

GOLD DUST WEST – Carson City

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General Employee Guidelines

Re-Orientation and Training:

Each employee will attend a mandatory re-orientation and training session to discuss and emphasize the items listed below. To continually reinforce this training, employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. The pre-shift meetings will be conducted with the required PPE and each department will need to ensure that they have adequate space to complete their pre-shifts. Employees will be reminded to follow all company cleaning, sanitation, and social distancing requirements in general and for their specific workstations.

Employee Wellness:

Employees will be advised to not report to work and contact their supervisor if they are experiencing any illness or flu-like symptoms. Previously instituted company policies for attendance have been relaxed to create a pressure-free environment to allow employees to take responsibility for their health and the health and safety of our guests. If employees are sick at work, we will send them home immediately. Their workstation will be cleaned and disinfected.

Health Checks:

Employees will be offered COVID Viral and Antibodies testing on June 1st. This testing will be done onsite and test results will be provided to the employee and the local health organization. Testing will be free of charge for the employee and any adult dependents covered by their insurance.

All Nevada properties will complete employee health screenings at the start of each shift. Each property will have one employee-only entrance to funnel staff through. Physical distancing will be mandated at this area. Security or a company designee will be equipped with a temperature gun to scan all employees as they enter the property. Employees will be required to read the list of symptoms of COVID-19 and answer questions related to their health and the health of those they have come in contact with to enter the facility. Employees with a temperature reading above 100.3 will be taken to a private area, wait fifteen minutes and take another temperature reading. If that temperature reading confirms the temperature above 100.3 she or he will be asked to go home and contact HR for further instructions on when they can return to work. The same instructions will be given to any employee who responds “yes” to any of the health questions. Upon successful completion of the screening a daily sticker with the current date will be issued for employees to wear on the casino floor or workstation. A call will be placed to Casino Housekeeping to sanitize the secondary screening location every time an employee fails the secondary check and vacates the premise.

General Employee Guidelines

Hand Washing:

Proper and frequent handwashing with soap is vital to help combat the spread of virus. All employees will wash their hands regularly (for 20 seconds). Employees will receive proper hygiene training and that training will be reinforced on a regular basis including being reminded not to touch their faces. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, internal maintenance, Hotel Operations and Security. Additional signage will be added to back of house areas to remind employees of the proper procedure.

Employees will refrain from touching their face (inclusive of eyes, nose, ears, and mouth). Touching one's body, face or clothing (with or without gloves) will require an employee to wash their hands before returning to the task at hand.

Hand Sanitizer:

Hand sanitizing stations will be strategically placed throughout each property in the Front and Back of House areas to allow guests and employees convenient access.

Personal Protective Equipment (PPE):

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be provided. Employees will be required to wear PPE while on property, to the extent consistent with their job function.

Masks

Employees will be issued one face mask (reusable and washable) or may choose to use their own mask; they will be trained on proper usage of facemasks. All employees will be required to wear face masks while working. Protective gloves and safety glasses will be available if employees choose to use them. In some departments, it will be required.

Gloves

Employees will be trained on the proper usage for using gloves including removal and disposal.

General Employee Guidelines

Employee Training:

Training on COVID-19 safety and disinfection protocols for all employees will be made available including comprehensive training for employees who work in areas with frequent patron contact, including housekeeping, food and beverage, internal maintenance, hotel operations, casino operations, and security. This training will be available in both English and Spanish. Please see the attached Employee Training Orientation in Power Point.

Employee & Guest Health Concerns:

Employees 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.

Shared Equipment:

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen gadgets, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.

The sharing of personal items, equipment or tools will be discouraged.

Physical 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 employees. Signage strongly encouraging social distancing will be placed throughout the employee back of house.

Employees should make every effort to keep a safe social distance of 6 feet from each other (and our guests). There will be times where this practice will not be possible. In these instances, it is required that masks and required PPE are worn and contact kept to a minimum. Employees will be expected to follow company mask/PPE policy as written.

Physical Distancing (Front of House):

Appropriate distancing will be maintained between employees whenever possible, consistent with CDC and/or state and local guidance. Employees will be reminded to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. Employees should be aware and adhere to the social distancing signage in the front and back of house. See departmental guidelines for distancing by job position.

General Guest Guidelines

Guest Property Entrance:

Guest entrances may be limited at each property based on property staffing. All available entrances will be manned for guest screening as described below.

Guest Screening:

Guests will be required to read the list of symptoms of COVID-19 and answer questions related to their health and the health of those they have come in contact with to enter the facility. Answers not consistent with a healthy individual will result in not being allowed to enter. Hotel guests will answer the health questions and be given a temperature check. Any temperature reading above 100.3 degrees will result in a secondary check after fifteen minutes to confirm. A confirming temperature above 100.3 will result in the guest being denied entry.

Personal Protective Equipment (PPE):

The use of masks will be encouraged for all guests throughout the property. Guests will be encouraged to bring their own mask and wear it in all public spaces. Disposable masks and gloves may be made available to guests if supplies are available but secondarily to supplying employee PPE.

