Encore Boston Harbor

Health & Safety Plan*

7.20.20 V1

* -- A risk of exposure to COVID-19 exists in any public place or accommodation. COVID-19 is an extremely contagious disease that can cause severe illness and death. By visiting Encore Boston Harbor, you voluntarily assume all risks related to exposure to COVID-19.
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. This program has been developed in consultation with three leading public health medical professionals and fellows of Georgetown and Johns Hopkins Universities.

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Encore Boston Harbor will reopen to the public on July 12, 2020, following a careful, data-driven, three-and-a-half-month program by the Commonwealth of Massachusetts that has resulted in a downward trend in COVID-19.

For the team at Encore Boston Harbor, that means we are able to finally do what drives us every day: create exceptional guest experiences. You will receive the Encore Boston Harbor experience from the moment you arrive. We will open our hotel, most of our restaurants, retail venues and the casino.

At Encore Boston Harbor, you will have available the amenities you have come to know us for, on day one. Our team has remained intact and united throughout the closure and is ready to deliver the level of service you expect as soon as you step through our doors.

We enlisted a team of leading public health professionals to help develop our health and disinfection program; now considered the gold standard in our industry. We want you to leave health and safety worries behind and enjoy a relaxing experience.

A few things you can expect to see:

• Non-invasive thermal temperature scans at all guest and employee entrances (no guest or employee with a fever (as defined by then-current applicable guidance), will be allowed in the resort);
• Mandatory face coverings for all employees and guests, with complimentary face coverings available for guests;
• Enhanced cleaning and disinfecting of guest areas throughout the day;
• Multiple hand sanitizer stations and disinfecting wipes available throughout the resort;
• Appropriate and comfortable physical distancing in all gaming and dining areas.

All Encore Boston Harbor employees have been thoroughly trained in health and safety.

This plan presents what we will do to keep our guests, employees and our community safe. Each operating department has its own customized set of procedures, even more detailed than the 25-page summary presented here. It relies on the best available science on disinfection methods in consultation with professional infectious disease experts from the best academic institutions in the country.

I look forward to personally welcoming you back to Encore Boston Harbor.

Warmest Regards,

Brian Guilbrants
President
**Pandemic Safety Officer:** Eric Kraus, Senior Vice President of Communications and Public Affairs, has been designated Encore Boston Harbor’s Pandemic Safety Officer. As the Pandemic Safety Officer, Mr. Kraus, in conjunction with the Compliance Team, will be responsible for, among other things, communicating with public health officials and departments with respect to all COVID-19 matters at the resort.

**EMPLOYEE & GUEST HEALTH**

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

**Thermal Cameras.** Points of entry will be limited to allow our security team to conduct noninvasive temperature checks utilizing thermal cameras. Anyone displaying a fever (as defined by then-current applicable guidance) will be taken to a private area for a secondary screening, including a health declaration and a temporal temperature reading. Employees or guests confirmed to have a fever will not be allowed entry to the property and will be directed towards appropriate medical care.

**Physical Distancing.** Guests will be advised to practice physical distancing by standing at a safe distance from other groups of people not traveling with them while standing in lines or moving around the property. Restaurant tables, slot machines, table games 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 a safe distance from guests and other employees whenever possible.

All resort outlets will comply with, or exceed, local or state mandated occupancy limits. Plexiglass barrier shields will be set at permanent stations to provide additional measures of safety for both guests and employees.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, salons and exercise areas.

**Face Coverings.** Employees and guests will be required to wear face coverings. Face coverings will be provided to our guests free of charge. Guests may be required to briefly lower face coverings for identification purposes in compliance with regulatory and safety requirements. Any guest who chooses not to comply with the face covering or other COVID-19 related policies will be asked to leave the premises.

**Supply Procurement Plan.** Our Purchasing Department has been, and will continue to, work diligently to identify a number of vendors able to provide us with, and ensure the continuous availability of, necessary cleaning and disinfection supplies and personal protective equipment (PPE).

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EMPLOYEE & GUEST HEALTH (CONT.)

**Front of the House (FOH) Signage.** There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Table game electronic signs will also be used for messaging and communication.

**Back of the House (BOH) Signage.** Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, proper use of gloves (in positions deemed appropriate by medical experts), to wash their hands, and to avoid touching their faces. There will be signage BOH and at the employee entrance identifying the known symptoms of COVID-19.

**Employee & Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly to all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Employees are instructed to stay at home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with known symptoms of COVID-19. Employees and guests exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests). Employees who are well, but have a household member with COVID-19, are instructed to self-quarantine for 14 days.

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at the resort, the Pandemic Safety Officer will notify the Compliance Team and work closely with the Department of Public Health to follow the appropriate actions recommended.

