



**Bally's Corporation  
Health & Safety Facility Plans  
COVID-19  
New Jersey**

**Executive Summary**

The purpose of this document is to provide guidelines for casino and hotel operations as well as back of house operations to mitigate and reduce risk of exposure to infectious diseases such as COVID-19. The following information is intended to serve as a guide for safe and effective operation facilities as well as ongoing maintenance of guest areas and team member workspace areas. All property areas identified will be cleaned and disinfected according to the following, based on information provided by the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC) in addition to local health districts and leading industry experts.

Compliance with this Plan is the responsibility of all employees, including senior leadership operating the property. This shall include active implementation and monitoring for compliance with the COVID-19 requirements. Any violations and issues with compliance with the Plan will be reported.

Bally's Atlantic City will continue to monitor guidance provided by health experts and government officials and will adapt our plan and procedures accordingly.

## **Summary of Key Guidelines Issued by the State of New Jersey**

The following summarizes some of the protocols contained in [EO 157](#), [EO 158](#), [EO 192](#), [EO 194](#), [EO 219](#), [EO 230](#), [EO 239](#), [EO 241](#), [EO 242](#), and the [reopening plan from the Casino Association of New Jersey](#). However, this summary is not a replacement for fully complying with the terms of EO 157, EO 158, EO 192, EO 194, EO 219, EO 230, EO 238, EO 239, EO 241 and EO 242 and any and all additional requirements imposed by the Division of Gaming Enforcement, including Casino Association of New Jersey protocols.

Effective 6:00am Friday, May 28, 2021, as per EO 242 the mandate regarding social distancing and the wearing of facial masks indoors, including casinos will be lifted; however, if a guest is wearing a mask, the guests will be asked to briefly lower masks for cage transactions for surveillance coverage purposes. In accordance with CDC recommendations, guests who are not fully vaccinated should continue to practice social distancing and wear a face covering.

Effective 6:00am Friday, June 4, 2021, as per EO 242 the mandate regarding numerical limits on indoor gatherings, including but not limited to commercial gatherings, performances at indoor entertainment centers and catered events will be rescinded and there will be no limits applying to indoor gatherings.

- Sanitizer stations will be placed throughout the casino hotel complex.
- Restaurants may offer indoor dining in accordance with EO 183, EO 230, EO 238, EO 239, EO 242 and the Department of Health's [Health and Safety Standards for Indoor Dining](#).
- Indoor showrooms and nightclubs will be in accordance with Executive Order 194, EO 219, EO 230, EO 239, EO 242.
- Casino will adhere to cleaning and disinfecting protocols.
- Smoking is prohibited in the indoor areas of casinos, casinos simulcasting facilities, and retail sports wagering lounges, per [Administrative Order 2020-19](#).
- Close contact will be defined as a cumulative fifteen (15) minutes of contact in a 24-hour period, when referenced in this document and in frame of reference.

### **Guidelines for Operational**

- Bally's AC plans to Limit the Spread of COVID-19 and envisions a phased reopening in terms of the amenities and the physical attributes of the casino hotel complex.
- This plan also incorporates all elements of the Casino Association of New Jersey protocols.

#### **A. Guests**

1. Signage will be placed at entrance locations throughout the casino hotel complex reminding guests that fully vaccinated guests are not required to wear a face covering; however,

if not fully vaccinated, a face covering is recommended. Bally's AC shall have a supply of masks on hand should a guest request one. If a guest is wearing a mask, the guest will be requested to briefly lower masks for cage transactions for surveillance coverage purposes.