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 or moving around the property. Restaurant tables, slot machines and other physical layouts will be arranged to ensure appropriate distancing. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

For Guests Waiting in lines - "Wait Here" floor stickers will be placed throughout the property in areas where guests may be required to wait in line such as Guest Services, Restaurants, Sportsbook, and Hotel Front Desks. The floor stickers will be placed 6 feet apart to ensure proper physical distancing.

For Elevators, signage will be posted in each elevator lobby outlining physical distancing guidelines. No more than two guests will be permitted per elevator unless in the same party then a maximum of four will be allowed. Signage will be placed in each elevator lobby indicating these guidelines.

Hand Sanitizer:

Hand sanitizer dispensers will be placed at key guest and employee contact areas throughout the property.

General Guest Guidelines

Responsible Gaming:

Jacobs Entertainment, Inc., in Nevada is committed to promoting public awareness and education and providing information on available resources to those guests who believe they may have a gambling issue. Team members who directly interact with guests in gaming areas are thoroughly trained to provide information to include the toll-free telephone number of the National Council on Problem Gambling when requested.

Additionally, team members may provide the Self-Limit Access Program for guests requesting to self-limit their access to the issuance of credit, check cashing, or direct mail marketing offered by the casinos. Team members also have access to exclusion and self-limit listings.

General Cleaning and Sanitation Guidelines

Public Spaces and Communal Areas:

The frequency of cleaning and disinfecting has been increased in all public spaces including an emphasis on frequent contact surfaces including front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, dining surfaces and restaurant menus.

Cleaning Products

MicroShield 360

We are in the process of applying MicroShield 360 to high-touch public spaces, back of house areas, guest rooms, gaming devices, chairs and kiosks and other high traffic areas and touch points. The MicroShield 360 system is a multi-step application process that works to immediately kill then prevent future pathogens from living on treated surfaces using Electrostatic application and a proprietary coating formula that imparts a final biostatic finish to treated surfaces thereby not allowing pathogens to live on the surface moving forward. This product has been proven to kill and prevent COVID 19 from returning for up to one year.

Other Products

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

Back of House:

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

Guest Rooms:

CDC- and OSHA-approved 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, in-room control panels, light switches, temperature control panels and flooring

General Cleaning and Sanitation Guidelines

Departmental Guidelines:

All departments have been given specific instructions on cleaning, sanitation, and distancing protocols for their areas. These instructions and guidelines along with a reiteration of the General ones are listed on the following pages.

Vendors

Vendors who perform all on-site work at the property will be subject to the following protocols:

- Will be required to enter the building through employee entrance only.
- Must adhere to all the employee temperature checking procedures.
- Must wear masks at all times while on the property.
- May be required to wear gloves.
- Where applicable, must adhere to all other procedures as detailed in following sections:
 - General Employee Guidelines
 - General Cleaning and Sanitation Guidelines

Vendors who deliver products to our loading dock or warehouse facilities will be required to wear a mask and adhere to our social distancing guidelines while on premise. Any admission to the public or back-of-house facilities other than the warehouse will require a temperature check.

Slot Operations Procedures and Guidelines

Hand Washing:

In addition to complying with the Hand Washing guidelines as specified in the General Guidelines for Employees section, slot employees will be required to wash their hands or sanitize their hands after servicing any slot machine.

Personal Protective Equipment (PPE):

Slot employees will be required to comply with the PPE guidelines in the General Guidelines for Employees section.

Daily Pre-Shift:

Slot employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Shared Equipment:

Slot employees will be required to comply with the Shared equipment guidelines as specified in the General Guidelines for Employees section. They will pay special attention to radios, keys, and mobile responder units.

Physical Distancing (Back of House):

Slot employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Physical Distancing (Front of House):

Slot employees will be required to comply with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section.

Additionally, all slot machines available for play will be at least 28" apart from one another to reflect an every-other-machine standard. Machines may be reconfigured on the slot floor to enhance this spacing while allowing for a greater percentage available for play. During all times occupancy of the slot floor will be monitored to ensure less than 50% of the fire code occupancy limit. This will be monitored via observations by personnel and the property slot system.

Guests will be discouraged from congregating around slots. Every other game will be placed out of service unless in a cloverleaf formation or carousel where distancing already exists. Excess chairs will be removed from the slot floor in order to encourage guests not to congregate.

Slot Operations Procedures and Guidelines

Guest Contact:

Throughout the shift and in the course of their duties, slot personnel will be required to have guest contact.

- Making change for guests – when returning requested funds employees should ask the guest if they would like the money returned to their hands, or if they would like it placed on a chair or the machine if appropriate. If the guest requests money be placed on the chair employees should turn the chair around to face toward the aisle to ensure camera coverage.
- Accessing slot machines for jams, malfunctions, paper etc. – Employees should request guest to stand so they have access to machine. Once machine malfunction is cleared, attendant will ask the guest if they would like their machine wiped down with approved materials.
- When accessing a game for guests with Gold Club cards, the employees will ask the guest “Would you like to remove your Gold Club card or are you OK with me removing it?” prior to inserting the employee cards.
- Jackpots – Attendant will approach the game, congratulate guest on their jackpot and ask the guest “Would you like to remove your Gold Club card or are you OK with me removing it?” prior to inserting the employee cards. Upon returning with funds, employee will ask the guest if they would like the funds payed out into their hands or to the chair. If the chair option is chosen, the attendant will turn the chair seat to face the aisle to ensure camera coverage and complete the jackpot.
- Pens given to guests to sign Jackpots will be returned to Guest Services designated area and placed in a “to be sanitized” box.

