HEALTH & SANITATION PROGRAM

*Subject to change, updated regularly
GOLDEN NUGGET LAS VEGAS GENERAL GUIDELINES

Our top priority is the health and safety of our employees and our customers. Our management is in contact with the CDC and other federal and state agencies to understand the most up-to-the-minute information to ensure the actions we are taking are comprehensive and appropriate.

By closely monitoring industry and government guidance regarding the COVID-19 virus, including information supplied by the Southern Nevada Health District (SNHD) and Centers for Disease Control and Prevention (CDC), we have devised additional guidelines and procedures for sanitation and cleaning, with an emphasis on the prevention of virus transmission.

These protocols are based on the most current information available on sanitization and cleanliness for the hospitality industry, as well as other pertinent industries. As we move forward, we will continue to monitor guidelines from the SNHD, CDC and the Nevada Gaming Control Board, government policy and mandates, and other public health innovations to revise these procedures.

Specific immediate steps we have taken include:

1. Team Member & Guest Health

The health and safety of our team members and guests is our number one priority. The following policies and practices are in place to protect our employees and our customers.

   Employee Screening. We will screen employees each day before the start of their shift by utilizing the screening questionnaire recommended by the SNHD. If an employee answers no to all questions, they will be allowed to start their shift. Any employee who answers yes to any of the questions will be directed to follow CDC guidelines and will not be allowed to return to work until criteria to discontinue home isolation are met. We will maintain records of employee screenings utilizing the recommended SNHD Employee Illness log.

   Temperature Screening. We will perform non-invasive temperature checks of employees at designated entry points to the resort. Team members and guests confirmed to have a temperature above 100.4°F (38°C) will not be allowed entry to the property and will be directed to appropriate medical care.

   Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from any guests that are not part of their party while standing in lines, using elevators, participating in gaming activities, or moving around the property. Reminders will be posted to encourage appropriate social distancing. Team members will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other team members whenever possible. All resort outlets will comply with, or exceed, local and state mandated occupancy limits.
Hand Sanitizer. Hand sanitizer dispensers will be placed at key guest and employee contact areas in front of house and back of house areas.

Front of House (FOH) Signage. There will be health and hygiene reminders throughout the property and in guest rooms.

Back of House (BOH) Signage. Signage will be posted throughout the property reminding team members of the proper way to wash hands, sneeze, and to avoid touching their faces.

Team Member & Guest Health Concerns. Team members have been given clear instructions on how to respond swiftly and appropriately to all presumed cases of coronavirus infection on property in accordance with local guidelines, and they will be ready to provide full support to our guests with any health concerns. Team members are directed to stay home if they do not feel well. Team members are also instructed to contact a manager if they notice a co-worker or guest with flu-like symptoms.

Case Notification. If we are alerted to a case of COVID-19 at the property, we will work with the local health authorities and follow the appropriate steps to take with guests and employees. We will conduct additional cleaning and disinfecting protocols of all areas a guest has come into contact with during their stay, or that an employee has touched during their shift.

2. Team Member Responsibilities (General Requirements)

Employees are the first line of defense for an effective health and sanitation program, and the following measures are in place to ensure proper cleanliness behaviors.

Hand Washing. Proper and frequent handwashing with soap is vital to help combat the spread of virus. All team members will wash their hands regularly (for 20 seconds). Team members will receive proper hygiene training, which will be reinforced on a regular basis.

COVID-19 Training. Before returning to work, all team members will receive training on COVID-19 safety and sanitation protocols, with more comprehensive training for employees with frequent guest contact. These include team members in Casino, Housekeeping, Food & Beverage, Facilities Maintenance, Hotel Operations and Security departments.

Personal Protective Equipment (PPE). Appropriate PPE will be provided to all team members based on their roles and responsibilities, and in adherence to state or local regulations and guidance. Training on proper use and disposal of all PPE will be provided, and reminders will be posted in BOH areas.

Daily Pre-Shift. Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between team members.
3. Guest Arrival

**Personal Vehicle (self-park garages).** Hand sanitizer dispensers will be available at each point of entry and/or elevator landing. Guests wearing a mask will be required to remove it briefly for identification purposes conducted by property Security.

**Hotel Guest Elevators.** The property will post signage for safe elevator occupancy and provide hand sanitizer in elevator lobbies. No more than four guests not part of the same party will be permitted per elevator.