2. Upon check-in, hotel guests will be provided with current COVID-19 information.
3. Sanitizer stations will be placed throughout the casino hotel complex.
4. Enhanced cleaning protocols using EPA-registered disinfectants ([List N](#)) approved for use against SARS CoV-2, the virus that causes COVID-19 (“EPA Registered Disinfectants”), will be implemented throughout the casino hotel complex.
5. Guests presenting with and seeking assistance for COVID-19 symptoms will be provided with a mask and directed to exit the casino hotel complex and return home or to a medical facility for their safety and the safety of others. Such guests shall be provided with the CDC material entitled, “Steps to help prevent the spread of COVID-19”. Bally’s AC shall also comply with then-current CDC, state and local guidelines that provide requirements for businesses dealing with guests who present COVID-19 symptoms. Bally’s AC staff shall also maintain a list of employees known to have been in close contact with the ill guest and monitor the condition of those employees for two (2) weeks following the date of the close contact by having the employee(s) complete a COVID-19 symptom checklist on each day of work during that fourteen (14)-day period. For purposes of the Plan, “close contact” is defined as being within six (6) feet for a period of fifteen (15) minutes or greater. Should Bally’s AC be notified by public health that an ill guest was positive for COVID-19, an employee will be quarantined for fourteen (14) days from exposure.
6. For guests presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough), casino hotel complex shall follow its current process for managing guests who become severely ill on property (i.e., calling 911). Bally’s AC will separate the guest and any persons travelling with him/her from other guests and will take appropriate measures to minimize the guest’s contact with casino personnel while waiting for medical personnel to arrive. Bally’s AC staff shall also maintain a list of employees known to have been in close contact with the ill guest and monitor the condition of those employees for two (2) weeks following the date of the close contact by having the employee(s) complete a COVID-19 symptom checklist on each day of work during that fourteen (14)-day period. For purposes of the Plan, “close contact” is defined as being within six (6) feet for a period of fifteen (15) minutes or greater. Should Bally’s AC be notified by public health that ill guest was positive for COVID-19, employee shall be quarantined for fourteen (14) days from exposure.
7. If there is any situation where a guest is known to have been in close contact with a guest or employee who has tested positive for COVID-19 and was not wearing a mask during the close

contact, that guest shall be directed to exit the casino hotel complex and return home or seek medical attention.

8. Bally's AC shall comply with any required reporting of guests with presumed cases of COVID-19 to local and/or state health authorities for contact tracing and/or other purposes.
9. Bally's AC will report to the Division of Gaming Enforcement (the "Division") all cases known to them where a guest has been in the casino hotel complex within 14 days of having tested positive for COVID-19 and the dates that such guest was in the casino hotel complex.

**B. Employees**

1. When employees are maintaining six feet of distance from others within indoor workplaces, are at a distanced workstations or in their own office, a facial mask will not be required.
2. When required, Bally's AC shall provide PPE to its employees at no cost to the employees and provide training on how to properly use and dispose of all PPE.
3. Hand sanitizer or sanitizing wipes will be at every timeclock station, sanitizer stations will be placed throughout back of house areas, and sanitizer fluid or wipes will be provided in employee cafeteria.
4. Employees will be educated on COVID-19 and instructed to stay home if they do not feel well or have any signs or symptoms of COVID-19.
5. Where possible, employee break areas, cafeteria, training areas, and locker rooms will be set up such that employees can maintain social distancing.
6. Employees will be provided with a list of COVID-19 viral testing opportunities in Atlantic County and testing information will be posted near each employee entrance and in the employee cafeteria.
7. Bally's AC will arrange for COVID-19 testing for any employee who is not permitted to work at no cost to the employee, provide material on preventing the spread of COVID-19, and encourage employees to contact local health provider.
8. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.
9. Employees will be educated on the signs and symptoms of COVID-19 and instructed to self-monitor for signs and symptoms and stay home if they do not feel well or have any signs or symptoms of COVID-19.

