the chemical Safety Data Sheet (“SDS” and manufacturers’ recommendations for appropriate PPE which should be worn when cleaning and disinfecting with certain types of cleaners and disinfectants, such as whether the use of gloves, goggles, respirators, etc. should be worn.

Water, Electrical, and HVAC Systems

All standard operating procedures and guidelines regarding the inspection, operation, and maintenance of utility systems will be followed in connection with reopening Tropicana, including but not limited to the following:

- Preventive maintenance of every guest room HVAC unit, which includes but is not limited to replacing the filter, cleaning the coils, vacuuming out the cabinet, testing the operation of the valves and repairing or replacing as needed, clearing and treating the condensate drains.
- Preventive maintenance on common area HVAC units, which includes but is not limited to replacing filters, lubricating bearings, cleaning coils, checking condensate drains, adjusting or replacing belts as needed, checking the operation of control valves and repairing or replacing as needed.
- Preventative maintenance on all guestroom and public area restroom exhaust fans, including checking for rotation, belt adjustments and any replacements as needed.
- Cleaning of all kitchen hoods, checking fan rotation, belts adjustments, bearing lubrications and/or replacements.
- Servicing of all kitchen make up air units, including replacing filters, lubricating

bearings, cleaning coils, checking condensate drains, adjusting or replacing belts as needed, checking the operation of control valves and repairing or replacing as needed.

- All electronic smoke eaters are being cleaned and serviced.
- Air curtains are being serviced.

Water Features, Pools, and Hot Tubs

Manufacturer guidelines, as well as NJDOH Guidelines, NJDOHED 20-031 Pools and Aquatic Recreation Facility Standards, will be referenced to clean and disinfect water features, pools, and hot tubs. In general, the CDC recommends removing any visible slime or biofilm before filling with water and performing a disinfection procedure before use.

Kitchen

Preparation for opening will follow appropriate food safety guidelines. Food service and beverage equipment (e.g. dishwashers, bar glass washers) will be thoroughly cleaned and inspected prior to opening. All kitchens will operate in compliance with current NJDOH Health and Safety Standards for Indoor and Outdoor Guidance and NJDOHED 20-030.

Training on Cleaning Protocols

Team Members will be trained on proper cleaning and disinfecting protocol, including manufacturer instructions on use according to recommended guidance, according to company guidelines. Team Members will be informed of proper PPE required for cleaning and day-to-day operations. Each department leader will review and relay new training protocols as they are made available.

GUIDELINES FOR DAILY OPERATION

The following guidelines for daily operation focus on the guest experience and Team Member interaction.

Signage Posted at all Entrances

Signage shall be posted at every entrance into the casino hotel complex, including at the hotel front desk check-in area, advising guests to please not enter if they are experiencing COVID -19 symptoms and/or have been exposed to a person who tested positive for COVID-19. Signage includes a listing of COVID-19 symptoms as follows:

- fever of 100.4 or higher
- chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

And also includes the following exposures:

- In the past fourteen (14) days, have you (or anyone in your household) been diagnosed, **tested, or quarantined** for COVID-19?
- In the past fourteen (14) days, have you been in close contact (within six (6) feet for ten (10) minutes or longer) with anyone who has recently been diagnosed, tested, or quarantined for COVID-19?

Display monitor on boardwalk will include this message and Tropicana will make periodic announcements.

Tropicana marketing staff for VIP customers will advise their customers to please not make arrangements to visit if they are experiencing any of the symptoms/exposures.

Hotel Check-in staff will advise guests that they should not check in if they are experiencing any of the symptoms/exposures.

Physical Distancing

Areas within the Tropicana complex where there are normally lines of guests (casino cage, hotel front desk, promotions booth, rewards center, food and beverage grab and go outlets throughout the complex), there will be signage and indicators prominently displayed on the floor requesting that guests in a party remain at least six (6) feet apart from other parties. Property management will politely ensure guests follow social distancing guidelines throughout the property.

Security personnel will enforce social distancing guidelines in a polite manner. This includes but is not limited to, ensuring guests do not congregate in close quarters, monitoring queuing areas for compliance with signage, ensuring guests do not physically move seats, etc.

Guests not adhering to physical distancing and any other requirements will be advised of the requirements, and warned that, if they continue to disregard the requirements, they will be asked to leave Tropicana.

Masks

Subject to current NJEOs, guests will be required to wear masks in all indoor public areas of the Tropicana hotel complex while maintaining six (6) feet of distance (unless eating or drinking as permitted and in accordance with current NJEOs), and shall be further required to wear masks in accordance with applicable government orders, regulations, and/or mandates. In accordance with the requirements outlined in NJEO No. 183 (2020) and NJEO192 (2020), Tropicana acknowledges that there is an exemption for individuals who cannot wear a mask due to health reasons and, in such instances, Tropicana may provide any such individual with a reasonable accommodation, pursuant to ADA and NJLAD, unless such accommodation would pose an undue hardship on Tropicana's operations). Signage shall be posted within the casino hotel complex notifying guests that masks are required (except as noted above) while in public areas of the casino hotel complex. Tropicana shall have a supply of masks on hand if the guest shall require one.

In addition to physical partitions which already exists by design at Casino Cage windows, Plexiglass partitions will be installed at the following Transaction locations:

- Hotel Front Desk
- Promotions Booth
- Bell Desk
- Sports Book Counter
- Main Cage High Roller Windows
- Chip Bank Windows
- Security Podium
- Third-Party Tenant Outlet Cashier Counters, where practicable.

Guests will be requested to briefly lower masks for Cage and Promotions Booth transactions for surveillance coverage purposes.

Guests will also be required to wear masks when they are playing at table games and/or slot machines, unless eating or drinking.

Signage

Signage for Guests will be created and displayed throughout the property, to promote social distancing (particularly in all guest queuing areas), usage of PPE, (Masks), frequent handwashing, and hand sanitizer stations. Signage will also be created and displayed with respect to the symptoms of COVID-19 with instructions not to enter the property if experiencing any such symptoms or have been in contact with a person who tested positive for COVID-19 in the past fourteen (14) days.

Public Messaging

Periodic announcements will be made to remind guests to practice social distancing, requiring masks to be worn in public areas and explaining the symptoms of COVID-19.

Sanitizer Stations

Sanitizer Stations will be placed throughout the Tropicana casino hotel complex.

Protocols for Ill Guests/ Contact Tracing Efforts

Protocols for handling guests who are ill during their visit, can be found in Appendix C.

Security Supervisors will serve as property liaisons with state and local health authorities or other government agencies as appropriate with respect to any reports of guests determined to be COVID-19 positive and at the Tropicana casino hotel complex during a period when the guest may have been infectious to others.

Appendix C also sets forth Tropicana's contact tracing processes to identify others, including Team Members, who may have been in prolonged close contact with the guest who tested positive, as well as any employee of a vendor or third party tenant who we are advised has tested positive.

GUIDELINES FOR TEAM MEMBERS

Masks/Other PPE

All Team Members must wear face masks and other PPE as required:

- Face masks must be worn at all times except when team member is in back of the house areas when not in close contact with other team members, such as in one's own office or cubicle;
- Other PPE (individual barrier equipment such as gloves, masks, glasses/goggles, etc.) shall be worn and/or used as required to safely perform all job functions depending on each individual team member's job responsibilities.
- ALL PPE shall be provided to Team Members free of charge.

Physical Distancing

Where possible, Team Members shall maintain a distance of six (6) feet or more from guests and other Team Members while in the workplace. For locations that require Team Members to have close contact with guests, the masking requests and requirements for guests in this Plan as specified above shall apply.