Table Games Operations Procedures and Guidelines

Hand Washing:

In addition to complying with the Hand Washing guidelines as specified in the General Guidelines for Employees section, table games employees will be required to wash their hands prior to entering the pit and after leaving the pit.

Personal Protective Equipment (PPE):

Table Games employees will be required to comply with the PPE guidelines as specified in the General Guidelines for Employees section.

Daily Pre-Shift:

Table Games employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Shared Equipment:

- In addition to complying with the Shared equipment guidelines as specified in the General Guidelines for Employees section, table games employees will be required to implement the protocols listed below:
 - Before opening a game and regularly throughout the day, Table games supervisors will sanitize table game rails and chair areas
 - Table games dealers (stick dealer) or supervisors to sanitize dice upon pass off and for each new shooter.
 - Supervisors will wipe down podium when they arrive and leave the area.
 - Table games dealers to sanitize the on/off button when entering a game
 - 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. Wipe down discard rack every time a new dealer comes in.
 - Roulette ball and dolly sanitized when a new dealer enters the game

Table Games Operations Procedures and Guidelines

Shared Equipment (Continued):

- Pit Podiums to be sanitized regularly, including phones, computers, all hard surfaces and cabinetry
- Visual Limits units to be sanitized every time a new supervisor enters the pit
- All chips used for play will be sanitized weekly.
- Dealers will wipe down progressive button as players leave.
- Dealers will wipe down shufflers multiple times per shift.
- Dealer will sanitize money paddle when entering their game.

- When exiting a game, the dealer should sanitize the items they came in contact with during their dealing time.

Hand Sanitizer:

Hand sanitizer will be available at each table for switching of dealers and for new players to use to disinfect their hands prior to starting play.

- When a new dealer comes to a table, they will use the hand sanitizer to disinfect their hands prior to starting play.
- New players will be asked to sanitize hands prior to starting play at any table.

Physical Distancing (Back of House):

Table Games employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Table Games Operations Procedures and Guidelines

Physical Distancing (Front of House):

In addition to complying with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section, table games employees will be required to implement the protocols listed below:

- Occupancy – Three chairs maximum per Table game (BJ, HBP, Roulette) and 3 players maximum each side of dice table. These will be identified by markers on the rail
- Physical distancing signage will be placed throughout property and in the pit areas along with the visual limit signs to discourage guests from congregating behind players.
- Supervisors will enforce the three-player rule and no congregating around tables by unrelated parties.
- When tapping in on the game, the incoming dealer will announce their arrival. No longer tapping the out-going dealer on the shoulder.
- All Blackjack games will be dealt face up; players will not touch the cards.
 - Dealer cut will be required for all games.
- House Banked Poker games will receive new cards every time a dealer comes to the table to deal.
- When table are full, at the discretion of management. Supervisors will generate a wait list and call or text the player when a seat becomes available.
- At the conclusion of the shift, dealers will take their token boxes to the cage where the cage will take them to complete a count at the end of shift or in the AM the following day. For token pools the boxes will be wiped down by the dealer in possession of the box prior to bringing to the cage. It will also be wiped down prior to returning to an active game.

Hotel Department Operations Procedures and Guidelines

Hand Washing:

Hotel employees will be required to comply with the hand washing guidelines as specified in the General Guidelines for Employees section.

Personal Protective Equipment (PPE):

In addition to complying with the PPE guidelines as specified in the General Guidelines for Employees section, front desk employees will have sanitized pens available to each guest. The guest will use a sanitized pen from a container and after use, it will be returned to a used pen container.

Additionally, a Plexiglas barrier will be installed at all front desk stations.

Daily Pre-Shift:

Hotel employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Hand Sanitizer:

In addition to the hand sanitizer procedures as specified in the General Guidelines for Employees section, hand sanitizer will be provided at each check-in stations for guest and employee use. Guest keys will be sanitized before giving them to each guest.

Shared Equipment:

Hotel employees will be required to comply with the Shared equipment guidelines as specified in the General Guidelines for Employees section. They will pay special attention to their individual workstations.

Physical Distancing (Back of House):

Hotel employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Hotel Department Operations Procedures and Guidelines

Physical Distancing (Front of House):

In addition to complying with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section, the following Physical Distancing (Front of House) protocols will be implemented for at each hotel front desk:

- Queuing area will be marked for appropriate social distancing when guests are interacting at the front desk.
- Credit card swipe will be moved to the front counter.
- Will only use two guest stations to maximize spacing.
- Self-service coffee station will be closed.
- Drinking fountain will be placed out of service.
- Bell carts will be sanitized after each use.
- Business center will be closed.
- Fitness center will be closed. **
- Pool will be closed. **

** When the pool and fitness center reopen, the health, cleaning and safety protocols will be provided to the Nevada Gaming Commission.

Hotel Housekeeping Department Operations Procedures and Guidelines

Hand Washing:

Housekeeping employees will be required to comply with the hand washing guidelines as specified in the General Guidelines for Employees section.

