

21-POINT SAFETY PLAN

Version 2



Public Communication

Resorts World Casino New York City is ready to open our doors with a soft opening on Wednesday, September 9 at noon. Over the last several months, we've missed seeing the smiling faces of our team members and creating exciting experiences for our valued guests.

Similar to other hospitality business openings in our community and around the world, moving New York forward means putting stringent new health, safety, scheduling and hygiene procedures in place ahead of our carefully managed reopening.

Maintaining the health and safety of our guests and team members remains our primary goal. With that in mind, your next visit to Resorts World Casino New York City may look a little different as we roll out our new Resorts World Safety Plan in accordance with recommendations from the CDC and health officials. Our 21-point plan is in place to ensure you feel at ease every time you visit Resorts World Casino New York City, and puts health and safety at the center of our operation. You can read our full plan at rwnewyork.com/faq, but below is an overview of the main protocols you can expect to see when you're ready to return.

While we know everyone has their favorite entrance and parking area at Resorts World Casino New York City, for our initial reopening, entry will be limited to the three entrances; the Bus Lobby, Parking Garage P4 level and the Skybridge. Upon arrival, our security team will be conducting noninvasive **temperature checks** using thermal scanners. Any guest or team member with a temperature above 100.4 degrees will not be permitted entry.

All guests and team members will be required to wear **face masks** while on property. If you are unable to bring your own mask, Resorts World Casino New York City will have masks available at our entrance for purchase. Please have your Genting Rewards player's card and/or driver's license ready as you enter the casino.

Sanitation stations equipped with hand sanitizer and sanitizing wipes are located on the casino floor and throughout the property to encourage frequent hand washing and to allow guests to clean common areas before touching. Our comprehensive cleaning procedures have been enhanced and our **RW Clean Team** will be regularly deployed to high-touch guest and team member areas for cleaning and disinfecting.

Just as we are all doing on a daily basis, guests will need to practice physical distancing by staying six feet apart from guests outside of their circle, while standing in lines, using elevators, or moving around the resort. You will find markers and indicators in areas where lines form, plexiglass barriers where appropriate, and ample signage to remind everyone of the new guidelines.

As we open our doors, some of the amenities and experiences you have come to love may not be open or readily available. Rest assured this is only temporary for the added safety of our team members and guests, and as we evolve and evaluate physical distancing in a public setting we will continue to work diligently to bring you the full Resorts World Casino New York City experience.

I have full confidence in my leadership team and faith in all of our team members in executing the safety protocols of our plan and delivering you a first-class service experience.

From all of us at Resorts World Casino New York City, stay healthy and we look forward to seeing you soon.

Robert DeSalvio
President of Genting Americas East

During these unprecedented times, Resorts World Casino New York City's main focus has been on the health and safety of our employees, guests and the surrounding communities. As the new norm shifts to take a more cautious and careful approach to life, our priority as a business is to reopen in a manner that is consistent with the mission of our Sanitation and Social Well-Being (SAS) Plan, "To take caution, and approach everything we do with the health and safety of everyone in mind." We believe we can achieve these objectives by balancing the expectations of our employees and guests and by delivering a work environment and entertainment experience that is safe and fun for all.

Even before the COVID-19 pandemic, we instituted proactive cleaning and disinfecting measures to ensure the general health and well-being of our team members and guests at Resorts World Casino New York City. Currently, our plan is to further strengthen our previous efforts and adopt best practices that align with government mandates and Centers for Disease Control and Prevention (CDC) guidelines.

As more information and facts are presented about COVID-19 through trusted government agencies, Resorts World Casino New York City will apply those findings to continually adapt our operations to protect our team members and guests from the spread of COVID-19.

After diligently partnering with New York casino operators—and in accordance with guidance and directives from the World Health Organization, Centers for Disease Control and Prevention (CDC), Governor and Health Department in New York State — we have outlined our "Safety Plan."