Team Member break areas, cafeteria, training areas, and locker rooms shall be configured, to the extent possible in the existing space, so that all Team Members can maintain a six (6) foot separation or the use of such areas shall be staggered and all such areas shall be cleaned frequently.

Team Member Screening

Team Members will be educated on the signs and symptoms of COVID-19 and instructed to self-monitor for signs and symptoms and instructed to stay home if they do not feel well or have any signs or symptoms of COVID-19 (or go home if they are already at work)

Team Member shall also be instructed to contact a supervisor or manager if they notice a co-worker experiencing symptoms such as coughing, shortness of breath, or other flu-like symptoms.

Team Members will not report to work if they are experiencing flu-like symptoms or exhibiting a temperature of 100.4 degrees F or greater.

Team Members reporting any such symptoms shall be instructed not to come to work and will be advised to leave work if they are experiencing said symptoms and will not be permitted to return to work unless all conditions for return to work have been satisfied in accordance with NJDOH and CDC guidelines.

COMMUNICATION TO TEAM MEMBER LOCATION OF TESTING SITES

Tropicana Human Resource Dept. will communicate to all team members the available COVID-19 testing locations in Atlantic County by the following means:

Protocols for Ill Team Members/Contact Tracing Efforts

Protocols for handling Team Members who become ill during their work shift can be found in Appendix C.

Human Resources and Risk Management will serve as property liaisons with state and local health authorities or other government agencies as appropriate with respect to any reports of Team Members determined to be COVID-19 positive and at the Tropicana casino hotel complex during a period when the Team Member may have been infectious to others.

Appendix C also sets forth Tropicana's contact tracing processes to identify others, including Team Members, who may have been in prolonged close contact with the Team Member who tested positive.

Sanitizer Stations

Sanitizer stations will be placed throughout back of house areas and signage will provide constant reminders to sanitize hands.

Hand Sanitizer or sanitizing wipes will be available at each time clock station

Team Member Training

The initial training for Tropicana Atlantic City will be provided by Atlanticare, a member of Geisinger Health Care Systems, who provide integrative health and hospital services in New Jersey. Atlanticare will be responsible for conducting training for designated Management Team Members who will, in turn, train all current and returning team members prior to re-opening. Following re-opening, Tropicana will conduct internal trainings for all remaining team members as they return from furlough. Team members will be trained in the following areas including, but not limited to:

- Infectious Disease Overview (symptoms of COVID-19)
- Proper social distancing guidelines
- Proper hand washing guidelines and use of hand sanitizer

- How to properly use and dispose of PPE:
 - Masks
 - Gloves
 - Face Shields
 - Goggles
 - Etc.
- How to prevent the spread of COVID-19
- Basic cleaning and disinfecting of workplace areas
- Best practices to stay safe at home

As new guidelines are released by the CDC, the Human Resources department will be responsible for the dissemination of this information to Team Members. This will be achieved through postings, emails, and other forms of property wide communications.

GUIDELINES FOR TEAM MEMBERS

Team Members should strive to maintain **social distancing** by keeping six (6) feet apart at all times

Team Members should follow the **proper hand washing procedures** (Hand washing should include soap and warm water for a minimum of twenty (20) seconds) after the following:

- After blowing one’s nose, coughing, or sneezing.
- After touching your face.
- After touching your mask or discarding any PPE such as gloves.
- After using the restroom.
- After touching garbage.
- After cleaning and disinfecting.
- Before and after eating.

Proper hand washing techniques as defined by the CDS are as follows:

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel or air dry them.

All Team Members must wear face masks and other PPE as required. Face masks must be worn at all times.

Other PPE shall be worn and/or used as required to safely perform all job functions – individual barrier equipment such as gloves, masks, glasses/goggles, etc.

Frequent cleaning, sanitizing and disinfecting of high touch areas within their respective departments.

Hand washing, social distancing, cleaning, and disinfecting education will continue at pre-shifts and team meetings.

All Team Members shall be consistently reminded through signage to wash their hands with soap and warm water for twenty (20) seconds or sanitize them.

Rolling announcements will be made on human resources communications reminding Team Members of CDC guidelines and when not to come to work (e.g., wash hands, use sanitizer, stay at home if sick, if you have a temperature, etc.).

Signage for Team Members

Signage will be placed in all Team Member/back of house areas reminding Team Members to follow CDC guidelines (to wash hands, use sanitizer, stay at home if sick, etc.) and setting forth a checklist of symptoms and reminding Team Members not come to work if they have any symptoms of Covid 19.

Team Member Dining Room (“EDR”) and Breakrooms

Hand sanitizer stations will be available for Team Members at each entrance to the EDR. Signage will be placed in the EDR requiring Team Members to observe (6) foot physical distancing or other distancing recommendations consistent with CDC guidelines, and in accordance with government order when in line or sitting at tables.

Team Members are required to wear their masks until seated at a table.

CASINO

Occupancy Limits

Occupancy limits in the Casino shall be limited in accordance with any then current Government Executive Order with capacity limitations. This goal will be achieved through the provisions contained in this Plan, in particular those regarding the requirements for physical distancing of patrons in all gaming areas, restrictions on the number of persons at gaming tables, and the limitations on the availability of slot machines.

General

Hand sanitizer stations will be positioned throughout the gaming floor, and guests will be encouraged to use sanitizer stations and practice frequent hand washing.

Security personnel or other authorized Casino personnel shall have the right to request any guest on the gaming floor to briefly lower his/her masks for age and identification purposes.

SLOT MACHINES

Limit on Number of Available Slot Machines

Subject to applicable NJEOs,, at a minimum, one (1) vacant position between a single guest (playing up to three (3) gaming machines in a row) or a group of related guests (e.g., husband and wife, people travelling together, etc. playing up to three (3) gaming machines in a row) and another unrelated guest so that the gaming machine on either side of the gaming machines used by a guest or related guests is not permitted to be utilized. This restriction shall also apply to gaming machines in a carousel, but shall not apply to gaming machines in a carousel or otherwise where there is already a physical distance separation of the gaming machine from the next closest gaming machine such that the seat of the gaming machine is separated from the seat of the next closest gaming machine by at least a distance equal to the width of the gaming machine.

Slot machines will be disabled to indicate which are available for play based on social distancing requirements. Slot machines that do not have an out of order feature that is apparent to customers that the machine is offline will have signage indicating that they are out of order.

In connection with limiting the use of certain gaming machines, seating will be removed in order to implement these restrictions.

Slot attendants shall also be in place to notify guests of the restriction on gaming machine availability and enforce these provisions.

Guests will not be permitted to congregate in groups around gaming machines. This will be enforced by Casino Management personnel, Security and/or Slot Attendants.

Cleaning and Sanitizing

High-touch areas of each gaming machine that is in use will be cleaned using EPA Registered Disinfectants, no less than every four (4) hours and anytime that a guest may request the cleaning of a particular gaming machine.

Service of Food

Tropicana does not intend to serve food to guests playing slot machines. However, if it does, the following protocols will be followed, subject to any Executive Order:

- Servers serving food or beverage to guests at slot machines shall wash or sanitize their hands each time they return to the food or beverage preparation station prior to the delivery of the food or beverage.
- If food is served to a guest at a slot machine, the hard surface areas around which the guest(s) was eating shall be cleaned and sanitized after his/her departure from the slot machine.

TABLE GAMES

General

All Pit Personnel and dealers shall wear masks, and all dealers shall wear masks and face shields upon re-opening. Once plexiglass is installed at each table only masks will be required for dealers.

Each dealer will provide every arriving customer with hand sanitizer.

Pit podiums and table pits will be arranged to allow for proper social distancing, and will be cleaned and disinfected frequently throughout the day.