Personal Protective Equipment (PPE):

In addition to complying with the PPE guidelines as specified in the General Guidelines for Employees section Housekeeping employees will be required to wear gloves when cleaning rooms. New gloves will be required prior to cleaning each room. Also, Housekeeping employees will be required to wear safety glasses while cleaning rooms.

Daily Pre-Shift:

Housekeeping employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Hand Sanitizer:

In addition to the hand sanitizer procedures specified General Guidelines for Employees section, hand sanitizer will be provided at each check-in stations for guest and employee use. Guest keys will be sanitized before giving them to each guest.

Shared Equipment / Cleaning:

In addition to complying with the Sharing equipment guidelines as specified in the General Guidelines for Employees section, the following shared equipment and cleaning protocols will be implemented:

Guest Rooms

- CDC- and OSHA-approved 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, in-room control panels, light switches, temperature control panels and flooring.
- Each guest door lock will be sanitized after the GRA leaves the room.

Hotel Housekeeping Department Operations Procedures and Guidelines

Shared Equipment / Cleaning (Continued):

Linen/Terry

- Dirty linen, terry and rags in each room will immediately be placed in designated hampers in the hotel corridors. These hampers will be moved to the vendor pick up area by the houseperson, where they will be loaded and taken to the laundry facility for cleaning.
- All linen, and terry will be changed after every checkout. Blankets and pillows will be sanitized after every checkout.
- New Rags will be used to clean room each room.

GRA Storage Rooms

- GRA storage rooms will be cleaned at the end of the day.
- All housekeeping carts and equipment will be sanitized at start and end of each shift.
- All other shared equipment will be cleaned and sanitized at the end of the shift.

In Room Amenities

- All collateral and guest directories will be removed.
- Extra pillows and blankets will no longer be stored in the guest room closets; they will be available upon guest request.

Physical Distancing (Back of House):

Housekeeping employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Physical Distancing (Front of House):

Housekeeping employees will be required to comply with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section.

Front of House Food Operations Procedures and Guidelines

Hand Washing:

In addition to complying with the Hand Washing guidelines as specified in the General Guidelines for Employees section, FOH Food employees that handle ready to eat foods, dirty dishes, glassware, and money will be required to wear disposable gloves. Hands should still be washed in between tasks, and new gloves should be applied.

All Food employees are required to wash their hands with soap and water for a minimum of 20 seconds upon entering the kitchen/work area. Employees that handle food, money, dirty dishes, glassware, and drinks will wash their hands in between tasks. Employees will also wash their hands after using the restroom, going on break, smoking, touching the floor, touching their phones, taking out trash, or handling chemicals that might affect food safety.

Personal Protective Equipment (PPE):

In addition to complying with the PPE guidelines as specified in the General Guidelines for Employees section, front podium and cashier employees will have sanitized pens available to each guest. The guest will use a sanitized pen from a container and after use return to a used pen container. Employees will be required to wear face masks, and when applicable gloves.

Additionally, a Plexiglas barrier will be installed at all cashier stations and podiums.

Daily Pre-Shift:

Food employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Hand Sanitizer.

Hand sanitizing stations will be strategically placed throughout each property to allow guests and employees access. All properties will have hand sanitizer places at the entrances of each outlet.

Physical Distancing (Back of House):

Food employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Front of House Food Operations Procedures and Guidelines

Shared Equipment / Cleaning:

In addition to complying with the Sharing equipment guidelines as specified in the General Guidelines for Employees section, the following shared equipment and cleaning protocols will be implemented for each outlet:

- Tables, chairs, and condiments to be disinfected between each use.
- Silverware will be pre-wrapped with either linen or napkin moving forward. This product will need to be wrapped using gloves and stored in a container with a lid.
- F&B and housekeeping will conduct a deep cleaning and enhanced disinfectant of the entire F&B area at the end of each night. This will include dining room and service stations.
- “High touch” items will also be wiped down continuously, such as napkin and cutlery dispensers, and beverage stations.
- Managers to ensure sanitization protocols are being followed at appropriate intervals.
- Host Podiums including all associated equipment to be sanitized on a regular basis.
- Employees that handle ready to eat foods, dirty dishes, glassware, and money will be required to wear disposable gloves. Hands should still be washed in between tasks, and new gloves should be applied.
- Service stations, service carts, beverage stations, counters, handrails, and trays to be sanitized on a regular basis.

Front of House Food Operations Procedures and Guidelines

Physical Distancing (Front of House):

In addition to complying with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section, the following Physical Distancing (Front of House) protocols will be implemented for each outlet:

- Tables to be set to provide for appropriate social distancing between each table and booth.
- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage).
- In order to avoid guest congregating while waiting for a table, our peak period queuing procedure to be implemented. This procedure will text guests when their table is ready.
- When taking a check to the table, we will no longer use a check presenter.
- At the cashier stand the guest will be issued a disinfected pen. Once used the pen will be disinfected before its next use.
- Servers and server assistants will need to sanitize every menu prior to returning clean menus to the front desk or podium area.
- Servers and server assistants will need to use new glassware for refills. No more pitchers for refills. If the guest is served a carafe for coffee, then the carafe will need to go through the dishwasher prior to being reused.
- Servers will need to bring out sugars, creamers, and condiments that are either portion control packaged or served in a disinfected vessel. Self-serve condiment stations will be closed.
- All straws need to be wrapped in all locations.
- Large parties will be a maximum of 5 people (signage will be posted).
- Condiments will be served in single use packets.
- Practice no hand contact with food products. This is done by using disinfected serving equipment and gloves. Absolutely no bare hand contact with to-go packaging, and ready to eat foods.