10. Proper and frequent hand sanitizing or washing with soap is vital to help combat the spread of COVID-19. All employees shall be required and consistently reminded through signage to wash their hands with soap and warm water for twenty (20) seconds or sanitize them:
  - a. no less than every hour while at work except for employees that work in back of the house office areas and do not have contact with public areas or guests;
  - b. before the start of a shift; and
  - c. at least once during every break period.
11. Employees will be instructed to contact a supervisor if they notice a coworker with signs or symptoms of COVID-19. Refer to the CDC's FAQ at <https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html> . See question "How often should employees wash their hands while at work?"
12. Signage will be placed in all employee/back of house areas reminding employees to follow CDC guidelines (to wash hands, use sanitizer, stay at home if sick, etc.).
13. Sanitizer stations will be placed throughout back of house areas.
14. Signage will be placed in the employee cafeteria requiring employees to observe six (6) foot physical distancing or other distancing recommendations consistent with CDC guidelines and in accordance with government order when sitting at tables.
15. Employee break areas, cafeteria, training areas, and locker rooms shall be configured, to the extent possible in the existing space, so that all employees can maintain a six (6) foot separation.
16. Food in employee cafeteria lines shall be served in single serving containers or by cafeteria staff as opposed to employees serving themselves.
17. Sanitizer fluid or wipes shall be provided in the employee cafeteria.
18. Meetings will be conducted with physical distancing that are consistent with CDC guidelines and as required by government orders or by video conferencing and employees will adhere to all applicable policies.

C. **Employee Screening and Testing.**

1. Upon their return to work, each employee shall be provided with a list of COVID- 19 viral testing opportunities in Atlantic County;

2. Bally's AC shall post information near each employee entrance and in the employee cafeteria showing COVID-19 viral testing facilities in Atlantic County;
3. For employees presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough), Bally's AC shall follow its current process for managing employees who become severely ill on property (i.e., calling 911). Bally's AC will separate the employee from other guests and will take appropriate measures to minimize the employee's contact with casino personnel while waiting for medical personnel to arrive.
4. If there is any situation where an employee is known to have been in close contact with a guest or another employee who has tested positive for COVID-19 and was not wearing a mask during the close contact, that employee will be sent home from work and advised to self-quarantine and monitor his or her symptoms for the required time period as directed by the local Department of Health and/or in accordance with then-current CDC guidelines (i.e., quarantine for fourteen (14) days or such other period as may be recommended by the CDC at the time of such occurrence).
5. Bally's AC shall arrange for COVID-19 viral testing for any employee who is not permitted to remain at work under the conditions noted in the paragraphs 3 and 4 above at no cost to the employee unless such employee presents medical evidence (e.g., a doctor's note) that his/her condition is otherwise due to a non-communicable condition. Such employees shall be provided with the CDC material entitled, "Steps to help prevent the spread of COVID 19" and encouraged to contact their health care provider. Bally's AC shall also comply with then-current CDC, state and local guidelines that provide requirements for businesses dealing with employees who present with COVID-19 symptoms.
6. Bally's AC staff shall also maintain a list of employees known to have been in close prolonged contact with the ill employee and employee shall be quarantined for the required time period as directed by the local Department of Health and/or in accordance with then-current CDC guideline (i.e., quarantine for fourteen (14) days for such other period as may be recommended by the CDC at the time of such occurrence).
7. Bally's AC shall comply with any required reporting of employee presumed cases of COVID-19 to local and/or state health authorities for contact tracing and/or other purposes.
8. Bally's AC will report to the Division all cases known to them where an employee has been in the casino hotel complex within 14 days of having tested positive for COVID-19 and the dates that such employee was in the casino hotel complex.

**D. General Cleaning Protocols**

1. Bally's AC will use EPA Registered Disinfectants ([List N](#)) and follow cleaning protocols that meet CDC guidelines. Good faith efforts will be taken to ensure uninterrupted supplies will be maintained.
2. All high-contact surfaces, including, but not limited to, check-in counters, bell and concierge desks, elevators/elevator buttons/elevator handrails, door handles, public restrooms, etc. in areas utilized by the public will be cleaned and disinfected with increased frequency based on business volumes, but no less often than once each day.
3. All linens, towels, uniforms, and laundry will be laundered in accordance with CDC guidelines.
4. Shared tools and communication devices will be sanitized anytime the same is transferred between employees, and after each shift of use. This includes, but is not limited to, radios, phones, and computers.