Team Members will verbally communicate shift changes or breaks and refrain from physical contact (e.g., dealer tap out).

Number of Players at Tables

At a minimum, Tropicana shall require one (1) vacant position at a table between a single guest or a group of related guests (e.g., husband and wife, people travelling together, etc. “related guests”) and another unrelated guest so that the position on either side of a guest or related guests is not permitted to be occupied.

Guests traveling together can request adjacent seats at a table and we will adjust physical distancing at other tables accordingly.

The following player limits will be implemented unless otherwise directed by gaming regulation:*

- Three (3) players per Blackjack table
- Three (3) players per Pai Gow table
- Four (4) players per Roulette table
- Three (3) players Mini Baccarat table
- Three (3) players per Carnival Games (poker variations)
- Six (6) players per craps table (with no more than three (3) players on each side) where the craps table is less than fourteen (14) feet in length;
- Eight (8) players per craps table (with no more than four (4) players on each side) where the craps table is fourteen (14) feet in length or greater.
- Similar limits may be implemented for other game types not specified

Seats will be removed from table games to implement these restrictions.

Within the above player limits, Tropicana Table Games personnel shall remind unrelated players/guests to keep physically distant from each other by positioning themselves, either seated or standing around a table, with equal distant spacing between them.

Guests will not be allowed to congregate behind the players at the table. This will be enforced by Table Games Personnel and/or Security.

Poker Room

Once the Poker Room is re-opened the following number of players will be allowed at each table:

- Four (4) players per poker table*

*Once plexiglass is installed, to the extent the plexiglass also is configured to provide a physical separation between customers at the tables, Tropicana may submit to the Division of Gaming Enforcement for approval to increase the number of player positions at a table which submission shall be accompanied by medical support.

Cleaning, Sanitizing and Disinfecting

Frequent sanitizing will occur at all table games in which a material exchange occurs. The rails and chairs at each gaming table that is in use will be disinfected no less than every four (4) hours and anytime that a guest may request the cleaning of a particular gaming table surface area.

Cards

For Blackjack and low limit baccarat games, cards will be dealt face up to eliminate players touching cards. In accordance with standard protocols, the cards will be replaced daily.

For tables where the guests are permitted to touch the cards and tiles, such as high-limit baccarat, high-limit double deck blackjack, pai gow, poker, and poker derivative games, Tropicana shall:

- make sanitizer fluid or wipes available to guests at such table; and
- after a maximum of four (4) hours of use in active play, cards and tiles shall be replaced with new or sanitized cards or tiles.

Dice

Dice shall be sanitized (or replaced with sanitized dice) for each new shooter.

Service of Food

To the extent food is served to a guest at a Table Game, the following protocols will be followed, subject to any Executive Order:

- Servers serving food or beverage to guests at table games shall wash or sanitize their hands each time they return to the food or beverage preparation station prior to the delivery of the food or beverage.
- Food shall not be served to guests at table games unless the guest (and related guests) are the only participants at the gaming table and the hard surface areas around which the guest(s) was eating shall be cleaned and sanitized after his/her departure from the gaming table.

CAGE AND PROMOTIONS

The Cage and Promotions Desk will be arranged to allow for proper social distancing. Each Team Member will provide hand sanitizer to any customer who arrives at his/her window. Team Members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary. Team Members will clean and disinfect the countertop after each guest transaction.

COUNT ROOM

Count Room Team Members will be required to wear masks and will be supplied with gloves. Hand sanitizer dispensers or sanitizing wipes will be available in the Count Room. Hard surfaces regularly utilized in the Count Room shall be cleaned and disinfected after the completion of each count.

SPORTS BOOK (WILLIAM HILL)

Signage shall be posted in the sportsbook lounge reminding guest groups to remain at least six (6) feet apart or maintain such other physical distance as required by this Plan or then-current CDC guidelines or government order.

Physical Distancing Protocol to be achieved by:

Every other betting station will be open.

Six (6) foot intervals to be marked for ticket window and kiosk queues.

Seats, tables, and/or booths to be reconfigured or reserved/removed to allow for appropriate physical distancing.

Hand Sanitizer will be available at the entrance to the Sportsbook, at every kiosk, and at stand-up stations throughout the Sportsbook.

All Sports Book personnel to wear masks.

Plexiglass sneeze guards will be installed at the counter.

Each Ticket Writer will provide hand sanitizer to any customer who arrives at his/her window.

Ticket Writers will clean and disinfect the countertop after each guest transaction. Supervisors will sanitize kiosks and chairs as patrons exit, but in no event less than every four (4) hours and anytime a guest may request the cleaning of a seating area or kiosk.

Ticket Writers to clean and sanitize workstation and related equipment before turning it over to another Team Member, or after another Team Member uses shared equipment.

Sportsbook will undergo enhanced cleaning daily as set forth in Appendix G.

Service of Food

To the extent food is served to a guest at the Sports Book, the following protocols will be followed, subject to any Executive Order:

- Servers serving food or beverage to guests at the Sports Book shall wash or sanitize their hands each time they return to the food or beverage preparation station prior to the delivery of the food or beverage.

- The hard surface areas around which the guest(s) was eating shall be cleaned and sanitized after his/her departure from the table.

PROMOTIONS AND TOURNAMENTS

No promotions or tournaments shall be conducted that require guests to cluster and which cannot be conducted in accordance with physical distancing required by then-current government order.

NOTE: The below protocols in addition to those set forth in any then current NJEO as well as the requirements of NJDOHED 20-030, shall be adhered to with respect to the service of food and beverage and conduct of any entertainment at the property.

RESTAURANTS AND BARS

Restaurants

Occupancy Limits

Occupancy limits governing indoor dining and beverage service shall be reflective of any then current Eos with capacity limitations.

Hand sanitizer stations will be available for guests at each restaurant entrance, and Guests will be asked to use the hand sanitizer station upon arrival.

For Team Members, a wall-mounted hand sanitizer station will be located inside kitchen doors for servers, cooks, and management to use frequently.

Subject to any updates as set forth in future NJEOs or NJDOH Guidelines, the following existing protocols may be subject to change:

Tables within the restaurant seating area will be arranged to allow for proper social distancing. For instance, if tables are permanent fixtures, a potential arrangement would be to seat every other table; if tables are mobile, a potential arrangement would be to space tables at least six (6) feet apart. Party sizes will not exceed limits set by the State of New Jersey.

The use of food displays that are not situated behind sneeze guards will be suspended.

Table-side food preparation services to be suspended.

Napkin service (napkin placement on guest lap) will be suspended.

Condiments (salt, pepper, ketchup, etc.) shall be removed from tables and counters and guests requesting them shall be supplied with single-serving packages.

All table tents and other table/bar top promotional materials that are within reach of guests shall be removed from dining and bar areas.

Menus shall either be provided to guests in a wipeable format, or by digital device that will be sanitized between use by different guests or disposable and discarded after a guest's use.

Carts used for transporting food and picking up used dishes, flatware, and glassware shall be cleaned between every shift using EPA Registered Disinfectants, at least once per day unless business volumes require that disinfecting should be done more frequently.

Podiums, countertop surfaces, POS systems, etc. will be cleaned and disinfected between each Team Members use and/or if a guest touches the surface.

Promotional materials on tables will be cleaned and disinfected between parties or removed.

Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

Food Courts and Quick Service Restaurants

Team Members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating, if appropriate and necessary.

Hand sanitizer stations will be available for guests at each entrance and throughout large areas.

A wall-mounted hand sanitizer station will be located inside kitchen doors for servers, cooks, and management to use frequently.