Back of House Food Operations Procedures and Guidelines

Hand Washing:

In addition to complying with the Hand Washing guidelines as specified in the General Guidelines for Employees section, BOH Food employees that handle ready to eat foods, dirty dishes, glassware, and money will be required to wear disposable gloves. Hands should still be washed in between tasks, and new gloves should be applied.

All Food and Beverage employees are required to wash their hands with soap and water for a minimum of 20 seconds upon entering the kitchen/work area. Employees that handle food, money, dirty dishes, glassware, and drinks will wash their hands in between tasks. Employees will also wash their hands after using the restroom, going on break, smoking, touching the floor, touching their phones, taking out trash, or handling chemicals that might affect food safety. Handwashing is also necessary after touching raw meat, poultry, and seafood.

Personal Protective Equipment (PPE):

BOH Food employees will be required to comply with the PPE guidelines as specified in the General Guidelines for Employees section.

Daily Pre-Shift:

BOH Food employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Shared Equipment.

BOH Food employees will be required to comply with the Shared equipment guidelines as specified in the General Guidelines for Employees section.

Physical Distancing (Front of House):

BOH Food employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Back of House Food Operations Procedures and Guidelines

Physical Distancing (Back of House):

In addition to complying with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section, BOH Food employees will require to follow the kitchen protocols listed below.

Kitchen Protocols

- Employees that handle or prepare ready-to-eat foods, dirty dishes, glassware, and money will be required to wear disposable gloves. Dishwashers handling clean dishes will also wear gloves. Hands should still be washed in between tasks and new gloves should be applied. Bare hand contact with ready-to-eat foods is a violation of policy.
- F&B and housekeeping will conduct a deep cleaning and enhanced disinfection of the entire F&B area at the end of each night. This will include the dining room, service stations, kitchen areas, prep areas, dish room and the exterior surfaces of equipment.
- The spray bottles into which chemicals are dispensed will be properly labeled with the product they contain. Buckets containing disinfectant will also be labeled. Do not mix chemicals or use products straight from the jug (undiluted).
- Hand sanitizer is not to be used in place of proper handwashing in any of our kitchens.
- Kitchen employees will need to engage in the appropriate “cleaning” process when changing tasks, after 2hrs of continuous use or at the end of their shift. In most instances, this will be the “Clean-Rinse-Sanitize” method which is commonly used in the kitchen. “High-Touch Surfaces” will be cleaned in a frequency determined by the supervisor/manager. The more often a surface is touched, the more often it will be disinfected. This will be done at a minimum of once per shift (at the end of the shift).

Beverage Department Operations Procedures and Guidelines

Hand Washing:

In addition to complying with the Hand Washing guidelines as specified in the General Guidelines for Employees section, beverage employees including bartenders, bar backs, and beverage servers will need to wash hands after collecting money, dirty glassware, or ashtrays.

Personal Protective Equipment (PPE):

Beverage employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Daily Pre-Shift:

Beverage employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Cleaning:

- Self-Serve beverage stations will be either closed or will be disinfected every hour if the station remain open.
- Bars, bar chairs, point of sale terminals, service stations, service carts, counters, handrails, and trays to be sanitized at least once per hour.
- Beverage employees will clean and disinfect chairs in between guest usage.
- Stylus pens will be used to key information into our POS terminals. In addition, the point of sale terminals need to be sanitized every hour or in between multiple users.
- Beverage employees will engage in a three-step cleaning process multiple times per shift (1) The area will need to be cleaned with soap and water. (2) Disinfect the area with Ecolab Covid-19 peroxide disinfectant. (3) Use the multi-quat food safe sanitizer to wipe down the area.
- Also, all FOH and BOH self-service stations, that remain open, will need to be disinfected every hour. Any area in the self-service station that has the potential for bare hand contact will need to be disinfected. All dirty glassware returned to the bar will be run through the dishwasher as soon as possible. The cocktail station will receive frequent cleaning.

Beverage Department Operations Procedures and Guidelines

Shared Equipment:

In addition to complying with the Sharing equipment guidelines as specified in the General Guidelines for Employees section, all shared bar equipment will be cleaned and sanitized after each shift. Also, see Cleaning Section.

Physical Distancing (Back of House):

Beverage employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Physical Distancing (Front of House):

Beverage employees will be required to comply with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section. Also, bar seating will need to be scaled back to create a distance between guests. Every other chair will be removed. Additionally, the guests will need to pick up their food in a designate area away from the cashier. Practice no hand contact with food products. This is done by using disinfected serving equipment and gloves. Absolutely no bare hand contact with to go packaging, and ready to eat foods.