EMPLOYEE’S RESPONSIBILITIES

*Encore Employees are vital for an effective health and sanitation program.*

**Hand Hygiene.** Correct hygiene and frequent hand-washing with soap is vital to help combat the spread of the virus. All Encore employees have been instructed to wash their hands for 20 seconds, or use sanitizer when a sink is not available, every 60 minutes 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, and going on break and before or after starting a shift.
EMPLOYEE’S RESPONSIBILITIES (CONT.)
Encore Employees are vital for an effective health and sanitation program.

**COVID-19 Training.** All employees will receive mandatory training on COVID-19 disinfection and safety protocols including, but not limited to, proper hand hygiene, coughing and sneezing etiquette, proper face covering and PPE usage, physical distancing, the differences between cleaning, sanitizing and disinfecting, COVID-19 symptoms and reporting protocols and the employee illness and absence policies. More comprehensive training will be provided for our teams with frequent guest contact including Housekeeping, Food & Beverage, Casino Operations, Public Area Department (PAD), Hotel Operations and Security. All training will be available, at minimum, in English and Spanish.

**Personal Protective Equipment.** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including employees working in Housekeeping, Public Area Attendants and Security Officers in direct contact with guests.

**Daily Pre-Shift & Timekeeping.** Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in the BOH corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in/out. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

THE GUEST JOURNEY

**Guest Arrival**
A security officer will greet each guest at the resort. Guests will be temperature screened and asked to use hand sanitizer and to wear a mask (which will be provided by the resort). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.
THE GUEST JOURNEY (CONT.)

a) Guest Arrival Valet, Taxi, Ride Share
   • Guests will enter the resort through doors that are either propped open, are
     automated or manually operated by an employee.
   • Employees will not open the doors of cars or taxis.
   • Guests requesting bell service will be assisted and the bell cart will be
     disinfected regularly.
   • Valet parking will be provided to guests who require special assistance with
     additional health and disinfection procedures in place, as set forth below.

b) Guest Arrival by Encore Limousine
   • Limos will be thoroughly cleaned before and after each use.
   • Guests must wear face coverings.
   • Guests will not be permitted in the front passenger seat.

c) Guest Arrival by Boat or Bus
   • Vehicles will be cleaned before the start of each trip.
   • Vehicles will operate with designated seating to ensure proper distancing.

Hotel Guest Elevators
a) An employee will disinfect the button panels at regular intervals, at least once
   per hour.
 b) Signage will be posted to explain the current procedures.
 c) Guests should limit elevator occupancy to no more than 4 people.

Guest Sanitation Amenities
a) Each hotel guest will receive complimentary safety amenities during check-in
   including masks, hand sanitizer and a COVID-19 awareness card.

4. CLEANING PRODUCTS AND PROTOCOLS

Our resort uses cleaning products and protocols which meet or exceed the
Centers for Disease Control and Prevention (CDC) and Occupational Safety and
Health Administration (OSHA) guidelines. The disinfectants used are listed on
Environmental Protection Agency (EPA) List N2 and meet the criteria for use against
SARS-CoV-2, the virus that causes COVID-19, and are effective against viruses,
bacteria and other airborne and bloodborne pathogens. Electrostatic disinfectant
sprayers containing hospital disinfectant will be used throughout the resort in high
traffic areas, guest rooms and on high-touch surfaces. We are working with our
vendors, distribution partners and suppliers to ensure an uninterrupted supply of
these cleaning supplies and the necessary PPE.

\[2\text{https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2}\]
Cleansing Products and Protocols (Cont.)

Public Spaces and Communal Areas. The frequency of cleaning and disinfecting 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, the concierge desk, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, lottery equipment, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.

Guest Rooms. Industry leading cleaning and disinfecting 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, iPads, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The existing Amazon Alexa units allow for touchless control of key features including drapery, air conditioning and lighting.

Laundry. All bed linen and laundry will continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Back of House. The frequency of cleaning and disinfecting will also increase in high-traffic BOH areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

Shared Equipment. Shared tools and equipment will be disinfected before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. Water coolers and coffee brewers with disposable cups and refrigerators may continue to be used with proper hand hygiene and high-touch surface disinfection. Personal items including reusable food and beverage containers, cups and bags may not be used until further notice.


Cleansing Products and Protocols (Cont.)

**Room Recovery Protocol.** In the event of a presumptive case of COVID-19, the guest’s room will be removed from service for 72 hours, at a minimum, quarantined, cleaned and disinfected. The room will not be returned to service until the case has been confirmed or cleared. All rooms with a suspected case will be thoroughly cleaned and disinfected with UV or electrostatic spray technologies. In the event of a positive case, the room will only be returned to service after undergoing an enhanced disinfection protocol.