INTRO TO SAFETY PLAN

Resorts World Casino New York City is ready to open our doors with a soft opening. Over the last several months, we have missed seeing the smiling faces of our team members and creating fun and exciting experiences for our valued guests. This carefully managed reopening comes with stringent new health, safety, scheduling and hygiene procedures in place. Our goal is to continue to keep everyone healthy and deter the spread of COVID-19. So, as we enjoy our casino again, everyone will need to follow New York State Department of Health guidance along with CDC guidelines, and Resorts World's Twenty-One Point Safety Plan.

Team Member Communication



Welcome back to work!

You'll notice various changes in the way our workplace looks as well as new practices and protocols. We understand that these changes may be difficult and we are here to support you. Our goal is to collaboratively ensure that you feel safe and secure so together, we can navigate the complexities of our "new normal." Here are some things we are implementing to help keep our workplace safe and to support you:

- More frequent cleaning and sanitizing.
- Access to hand sanitizer throughout the workplace.
- Access to our employee assistance program (EAP) and other mental health resources (contact HR or [name and email of person to contact]).
- Staggered shifts so fewer people are on-site at one time.
- More frequent communications on our business, projections, new policies and requirements, your health and safety, and measures we are taking to support you and our community.
- New limits on the number of patrons allowed to gather in restaurants and on the Gaming Floor, Here are some things we expect you to implement to help keep our workplace safe:
 - Go home if you feel sick.
 - Wash your hands often, and for the recommended 20 seconds.
 - Stay at least 6 feet apart when moving through the workplace.
 - Walk through a non-invasive thermal scanner upon arrival.
 - You are required to wear the company-issued face mask in the workplace.
 - Complete the daily health questions form.
 - Be considerate of your co-workers (remember, we're all in this together).
 - Be conscious and understanding of your co-workers who may be dealing with child care issues, illness or loss of loved ones, financial insecurity, and other issues.
 - Speak with your manager or HR if you have questions or concerns.

If you utilize mass transit, please consider other options (walking, biking, driving alone or with a household member). If you must use public transportation or ride sharing, please follow CDC guidance on personal protection. This may include commuting during less busy times and cleaning your hands as soon as possible after you arrive.

Thank you for your patience and cooperation, and welcome back to Resorts World Casino NYC.

Sincerely,

A stylized handwritten signature in black ink, belonging to Robert DeSalvio.

Robert DeSalvio
President of Genting Americas East



The New Guest Experience

1

ENTERING THE PROPERTY

While we know everyone has their favorite entrance and parking area at Resorts World Casino New York City, during our soft reopening, entry will be limited to the three entrances. This is to ensure that everyone passes through the same controlled access point before you head in for fun.

Upon entry, guests will be greeted with PA announcements about safety procedures. These messages include: “We are all in this together. Please help reduce the spread of COVID-19 by wearing a mask, covering your coughs, washing your hands, avoid touching your face and stay home if you are not healthy.” These reminders will also be included in our numerous digital messages.

We have also added links on our website to the New York State Department of Health and the CDC websites.



2

THERMAL SCREENING AND NEW ENTRANCE PROCEDURES

Upon entry, security staff will be conducting non-invasive temperature checks using thermal scanners. Any guest with a temperature above 100.4 degrees will unfortunately not be allowed entry.

In addition to temperature checks, signage will be placed at the entrance, outlining a checklist of COVID-19 symptoms that asks guests to not enter the property if their answer is “YES” to any question on the checklist.



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MANDATORY FACE MASKS

Resorts World Casino New York City will require all guests to wear face masks while on property. If you are unable to bring your own mask, Resorts World Casino New York City will have guest masks available for purchase at the entrance.





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SANITATION STATIONS AND HAND WASHING

Over 200 hand sanitizing stations are located on the casino floor and throughout the property. Sanitizing wipes are also provided and placed throughout the property, in order to allow guests to clean common, highly utilized areas before touching.