**E. Training**

1. Cleaning and Disinfecting – Employees assigned to clean or who will conduct cleaning shall be informed on proper cleaning and disinfecting protocol, including manufacturer instructions on use according to recommended guidance. Employees will also be informed of proper PPE required for cleaning and day-to-day operations.
2. Infectious Disease Overview Training – All employees will receive information on COVID-19, how it is contracted, how it is prevented and sanitization protocols. This training information shall cover basic techniques such as physical distancing, masking, and proper hand hygiene such as handwashing or the use of alcohol- based hand rubs to provide employees guidance in keeping guests and themselves safe and healthy.

**F. Food and Beverage Outlets, Bars and Lounges**

1. Restaurants

- a. Hand sanitizer stations will be available for guests at each entrance to the restaurant. Menus shall either be provided to guests in a wipeable format or by

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digital device that will be sanitized between use by different guests or disposable and discarded after a guest's use. For team members, a wall-mounted hand sanitizer station will be located inside kitchen doors for servers, cooks, and management to use frequently.

- b. For specialty restaurants, the use of food displays that are not situated behind sneeze guards will be suspended. Table-side food preparation services will be suspended. The use of uncovered food displays (e.g., raw food/dessert display trolley) shall be suspended. Napkin service (napkin placement on guest lap) will be suspended. Buffet will be in accordance with EO 238.
- c. 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.

## 2. Food Courts and Quick Service Restaurants

- a. Hand sanitizer stations will be available for guests at each entrance and throughout large areas. The availability of self-serve condiments will be suspended. 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.

## 3. Buffets

- a. Buffets will follow EO 239 and will follow cleanliness standards, government mandated standards, and any other required directives upon reopening.

## 4. Bars

- a. Hand sanitizer stations will be available for guests at each entrance. Bartenders will provide hand sanitizer to any customer who arrives at the bar. Fruit garnish stations will be positioned away from guests. Team members will clean and disinfect the countertop frequently. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

## 5. Lounges and Bars with Designated Dance Floor

- a. Indoor and outdoor dance floors will be opened. Hand sanitizer stations will be available for guests at each entrance. Bartenders will provide hand sanitizer to any customer who arrives at the bar.

## 6. Nightclubs



- a. Indoor showrooms and nightclubs will follow EO 183, 219, 230, 239, 242.

7. Kitchen

- a. Dish and glass washers will be inspected for appropriate chemical and temperature frequently. Food contact surfaces and non-food contact surfaces will be addressed appropriately. 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.
- b. Team members will wash their hands every break period for a minimum of 20 seconds and will be required to do so before the start of a shift; and at least once during every break period.
- c. A wall-mounted hand sanitizer station will be located inside kitchen doors for servers, cooks, and management to use frequently.

G. **Casino**

The casino will operate at full capacity including the casino gaming floor and retail sports wagering lounges.

**Table Games**

1. Player seating limits at gaming tables will be as per N.J.A.C. 13:69F Rules of the Games and Bally's Internal Control Submissions.
2. For games where cards are dealt face up and guests are not permitted to touch the cards, such as low-limit blackjack and low-limit baccarat games as determined by Bally's AC, cards shall be sanitized or replaced daily.
3. For tables where the guests are permitted to touch the cards and tiles, such as high-limit baccarat, high-limit double deck blackjack, pai gow, poker, and poker derivative games, Bally's AC shall:
  - a. make sanitizer fluid or wipes available to guests at such table; and
  - b. after a maximum of four (4) hours of use in active play, cards and tiles shall be replaced with new or sanitized cards or tiles.
4. Dice shall be sanitized (or replaced with sanitized dice) for each new shooter.