Casino Housekeeping Department Operations Procedures and Guidelines

Hand Washing:

Casino Housekeeping employees will be required to comply with the hand washing guidelines as specified in the General Guidelines for Employees section.

Personal Protective Equipment (PPE).

In addition to complying with the PPE guidelines as specified in the General Guidelines for Employees section, Casino Housekeeping employees must always wear a face mask and gloves when front of house and while performing any cleaning task. Face cover should always be worn unless outside or while eating or drinking. Also, protective eyewear will be available upon request.

Also, rounds will be made by each shift to restock PPE and cleaning supplies to designated areas (inventory of main storage upkeep by supervisor and ordering by manager):

Guest Services employee window area

Table Games

HSKP closets

Food outlets

Bars

Guest Services key watcher room

All FOH and BOH departments

Round sheets to be completed and scanned daily by shift.

Daily Pre-Shift:

Casino Housekeeping employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Hand Sanitizer:

Hand sanitizing stations will be strategically placed throughout each property to allow guests and employees access. The Casino Housekeeping employees must ensure the hand sanitizer containers contain product to service the guests and employees.

Casino Housekeeping Department Operations Procedures and Guidelines

Shared Equipment / Cleaning:

In addition to complying with the Sharing equipment guidelines as specified in the General Guidelines for Employees section, the following shared equipment and cleaning protocols will be implemented on the properties:

- Handled cleaning equipment and spray bottles must be wiped down with approved sanitizer after each use
- Doorknobs to HSKP closets are to be wiped down at the beginning and end of every shift
- Key sets are either to be individually issued when possible and if shared they are to be wiped down at the beginning and end of each shift.
- Standard restroom cleaning to include disinfecting all handles, counters, toilet seats, and other touch points. Checklist to be made.
- Routine sweep of property for wiping down exterior door handles in and out (checklist to be signed off by supervisor).
- Routine section by section rounds to be performed using disinfectant to wipe down all unoccupied slot machines, kiosks, handles, elevator buttons, chair backs and seats, handrails, and other touch points (checklist to be signed off by supervisor).

Physical Distancing (Back of House):

Casino Housekeeping employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Physical Distancing (Front of House):

Casino Housekeeping employees will be required to comply with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section.

Banquet Department Operations Procedures and Guidelines

Hand Washing:

Banquet employees will be required to comply with the hand washing guidelines as specified in the General Guidelines for Employees section.

Personal Protective Equipment (PPE):

In addition to complying with the PPE guidelines as specified in the General Guidelines for Employees section, Banquet employees will wear gloves to plate and serve food to guests. They will be required to wear mask during the entire guest event in both BOH and FOH areas.

Additionally, a Plexiglas barrier will be installed at the portable bar station.

Daily Pre-Shift:

Banquet employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Hand Sanitizer:

In addition to the hand sanitizer procedures specified General Guidelines for Employees section, hand sanitizer will be provided on each table and at the portable bar during a banquet.

Shared Equipment / Cleaning:

In addition to complying with the Sharing equipment guidelines as specified in the General Guidelines for Employees section, the following shared equipment and cleaning protocols will be implemented for every banquet:

All entry door handles to be cleaned and sanitized frequently during an event.

All tables (not covered by linen) and chairs used during a banquet event will be cleaned and sanitized after each banquet.

All banquet equipment used during the banquet will be cleaned and sanitized.

Bar

- Banquet employees will engage in a three-step cleaning process after each event in the FOH and BOH areas. (1) The area will need to be cleaned with soap and water. (2) Disinfect the area with Ecolab Covid-19 peroxide disinfectant. (3) Use the multi-quat food safe sanitizer to wipe down the area.

Banquet Department Operations Procedures and Guidelines

Physical Distancing (Back of House):

Banquet employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Physical Distancing (Front of House):

In addition to complying with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section, the following physical distancing protocols must be implemented:

Banquet Protocols:

- Banquets / Meeting over 250 attendees will not be permitted
- All buffet and self-serve style events to be suspended until further notice.
- All food events to be individually plated and served.
- All linen including underlays to be replaced after each use. Dirty linen will be immediately placed in linen/terry hamper for immediate pickup and delivery to the laundry facility.
- Tables will be distanced to meet physical distancing guidelines.
- Individual water bottles will be provided instead of carafes.
- Servers will need to bring out sugars, creamers, and condiments that are either portion control packaged or served in a disinfected vessel.
- As much as possible all food/condiments/non-food items will be placed on tables prior to guests arriving at the event.
- Flatware to be provided as roll up.

Tables to be set to provide for appropriate social distancing. The number of people per table will be determined based on the room set-up.

Security Department Operations Procedures and Guidelines

Security Protocols:

1. Each team member will be assigned their own handheld radio, which will display their first name (or similar descriptor) for identification purposes. The assigned radio will only be used by that individual team member. Every team member is responsible for the hygienic maintenance of their assigned radio.
2. Each team member will sanitize their workstation at the beginning and end of their respective shifts, including: Keyboards, mouse (or mice), radio base-station microphone, telephone receiver and key pad, and security / surveillance cellular phone (for whomever has it). At the end of each shift, each team member will remove any accumulated trash from their workstation.

