



Caesars Entertainment
Health & Safety Initiative
May 2020

**LET'S PRACTICE
HEALTH & SAFETY
TOGETHER**

For over 80 years, Caesars Entertainment has been delivering exceptional service and entertainment to our guests. We have been through tough times before and our Caesars family is working hard behind the scenes to reopen our properties and welcome our guests back.

Our guiding principle is to take steps to create environments where team members and guests can feel comfortable and enjoy themselves. As a result of the COVID-19 public health emergency, we have developed a comprehensive health and safety plan focused on the well-being of team members, guests and communities that we plan to institute across our network of properties.

Working closely with public health authorities, gaming regulators and infectious disease specialists, we have designed a health and safety plan that enhances our existing standards and protocols and implements recommendations from applicable government and tribal bodies.

This report provides an overview of the health and safety plan that we are implementing across our properties.

Take a look at our approach to health and safety:



Caesars' Approach to Health & Safety

Caesars Entertainment leadership is in the process of instituting detailed operational plans to ensure that all of our properties will be cleaned and disinfected according to the latest information provided by state and local public health authorities, including the CDC, and leading infectious disease experts. Prior to reopening, all team members will receive training on our new health and safety standards.

Changes to our daily operations to help mitigate the spread of COVID-19 includes the following:

- Hand sanitizer stations will be placed throughout our properties and team members will offer hand sanitizer to guests regularly.
- Team members will encourage guests to follow appropriate physical distancing by arranging waiting lines accordingly and limiting occupancy as necessary.

- All team members will wear masks at all times and guests will be strongly encouraged to wear masks as well, which Caesars will provide.
- As part of a health screening program for all Caesars team members, each will complete a questionnaire about their health prior to returning to work. Additionally, temperature checks will be conducted for every Caesars team member before every shift.
- Slot machines will be configured to allow for physical distancing and will be cleaned and disinfected frequently.
- The number of players will be limited at table games and frequent sanitizing of chips, cards and dice will occur at all table games.
- At our restaurants and bars, tables will be arranged to allow for appropriate physical distancing and large parties will be limited.
- Pool chairs, loungers and cabanas will be arranged to allow for appropriate physical distancing and will be cleaned and disinfected frequently.
- Mobile fitness equipment, such as dumbbells, yoga mats and exercise balls will be temporarily removed from fitness centers.
- Additional changes to other amenities on our properties, such as live events, may take place to allow for appropriate physical distancing and to comply with any additional government or tribal directives.

I am proud of and grateful to everyone who is part of this Caesars family. These times have been unusual and unsettling, and we are still adapting to the “new normal,” but we remain confident that Caesars will continue to be the destination that inspires grown-ups to play.

I look forward to welcoming you back to our properties. Until then, stay safe and healthy.



Tony Rodio
Chief Executive Officer, Caesars Entertainment

LET'S PRACTICE HEALTH & SAFETY TOGETHER

Please follow these health and safety protocols with us.



SOCIAL DISTANCE

Join us in practicing social distancing at gaming tables, slot machines, restaurants, and more. Please do not congregate in groups.



WASH HANDS

Please wash hands frequently for a minimum of 20 seconds. Hand sanitizing stations are also available.



WEAR MASKS

Our employees will be wearing masks that cover their nose and mouth, and you are strongly encouraged to as well.



We are frequently cleaning high-touch areas throughout our properties.

Learn about all our health and safety
protocols at [Caesars.com](https://www.caesars.com)



PURPOSE

The purpose of this document is to provide an overview of the guidelines for casino and hotel operations as well as back of house operations to mitigate and reduce the risk of exposure to infectious diseases such as COVID-19. The following information is intended to serve as a guide for safe and effective reopening of currently closed facilities as well as ongoing maintenance of guest areas and team member workspace areas. All property areas identified will be cleaned and disinfected based on information provided by state and local public health authorities, including the CDC, and leading infectious disease experts.

These guidelines represent Caesars' baseline plan and procedures, which all properties will implement across the company. If government or tribal bodies require additional or modified procedures in certain jurisdictions, the specific property or properties in those jurisdictions will implement all such additional or modified procedures. We will continue to monitor guidance provided by domestic and international authorities, including federal and applicable state and local public health authorities, and will adapt our plan and procedures accordingly.