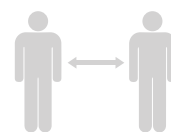
Our comprehensive cleaning procedures have been further enhanced to keep guests safe and healthy. The RW Clean Team will be regularly deployed to high-touch guest and team member areas for cleaning and disinfecting.



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PHYSICAL DISTANCING OF GUESTS

Just as we are all doing on a daily basis, guests will need to practice physical distancing by staying six feet away from guests outside of their circle, while standing in lines, using elevators, or moving around the property. All elevators will be limited to 4 people per ride. All Resorts World team members will be instructed to enforce social distancing between patrons and disrupt congregations when they form.



The gaming floor will be modified to encourage physical distancing and reminder announcements will be played and/or displayed on digital signage. You will find markers and indicators in areas where lines form, as well as signage to remind everyone of the new guidelines. Additionally, temporary physical distancing panels will be erected at select transactional locations.

Areas of the property where physical distancing isn't feasible will be temporarily suspended until further notice. Promotions, tournaments and entertainment will only occur when appropriate physical distancing is feasible.

The New Team Member Experience



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TEAM MEMBER TRAINING

All team members will receive virtual training on COVID-19 safety and sanitation protocols and department-specific procedures and training will also be provided. Team members will receive clear instructions on how to respond appropriately to potential cases of coronavirus infection on the property, in accordance with state and local health and safety guidelines.

Team member training areas are as follows:

- Physical distancing
- Personal Hygiene
- Proper use of PPE
- Disinfecting and sanitizing workstations and the proper use of chemicals
- Uniform Cleanliness
- Detection
- Department and position specific best practices



Team members will also receive a Associate Return To Work Guidance Booklet that highlights operational protocols. Included in this packet will be information on how to close off an area used by a person exhibiting COVID-19 symptoms.

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TEAM MEMBER SCREENING AND ENTRY

Upon entry to the back of house, all team members will go through a thermal screening, and if found to have a temperature of 100.4 degrees, that team member will be asked to leave the premises. Secondary thermal screenings will be available in common back-of-house areas in order to continuously gauge team member temperatures throughout the course of their work shift.



Signs will be placed at each entrance, setting forth a checklist of symptoms and reminding team members not to come to work if their answer is “Yes” to the following questions:

Have you been in close or proximate contact in the past 14 days with anyone who has tested positive for COVID-19 or who has or had symptoms of COVID-19? Have you tested positive for COVID-19 in the past 14 days? Have you experienced any symptoms of COVID-19 in the past 14 days? Have you traveled to any of the designated states covered under the NYS travel advisory?

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USE OF PERSONAL PROTECTIVE EQUIPMENT

Team members will be required to wear masks. Where necessary, team members will also be issued face shields and gloves.





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COMMUNICATION

Group pre-shifts will be temporarily suspended and replaced with a self-pre-shift via documentation or digital TV signage. Signage will be placed in all team member back-of-house areas, reminding team members to follow CDC guidelines for hand washing, using sanitizer and staying home if they are sick.

We have also added a link on our website to the CDC website for additional guidance.



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SANITATION STATIONS AND HAND WASHING

Hand sanitizing stations are located on the casino floor, in team member back-of-house and throughout the property. Sink/washing stations will be available near the team member dining room and break rooms. Sanitizing wipes will also be provided and placed throughout the property in order to allow team members to clean common, highly utilized areas before touching.



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PHYSICAL DISTANCING FOR TEAM

Tables in the Team Member Dining Room will be placed at least 6 feet apart and limited to a maximum of 4 seats per table. Service elevators shall be limited to 25% of the posted capacity. Meetings will be conducted with physical distancing or by video conferencing and team members will be reminded to practice physical distancing in offices and conference areas.



All job positions will follow pro-tocols that facilitate physical distancing with other team members and with guests. This will include adjusted workplace hours, staggered shifts and a hybrid work schedule and working from home.