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

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

**Front of the House**
- All Resort Entrances and Exits
- Registration
- Wynn Rewards Card Kiosks
- Boat and Bus Loading Areas

**Back of the House**
- Employee Entrances
- Department Specific Locations including Kitchens, Security Podiums, Housekeeping, and PAD Closets

**Physical Distancing**

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

**Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops, casual dining and transportation lines.

**Hotel Front Desk, Business Center and Concierge.** Agents will utilize every other workstation to ensure more than 6 feet of separation between employees.

**Restaurants.** Restaurants will reconfigure table arrangements and seating capacities, based on relevant State and local health regulations, to allow for a safe distance between each seated group or party of guests.
Slot Operations. Slot machines will be turned off and/or reconfigured with the chairs removed to allow for proper physical separation between guests. Where a distance of 6 feet between operating slot positions cannot be maintained, plexiglass dividers not less than 6 feet high will be installed between operating slot positions. There shall be a minimum of 4 feet between slot machines separated by plexiglass dividers (measured from the center of each chair). Casino Supervisors and Managers will ensure that guests do not congregate in groups.

Table Games Operations. All players will be required to be seated at gaming tables to play. At Black-jack style tables, plexiglass dividers not less than 5 feet, 10 inches tall will be installed separating the dealer from player positions and between player positions. No more than 3 player positions at each Blackjack-style table will be permitted, and chairs for unavailable positions will be removed. Poker, roulette and craps games will be temporarily suspended. Casino Supervisors and Managers will ensure that guests do not congregate in groups.

Guest Rooms. Whenever possible, guest room assignments will be specifically spaced to limit the number of individuals per floor in the hotel and limit possible interactions in hallways and elevators.

Retail Spaces. Guest occupancy limits will be enforced to meet local health and State guidelines and to allow for appropriate distancing.

Salons. In accordance with local health and State guidelines, treatment areas will be configured to allow for a physical divider or at a safe distance between chairs and other guests. Reservations will be required, and guests will be asked to wait outside of the salon until their appointment time. Enhanced hygiene protocols will be strictly followed including changing into clean smocks and gowns between each guest and disinfecting all tools, chairs, and shampoo bowls prior to each use.

Back of the House. In accordance with local health and State guidelines, physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee services window and other high-density areas in order to ensure appropriate distancing between employees.
Department-Specific Disinfection Policies
EMPLOYEE SERVICES & HUMAN RESOURCES

7. Uniform Control

Cleaning & Disinfecting Protocol
   a) Laundry will be cleaned in accordance with CDC guidelines.\(^5\)
   b) Laundry doors and control pads will be disinfected regularly.

Physical Distancing Protocol
   a) A uniform control employee will be stationed at the entry to control maximum
      occupancy of the space.
   b) Clearly defined lines and waiting areas will be clearly marked on the floor in front of
      the uniform distribution counters.
   c) Locker room floors will be clearly marked with available and unavailable spaces to
      be used for dressing.
   d) One employee at a time will be allowed into the processing area for loaners
      and exchanges.
   e) Acrylic dividers will be utilized at service and fitting windows.

CASINO OPERATIONS

All guests wishing to gamble will be requested to briefly lower their face covering and remove any
hats for age and identification purposes in compliance with Massachusetts Gaming Commission
(MGC) requirements.

8. Food and Beverage Service

Guest Considerations
   a) Food service and consumption shall be limited to designated areas which shall be
      operated in accordance with relevant guidelines for restaurants.
   b) Beverage service shall be limited to guests who are seated and actively engaged in
      gambling, and who lower their masks for drinking only.
   c) Guests shall not be allowed to carry or drink beverages while moving about the
      gaming area.

9. Casino Cage

Cleaning & Disinfecting Protocol
   a) Guest-facing counters and touch screens will be disinfected regularly, at least once
      per hour.

Physical Distancing Protocol
   a) Guests will be instructed to maintain 6 feet of distance while waiting in line for cage
      transactions with conspicuous explanatory signage and spacing clearly marked on
      the floor.
   b) Protective plexiglass partitions will be installed between cage windows.
   c) Plexiglass partitions will be installed at cage locations between guests and
      cage employees.

**Guest Considerations**

a) Hand sanitizer bottles will be located on the guest counter at the High Limit Cage.
b) Hand sanitizer stations will be located outside of the Main Cage.
c) Money will be provided to guests via enclosed envelopes upon request.

### 10. Slot Operations

**Cleaning & Disinfecting Protocol**

a) Hand-sanitizing stations will be on the Casino floor including one adjacent to Wynn Rewards locations, TITO kiosks, JPX units and all ATMs.
b) Workstations will be disinfected regularly.
c) Slot Attendants will offer to disinfect slots for guests sitting down at a machine.
d) Slots will be cleaned and disinfected on a high-frequency basis (at a minimum, every 4 hours), and a log will be kept documenting the time/date of cleaning.
e) PAD, assisted by Slot Supervisors, will complete a log to track each machine’s disinfection schedule.
f) Slot mobile responder will send necessary alerts to ensure timely cleaning and disinfection protocols.