Subject to any updates as set forth in future NJEOs or NJDOH Guidelines, the following existing protocols may be subject to change:

Tables within the seating area will be arranged to allow for proper social distancing. For instance, if tables are permanent fixtures, a potential arrangement would be to seat every other table; if tables are mobile, a potential arrangement would be to space tables at least six (6) feet apart.

All self-serve utensils shall be removed and such utensils shall be available from cashiers or servers by request.

The availability of self-serve condiments will be suspended.

Refills on self-supplied beverage containers will be suspended.

Countertops will be cleaned and disinfected frequently.

Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

Buffets

The buffet is currently closed and will remain closed. Tropicana will seek Division of Gaming Enforcement approval prior to the reopening of the buffet and in that case, the plan will be updated accordingly and will comply with any then current NJEOs and NJDOHEDs.

Bars

Hand sanitizer stations must be available for guests at each entrance

A wall-mounted hand sanitizer station will be located inside kitchen doors for servers, cooks, and management to use frequently.

Bartenders will provide hand sanitizer to any customer who arrives at the bar.

Stools, chairs, and tables will be arranged to allow for proper social distancing.

Guests will be asked to order from the bar in locations that can achieve social distancing from seating individuals at the bar.

Fruit garnish stations will be positioned away from guests, or removed.

Countertops will be cleaned and disinfected frequently.

Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

Guests will only be served when either seated at a socially distanced barstool or table.

Lounges and Bars with Designated Dance Floor

Hand sanitizer stations will be available for guests at each entrance.

Bartenders will provide hand sanitizer to any customer who arrives at the bar.

Tables or other obstructions will be positioned throughout the dance area to discourage large groups of people from congregating together.

Seating and tables will be arranged to allow for proper social distancing.

Guests will only be served when either seated at a socially distanced barstool or table.

Signage will be displayed informing guests that dancing is prohibited.

Signage will be displayed to remind guests to adhere to social distancing requirements.

Nightclubs

Nightclubs will adhere to the requirements of any NJEO and NJDOHED and will follow cleanliness standards, social distancing guidelines.

Guests will only be served at a socially distanced barstool or table.

Dancing will remain prohibited, and applicable signage will be in place to inform guests.

All guests will be required to wear a mask unless eating or drinking.

Kitchens

Dish and glass washers will be inspected for appropriate chemical and temperature frequently. Food contact surfaces and non-food contact surfaces will be addressed, appropriately. Team Members will refer to the product sheet for all chemicals used for both food and non-food contact surfaces to ensure proper usage. Countertops and workspace surfaces will be cleaned and disinfected at open, close, and between meal services, or as frequently as needed. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

Team Members will wash their hands prior to starting work, and on every break period for a minimum of twenty (20) seconds, and will be encouraged to do so frequently throughout the day, as well. A wall-mounted hand sanitizer station will be located inside kitchen doors for servers, cooks, and management to use frequently.

All kitchen operations will comply with current NJDOH Indoor and Outdoor Dining Guidelines, **(20-030 (REVISED))**, as well as current NJEOs.

HOTEL

Tropicana shall comply with NJDOHED No. 20-024 with respect to hotel sanitization protocols.

Front Desk, Check-In, and Bell Desk

The front desk and bell desk will be arranged to allow for proper social distancing. Hand sanitizer will be available on the counter, and Front Desk personnel will provide hand sanitizer to guests who approach for service. Team Members will clean and disinfect the countertop after each guest. Team Members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary.

Check-in kiosks will be arranged to allow for proper social distancing. Only one (1) guest per party will be permitted to stand at each kiosk. Touch screens will be cleaned and disinfected after each guest. Hand sanitizer stations will be positioned near the kiosks, and Team Members will

provide hand sanitizer to guests. Team Members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary.

Guest rooms will be available for occupancy in accordance with Tropicana's business opening plan, which currently provides for the opening of two (2) towers. This will be adjusted based on customer demand.

Upon check-in, hotel guests will be provided with current CDC COVID-19 information and Tropicana COVID-19 house rules, which will be updated from time to time as federal, state and local mandates evolve and/or as Tropicana deems necessary to ensure adequate communication to hotel guests. House Rules will consist of certain of the information contained in this Plan including but not limited to requiring guests to wear masks in public areas (unless eating or drinking).

During the declared state of emergency, Tropicana will not incentivize hotel guests to decline daily in-room housekeeping service. Should guests wish to decline in-room housekeeping service during their stay, the guest will be advised to hang the 'Do Not Disturb' sign on the outside of the hotel room door. Tropicana will continue to follow its Do Not Disturb wellness check procedures for any guests declining daily in-room housekeeping service.

Carts, wheelchairs, and baggage carts will be cleaned and disinfected between guests. Team Members will use a single cart per room reservation. Carts will be cleaned and disinfected prior to storage. Room keys will be cleaned and disinfected prior to stocking.

Valet

The following protocols will be adhered to for valet services

- Prior to entering an incoming vehicle or retrieving a vehicle, the employee will either sanitize hands or change gloves before and after each transaction. Gloves will be immediately disposed of after exiting the vehicle without touching any other surfaces. Team members should sanitize hands between glove changes.
- Door handles, steering wheels and shifters will be wiped down by the Team Member with approved sanitizing disinfecting cleaners that will be available prior to exiting the vehicle.
- Team members must not spray any liquids inside of a vehicle as this may cause damage to any electronics.
- The Door Attendants/Valet Runners will request a single key for the vehicle upon entry.
- Valet employees will remain socially distant (6 feet from guest).
- Valet personnel will ensure any queuing area meets 6-foot social distancing requirements.

Guest Rooms and In-Room Services

Enhanced cleaning protocols will continue for guest rooms and high touch hard surfaces (e.g., light switches, TV remote, door handles, elevator buttons, etc.). Any loose items that cannot be disinfected shall be removed from guest rooms.

Room service menu/marketing materials in guest rooms shall be maintained in a wipeable medium (or placed in a wipeable sleeve) that is capable of being appropriately cleaned and disinfected or shall be disposable and discarded after each guest's stay.

Buttons utilized by guests and other high-touch surfaces on self-service ice machines and vending machines shall be cleaned and disinfected no less than every eight (8) hours.

Room deliveries will be bagged and hung on the door. Team Members will knock on the door to ensure guests receive deliveries.

Detailed procedures on room cleaning can be found in Appendix E.

Any guest room that was occupied by a guest who was known to have tested positive for COVID-19 will be taken out of service and locked for four (4) days, during which no guests or Team Members will be able to enter that room. After four (4) days, the room will be cleaned in accordance with guidelines in Appendix E.

Other Amenities

Salons

Salons will be permitted to re-open and shall comply with any NJEO and any NJDOHED for the operation of such venues.

Hand sanitizer will be available on the check-in counter for spas and salons, and Team Members will provide hand sanitizer to guests. Team Members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating, if appropriate and necessary. Salons will adjust schedules between clients to allow for an appropriate amount of time to clean and disinfect surfaces.

Spas and Fitness Centers

Spas will be permitted to re-open and shall comply with NJEO 154 and any subsequent NJEOs and additional NJDOHEDs, or DCA Administrative Orders for the operation of such venues, as may be amended from time to time.

Hand sanitizer will be available on the check-in counter for spas and salons, and Team Members will provide hand sanitizer to guests. Team Members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating, if appropriate and necessary.

Salons will adjust schedules between clients to allow for an appropriate amount of time to clean and disinfect surfaces.

Fitness Centers shall be permitted to re-open and shall comply with NJEO 181 and any subsequent NJEO and any additional NJDOHED for such venues.

Hand sanitizer stands will be available throughout the fitness center area.