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GUEST AND TEAM MEMBER HEALTH AWARENESS

Team members are instructed to stay home if they do not feel well and are asked to contact a manager if they notice a coworker or guest with a cough, shortness of breath or other known symptoms of COVID-19. Team members and guests who are exhibiting any symptoms of COVID-19 while at the property are instructed to immediately notify their manager (team members) or security (guests). If we are alerted to a presumptive case of COVID-19 on property, we will work with and follow the appropriate actions recommended by medical experts.



Operations

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NEW TECHNOLOGIES

We are taking advantage of many technological advancements in order to ensure that guest and team-member experiences are more secure and whenever possible, contact-less to allow for healthier transactions.

Resorts World Casino New York City will be deploying a new mobile app, allowing players to access information previously available at Genting Rewards. This will reduce touch points throughout their gaming and resort experience.



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HVAC AND AIR QUALITY CONTROLS

The health of our employees and guests has always been a priority, so providing fresh air and maintaining air quality is very important. We have increased the frequency of changing out our filters to ensure better air quality. We will continue to review our HVAC systems to identify additional opportunities to enhance their effectiveness. Resorts World has upgraded the air filtration systems by incorporating MERV 15 air filters. This will ensure optimal air quality and ventilation, as per a certified HVAC professional.



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SLOTS

To provide a safer gaming experience, access will be restricted to portions of the casino floor or by limiting capacity. Physical distancing panels will be erected on select slots to help protect team members and guests.

The Clean Team will be frequently deployed to clean and disinfect all areas of the gaming floor.



PLAY IT SAFE



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PLAYING TABLE GAMES

Electronic Table Games will operate with every other seat or position closed to create space between players. Each guest will be required to sanitize their hands before the start of play. Physical distancing panels are erected on select games in order to help protect team members and guests.



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AT THE CASHIER

Every other window at the cashier will be closed to assist in physical distancing. Plexiglass panels will be installed at all windows to use as a protective barrier between team members and guests. Floor markers will also be utilized to queue guests 6 feet apart and for your convenience, signage will be posted asking guests to please wait to be called by the next open cashier.





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FOOD & BEVERAGE OUTLETS

All Food & Beverage outlets will open with a reduced seating capacity. Tables and chairs will be set up to adhere to the 6-foot physical distancing guidelines. Floor markers will also be utilized to queue guests 6 feet apart. For everyone's information, signage will be posted asking guests to please wait to be called by the next open cashier.

All bars will enforce guest occupancy limits to allow for physical distancing, and for guests' protection, heightened food handling procedures will be implemented.

Self-service operations (beverage station, coffee & hot tea dispensers) will remain closed until further notice, and only bottled drinks and pre-packaged food will be sold. All drink cup lids, straws, napkins, utensil dispensers and condiments from the seating areas, beverage stations, counter tops and all other outlets will be removed. Utensils and supplies will be distributed with their orders at the point of sale.

Physical distancing panels will be installed on countertops to separate the server from the guest to promote physical distancing.

Looking Forward Into The Future ...