**Physical Distancing Protocol**

a) Slot machines will be turned off and/or reconfigured with the chairs removed to allow for proper physical separation between guests. Where a distance of 6 feet between operating slot positions cannot be maintained, plexiglass dividers not less than 6 feet high will be installed between operating slot positions. There shall be a minimum of 4 feet between slot machines separated by plexiglass dividers (measured from the center of each chair). Casino Supervisors and Managers will ensure that guests do not congregate in groups.

**Guest Considerations**

a) Hand sanitizer dispensers will be placed throughout the slot floor.
b) Disinfecting wipes will be placed throughout the floor should a guest also want to wipe down a machine.
c) All slot employees will wear clear plastic gloves.
d) Upon player request, jackpot payouts will be placed upon slot chairs, via cash in an envelope, or TITO ticket.

### 11. Table Games Operations

**Cleaning & Disinfecting Protocol** (pending additional guidance for those games currently not permitted to be offered by the MGC)

a) Gaming/PAD employee will disinfect table-game on a regular basis.
b) Gaming/PAD employee will disinfect each chair on a regular basis.
c) Gaming employee will disinfect dice for each new shooter.
d) Gaming employee will change Baccarat cards after each use.
e) Gaming employee will change cards handled by guests for all other card games regularly.
f) Gaming employee will disinfect the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead.

g) Gaming employee will disinfect the outside of shufflers regularly; inside to be disinfected once per week.

h) Every new dealer, when entering a game, will disinfect Pai Gow tiles or replace them with a new set.

i) Gaming employee will disinfect Pit Podiums regularly, including phones, computers, Veridoos, all hard surfaces and cabinetry.

j) Supervisor, when entering the pit for the first time, will disinfect Visual Limits.

k) Gaming employees will disinfect the money paddle when arriving at the game.

l) Supervisor will disinfect Baccarat discard pile and Blackjack discard holders regularly.

m) Gaming employee will disinfect toke boxes when entering a game.

n) PAD will increase trash pickup in pits.

o) Pit Technicians will disinfect hard surfaces and push carts at the beginning of each shift.

p) Chip cleaning will be approved by MGC through UV/heat disinfecting cabinets and will be completed in the cage by cage personnel.

q) Employees will disinfect tables and chairs after using the dealer lounge.

r) Employees will deep clean Player’s Lounge regularly.

Physical Distancing Protocol

a) At Blackjack style tables, plexiglass dividers not less than 5 feet, 10 inches tall will be installed separating the dealer from player positions and between player positions.

b) No more than 3 player positions at each Blackjack-style table will be permitted, and chairs for unavailable positions will be removed.

c) Poker, roulette and craps games will be temporarily suspended.

Physical Distancing Protocol

d) Managers and Supervisors will ensure unrelated guests do not congregate behind players.

e) Seating in the Dealer Lounge will be removed and maximum occupancy limits enforced.

f) Dealers will verbally give breaks instead of "tapping in" and maintain appropriate separation.

Guest Considerations

a) Guests will be reminded to use hand sanitizer prior to the start of play and reminded of proper mask usage.

b) Cocktail Servers will remain available and serve beverages upon request.

c) Buffet service will be removed from the Player’s Lounge and replaced by attendant service.
12. Poker Operations (not currently permitted; pending additional guidance from MGC)

Cleaning & Disinfecting Protocol
a) Gaming employee will disinfect table game rails after each customer leaves.
b) Gaming employee will disinfect each chair after a customer leaves.
c) Gaming employee will disinfect the outside of shufflers regularly; inside to be cleaned once per week.
d) Gaming employee will disinfect podiums regularly, including phones, computers, all hard surface and cabinetry.
e) Gaming employee will disinfect in-table rating units each time they enter a game.
f) Gaming employee will disinfect toke boxes regularly.
g) Chip disinfecting will be conducted by an approved method provided by appropriate regulatory agencies.

Physical Distancing Protocol
a) Every other table will be open and tables to be staggered.
b) Maximum seating will be established based on expert guidance.
c) Dealers will verbally give breaks instead of "tapping in" and maintain appropriate separation.

Guest Considerations
a) Guests will be reminded to sanitize their hands prior to the start of play.
b) Food service protocols will be reviewed.

13. Wynn Rewards

Cleaning & Disinfecting Protocol
a) Guest-facing counters will be disinfected regularly.
b) Pin pads and Veridocs devices will be cleaned regularly.
c) Enrollment and promotional kiosks will be cleaned regularly.
d) Hand sanitizer will be available for guests.
e) Wipes will be available for guests to wipe kiosks.
f) Wipes will be available near the kiosks when Wynn Rewards is closed.