Indoor and Outdoor Pools

Pool chairs, loungers, and cabanas will be arranged to allow for proper social distancing with seating procedures, lounge chair placement and arrangement of tables for outdoor venues so as to allow guest groups parties to be physically distanced from each other at least six (6) feet apart or such other physical distance as may be required by current CDC guidelines, current NJEO, and NJDOH Guidelines, NJDOHED 20-031 and Covid 19 Pools and Aquatic Recreation Facility Standards.

These areas will be cleaned and disinfected frequently. Hand sanitizer stations will be positioned throughout the area, specifically at desks or podiums. Countertops will be cleaned and disinfected frequently. Lifeguard stations will be cleaned and disinfected between shifts.

Business Centers

Business centers will be arranged to allow for proper social distancing. Hand sanitizer stations will be available throughout the area and on countertops. All equipment and surfaces will be cleaned and disinfected frequently between guest use.

Retail Outlets

Hand sanitizer stands will be located at entrances and check-out counters. Retail Outlets will ensure guests follow social distancing by arranging waiting lines accordingly and demarcating, if appropriate and necessary. Retail establishments will follow NJEOs regarding operational requirements as the regulations evolve.

Theatres and Show Rooms

Tropicana has not yet opened its theatres and show rooms. Upon opening its theatres and showroom, Tropicana shall comply with NJEO239 and any subsequent EOs and additional NJDOHEDs for such venues Occupancy limits governing theatres and showrooms shall be reflective of any then current EOs with capacity limitations. The Plan will be updated accordingly upon the opening of Tropicana's theatres and showrooms.

Attractions

Attractions such as the third-party tenant Escape Room and third-party family arcades will comply with any then current NJEOs and NJDOHED 20-023.

Those venues will follow cleanliness standards, social distancing guidelines, and any other required directives, per current NJEO and NJDOHED.

Customers, employees, visitors and other individuals entering the venue must follow six-foot social distancing rules. Face masks must be worn at all times while on the premises.

Venues will require infection control practices, such as regular hand washing, coughing and sneezing etiquette, and proper tissue usage and removal. Hand sanitizer will be available to staff and customers.

High touch areas, including, but not limited to, restrooms, credit card machines, keypads, counter, arcade games and other common surfaces will be frequently sanitized in accordance with NJDOH and CDC guidelines.

Convention Meetings and Banquets

Convention meetings and banquets will be conducted in accordance with NJEO 238 and 239, effective May 19, 2021 as well as any future NJEOs any subsequent NJEOs as well as any NJDOHEDs for the operation of such venues. Occupancy limits governing conventions and banquets shall be reflective of any then current NJEOs with capacity limitations and social distancing. .

Buffet service will resume and will be done in accordance with current NJDOH guidelines. Self-service stations will be provided with hand sanitizer for patrons and monitored for social distancing. All shared equipment and serving utensils will be routinely and effectively cleaned and disinfected and/or replaced.

Common Areas

Common high-touch areas such as handrails, escalators rails, elevator panels, door handles, etc. will be cleaned and disinfected frequently. Detailed procedures on common area cleaning and certain third party tenant venues can be found in Appendix G.

**APPENDIX C: RESPONDING TO GUEST AND TEAM MEMBER ILLNESS
AND
CONTACT TRACING EFFORTS FOR POSITIVE COVID-19 CASES**

GUEST ILLNESS

It may not be clear whether the guest is ill due to COVID-19, as the symptoms are consistent with other illnesses and some people who are positive for the virus are completely without any symptoms. Accordingly, unless or until the guest can confirm diagnosis through medical testing, any guest who reports possible exposure to or symptoms consistent with COVID-19 should be treated as though they are in fact ill with COVID-19.

Team Members are well versed in how to react to ill guest situations and will do so with empathy, respect, confidentiality and professionalism. All Team Members working in an area that has guest access or have electronic/telephonic communication with guests are reminded to immediately notify their supervisor or security team if the Team Member encounters, or is made aware, of an ill guest situation that may be associated with COVID-19.

CONTACT TRACING

Contact Tracing for Positive COVID-19 Guest Cases

When Tropicana is advised that a guest was tested and determined to be COVID-19 positive and was in the casino hotel complex during a period when he/she may have been infectious to others:

- Security will collect, if not already subject of an incident report, guest information including name, names of those sharing their hotel room, and close contact guests in their traveling party, and details about the guest's activities at the property (for possible contact tracing and enhanced cleaning) and will generate a report.
- The incident report will include the information above as well as the guest's home address, room number (if applicable), date of COVID-19 diagnosis, and whether the guest was transported for medical care. The incident report will be updated as new information becomes available.
- Risk Management will take reasonable efforts to determine the areas traveled by a guest while on property and any Team Members with whom the guest may have had close, prolonged contact (within 6ft for 10 minutes or more). Such efforts may include the use of resources such as surveillance system, player card/customer management system and guest interviews.
- Tropicana may, in the alternative, engage a qualified third-party contact tracing service for contact tracing purposes.

- Human Resources will be notified by Risk Management of each Team Member who is suspected to have had close prolonged contact with the guest who tested positive for COVID-19 and Human Resources shall further ensure that the additional contact tracing procedures set forth in Appendix C-1 are performed.
- Any Team Members who have been in close, prolonged contact with the guest will be directed to self-isolate/quarantine for up to fourteen (14) days from the date of potential exposure and monitor their symptoms.
- Any high-contact areas where the guest had extended contact will be cleaned and sanitized if not done so already when guest was removed from the property.
- Risk Management will respond to any and all information requests received from the NJDOH to facilitate any further contact tracing efforts.
- Security will shall report the case to the Tropicana AC COVID committee.
- Security shall also report to the Division of Gaming Enforcement (covid@dge.org). any cases where it was reported that a guest tested positive for COVID-19 within 14 days after being in the casino hotel complex. **Contact Tracing for Positive COVID-19 Team Member Cases:**

Any Team Member who has a confirmed diagnosis of COVID-19 shall report the occurrence to the Team Member's immediate supervisor who shall report the matter to the Human Resources Department.

When Tropicana is advised that a Team Member was tested and determined to be COVID-19 positive and was in the casino hotel complex during a period when he/she may have been infectious to others:

- Human Resources, in conjunction with Risk Management, shall collect all pertinent information and generate a report which shall include:
 - TM Name and TM ID Number
 - TM Contact Information
 - Date of COVID-19 diagnosis
 - Whether the Team Member was transported for medical care
 - Team Members or guests with whom the Team Member believes that he/she had close, prolonged contact while he or she was exhibiting symptoms of COVID-19 and the circumstances and locations of any such contact.
- Risk Management will maintain a list of all Team Members known to have had such close prolonged contact with the Team Member who tested positive for COVID-19.

- Human Resources will be notified by Risk Management of each Team Member who is suspected to have had close prolonged contact with the Team Member who tested positive for COVID-19 and Human Resources shall further ensure that the additional contact tracing procedures are performed.
- Any Team Members who have been in close, prolonged contact with the Team Member will be directed to self-isolate/quarantine for up to fourteen (14) days from the date of potential exposure and monitor their symptoms.
- Human Resources shall report the case to the Tropicana AC COVID committee.
- Human Resources shall report to the Division of Gaming Enforcement (covid@dge.org) any cases where a Team Member tested positive for COVID-19 within fourteen (14) days after being in the casino hotel complex.
- Tropicana will ensure that any required notifications to local health departments are made and will comply with any information requests received from the NJDOH to facilitate any further contact tracing efforts.