Security Functions:

1. Nitrile or vinyl gloves will be used at all times while on duty.
2. The gloves will be changed at a minimum of every three (3) hours or as necessary due to wear and/or damage. However, dispose gloves after completion of the table fills and prior to leaving the pit area (gloves must remain in pit area trash receptacle)
3. All gloves will be removed following each fill, drop, or maintenance, at each kiosk, and stored in a clear plastic bag on the cart until that bag can be disposed of in the pit and/or cage area when all events are complete.
4. Lost and Found items will be tagged with date, time, location, description, and initials. All items will be placed in hazardous material bags using correct safety procedures and immediately placed in the security office Lost and Found cabinets.
5. If your gloves become damaged, you will wash your hands prior to donning a new set of gloves.
6. Hands will be washed at the same frequency as the glove are exchanged (3 hours), as well as before and after every break.
7. Facemasks / coverings will be worn in compliance with state, county, or city ordinance, or as dictated by company policy.
8. Security personnel will remain behind the podium and/or plexiglass barrier (if available) at all times.

Security Department Operations Procedures and Guidelines

Security Functions (Continued):

9. If utilizing a temperature reading device, do not contact the subject being temped and remain behind the security podium and/or plexiglass barrier at all times.
10. Verbally advise / remind all guests and/or employees of safe social distancing practices, which will be a minimum of six (6) feet or approximately two arms-length.
11. All guests appearing to be less than 35 years of age will present a valid form of identification and momentarily drop their facemasks in order to verify their identity.

Restricted Keys/ Medical Calls / Code 3 Events:

The following procedural safe practices will be followed during all security events involving restricted keys, medical calls, and Code 3 events.

1. Nitrile Sanitary gloves shall be worn throughout the process of grabbing duty keys from the Key watcher if bypassing the Hand reader – If not bypassing the hand reader use only your left gloved hand to make selections on the keypad and remove keys from the key watcher.
2. The responding manager to code 3 events will practice safe distancing techniques and report any unsafe conditions or concerns to surveillance.

Hand Washing:

Security employees will be required to comply with the Hand Washing guidelines as specified in the General Guidelines for Employees section.

Personal Protective Equipment (PPE):

Security employees will be required to comply with the PPE guidelines as specified in the General Guidelines for Employees section.

Daily Pre-Shift:

Security employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Security Department Operations Procedures and Guidelines

Shared Equipment:

Security employees will be required to comply with the Shared equipment guidelines as specified in the General Guidelines for Employees section. They will pay special attention to radios and keys.

Physical Distancing (Back of House):

Security employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Physical Distancing (Front of House):

In addition to complying with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section, the following Security protocols and functions must be implemented.

Guest Services Operations Procedures and Guidelines

Hand Washing:

Guest Service employees will be required to comply with the hand washing guidelines as specified in the General Guidelines for Employees section.

Personal Protective Equipment (PPE):

Guest Service employees will be required to comply with the PPE guidelines as specified in the General Guidelines for Employees section. Additionally, a Plexiglas barrier will be installed at all Guest Service stations. Guest Service employees will have the option of wearing gloves.

Daily Pre-Shift:

Guest Service employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Hand Sanitizer:

In addition to the hand sanitizer procedures specified General Guidelines for Employees section, Guest Services employees will be required to sanitize their hands before leaving their workstation.

Additionally, hand sanitizer available at guest service counter and located outside Guest Services.

Shared Equipment / Cleaning:

In addition to complying with the Sharing equipment guidelines as specified in the General Guidelines for Employees section, the following shared equipment and cleaning protocols will be implemented:

- Guest service counters to be sanitized frequently during each shift.
- All in-use and shared mechanical equipment will be cleaned and sanitized.
- Counter and all hardware disinfected after every guest interaction

Guest Services Operations Procedures and Guidelines

Physical Distancing (Back of House):

Guest Service employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Physical Distancing (Front of House):

Guest Service employees will be required to comply with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section.

Facilities Department Operations Procedures and Guidelines

Hand Washing:

Facilities employees will be required to comply with the hand washing guidelines as specified in the General Guidelines for Employees section.

Personal Protective Equipment (PPE):

In addition to complying with the PPE guidelines in the General Guidelines for Employees section, Facilities employees must wear the mask unless the wearing of the mask is prohibitive to their current task, at which time they are to ensure 6' distance from others and announce first before removing the mask to complete the task

Gloves (company issued) may to be worn unless prohibitive to the task at hand.

Daily Pre-Shift:

Facilities employees will be required to comply with the Daily Pre-shift guidelines in the General Guidelines for Employees section for their meetings.

Shared Equipment:

In addition to complying with the Shared equipment guidelines in the General Guidelines for Employees section, the Facilities Department shops must be cleaned and sanitized throughout the shift. Also, the sharing of personal equipment or tools is discouraged.