GUIDELINES FOR DAILY OPERATION

The following guidelines for daily operation focus on guest experience and team member interaction. The following procedures are set forth to comply with guidance from applicable government and tribal bodies with respect to operations in each of the identified locations and venues at our properties.



Signage for guests will be created and displayed to promote physical distancing (particularly in all guest queuing areas), usage of personal protective equipment (PPE), frequent handwashing, and use of hand sanitizer stations. Signage for team members will be created and displayed (in both English and Spanish) to promote the cleaning process and use of cleaning products in addition to the use of standard PPE for team members to reference in the back of house area.

Property management will politely advise guests to follow physical distancing guidelines throughout the property.

Employee Screening

Employees will be instructed to stay home if they do not feel well, and to contact a supervisor or manager if they notice a co-worker experiencing coughing, shortness of breath, or other symptoms of COVID-19. A screening protocol for employees will be implemented in conjunction with reopening, including temperature checks for all team members at the start of their shifts. The screening protocol is designed for all employees and is subject to change as guidance from public health authorities and other government or tribal bodies evolves.

Security

Security personnel will facilitate physical distancing guidelines in a polite manner. This includes, but is not limited to, instructing guests to not congregate in close quarters, monitoring queuing areas for compliance with signage, ensuring guests do not physically move seats, etc. Security supervisors will serve as property liaisons with local public health authorities or other government or tribal bodies as appropriate.

Occupancy Limits

For jurisdictions in which occupancy limits are implemented, properties will regularly monitor occupancy levels through slot and table management systems.

Casino

Slots

Slot machine banks will be arranged to allow for appropriate physical distancing consistent with applicable government or tribal directives. Slot machines will be cleaned and disinfected frequently. Hand sanitizer stations will be positioned throughout the gaming floor, and guests will be encouraged to use sanitizer stations and practice frequent hand washing.

Table Games

The following player limits will be implemented, unless otherwise directed by applicable government or tribal bodies:

- Three players per blackjack table
- Three players per pai gow table
- Four players per roulette table
- Four players per poker table
- Six players per craps table

Guests will not be allowed to congregate behind the players at the table. Blackjack and low limit baccarat games will be dealt face up to eliminate players touching cards. Frequent sanitizing will occur at all table games in which a material exchange occurs (chips, cards, dice, etc.).

Each dealer will provide hand sanitizer to any customer who arrives at the table. Pit podiums and table pits will be arranged to allow for appropriate physical distancing, and will be cleaned and disinfected frequently throughout the day. Team members will verbally communicate shift changes or breaks and refrain from physical contact (e.g., dealer tap out).

Cage and Caesars Rewards

The cage and Caesars Rewards desks will be arranged to allow for appropriate physical distancing. Each team member will provide hand sanitizer to any customer who arrives at his/her window. Team members will facilitate appropriate physical distancing guidelines by arranging waiting lines accordingly and demarcating for guests to follow, if appropriate and necessary. Team members will clean and disinfect the countertop after each guest. Chips that are exchanged at the cage will be sanitized by the staff prior to being put back into circulation.

Sports Book and Racing

Sports book and racing counters will be arranged to allow for appropriate physical distancing. Each team member will provide hand sanitizer to any customer who arrives at his/her window. Team members will ensure guests follow appropriate physical distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary. Team members will clean and disinfect the countertop frequently.

Responsible Gaming

Responsible Gaming is one of the foundations of our Code of Commitment. As part of our Code of Commitment, we have been leading the industry in the development of Responsible Gaming practices to inspire grown-ups to play responsibly, while offering help to guests when gambling is no longer enjoyable. The various programs we have developed to promote responsible gaming over the past several decades are in service of these goals. Our integrated approach to responsible gaming is built on clear objectives, measurable outcomes and scientific research and evidence. It is supported by professional staff training and state of the art, purpose-built information technology systems, as described more fully on our website below. We will continue to maintain this commitment to responsible gaming throughout this public health emergency caused by COVID-19 and beyond.