Contact Tracing for Positive Tenant and Vendor Employee COVID-19 Cases

Vendors and Tenants will be requested to provide notice to Tropicana (Security Command Post ((609) 340-4130) if any of their respective employees have tested positive for COVID-19 and provide Security with information as to any Team Members with whom the employee indicated he/she had close prolonged contact for contract tracing purposes.

Coordination with other Regulatory Agencies

- All reports shall be maintained by Tropicana and made available to the NJ Division of Gaming Enforcement and NJDOH personnel and their designees, including contact tracers, upon their request.
- Tropicana and/or its third-party contact tracing service, if applicable, shall be available to coordinate with NJDOH personnel and their designees, including contact tracers, to provide or collect further information as described in the Sections above related to Team Members, guests or others who were determined to be COVID-19 positive.

APPENDIX G: COMMON AREAS AND TENANT OUTLETS

CASINO FLOOR

Cage and Rewards Cleaning

- Apply EPA approved disinfectant cleaner on a clean rag, start cleaning the counter, then move to phones, computers, printers, drawer handles and sides of the podiums. Make sure to remove dirt, debris and foreign objects while cleaning.
- Follow your flow from right to left to ensure all areas are cleaned.
- Use small duster to dust front counter areas and use telescopic duster to dust wall art and side décor walls.
- Using a pan and broom pick up any large objects from the carpet. Once complete, place wet floor sign and vacuum the area(s).
- Remove trash, using EPA approved disinfectant to clean IN/OUT of the trash cans and replace bag.
- Complete these tasks daily.
- Cage and Reward Team Members will clean and disinfect their stations at the beginning of each shift and between uses when the item is being turned over for use by another person. They will also clean desk between every transaction. Please refer to Cage and Reward SOP for more detail.

Disinfecting

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on phones, computers, and handles to keep podiums disinfected during peak hours.
- Complete frequently daily.

Sanitizing

- Prepare materials to clean counters, drawer handles, and sides of podiums. Use cleaning materials outside Cage and Rewards to sanitize the walls and the metal cage.
- EVS to complete daily.

POKER ROOM, SPORTS BOOK AND TABLE GAMES

Cleaning/Disinfecting – Live Games

- Using skip and go method remove glassware and trash from tables hourly.
- Remove dirty ashtrays and replace with a clean/sanitized ashtray hourly.
- On live tables spray EPA approved disinfectant cleaner or disinfecting wipes and clean chairs (including back and legs) tables corners, signs, table base and drink holders after each guest leaves as designated by table signage.

Cleaning/Disinfecting – Non-live Games

- On non-live tables spray EPA approved disinfectant cleaner and clean chairs (including back and legs) tables corners, signs, tables base and drink holders. This includes podiums or counters.
- Use a black brush to clean the top of tables (layout) and use vacuum attachments when games are closed.
- Spray all-purpose cleaner on a clean rag to clean the glass on Roulette games.
- Complete these tasks daily.

Sanitizing

- Prepare materials to clean chairs, table bases and footrest.
- EVS to complete daily.

GAMING PODIUM, COUNTERS, BETTING WINDOWS

Cleaning

- Apply EPA approved disinfectant on a clean rag and start cleaning the counter, then move to phones, computers, printers, drawer handles and sides of the podiums. Make sure to remove dirt, debris and foreign objects while cleaning.
- Follow your flow from right to left to ensure all areas are cleaned.
- Use small duster to dust front counter areas and use telescopic duster to dust wall art and side décor walls.
- Using a pan and broom pick up any large objects from the carpet. Once completed, place wet floor sign and vacuum the area(s) – **use cord vacuum during close hours and cordless sweeper during open hours.**
- Remove trash, using EPA approved disinfectant to clean IN/OUT of the trash cans and replace bag.
- Complete daily.
- Table Games and R&S Team Members will clean and disinfect their stations at the beginning of each shift and between uses when the item is being turned over for use by another person. They will also clean desk/counter between every transaction. Please refer to Table Games and R&S SOP for more detail.

Disinfecting

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on phones, computers and handles to keep podiums disinfected during peak hours.
- Complete daily.

Sanitizing

- Prepare materials to clean counters, drawer handles, and sides of podiums. Use cleaning materials to sanitize chairs, table bases and walls.
- EVS to complete daily.

SLOT FLOOR

As soon as you arrive to your designated casino section - conduct a quick sweep of your station

- Remove trash in between machines
- Remove glassware
- Replace dirty ashtrays

Cleaning

- Apply an EPA approved disinfectant on a clean rag and start cleaning slot machines. Start top to bottom, when cleaning make sure to clean side to side.
- Top of the machine - clean the help lights
- Top speakers and image of the game
- Screen
- Buttons
- Money receiver
- Drink holder area
- Corners and arm rest base
- Side of the machine, including the pull handle.
- Footrest - if carpet use cordless sweeper, if plastic use all-purpose cleaner to clean in between the tracks.
- Each unit in area should be cleaned every four hours

Disinfecting

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes to disinfect slot machines every four hours.

Sanitizing

- Prepare materials to clean the base of the machines
- EVS to complete daily.

CHAIRS

Cleaning

- Apply EPA approved disinfectant cleaner on a clean rag and start cleaning the front and back of the chairs.
- Clean the seat
- Clean the footrest
- Clean the base of the chairs
- Each chair should be cleaned daily

Disinfecting

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes.

Sanitizing

- Prepare equipment and proceed to clean the entire chair.
- EVS to complete on a monthly basis.

ATMs/NRTs

Cleaning

- Apply EPA approved disinfectant on a clean rag and clean the sides, top, screen and buttons of the ATMs.
- Units should be cleaned every two hours

Disinfecting

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on the screen and buttons to disinfect every two hours.

ELEVATORS

Cleaning/Disinfecting

- Stop the elevator using utility key. Remove any large objects from the floor.
- Spray disinfectant on rails and elevator buttons following manufacturer's directions.
- Apply EPA approved disinfectant cleaner on a clean rag, start cleaning the walls and corners.
- Using telescopic duster, dust the ceiling and lights.
- Using the vacuum's attachment wand, clean the elevator tracks and elevator corners on the floor.
- Follow your flow from right to left to ensure all areas are cleaned.
- Elevators should be cleaned every two hours.

ESCALATORS

Cleaning

- Apply EPA Approved Disinfectant to a cleaning rag and apply and wipe handrails every two hours.

MAIN ENTRANCES & WALKWAYS

Cleaning

- Using pan and broom, remove any large objects from the floor.
- Apply EPA approved disinfectant cleaner on a clean rag, start cleaning the floors using a Doodle Bug mop (or other cleaning tool, as applicable).
- Using telescopic duster, dust the ceiling and lights.
- Apply all-purpose cleaner on a clean rag to clean glass doors.
- Apply floor care solution to floor to add shine.
- Pan and broom areas that have carpet. Use auto sweeper to clean the areas during peak hours.
- Follow your flow from right ensure all areas are cleaned.
- Complete hourly.

Disinfecting

- Spray EPA approved disinfectant on a clean rag and disinfect door handles, ADA buttons and rails.
- Spray EPA approved disinfectant on a clean rag and disinfect ATM, Monorail ticket redemption machines.
- Complete hourly.

Sanitizing

- Prepare auto scrubber with hot water and EPA approved disinfectant solution for a deeper/cleaner scrub.
- Prepare shampooer and service the area on a weekly basis.

RESTROOMS

Cleaning/Disinfecting

- As soon as you enter the restroom sign in using the applicable restroom log.
- Put on PPE on (gloves)
- Fill chemicals
- Walk restroom checking for bio, spills and broken items.
- Check trash receptacles
- Apply EPA disinfectant cleaner to stalls (toilets, walls, flushing valves).
- Check open stalls (toilet paper, bio bags, toilets, stall walls) replace as necessary.