Physical Distancing (Back of House):

Facilities employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Facilities Department Operations Procedures and Guidelines

Physical Distancing (Front of House):

In addition to complying with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section, the Facilities employees will have to implement the following Facilities protocols:

- Hotel room access will require facilities personnel to notify the front desk prior to accessing the room. Once confirmed, facilities will knock or gain access to the room. Upon entering the room, the employee will prop open the door for the duration of time the facilities personnel are needed. Upon completion of the work, all touched areas must be wiped down before leaving the room with approved disinfectant. Employee will notify front desk that the call is complete and the resolution.
- Work completed on the casino floor must be wiped down and sanitized prior to employee leaving.
- Administrative/executive area work will require both parties to follow proper social distancing and safety protocols. Any touch points will be sanitized by the facilities employee unless otherwise directed.

Administration Operations Procedures and Guidelines

Hand Washing:

Admin employees will be required to comply with the hand washing guidelines as specified in the General Guidelines for Employees section.

Personal Protective Equipment (PPE):

In addition to complying with the PPE guidelines as specified in the General Guidelines For Employees section, Admin employees must wear the mask unless the wearing of the mask is prohibitive to their current task, at which time they are to ensure 6' distance from others and announce first before removing the mask to complete the task

Gloves (company issued) may to be worn unless prohibitive to the task at hand.

Daily Pre-Shift:

Admin employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Shared Equipment:

In addition to complying with the Shared equipment guidelines as specified in the General Guidelines for Employees section, the Facilities Department shops must be cleaned and sanitized throughout the shift. Also, the sharing of personal equipment or tools is discouraged.

Shared Equipment:

In addition to complying with the Shared equipment guidelines as specified in the General Guidelines for Employees section, the use of shared food and beverage equipment in office pantries (including shared coffee brewers) will be discontinued.

Administration Operations Procedures and Guidelines

Physical Distancing (Back of House):

In addition to complying with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section when possible, Teams video meetings will take the place of in person meetings. If the meetings cannot be held via teams, physical distancing protocols will be enforced.

Also, the following procedural safe practices will be followed during all scheduled or unscheduled meetings and/or training events involving members of the security and surveillance department:

- 1) The location of all meetings will be held in an area sufficient in size to maintain the minimum safe social distance standard (e.g., Six feet) set forth by the Centers for Disease Control (“CDC”) and other state / federal agencies.
- 2) If applicable, all table and chairs used during the meeting / training event will be sanitized prior to use, as prescribed by JEI safe practices.
- 3) During the meeting(s), all employees will wear appropriate face masks and gloves, issued by JEI.
- 4) If required, all training materials and writing implements will be provided by JEI and retained by each JEI employee throughout the meeting / training event.
- 5) All materials not retained by the attendees of the meeting / training event will be disposed of in a trash receptacle or sanitized as prescribed, if applicable.
- 6) All food and/or beverage items will be provided by the attendees and properly disposed of following the event.

Physical Distancing (Front of House):

Admin employees will be required to comply with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section.

Bowling Center Operations Procedures and Guidelines

Hand Washing:

In addition to complying with the Hand Washing guidelines as specified in the General Guidelines for Employees section, Bowling Center employees will be required to wash their hands or sanitize their hands after handling bowling center house balls.

Personal Protective Equipment (PPE):

Bowling Center employees will be required to comply with the PPE guidelines as specified in the General Guidelines for Employees section. Additionally, a Plexiglas barrier will be installed at all front desk stations.

Daily Pre-Shift:

Bowling Center employees will be required to comply with the Daily Pre-shift guidelines as specified in the General Guidelines for Employees section.

Hand Sanitizer:

In addition to the hand sanitizer procedures specified General Guidelines for Employees section, hand sanitizer will be provided at each front desk station for guest and employee use.

Shared Equipment / Cleaning:

In addition to complying with the Sharing equipment guidelines as specified in the General Guidelines for Employees section, the following shared equipment and cleaning protocols will be implemented for each outlet:

- Front counter to be disinfected every two hours.
- Shoes will be disinfected after every guest use.
- Lockers will be disinfected prior to renting and after each use.
- House balls will be will be sanitized after each guest use. This includes trial use for fit.

Bowling Center Operations Procedures and Guidelines

Shared Equipment / Cleaning (Continued):

- All Bowling Center tables and chairs will be sanitized after each guest(s) use.
- All in-use and shared mechanical equipment will be cleaned and sanitized.
- Counter and all hardware disinfected after every guest interaction

Physical Distancing (Back of House):

Bowling Center employees will be required to comply with the Physical Distancing (Back of House) guidelines as specified in the General Guidelines for Employees section.

Physical Distancing (Front of House):

In addition to complying with the Physical Distancing (Front of House) guidelines as specified in the General Guidelines for Employees section, the following physical distancing protocols must be implemented:

- A maximum of two employees behind front desk at any given time.
- A maximum of five guests per lane.
- Credit card swipe will be moved to the front counter
- Arcade will be closed.**

** When the arcade reopens, the health, cleaning and safety protocols will be provided the Nevada Gaming Commission.

Bowling Pro Shop

In addition to complying with the all guidelines as specified in the General Guidelines for Employees section, the following protocols will be implemented by Bowling Pro Shop employees:

- Social distancing guidelines will apply and be clearly marked inside the pro-shop.
- No more than two customers at a time will be allowed in pro-shop.
- Hand Sanitizer will be available for guest use.
- Equipment or merchandise will be sanitized after guest or employee contact.
- Guest facing counters will be sanitized after each transaction.