For more information on our approach to Responsible Gaming visit:

<https://www.caesars.com/corporate/corporate-social-responsibility/play/responsible-gaming>

STAY, DINE AND PLAY HEALTH & SAFETY PROTOCOLS

We are taking the following health and safety measures in our casinos and hotels:



TABLE GAMES

- Limiting the number of players per table
- Frequently disinfecting chips, tables and chairs
- Frequently refreshing cards



SLOT MACHINES

- Limiting the available games to every other machine
- Frequently disinfecting machines and chairs



DINING

- Limiting the size of dining parties
- Temporarily stopping self-serve and tableside preparation services



POOLS

- Limiting the number of guests in the pool area
- Spacing out lounge chairs and cabana areas

Learn about all our health and safety protocols
at [Caesars.com](https://www.caesars.com)



Restaurants & Bars

Restaurants

Hand sanitizer stations will be available for guests at each entrance to the restaurant. Guests will be asked to use the hand sanitizer station upon arrival. Reusable menus will be sanitized between guests, and disposable menus will be replaced after each usage. For team members, a wall-mounted hand sanitizer station will be located inside kitchen doors for servers, cooks, and management to use frequently.

Tables within the restaurant seating area will be arranged to allow for appropriate physical distancing. For instance, if tables are permanent fixtures, a potential arrangement would be to seat every other table; if tables are mobile, a potential arrangement would be to space tables at least six feet apart. Party sizes will not exceed limits set by applicable government or tribal bodies. For specialty restaurants, the use of food displays that are not situated behind sneeze guards will be suspended. Table-side food preparation services and the placement of napkins on guests' laps will be suspended.

Podiums, countertop surfaces, POS systems, etc. will be cleaned and disinfected between team member use and/or if a guest touches the surface. Promotional materials on tables will be cleaned and disinfected between parties or removed. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

Food Courts and Quick Service Restaurants

Team members will ensure guests follow appropriate physical distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary. Hand sanitizer stations will be available for guests at each entrance and throughout large areas. Tables within the seating area will be arranged to allow for appropriate physical distancing. For instance, if tables are permanent fixtures, a potential arrangement would be to seat every other table; if tables are mobile, a potential arrangement would be to space tables at least six feet apart. The availability of self-serve condiments and refills on self-supplied beverage containers will be suspended. Team members will clean and disinfect the countertop frequently. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

Buffets

Buffets will be closed upon initial property opening, and will follow cleanliness standards, physical distancing guidelines, and any other applicable government or tribal directives upon reopening.

Bars

Hand sanitizer stations will be available for guests at each entrance. Bartenders will provide hand sanitizer to any customer who arrives at the bar. Stools, chairs, and tables will be arranged to allow for appropriate physical distancing. Guests will be asked to order from the bar in locations that would achieve physical distancing from seated individuals at the bar. Fruit garnish stations will be positioned away from guests or removed. Team members will

clean and disinfect the countertop frequently. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

Lounges and Bars with Designated Dance Floor

Hand sanitizer stations will be available for guests at each entrance. Bartenders will provide hand sanitizer to any customer who arrives at the bar. Tables or other obstructions will be positioned throughout the dance area to discourage large groups of people from congregating together. Seating and tables will be arranged to allow for appropriate physical distancing.

Nightclubs

Nightclubs will be closed upon initial property opening, and will follow cleanliness standards, physical distancing guidelines, and any other applicable government or tribal directives upon reopening.

Kitchen

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

Team members will wash their hands before their shifts, every break period for a minimum of 20 seconds, and will be encouraged to do so frequently throughout the day, as well.

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

Hotel

Front Desk, Check-In, and Bell Desk

The front desk and bell desk will be arranged to allow for appropriate physical distancing. Hand sanitizer will be available on the counter, and team members will provide hand sanitizer to guests. Team members will clean and disinfect the countertop after each guest. Team members will ensure guests follow appropriate physical distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary.

Check-in kiosks will be arranged to allow for appropriate physical distancing. Only one guest per party will stand at each kiosk. Touch screens will be cleaned and disinfected after each guest. Hand sanitizer stations will be positioned near the kiosks, and team members will provide hand sanitizer to guests. Team members will ensure guests follow appropriate physical distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary.

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

Room keys will be cleaned and disinfected prior to stocking. Sanitizer pens will be given to all guests checking in to the hotel.

Valet

Valet will be closed upon initial property opening, and will follow cleanliness standards, physical distancing guidelines, and any other required directives upon reopening.

Guest Rooms and In-Room Services

Team members will inform guests that bell persons, guest room attendants, room service, etc. cannot enter occupied rooms. Rooms will only be cleaned upon checkout to minimize team members entering guests' rooms. Room deliveries will be bagged and hung on the door. Team members will knock on the door and ensure guests receive deliveries.