- Check the sink area (mirrors, trash, sinks, wet spots).
- Start by flushing the toilets twice.
- Scrub inside of toilet bowl with Johnny mop.
- Apply all-purpose cleaner to a clean cleaning rag and clean walls, rails, flush valves.
- Using a different clean towel, wipe off toilet bowl, top, bottom and sides.
- For urinals, remove urinal screen, place on a clean towel and apply all-purpose cleaner on a clean rag and wipe urinal in/out and sides.
- Once completed, place urinal screen back.
- Apply all-purpose cleaner to a clean rag and clean partitions, urinal dividers and doors.
- Clean the top of the stall (dividers)
- Sweep and mop as necessary.
- Clean walls as necessary (spots, bio, dust, scalds)
- Notify supervisors if a work order needs to be placed
- Sign out as you leave the restroom.
- Each restroom should be cleaned and disinfected hourly.

Sanitizing

- Prepare equipment and proceed to clean counters, walls, sinks, toilets etc.
- Scrub floor using a rotary buffer, remove excess water from floor, dry mop it.
- Complete on a daily.

F&B OUTLETS AND BARS/RESTAURANTS DURING OPEN HOURS

Cleaning

- Walk the restaurant and pan and broom any debris, large objects, food on the floor, repeat this process frequently.
- Apply EPA approved disinfectant cleaner on a clean rag and clean chairs after each guest use.

RESTAURANTS/BARS DURING CLOSING HOURS

Cleaning/Disinfecting

- Enter the restaurant and walk the area to ensure there are no customers inside.
- Using pan and broom start sweeping the floors.
- Move chairs and tables for a better sweep.
- Apply EPA approved disinfectant on all chairs, chair legs and booths.
DO NOT spray on bars or tabletops.
- Apply all-purpose cleaner on a clean rag and start cleaning art, wall décor, lamps, photos etc. Once completed place the used rag in the dirty cleaning rag bag.
- Apply all-purpose cleaner on a clean rag and start cleaning table stands and table chairs, chair legs and booths. Once complete place the used rag in the dirty cleaning rag bag. Repeat the process for the bar chairs and any chairs located in the area.

- Apply stainless steel cleaner on footrest areas in the bar.
- Apply shine up on a cleaning rag and clean all wood bases areas, including pillars, wood shelves, and chairs.
- Place a wet floor sign by the entrance and near the area you are about to mop.
- Using EPA approved disinfectant solution, mop the floor making sure to reach under tables and chairs. Move chairs and tables if necessary.
- Apply all-purpose cleaner on a clean rag and clean glass doors and windows.
- Complete nightly.

Sanitizing

- Prepare equipment and clean walls and floors on a regular basis.
- Prepare equipment and clean chairs and booths daily.

BARS

Cleaning/Disinfecting

- Remove trash and broken boxes from service bars.
- Apply EPA approved disinfectant on a clean rag to clean in and out of trash cans and replace bag nightly.
- Spray all-purpose cleaner on a clean rag and clean the front face of the bar base nightly.
- Apply EPA approved disinfectant cleaner on a clean rag and clean chairs after each guest use.

Sanitizing

- Clean and wash trash cans weekly.

FRONT DESK, VIP CONCIERGE, BOX OFFICE AND BELL PODIUMS

Cleaning

- Apply EPA approved disinfectant cleaner on a clean rag. Start cleaning counters, then move to phones, computers, printers, drawer handles and sides of the podiums. Make sure to remove dirt, debris and foreign objects while cleaning.
- Follow your flow from right to left to ensure all areas are cleaned.
- Use small duster to dust counter lamps and use telescopic duster to dust wall art and side décor walls.
- Remove trash, using EPA approved disinfectant, clean IN/OUT of the trash cans and replace bag.
- Complete daily.
- Front Desk, VIP, Box Office and Bell Team Members will clean and disinfect their stations at the beginning of each shift and between uses when the item is being turned over for use by another person. They will also clean desk/counter between every transaction. Please refer to department specific SOP's for more detail.

Disinfecting

- Use EPA approved disinfectant to a cleaning rag or use disinfectant wipes on phones, computers and handles to keep podiums disinfected during peak hours.
- Complete daily.

Sanitizing

- Prepare equipment and proceed to clean counters, drawer handles and sides of podiums.
- Complete daily.

RESTROOMS (FD only)

Cleaning

- Knock on the door, ensure no one is inside, hold the door open using a door stopper and place a “wet floor” sign by the door. Check the restrooms for bios or broken items. Sign in using the cleaning RR log.
- Check all sanitary buckets, remove trash. Use EPA approved disinfectant to clean the inside and replace bag.
- Use telescopic duster to clean high ceiling and lights and small duster for lower areas.
- Sweep floor and remove trash.
- Use all-purpose cleaner to clean mirrors. Look at the mirror from different angles to ensure there are no smears or missing spots on the glass.
- Complete twice per shift.

Disinfecting

- Pre – spray EPA approved disinfectant on urinals, toilets and sinks.
- Spray disinfectant on a clean - cleaning rag and start disinfecting top surfaces (doors, rails, dispensers, walls etc.)
- Put a small amount of Comet Cleaner (size of a dime) on a white scrubbing pad, clean, rinse and dry. Place the used rag in dirty towel bag when complete.
- Spray disinfectant on a clean - cleaning rag and wipe off the counters. Place the used rag in the dirty towel bag when complete.
- Flush urinals and remove urinal screens, place urinal screens on top of a clean - cleaning rag.
- Spray EPA approved disinfectant on a urinal green pad and start scrubbing the inside of the urinal. Flush urinal twice and wipe off the area using a clean - cleaning rag. Once complete, place the used rag in the dirty towel bag.
- Once the area is dry, placed urinal screens back into the unit.
- Spray disinfectant on a clean - cleaning rag and wipe the flush handles and valves, including back wall and around the area.
- Flush toilets twice. Using Johnny mop, clean the toilet bowl and flush toilet twice again. Using a dry towel, wipe off the bowl area. Once completed, place the used rag in the dirty towel bag.
- Spray disinfectant in a clean - cleaning rag and wipe the flush handles and valves,

including back wall and around the areas.

- Use a designated mop head for the restrooms. Start mopping the floor (back to front). When finished, remove the mop head and place it in a separate bag.
- Remove your gloves using the Disposable Glove training guidelines.
- Wash your hands following the Hand Washing training guidelines.
- Remove wet floor sign and sign out using the cleaning RR log.
- Complete twice per shift.

Sanitizing

- Prepare equipment and proceed to clean counters, walls, sinks, toilets etc.
- Scrub the floor using a rotary buffer remove excess water from floor, dry mop it.
- EVS to complete daily.

RETAIL OUTLETS

Cleaning

- Using your pan and broom remove any large objects from the floor.
- Apply EPA approved disinfectant cleaner on a clean rag and start cleaning the floors using a Doodle Bug mop (or other cleaning tool, as applicable).
- Using telescopic duster, dust the ceiling and lights.
- Using your vacuum's attachment wand, clean the door's track.
- Spray all-purpose cleaner and clean glass doors.
- Follow your flow from right to left, to ensure all areas are cleaned.
- Complete daily.
- Retail Team Members will clean and disinfect their stations at the beginning of each shift and between uses when the item is being turned over for use by another person. They will also clean desk/counter between every transaction. Please refer to Retail SOP's for more detail.

Disinfecting

- During operating hours, spot clean/disinfect floors.
- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on counters, phones, POS systems etc.
- Complete daily.

Sanitizing

- Prepare equipment and proceed to clean floors and counters.
- Complete daily.

