

HYATT REGENCY

21-POINT SAFETY PLAN

Version 6
September 2022



 Resorts World™
NEW YORK CITY





MESSAGE FROM THE PRESIDENT

Dear Valued Guests,

Resorts World Catskills has fully reopened with all restaurants, bars, pools, spa, and casino available for guest enjoyment during normal operating hours! We are striving to offer the luxury experience you expect at Resorts World while implementing our stringent 21-Point Safety Plan to ensure the health and safety of all guests and employees.

As the new norm shifts to take a more careful approach to life, our priority as a business is to operate in a manner that is consistent with the mission of our 21-Point Safety Plan; “To take caution and approach in 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 by delivering a work environment and entertainment experience that is fun and safe for all.

The 21-Point Safety Plan including enhanced cleaning and sanitizing protocols, and physical distancing panels in select areas, will continue to be updated following recommendations from the Center for Disease Control (CDC), as well as state and local health officials. I encourage you to review the safety plan to learn more about what we are doing to put health and safety at the center of our operation. We look forward to welcoming you to Resorts World Catskills and hope to see you soon.

With Gratitude,

Robert DeSalvio
President of Genting Americas East

INTRO TO SAFETY PLAN

During these unprecedented times, Resorts World New York City's main focus has been on the health and safety of our employees, guests and the surrounding community. This carefully managed safety plan comes with stringent new health, safety, and hygiene procedures.

After diligently partnering with New York casino operators – and in accordance with guidance and directives from the World Health Organization (WHO), Center for Disease Control and Prevention (CDC), State and Local Officials – we have outlined our 21-Point Safety Plan.



The New Guest Experience

1

ENTERING THE PROPERTY

Guests can access Resorts World New York City through all entrances, including the grand lobby and parking garage. Valet services remain temporarily closed.



2

GUEST HEALTH AWARENESS

Guests experiencing a cough, shortness of breath or other known symptoms of COVID-19 are respectfully asked to visit Resorts World New York City at another time. In the event of a presumptive case of COVID-19 on property, Resorts World New York City will work with and follow the appropriate actions recommended by medical experts.



3

PERSONAL PROTECTIVE EQUIPMENT

Face masks are optional for guests while on property. Resorts World New York City will have guest masks available for purchase.





4 **SANITATION STATIONS AND HAND WASHING**

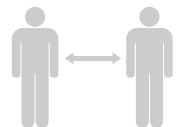
Hand sanitizing stations are located on the casino floor and throughout the property. Sanitizing wipes are also provided and placed throughout the property to allow guests to clean common, highly utilized areas before touching.

The RW Clean Team will be regularly deployed to high-touch guest and team member areas for cleaning and disinfecting.



5 **PHYSICAL DISTANCING OF GUESTS**

The gaming floor will be modified to encourage physical distancing and temporary physical distancing panels have been installed at select transactional locations. Where close physical interactions are common including select gaming positions, cage windows and players development club.



The New Team Member Experience

6 TEAM MEMBER TRAINING

The team at Resorts World New York City is ready to provide a safe and unforgettable entertainment experience. All employees complete virtual training on COVID-19 safety and sanitation protocols in addition to training on department specific procedures. Employees are aware of 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

Upon the reopening of the property, all team members received an Associate Return to Work Guidance Booklet that highlights operational protocols.



7 TEAM MEMBER SCREENING AND ENTRY

All team members are required to complete and submit the COVID-19 mandatory daily health screening form prior to, or immediately upon entry to the property. Team members who answer yes to any of the following questions found on the health questionnaire, are asked not to come to work.

- 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 a fever of 100.4 degrees fahrenheit or greater, a new cough, new loss of taste or smell, or shortness of breathe within the past 10 days?





8

USE OF PERSONAL PROTECTIVE EQUIPMENT

Face masks are optional for team members while on property. Where necessary, team members will be issued face shields and gloves to combat the spread of COVID-19.



9

COMMUNICATION

Signage will be placed in all team member back-of-house areas reminding team members to follow CDC guidelines for combating COVID-19 including hand washing.



10

SANITATION STATIONS AND HAND WASHING

Hand sanitizing stations are located on the casino floor, employee back-of-the-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 employees to clean common, highly utilized areas before touching.



11

PHYSICAL DISTANCING FOR TEAM

Physical distancing panels have been installed at select transactional locations where close physical interactions are common including select gaming positions, and cage windows. Team member workstations have been modified to allow for physical distancing.



12

TEAM MEMBER HEALTH AWARENESS

If alerted to a presumptive case of COVID-19 on property, Resorts World New York City will work with and follow the appropriate actions recommended by medical experts.



Operations

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NEW TECHNOLOGIES

Resorts World New York City installed new technology to reduce high touch point areas throughout the gaming and resort experience including employee check in and security.

In addition, Resorts World launched a mobile app, allowing players to access information previously available at the Genting Rewards Players Club, right from their own mobile device.



14

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. Resorts World New York City upgraded the air filtration systems by incorporating MERV 11 air filters, and increasing the frequency of filter replacement, ensuring optimal air quality and ventilation, as per a certified HVAC professional.



15

SLOTS

To provide a comfortable and safe gaming experience, the RW Clean Team is frequently deployed to clean and disinfect all areas of the gaming floor and physical distancing panels have been installed at select gaming positions.





16

PLAYING ELECTRONIC TABLE GAMES

Select electronic table games will operate with physical distancing panels. Guests are encouraged to sanitize hands before the start of play.



17

AT THE CASHIER

Temporary physical distancing panels have been installed at select transactional locations.





18 **FOOD & BEVERAGE OUTLETS**

Food & Beverage outlets will implement heightened food handling procedures and provide areas for social distancing.

Physical distancing panels have been installed on select countertops to promote physical distancing, and contactless payment options are available.

All water systems are regularly disinfected and cleaned. Water systems include but are not limited to, restrooms, back-of-house sinks, decorative fountains and drinking fountains.

19

HOSPITALITY

All Operations team members will utilize disinfectants and cleaning supplies to clean their requisite areas of operation.

All checked-out rooms will be sanitized and thoroughly cleaned, with a focus on high-touch areas.

Information cards will be distributed to all guests with important information on health and safety. 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.





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MEETINGS AND CONVENTIONS

Meeting and banquet set-up will allow for physical distancing between guests.

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TRANSPORTATION

Valet and bus operations will remain temporarily suspended. Upon return, valet attendants will use sanitizing wipes to disinfect steering wheels and door handles of vehicles when necessary.

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

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>

The City New York, Office of the Mayor Executive Order No. 225
<https://www1.nyc.gov/office-of-the-mayor/news/225-001/emergency-executive-order-225>

For more information please visit
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WYATT REGENCY

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