5. Security personnel or other authorized personnel shall have the right to request any guest on the gaming floor to briefly lower his/her masks for age and identification purposes.
6. Bally's AC shall assign employees to clean and disinfect using EPA Registered Disinfectants the rails and chairs at each gaming table that is in use no less than every four (4) hours and anytime that a guest may request the cleaning of a particular gaming table surface area.
7. Dealers will not be required to wear masks or other approved PPE when on the table.
8. Guests shall be offered sanitizer fluid or wipes (or other CDC approved means of hand sanitization) to sanitize their hands prior to play.
9. Sanitizer fluid or wipes (or other CDC approved means of hand sanitization) shall be available at each pit and to each player at a gaming table.

#### **Cage and Rewards Center**

Each team member will provide hand sanitizer to any requesting customer who arrives at his/her window. Team members will clean and disinfect the working area countertop throughout their shift. The Cage and Sports Lounge booth will adhere to N.J.A.C.13:69D 1.14 Physical description of the cashier's main cage, booths and sports lounge booth and Ballys Internal Controls.

#### **Gaming Machines**

1. The casino slot gaming machines will operate at full capacity.
2. Bally's AC shall assign employees to clean and disinfect, using EPA Registered Disinfectants, high-touch areas of each gaming machine that is in use no less than every four (4) hours and anytime that a guest may request the cleaning of a particular gaming machine.

#### **Count Rooms**

1. Bally's AC shall supply employees in count rooms with gloves and require that they wear masks. Hand sanitizer dispensers or sanitizing wipes shall be available within each count room.
2. Hard surfaces that are regularly utilized in each count room shall be cleaned and disinfected with EPA Registered Disinfectants after the completion of each count.

#### **H. Hotel**

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1. Every guest room may be occupied as they are separate units.
2. Enhanced cleaning protocols will continue for guest rooms and high touch hard surfaces (e.g., light switches, TV remote, door handles, elevator buttons, etc.).
3. Room service menu/marketing materials in guest rooms shall be maintained in a wipeable medium (or placed in a wipeable sleeve) that is capable of being appropriately cleaned and disinfected or shall be disposable and discarded after each guest's stay.
4. Buttons utilized by guests and other high-touch surfaces on self-service ice machines and vending machines shall be cleaned and disinfected no less than every eight (8) hours. Hand sanitizer should be made available, and signage should be posted recommending that guests utilize same prior to touching these high-touch surfaces.
5. Signage shall be posted instructing guests that facial masks must be worn at all times while in elevators.
6. Spas and fitness center shall follow EO 157, 181, 219, 230, 239, 242.
7. Hotel-operated shuttle buses shall be thoroughly cleaned after each trip.
8. Disposable gloves shall be worn when handling dirty laundry.
9. During the declared state of emergency, Bally's AC will not incentivize hotel guests to decline daily in-room housekeeping service. Additionally, guests checking-in at the front desk will be informed that, if they would like to decline in-room housekeeping service during their stay, the guest should hang the 'Do Not Disturb' sign on the outside of the hotel room door. Each casino property will follow its Do Not Disturb wellness check procedures for any guests declining daily in-room housekeeping service.
10. When any guest room was occupied by a guest who was known to have tested positive for COVID-19, the hotel room will be taken out of service for a period of no less than twenty-four (24) hours before being cleaned and disinfected in a manner that is consistent with CDC guidelines for areas occupied by persons infected with the COVID-19 virus.

#### **Front Desk, Check-In, and Bell Desk**

Every guest room may be occupied as they are separate units. Upon check-in, hotel guests will be provided with current COVID-19 information.

The front desk and bell desk will have hand sanitizer available on the counter, and team members will provide hand sanitizer to requesting guests. Team members will clean and disinfect the countertop after each guest.

Check-in kiosks touch screens will be cleaned and disinfected every two hours. Hand sanitizer stations will be positioned near the kiosks, and team members will provide hand sanitizer to requesting guests.