4. Cleaning Products and Protocols

Our hotels use cleaning products and protocols that meet EPA guidelines. Products and protocols are approved for use and are effective against viruses, bacteria, and other airborne and blood borne pathogens. We are working with our vendors, distribution partners, and suppliers to ensure an uninterrupted reserve of these cleaning supplies and necessary PPE is available. Prior to reopening, all areas of the facility will be disinfected and our public and on-site water systems will be flushed in accordance with SNHP guidelines.

**Public Spaces and Communal Areas.** The frequency of cleaning and disinfecting has been increased in all public spaces with emphasis on frequent contact surfaces, including front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public restrooms, room keys and locks, ATMs, gaming kiosks, PIN Pads, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces, bar rails and restaurant menus.

**Guest Rooms.** CDC- and OSHA-approved cleaning and disinfecting protocols are used to clean guest rooms, with particular attention on high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, and flooring.

**Linen.** All linen will continue to be washed at a high temperature with appropriate cleaning products in order to eliminate viral and bacterial pathogens.

**High-Traffic Areas.** Meeting and convention spaces, casinos, restaurants and bars, retail outlets, nightlife and entertainment venues will each have area-specific cleaning guidelines and protocols that meet or exceed all local or state authority recommendations.

**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 sanitized before, during and after each shift or any time the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen equipment, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in office pantries (including shared coffee brewers) will be discontinued.
**Room Recovery Protocol.** In the event of a guest with a confirmed case of COVID-19, the guest’s room will be removed from service and undergo an enhanced cleaning protocol by a licensed third-party expert. The guest room will not be returned to service until the room is deemed safe by the third-party and consistent with the guidance of local health authorities.

**Air Filter and HVAC Cleaning.** The frequency of air filter replacement and HVAC system cleaning has been increased and the volume of air exchange will be maximized to increase external airflow into the building.

5. **Physical Distancing**

**Hotel Front Desk, Business Center and Concierge.** Appropriate distancing will be maintained between team members whenever possible, consistent with CDC and/or local and state guidance.

**Guest Queuing.** Any area where guests queue will be marked with proper distancing materials and/or messaging. These areas include hotel check-in and check-out, elevator lobbies, nightlife venues, cashier’s cage, player’s club, retail stores, entertainment venues, coffee shops/cafes, casual dining outlets, and taxi lines.

**Restaurants and Bars.** All restaurants and bars will have spaced seated tables and signs will be posted to encourage further practices in the entry area. There will also be disposable menu options.

**Casino.** We will follow federal, state and local guidelines on occupancy limits. Occupancy levels in the casino will be monitored through the slot and table accounting systems.

**Slot Operations.** Slot machines and slot chairs will be arranged to allow for appropriate distancing. We may choose to install Plexiglas dividers in between games in some instances. We will assign personnel to manage proper social distancing and discourage guests from congregating around slots.

**Table Games Operations.** Table games will have maximum occupancy based on type of game (three players for blackjack table, six players per craps table, four players per roulette table and four players per poker table). We will assign personnel to manage proper social distancing and discourage guests from congregating around table games.

**Meeting and Convention Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and/or state and local recommendations. Self-serve buffet style food service will be managed in accordance with CDC and/or local and state requirements.

**Retail Spaces.** Guest occupancy limits consistent with CDC and/or local and state requirements will be enforced at all retail spaces.

**Pools.** Pool seating will be configured in a manner consistent with CDC and/or local and state requirements to allow for appropriate distancing.
**Back of House.** Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces and other high-density areas in order to ensure appropriate distancing between team members.

### DEPARTMENT SPECIFIC SANITIZATION POLICIES

#### CASINO OPERATIONS

Casino Operations, including Cage, Players Club, Slots, Table Games, Ancillary Gaming

#### Employee PPE & Hygiene

a) See General Requirements  
b) Dealers to sanitize hands when they start at a new table