Physical Distancing Protocol
a) Guests will be asked to maintain 6 feet of separation while waiting in line with appropriate spacing clearly marked on the floor.
b) Every other desk will be closed.
c) Kiosks will be separated 6 feet from each other.
d) Promotions will be virtual whenever possible.
e) Giveaways will include a reservation to limit gatherings and participants will remain 6 feet apart at all times.

Guest Considerations
a) Plexiglass shields will be at all desks, and, if applicable, will be cleaned regularly.
b) Guests will be able to scan their own identification with Veridocs 5400 devices.
HOTEL OPERATIONS

14. Business Services, Office Services, Lost & Found

Cleaning & Disinfecting Protocol
a) Counters and equipment will be disinfected regularly.
b) In-house mail vehicle will be disinfected after each use.
c) Internet stations will be disinfected and disinfection signage for guest reference will be posted.

Physical Distancing Protocol
a) Employees will use separate counters and have individual stations to eliminate shared equipment.
b) Credit card swipe will move to front counter.
c) Guest will be requested to place packages directly on the scale and then onto the conveyor.
d) Six-foot physical distancing minimums with common mail and package carriers will be enforced.
e) The use of e-mail for all guest transactions will be encouraged.
f) Internet stations will be offered for printing and completing any documentation.
g) Plexiglass barrier shields will be set at permanent stations to provide additional measures of safety for both guests and employees.

Guest Considerations
a) Print magazine and newspaper services will be discontinued throughout the property. Guests will be provided access to PressReader on their own devices.
b) All packages will be placed in sealed single-use plastic bags.
c) Guest packages will be delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait at a safe distance to ensure the package is retrieved.

15. Front Services

Cleaning & Disinfecting Protocol
a) High-touch front services spaces and equipment will be disinfected, including dispatch offices, bell desks, luggage storerooms and bell carts.
b) Offices, desks, counters, workspaces and related equipment (including iPads and radios) will be disinfected regularly or upon a new employee using the equipment.
c) Scooters, wheelchairs and other guest amenities will be disinfected before each use.
d) Baggage doors will be disinfected regularly.
e) BOH elevator buttons will be disinfected regularly.

Physical Distancing Protocol
a) Guest laundry and dry-cleaning services will be available using contactless pick-up and delivery protocols.
b) Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible.
Guest Considerations

a) Valet parking will be provided to guests who require special assistance.
   • Staff members will wear masks and gloves.
   • Staff members will use a disinfecting wipe on the steering wheel and driver-side door handles.
   • Staff members will replace their gloves after every use.

b) Guests will be provided an additional disinfecting wipe when retrieving their vehicle so that they can disinfect additional surfaces at their discretion.

16. Transportation (pending guidance from State and local authorities)

Cleaning & Disinfecting Protocol

a) Transportation spaces and equipment, including dispatch offices, storerooms, and drivers lounge, will be disinfected regularly.

b) Each boat, bus and limo/car will be disinfected prior to each trip.

Physical Distancing Protocol

a) Boats and busses will operate with seating removed or marked off to ensure social distancing.

b) No guests will be permitted to ride in the front seat with the driver.

c) Signage and straps will be utilized to ensure proper spacing on our busses.

d) Stanchions and signage will ensure properly distanced queues at our docks and bus waiting area.

Guest Considerations

a) All reusable collateral will be removed from our vehicles.

b) Bottled water and umbrellas will be removed from guest spaces and offered only as requested disposing of or disinfected at the end of the trip as appropriate.

c) Masks and gloves will be offered to guests as they enter the vehicle.

17. Public Areas

Employee PPE & Hygiene

a) Gloves (single use or disinfected reusable) will be used for all cleaning and trash removal, and will be changed, with proper hand hygiene, regularly.

Cleaning & Disinfecting Protocol

a) Employees will disinfect high-touch public surfaces regularly, including but not limited to:
   • Guest and garage elevator button panels
   • Casino entry doors
   • Slot machines (in coordination with slot operations team and in accordance with applicable regulations and guidance)
   • Credenzas
   • Escalator handrails
• Hotel entry doors
• Exterior elevators and escalator handrails
• Exterior stair handrails, including parking garages
• Employee smoking areas
• Exterior benches
b) All FOH restrooms will be disinfected regularly.
c) Employees will disinfect infrequent contact surfaces appropriately, including but not limited to:
   • Individual offices
   • BOH elevators

Physical Distancing Protocol
a) Distancing during pre-shift and staged shifts will ensure appropriate spacing at beginning and end of shift.

18. Front Office

Cleaning & Disinfecting Protocol
a) All guest touchpoints will be cleaned after each transaction including EMV Credit Card Devices, pens and registration countertops.
b) Room keys will be disinfected before stocking.
c) Peak period queueing procedures will be implemented, including a Lobby Greeter, when the number of guests exceeds the lobby capacity.