If a guest was ill while in a guest room, that room will be taken out of service and locked for at least 24 hours, during which no guests or team members will be able to enter that room. After 24 hours, the room will be cleaned in accordance with detailed guidelines provided to team members and will remain out of service, after cleaning, for any specified period of time if required to do so by State or local law.

Laundry

The CDC recommends laundering items according to manufacturer's instructions using the warmest water setting possible and drying the item completely. The steam setting will be used if available and applicable. Team members will follow biohazard protocol for guests that are symptomatic, tested positive for COVID-19, or were exposed to an individual who tested positive for COVID-19. Shaking or excessively disturbing dirty laundry will be avoided. Clothes hampers and clothing transportation carts will be cleaned and disinfected according to the surface type.

Other Amenities: Salons and Spas, Pools, Fitness Centers, Business Centers

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

Salons will follow guidance provided by regional boards of cosmetology. Similarly, spas will follow guidance provided by regional boards of massage therapy, and will refer to the American Massage Therapy Association for applicable resources. Salons and spas will adjust schedules between clients to allow for an appropriate amount of time to clean and disinfect surfaces.

Hand sanitizer stands will be available throughout the fitness center area. Mobile fitness equipment such as dumbbells, yoga mats, exercise balls, etc. will be temporarily removed. Pool chairs, loungers, and cabanas will be arranged to allow for appropriate physical distancing and will be cleaned and disinfected frequently. Hand sanitizer stations will be positioned throughout the area, specifically at desks or podiums. Countertops will be cleaned and disinfected frequently. Lifeguard stations will be cleaned and disinfected between shifts.

Business centers will be arranged to allow for appropriate physical distancing. Hand sanitizer stations will be available throughout the area and on countertops. Any equipment or surfaces will be cleaned and disinfected between guest use.

Retail Outlets

Hand sanitizer stands will be located at entrances and check-out counters. Team members will ensure guests follow physical distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary. Clothing fitting rooms, tailoring, and seamstress services will be suspended.

Theatres and Show Rooms

Theatres and show rooms will be closed upon initial property opening, and will follow cleanliness standards, physical distancing guidelines, and any other applicable government or tribal directives upon reopening.

Rides and Attractions

Rides and attractions will follow cleanliness standards, physical distancing guidelines, and any other applicable government or tribal directives upon reopening.

Convention Meetings and Banquets

Convention meetings and banquets will follow cleanliness standards, physical distancing guidelines, and any other applicable government or tribal directives.

Common Areas

Common high-touch areas such as handrails, escalator rails, elevator panels, door handles, etc. will be cleaned and disinfected regularly.

GUIDELINES FOR TEAM MEMBERS

Hand washing, physical distancing, cleaning, and disinfecting education will continue at pre-shifts, buzz sessions, and team meetings. Team members will wash their hands every break period for a minimum of 20 seconds, and will be encouraged to do so frequently throughout the day as well. All team members will be subject to temperature checks at the beginning of their shifts each day, will be required to wear a mask, and will be encouraged to use hand sanitizer frequently throughout the day.

Team members will be instructed to stay home if they do not feel well, and to seek medical attention if feeling ill or showing symptoms of COVID-19.

Wardrobe and Locker Rooms

Wardrobe pick-up lines and locker rooms will be arranged to follow cleanliness standards and physical distancing guidelines. At reopening, and for at least 90 days thereafter, employees will be permitted to take uniforms home so that they will not need to change in on-site locker rooms. Locker rooms will be cleaned and disinfected before, during and after each shift.

Employee Dining Room (EDR) and Breakrooms

Hand sanitizer stations will be available for team members at each entrance to the EDR. Team members will be asked to use the hand sanitizer station upon arrival.

Employee congregation areas will be limited, and team members will follow physical distancing guidelines. For instance, if tables are permanent fixtures, a potential arrangement would be to seat every other table; if tables are mobile, a potential arrangement would be to space tables at least six feet apart. The availability of self-serve condiments will be suspended.

Breakrooms will be arranged to allow for appropriate physical distancing and will have limited use. These areas will be cleaned and disinfected before, during and after each shift.



Further updates on the company's response to the COVID-19 public health emergency and up to date information on property and amenity reopenings can be found at:

<https://www.caesars.com/corporate/coronavirus-guest-information>