SHOWROOMS

Cleaning

- Using pan and broom remove trash from the floors and stairs. Remove trash from counters and booths.
- Apply EPA approved disinfectant cleaner on a clean rag and start cleaning chairs and booths.
- Using telescopic duster, dust the ceiling and lights.
- Using your vacuum's attachment wand, vacuum booths seats and stairs.
- For graveyard cleaning, turn on lights, remove any large objects from the floor.
- Vacuum the carpet and notify supervisor of spots on the carpet.
- Follow your flow from right to left to ensure all areas are cleaned.
- Complete after every show.

Disinfecting

- Spray disinfectant on a clean rag and clean each chair, booth, rails, doors, handles, ADA buttons.
- Complete after every show.

Sanitizing

- Prepare equipment and clean all chairs, table stands, doors and counters.
- Shampooing – with hot water.
- Auto scrubbing with hot water and disinfectant solution.
- Complete after every show.

DRESSING ROOMS

Cleaning/Disinfecting

- Using pan and broom remove trash from floor and showers.
- Apply EPA approved disinfectant cleaner on a clean rag, start cleaning the available open surfaces. (make up counters, chairs, tables - anything that is not covered with personal belongings)
- Vacuum the carpet and use wand to remove debris or dirt from furniture (sofas, beds, chairs etc.)
- For graveyard cleaning, turn on lights, remove any large objects from the floor.
- Vacuum the carpet and notify supervisor of spots on the carpet.
- Shower cleaning - follow training SOPs for restrooms and showers.
- Follow your flow from right to left to ensure all areas are cleaned.
- Complete daily when occupied.

Sanitizing

- Prepare equipment and shampoo equipment and clean all chairs, table stands, doors and counters.
- Shampooing – with hot water.
- Auto scrubbing with hot water and disinfectant solution.
- Complete daily when occupied.

SPA-FITNESS

SPA LOBBY & BEAUTY SALON

Cleaning

- Apply EPA approved disinfectant cleaner on a clean rag and start cleaning counters, then move to phones, computers, printers, drawer handles and sides of the desks, make sure to remove dirt, debris and foreign objects while cleaning.
- Follow your flow from right to left to ensure all areas are cleaned.
- Use small duster to dust counter lamps and use telescopic duster to dust wall art and side décor walls.
- Apply EPA approved disinfectant on a clean rag and start cleaning furniture and shelves- **Do not move items from shelves - this is a special project request and deeper cleaning will be done by request.**
- Spray all-purpose cleaner on a clean rag and proceed to clean mirrors.
- Remove trash, using EPA approved disinfectant clean IN/OUT of the trash cans and replace bag.
- Sweep floors place a wet floor sign and proceed to mop using EPA disinfectant cleaner. Once dry remove sign.

- Place a wet floor sign on top of the vacuum cord and vacuum the areas that have carpet.
- Complete daily.

Disinfecting

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on phones, computers and handles to keep podiums disinfected during peak hours.
- Complete daily.

Sanitizing

- Prepare equipment and proceed to clean counters, drawer handles, and sides of podiums.
- Complete daily.

FITNESS ROOM

Cleaning – during open hours

- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on phones, computers and handles to keep podiums disinfected frequently.
- Fitness Team Members will clean and disinfect their stations at the beginning of each shift and between uses when the item is being turned over for use by another person. They will also clean desk/counter between every transaction. Please refer to department specific SOP's for more detail.
- Apply EPA approved disinfectant to a cleaning rag or use disinfectant wipes on gym equipment daily.
- Fitness Team Members will clean and disinfect gym equipment after each guest use. Please refer to department specific SOP's for more detail.

Cleaning/Disinfecting – when closed

- Turn on lights and walk the area to remove any large objects or lost and found.
- Spray EPA approved disinfectant on all the equipment and wipe with a clean rag.
- Apply EPA approved disinfectant on a clean rag and proceed to clean dispensers (paper needs).
- Remove any large objects from the floor and proceed to vacuum.
- Notify supervisor of any dirty spots on the carpet.
- Complete on a daily basis.

Sanitizing

- Prepare equipment and proceed to clean furniture, gym equipment and water fountain.
- Complete on a daily basis.

SPA LOCKER AND RESTROOMS/SHOWER

Cleaning

- Knock on the door, ensure no one is inside, hold the door open using a door stopper and placed a wet floor sign by the door. Check the restrooms for bios, or broken items. Sign in using the cleaning RR log.
- Check all sanitary buckets, remove trash and using EPA approved disinfectant clean the inside and replace bag.
- Use telescopic duster to clean high ceiling and lights and small duster to lower areas.
- Sweep the floor and remove trash.
- Apply all-purpose cleaner on a clean rag and proceed to clean mirrors. Look at the mirror from different angles to ensure there are no smears or missing spots on the glass.
- Complete on a daily basis.

Disinfecting

- Spray an EPA approved disinfectant on urinals, toilets, showers, and sinks and clean using a clean rag.
- Spray disinfectant on a clean rag and start disinfecting top surfaces (doors, rails, dispensers, walls etc.)
- Put a small amount of Comet Cleaner (size of a dime) on a white scrubbing pad, scrub, rinse and dry. Place the used rag in your dirty towel bag.
- Spray disinfectant on a clean rag and wipe off the counters. Place the used rag in the dirty towel bag
- Flush urinals, and remove urinal screens, place the urinal screens on top of a clean - cleaning rag.
- Spray EPA approved disinfectant on a urinal green pad and start scrubbing the inside of the urinal. Flush urinal twice and wipe off the area using a clean - cleaning rag. Once completed place the used rag in the dirty towel bag.
- Once the area is dry, place urinal screens back into the unit.
- Spray disinfectant on a clean - cleaning rag and wipe the flush handles and valves, including back wall and around the area.
- Flush toilets twice. Using Johnny mop, clean the toilet bowl and flush toilet twice again. Using a dry towel wipe off the bowl area. Once complete, place the used rag in the “dirty towel bag”
- Spray disinfectant on a clean - cleaning rag and wipe the flush handles and valves, including back wall and around the areas.
- Use a designated mop head for the restrooms. Start mopping the floor (back to front) when finished remove the mop head and place it in a separate bag.
- Remove gloves – following the Disposable Glove training guidelines.
- Wash your hands following Hand Washing training guidelines.
- Remove wet floor sign and sign out using the cleaning RR log.
- Complete on a daily basis.

Sanitizing

- Prepare equipment and proceed to clean counters, walls, sinks, toilets etc.
- Scrub floors using a rotary buffer remove excess water from floor, dry mop it.
- Complete on a daily basis.

BACK OF HOUSE

EDR Entrance & Dining Area

Cleaning

- Using pan and broom to sweep area, make sure to remove large objects
- Close the section and place wet floor signs
- Prepare auto scrubber - apply EPA approved disinfectant and scrub floors. Make sure to use hot water and adjust your settings.
- Apply EPA approved disinfectant on a clean rag and clean vending machines, buttons and bottom receivers.
- Apply all-purpose cleaner to clean TVs.
- Complete each shift.

Disinfecting

- Apply EPA approved disinfectant on a cleaning rag and clean the batch readers and rotating handles.
- Complete each shift.

Sanitizing

- Prepare equipment and clean the walls, tables and chairs.
- Complete each shift.

BREAKROOMS

Cleaning/Disinfecting

- Apply EPA approved disinfectant to a cleaning rag and frequently wipe furniture, shelves and door handles.
- Remove trash, using EPA approved disinfectant clean IN/OUT of the trash cans and replace bag
- Remove any large objects from the floor and then proceed to mop.
- Complete on each shift.

Sanitizing

- Clean and scrub hard floors with auto scrubber.
- Complete daily.