Physical Distancing Protocol
a) During check-in and check-out times, separation of 6 feet or more will be arranged and designated by floor markers.
b) Plexiglass barrier shields will be set at permanent stations to provide additional measures of safety for both guests and employees (installed at all Front Desk stations, Concierge stations, and Bell Desk stations).

Guest Considerations
a) Hand Sanitizer will be located at all front-of-house stations.
b) Welcome amenities will be provided, including sanitizing wipes, mask and COVID-19 information card.

19. Housekeeping

Employee PPE & Hygiene
a) Gloves (single use or disinfected reusable) will be used for all cleaning and trash removal, and will be changed, with proper hand hygiene, after each guest room.

Cleaning & Disinfecting Protocol
a) Carts, trolleys and equipment will be disinfected at the start of each shift.
b) Guest linen will be delivered and removed from guest rooms in single use sealed bags.
c) BOH restrooms will be disinfected regularly.
d) House phones, in unsupervised/controlled areas, will be removed.
Physical Distancing Protocol
a) Housekeeping will not enter a guest room while the guest is physically present except at the guest’s specific request.
b) Housekeeping will only service rooms when guests are not present and will minimize contact with guest personal belongings.

Guest Considerations
a) All reusable collateral will be removed from rooms; critical information will be placed on single use collateral and/or electronically posted (in coordination with IRD).
b) Disposable collateral will be changed out after each guest.
c) Newspapers and magazines will continue to be provided through PressReader for guests to access on their own devices.
d) Extra pillows and blankets stored in guest room closets will be removed and available upon guest request.
e) All guest amenities will be packaged before being placed in room.
f) Specific sanitation consideration will be paid to the following guest room areas:
   • Desks, counter tops, 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

g) Self-service ice machines will be suspended, and signage will be posted indicating ice is available through IRD.

SPA, SALON & FITNESS CENTER
20. Spa (will open at later date in accordance with State and local guidance)
21. Salon (will open at later date in accordance with State and local guidance)

Employee PPE & Hygiene
a) Employees will use gloves.
b) Face shields, or other approved face coverings, will be used for all services performed on guests.

Cleaning & Disinfecting Protocol
a) All counters, restrooms, doors and trashcans will be disinfected regularly.
b) All stations including hair, manicure and pedicure will be disinfected after each guest and prior to hours of operation.
c) Reception desk and all items utilized for payment and check in will be disinfected regularly.
d) All tools utilized for services will follow existing sanitation procedures as outlined by the Massachusetts Department of Public Health (DPH) and marked with stickers to indicate when they were cleaned.
Physical Distancing Protocol
   a) All services will be by appointment only.
   b) Workstations will be reconfigured to ensure 6 feet of physical distance between stations.
   c) Guests will not be permitted to accompany customers during personal services.

Guest Considerations
   a) Beverages will no longer be self-service.

22. Fitness Center (pending guidance from State and local authorities)

RETAIL
23. Encore Owned Stores

Cleaning & Disinfecting Protocol
   a) Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces will be disinfected regularly and upon a shift change.
   b) Carts and mag liners will be disinfected before each use.
   c) Handles, knobs, cage locks, cages and stock room surfaces will be disinfected regularly.
   d) Any clothes tried on by a guest will be thoroughly steam cleaned prior to returning to the floor.

Physical Distancing Protocol
   a) The number of guests in each store at one time will be restricted in accordance with applicable regulations and guidance.
   b) Signage will be prominently posted at each store reminding guests of distancing guidelines.
   c) Tailoring service will be postponed until further notice.
   d) Plexiglass barrier shields will be set at permanent check out stations to provide additional measures of safety for both guests and employees.

Guest Considerations
   a) All merchandise will be served or handled by a retail attendant, no self-serve available in any category.

FOOD & BEVERAGE
24. Restaurants

Employee PPE & Hygiene
   a) Employees will practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table.
Cleaning & Disinfecting Protocol

a) Host podiums, including all associated equipment, will be disinfected regularly.
b) Plexiglass barrier shields will be set at permanent host podiums to provide additional measures of safety for both guests and employees.
c) Service stations, service carts, beverage stations, counters, handrails and trays will be disinfected regularly and logged by a manager.
d) Point of sale (POS) terminals will be assigned to a single server where possible and disinfected between each user and before each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands prior to and after using the terminal.
e) Dining tables, bar tops, stools and chairs will be disinfected between each seating.
f) Condiments will be served in single use containers (either disposable or washed after each use).
g) Check presenters, votives, pens and all other reusable guest contact items will be either disinfected after each use or single use.
h) Existing porous placemats will be replaced with linen, single use disposable or nonporous placemats that can be machine washed or disinfected.
i) Storage containers will be disinfected before each use.
j) Food preparation stations will be disinfected at least once per meal period.
k) Kitchens will be deep cleaned and disinfected regularly.