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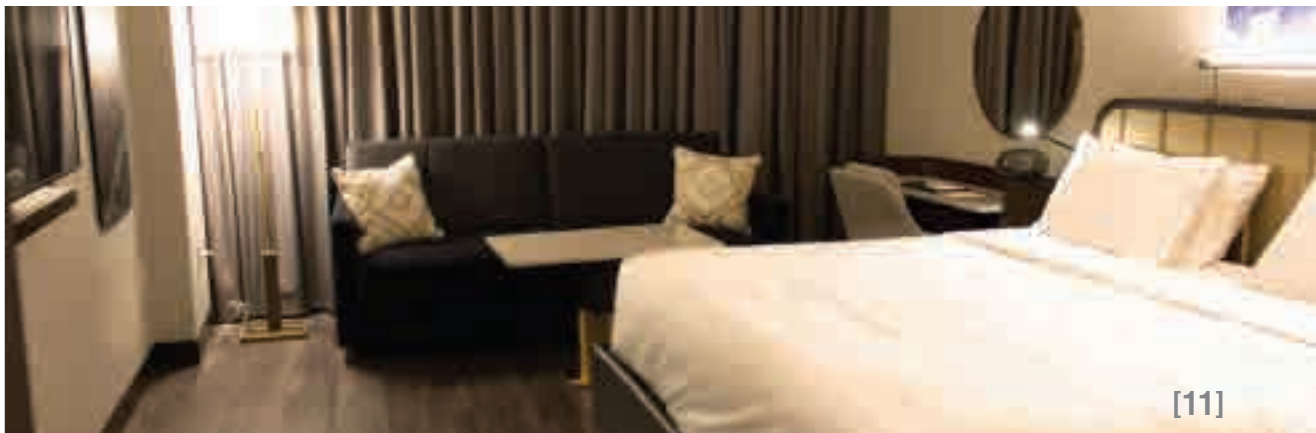
HOSPITALITY

All Operations team members will utilize disinfectants and cleaning supplies to clean their requisite areas of operation. The hotel at Resorts World Casino New York City is in the construction phase and not currently open. However, an extensive amount of thought and planning has been given to further enhance sanitation and safety.

During the check-in process, plexi-panels will be installed at the Front Desk and guests will follow physical distancing rules, with the use of floor markings reminding guests to stay 6 feet apart.

All checked-out rooms will be sanitized and thoroughly cleaned, with a focus on high-touch areas. Door knob service will be implemented for all guest requests. This eliminates team members entering occupied hotel rooms, and all requested items will be bagged and hung from the guest door knob.

Information cards will be distributed to all guests with important information on health and safety. Signage will indicate that a maximum of four guests should occupy an elevator. Express check out will be the suggested process of leaving the Hotel, with established guidelines printed on the check-in information card. All card keys returned will be safely handled and disinfected.



The following guidelines and protocols are incorporated into the 21 Point Safety Plan:

NYS DOH Interim Guidance For Gaming Facilities During The Covid-19 Public Health Emergency
https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/Casinos_Detailed_Guidance.pdf

NYS Gaming Facility Guidelines for Employers and Employees
https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/Casinos_Summary_Guidance.pdf

Centers for Disease Control and Prevention Considerations for Casinos and Gaming Operations
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/business-employers/casinos-gaming-operations.html>

New York State Department of Health Novel Coronavirus (COVID-19) Website
<https://coronavirus.health.ny.gov/>

Centers for Disease Control and Prevention Coronavirus (COVID-19) Website
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Occupational Safety and Health Administration COVID-19 Website
<https://www.osha.gov/SLTC/covid-19/>

COVID-19 Travel Advisory
<https://coronavirus.health.ny.gov/covid-19-travel-advisory>

For more information, please visit www.rwcatsskills.com/faq



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MEETINGS AND CONVENTIONS

Meeting and banquet set-up will allow for physical distancing between guests in all meetings and events. Large group gatherings will be postponed until a later date.

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TRANSPORTATION

Valet and Bus Operations will be temporarily suspended.

When it restarts, guests will adhere to physical distancing guidelines when embarking or disembarking from the bus. Busses will run with lower occupancy. A physical distancing panel will be used on the bus to separate the driver from the passengers. Based on weather conditions, Resorts World may operate a shuttle bus looping from the A-Train exit, Parking Lot D Skybridge and the Bus Lobby entrance. Shuttle occupancy will be limited to 50% to ensure social well-being.

Valet attendants will use sanitizing wipes to disinfect steering wheels and door handles of vehicles and be required to wear a mask and a new pair of disposable gloves when in contact with each vehicle or vehicle's keys. Guests will be required to wear a mask during the receipt and return of the vehicle.

**For more information please visit
www.rwnyork.com/faq**



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