#### Cleaning & Disinfecting

a) Workstations and guest-facing counters to be sanitized on a regular basis  
b) Slots to be disinfected on a regular basis  
c) Table games supervisors to regularly sanitize table game rails and chair areas  
d) Table games dealers to sanitize dice prior to passing them off to each new shooter  
e) Table games dealers to sanitize the on/off button when entering the base position  
f) Table games dealers to sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead  
g) Table games supervisors to sanitize the outside of shufflers every hour; inside to be cleaned once per week  
h) Roulette wheel head, ball and dolly sanitized when a new dealer enters the game  
i) Big Six Wheel spokes and mirror to be sanitized by opening and closing supervisor  
j) Pit Podiums to be sanitized regularly, including phones, computers, all hard surfaces and cabinetry  
k) Dealer to sanitize the money paddle when arriving at the game  
l) Baccarat discard pale and Black Jack discard holders to be sanitized by supervisor on a regular basis  
m) Dealer to sanitize toke boxes when entering a game  
n) Internal Public Area Department (PAD) staff to increase trash pick-up in pits  
o) All gaming chips will be disinfected prior to opening. After use, all chips will again be disinfected prior to being reintroduced to the casino floor through fills or other standard processes.
p) On tables which players do not touch the cards, used cards will be discarded on a daily basis and new cards will be placed on the game.

q) On tables where players do touch the cards, cards will either not be reused (baccarat) or will be discarded every two hours (Three Card poker, etc.)

r) Race and Sports supervisors to sanitize seating area at regular intervals

s) Race and Sports writer to regularly sanitize counter

t) Race and Sports book to be cleaned at regular intervals

u) Race and Sports Supervisor to clean station regularly including phones, computers, all hard surfaces and counters

v) Poker supervisors to regularly sanitize counter

w) Poker supervisors to regularly sanitize work area including phones, computers, and printers.

x) Poker dealers to sanitize “Bravo” touchscreen and rake slides upon entering a game.

y) Table View units to be sanitized every time a new supervisor enters the pit

Physical Distancing Protocol

a) Guests to maintain six feet of separation while waiting in line, including at player’s club and cashier’s cage

b) Slot machines and chairs will be arranged to ensure appropriate social distancing

c) Three chairs/guests maximum per table game

d) Four chairs/guests maximum per baccarat table

e) Three player’s maximum on each side of dice table

f) Guests discouraged from congregating behind active players

g) Occupancy levels in the casino will be monitored through the slot and table accounting systems

Guest Considerations

a) Hand sanitizer stations are located at the cashier’s cage table games pits, and throughout the slot floor

b) Signage to be placed on sanitizer dispensers encouraging guests to sanitize games before play

c) Guests will be reminded to use hand sanitizer prior to the start of play
HOTEL OPERATIONS

Front Services & Transportation
a) Valet services will be suspended until further notice.

Employee PPE & Hygiene
a) See General Requirements

Cleaning & Disinfecting of Public areas
a) All cleaning and disinfecting to be done on a basis consistent with CDC and/or local and state guidelines for hotel operations.
b) Particular attention will be paid to elevators, entry doors, handrails, ATMS and kiosks.
c) All FOH restrooms will be sanitized on a regular basis

Pool Operations

Employee PPE & Hygiene
a) See General Requirements

Cleaning & Disinfecting
a) All pool cleaning and disinfecting will be done in a manner consistent with CDC and/or local and state guidance for general pool operations
b) Pool seating will be configured in a manner consistent with CDC and/or local and state requirements to allow for appropriate distancing

Spa/Gyms/Fitness Centers
The Spa and Beauty Salon and all related treatments will be suspended until further notice. The fitness center will be open.

Employee PPE & Hygiene
a) See General Requirements

Cleaning & Disinfecting
a) All gym/fitness center cleaning and disinfecting will be done in a manner consistent with CDC and/or local and state general guidance for gym/fitness center operations

Physical Distancing Protocol
a) Gym/Fitness equipment spacing and occupancy requirements will be consistent with gym/fitness center reopening requirements
Housekeeping

Employee PPE & Hygiene
a) See General Requirements
b) Provide hand sanitizer in each elevator landing and tower locker for employee use
c) Provide additional training on when to use reusable versus disposable rags and towels
d) Sanitize BOH restrooms on each floor on a regular basis
e) Carts, trolleys and equipment to be sanitized at the start and end of each shift

Physical Distancing Protocol
a) Minimize contact with guests while cleaning hotel rooms

RETAIL

Retail Stores

Employee PPE & Hygiene
a) See General Requirements
b) Sanitize hands after each guest interaction and payment transaction