Physical Distancing Protocol

a) Food and Beverage staff will manage physical distancing at entries, waiting areas and queues (in addition to signage).
b) Peak period queuing procedures will be implemented when guests are not able to be immediately seated.
c) Tables and booths will be utilized with appropriate physical distancing between each group or guest party (at 6 feet, separated with plexiglass or otherwise advised by local authorities).
d) Groups of guests traveling together may be seated at tables up to the number of guests authorized by local and state authorities (currently 6).
e) The line flow at quick-serve outlets will be managed to ensure coffee and food pickup areas remain appropriately distanced.

Guest Considerations

a) Table settings, including all china, glass and silverware, will be set after the guest is seated; tables not being used will remain unset.
b) All flatware will be provided as a roll-up using a disposable or properly cleaned cloth napkin.
c) Refills should be provided in a fresh glass or poured directly from a pitcher; no contact should be made with a glass that a guest has already been used.
d) All self-serve condiments and utensils will be removed and available from cashiers or servers.
e) All straws will be wrapped.
f) Napkin service will be suspended until further notice (no placing in a guest’s lap or refolding).

g) Tableside cooking will be suspended until further notice.

h) Grab-and-go drink service will be removed. Such service will be available from fountain workers only.

i) All food and beverage items will be placed on the table, counter, slot or other flat surfaces instead of being handed directly to a guest.

Additional Employee Dining Room (EDR) Protocols

a) Food will be either pre-packaged or will be served by EDR cooks and line attendants.

b) Single use cups for beverage (no refills) will be utilized.

c) Pre-packaged plastic flatware will be utilized.

d) Trays and plates will be distributed by EDR attendants.

e) Extension of EDR sneeze guards will be implemented.

25. In Room Dining

Cleaning & Disinfecting Protocol

a) All equipment will be disinfected prior to each shift.

b) Employees assigned to individual stations (including Sales Agents) will disinfect their stations and all equipment regularly and at each change of shift.

c) Bus Runners will disinfect all doors, handles and high-contact surfaces regularly.

Physical Distancing Protocol

a) Food will be set on tables in hallway and servers will notify guest(s) when the table is outside of the guest’s room (plate covers remain). Guests will retrieve their own table.

b) Guests will be asked to notify IRD when finished with their meal and place their table in the hallway outside of their room.

Guest Considerations

a) IRD menus will be published on electronic in room tablet.

b) Coffee supplies will be sealed.

c) Minibars will be disinfected and locked, with all tray items removed.

d) Guests can request minibar service:
   - All beverage items will be disinfected between guests.
   - Snacks will be available through IRD and sundries.

26. Catering & Banquets (when permitted by state and local authorities and pending guidance from state and local authorities and medical experts)

Cleaning & Disinfecting Protocol

a) All shared equipment and meeting amenities will be disinfected before each use, or single use if not able to be disinfected.

b) All linen, including underlays, will be replaced after each use.

c) Clean and soiled linens will be transported in sealed single use plastic bags into and out of the meeting rooms.
Physical Distancing Protocol
a) All buffet style events will be attendant served.
b) Self-serve style events will be suspended.
c) All food and beverage items will be individually plated and served.
d) Coffee and other break items will be attended and served by a server.
e) Flatware will be provided as a roll-up.
f) Condiments will be served in individual packages or disinfected individual containers.
g) Seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing that follows DPH and CDC guidelines (in coordination with Hotel Sales & Convention Services).

Guest Considerations
a) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
b) All flatware will be provided as a roll-up using a disposable or properly cleaned cloth napkin.
c) Refills should be provided in a fresh glass or poured directly from a pitcher; no contact should be made with a glass that a guest has already used.
d) Examples of physically distanced floor plans will be developed for Hotel Sales & Convention Services use.
e) Modified menus will be created to showcase styles of service and items currently available.

SALES
27. Hotel Sales & Convention Services

Cleaning & Disinfecting Protocol
a) Conference room doors, tables, chairs, light switches and other equipment will be disinfected regularly.
b) Meeting Concierge and Specialty Desk will disinfect their respective work areas, counters, doors and equipment regularly and upon a shift change.

Physical Distancing Protocol
a) Seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing that follows DPH and CDC guidelines (in coordination with Catering & Banquets).
b) Site inspections and meetings will be done virtually and/or appropriately physically distanced.

Guest Considerations
a) Examples of physically distanced floor plans will be developed (in coordination with Catering & Banquets).
b) Signage will be posted outside of meeting and events reminding guests of appropriate physical distancing guidelines.

28. Nightclub (when permitted by State and local authorities and pending guidance from State and local authorities)
SECURITY

29. Security Operations

Employee PPE & Hygiene

a) Officers conducting secondary health screenings will utilize surgical masks and eye protection.
b) Officers distributing face coverings will utilize tongs to avoid direct contact with the face covering and/or visitor.