Cleaning & Disinfecting - to be consistent with CDC and/or state and local guidance, and it is anticipated that the following will apply:

a) Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized on a regular basis
b) Sanitize carts and mag liners before and after each use
c) Sanitize handles, knobs, cage locks, cages and stock room surfaces on a regular basis

Physical Distancing Protocol
a) Limit number of guests in store at any given time consistent with CDC and/or local and state guidance
FOOD & BEVERAGE

Restaurants, Bars & Lounges

Employee PPE & Hygiene

a) See General Requirements
b) Each day, complete employee health screenings upon arrival
c) Proper use and care of required cloth face coverings for all staff following the Centers for Disease Control and Prevention (CDC) recommendations
d) Hand washing protocols in line with CDC recommendations and Southern Nevada Health District (SNHD) requirements
e) Touchless hand sanitizer dispensers to be added to service stations, beverage stations, and credenzas
f) Remind employees to practice social distancing and avoid gathering in groups.

Cleaning & Disinfecting - to be consistent with CDC and/or state and local guidance, and it is anticipated that the following will apply:

a) Managers to ensure sanitization protocols are being followed at appropriate intervals
b) Host Podiums including all associated equipment to be sanitized on a regular basis
c) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized on a regular basis
d) POS terminals to be sanitized between uses and after each shift
e) Dining tables, bar tops, stools and chairs to be sanitized after each use with a spray disinfectant
f) Switch to disposable utensils, cups, and plates when possible. Alternately, tableware should be disinfected, washed, rinsed, and sanitized before using again

Physical Distancing Protocol - to be consistent with CDC and/or state and local guidance, and it is anticipated that the following will apply:

a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
b) Peak period queuing procedure to be implemented when guests are not able to be seated immediately
c) Tables to be set to provide for appropriate social distancing between each table
d) Bar stools to be arranged to provide for appropriate social distancing between guests

e) Post social distancing signage (multiple languages) in areas where guests gather, such as host stand, front counter, customer lines, registers, and food stations.

f) Encourage reservations and limit the number of people in all indoor and outdoor waiting areas to maintain social distance between parties. Limit parties to five people or less.

g) For menus, consider using menu boards posted throughout facility, posting them electronically (on the internet, or e-mailing to diners), or using disposable/paper menus.

h) Provide utensils to the table while seating the customers, do not preset tables.

i) Do not remove glasses from table for refills. Provide new glasses or leave a bottle or pitcher at the table.

j) Encourage electronic payment.

In Room Dining

Employee PPE & Hygiene

a) See General Requirements

b) Team members to wash their hands and sanitize all shared equipment when returning to the kitchen

c) Hand and equipment sanitizers will be available at each kitchen entry and elevator landing

d) Food servers and bus persons to be assigned their own equipment to be used throughout their shift where possible

Cleaning & Disinfecting and Physical Distancing—to be consistent with CDC and/or local and state guidance

Catering & Banquets

Employee PPE & Hygiene

a) See General Requirements

Cleaning & Disinfecting—to be consistent with CDC and/or local and state guidance, and it is anticipated that some or all of the following will apply:

a) All shared equipment and meeting amenities to be sanitized before and after each or single use if not able to be sanitized

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

Physical Distancing Protocol—in accordance with CDC and/or local and state requirements
**Kitchens**

**Employee PPE & Hygiene**

a) See General Requirements

b) All culinary team members to wear aprons and hats if appropriate for job function

c) Stagger employee shifts to minimize large groups in back-of-house corridors and service elevators.

d) Post social distancing signage (multiple languages) and clearly mark cues for appropriate physical distancing in any area where employees gather, such as, time clock, locker room, breakroom, and employee dining.

e) Provide touchless (when possible) hand sanitizer dispensers at entrances and high-contact areas, such as a time clock or schedule board.

f) Remind back-of-house employees of the need to use cloth face coverings.

**Cleaning & Disinfecting**- To be consistent with CDC and/or state and local guidance, and it is anticipated that the following will apply:

a) Add hands free soap dispensers, faucets and paper towels dispensers to hand washing stations where not yet installed

b) All food and beverage product to be handled in accordance with USDA and CDC recommendations

c) Kitchen to be sanitized each night

**Physical Distancing Protocol**- in accordance with CDC and/or local and state requirements