Cleaning & Disinfecting Protocol

a) All contact surfaces will be disinfected at the completion of any and all incidents.
b) Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed.
c) Shift Supervisors will log completed tasks.
d) Holding rooms and all related equipment and contact surfaces will be disinfected before and after each use.
e) Shift Managers will notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete (e.g., after a subject is released from a holding room and the room has been disinfected).
f) SCC will track critical activities in iTrak.

Physical Distancing Protocol

a) Standard protocols will be followed unless a specific incident requires more invasive contact (e.g., taking a subject into custody for a criminal offense).
b) Security Officers will assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.) and will assist with the removal of guests refusing to comply with relevant protocols.
SECURITY
Entry Screening & Case Reporting Protocol

Entry Screening
Non-invasive thermal cameras will be placed at each entry point to the resort. Any person displaying a fever (as defined by then-current applicable guidance) or displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19 or will be discreetly offered a secondary screening.

Employees participating in a secondary screening are to follow proper hand hygiene and apply appropriate PPE, including a surgical mask and eye protection, before engaging with the visitor.

Secondary Screening
The visitor displaying an elevated temperature, or other known symptoms of COVID-19, will be escorted to a designated, private and isolated area and provided with PPE.

A Security Officer using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature reading (allowing at least five minutes between the first and second temperature readings).

If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card.

Visitors with Elevated Temperature or COVID-19 Symptoms
If the secondary reading confirms that the visitor has a temperature above 100.4°F, the visitor will be denied entry** to the property and be recommended to seek medical care and provided a COVID-19 information card.

A Security Supervisor or Preliminary Investigator will collect basic visitor information including name, name(s) of room shares and close contact guests in their traveling party and ID (i.e. driver’s license or employee ID). The Supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath.

If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property.

**See additional procedures below for current hotel guests

In-House Hotel Guest
If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.
If a guest requests to return to their room:
• A Security Supervisor will be called to escort the guest for the remainder of the process.
• The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
• The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
• The SOC will notify PAD and the elevator will be returned to service only after properly disinfected by PAD.
• The SOC will notify the Hotel Manager on Duty to pin the room and not permit access until the room is properly disinfected by a licensed third-party expert and approval by the DPH.

If the guest does not return to their room:
• The SOC will notify the Hotel Manager on Duty to pin the room and not permit access.
• The guest’s belongings will remain in the room until Hotel Manager can arrange for the safe removal and secure storage of the belongings in sealed bags or suitcases. The exterior of each bag and suitcase will be disinfected before it is transported.
• Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis

Guests who have previously displayed an elevated temperature may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

If the Guest with an elevated temperature or known symptoms is sharing the room or has had close contact with other visitors:
• The Security Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.
• Follow DPH guidance on required isolation or quarantine procedures for close contacts as appropriate.
• If a guest attempts to use our room for self-isolation the SOC will inform Hotel Management and CDC and local health authority guidelines will be followed for all additional contact with the guest and to safely remove them to a proper self-isolation location off property.
**SECURITY**

Entry Screening & Case Reporting Protocol (continued)

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**Transportation**

If the visitor has their own vehicle the visitor may leave in their own vehicle.

If the visitor does not have their own vehicle an ambulance will be recommended to transport the person to the appropriate medical care facility as directed by the DPH and local health authorities.

Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

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**Internal Reporting**

The Security Supervisor will notify the Preliminary Investigator to prepare an incident report.

The report will be submitted to the Security Executive Management Team, Chief Legal Counsel and the Vice President of Human Resources.

The incident report should include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was above 100.4°F, if other known symptoms of COVID-19 were present or complained about, known visitor traveler information and if the visitor was transported for medical care.
CONTACT INFORMATION FOR LOCAL HEALTH AUTHORITIES

CITY OF EVERETT RESOURCES

COVID-19 updates may be found at:

- Mayor Carlo DeMaria’s Facebook (@mayordemaria) or Instagram (@mayorcarlodemaria) pages, and the City of Everett Facebook (@cityofeverettma) or Instagram (@cityofeverettma) pages

Everett Health Department may be contacted at:

Elaine Silva, Director of Health/Nursing Supervisor
Everett City Hall
484 Broadway, Rm. 20
Everett, MA 02149
Phone: (617) 394-2258

COMMONWEALTH OF MASSACHUSETTS RESOURCES

COVID-19 updates may be found at:


Commonwealth of Massachusetts Department of Public Health may be contacted at:

Massachusetts Department of Public Health
250 Washington Street
Boston, MA 02108
Phone: (617) 624-6001
https://www.mass.gov/orgs/department-of-public-health

Online contact forms may be submitted at:

https://www.mass.gov/forms/contact-dph-by-web-form