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**

Below are the Health and Safety Protocol for Valet Parking.

#### A. Valet Runner

1. Upon arrival, the team member will ask the Guest to roll down their window (drivers' side, about 2 inches) and shut off any air conditioning/heating in the car.
2. The Guest will be instructed to leave the keys on the dashboard or in the cup holder.
3. While the Guest is preparing and exiting the vehicle the team member will put on a new pair of gloves.
4. The Team Members will allow Guests to open their car door.
5. A valet ticket will be issued to the Guest.
6. The Team Member acting as a Valet Runner will then take the vehicle into Bally's garage and park it in the appropriate section.
7. The Valet Runner will exit the parked vehicle, complete a full and thorough inspection of the vehicle, note the location, make, and model of the vehicle, bag the Guest's keys, and proceed to the next assignment.
  - a. If the Valet Runner is returning to the arrival port, he/she will remove their gloves and sanitize hands after dropping off the ticket they just completed.
  - b. If the Valet Runner is retrieving a parked vehicle to be delivered to a waiting Guest, they will remove their gloves, sanitize hands, and put on a new pair prior to retrieving the vehicle.

#### B. Parking and Valet Cashiers

1. Upon arrival to the cashier booth, Team Members acting as Cashiers will disinfect their work area using a company approved disinfectant in accordance with established cleaning  
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procedures. Areas to be cleaned include but are not limited to: Credit Card machines, phones and sliding window.

2. Prior to leaving their assigned work area at the end of the shift, Parking Cashiers and Valet Cashiers will again disinfect all hard surfaces listed above again with an approved disinfectant in accordance with established cleaning procedures.

### **Guest Rooms and In-Room Services**

Team members will inform guests that bell persons, guest room attendants, room service, etc. cannot enter occupied rooms. During the declared state of emergency, Bally's AC will not incentivize hotel guests to decline daily in-room housekeeping service. Additionally, guests checking in at the front desk will be informed that, if they would like to decline in-room housekeeping service during their stay, the guests should hang the "Do Not Disturb" sign on the outside of the hotel room door. Each casino property will follow its Do Not Disturb wellness check procedures for any guests declining daily in-room housekeeping. 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 cleaned.

### **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 with known flu-like symptoms. 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. Disposable gloves shall be worn when handling dirty laundry.

### **Other Amenities**

Hand sanitizer will be available on the check-in counter for spas and salons, and team members will provide hand sanitizer to requesting guest.

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 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 have hand sanitizer stations available throughout the area and on countertops. Any equipment or surfaces will be cleaned and disinfected every four hours.

### **Retail Outlets**

Hand sanitizer stands will be located at entrances and check-out counters. Clothing fitting rooms, tailoring, and seamstress services will be suspended.

### **Theatres and Show Rooms**

Theatres and show rooms will follow cleanliness standards and any other required directives upon reopening.

### **Rides and Attractions**

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

### **Convention Meetings and Banquets**

Convention meetings and banquets will follow cleanliness standards and any other required directives.

### **Common Areas**

Common high-touch areas such as handrails, escalators rails, elevator panels, door handles, etc. will be cleaned and disinfected a minimum of once each day.

### **Elevators**

Elevator capacity will not be limited.

#### **I. Promotions/Tournaments**

Promotions or tournaments shall be conducted as per Bally's AC Internal Control submissions.

#### **J. Sportsbook**

Bally's AC shall assign employees to clean and disinfect, using EPA Registered Disinfectants guest contact points of sports book seats in occupied areas and high-touch surfaces of betting kiosks no less than every four (4) hours and anytime that a guest may request the cleaning of a particular seating area or kiosk.

K. **Contact Tracing** - Subject to any government requirements regarding contact tracing that shall supersede any provision of this Section, in addition to the procedures for responding to guests and employees who exhibit COVID-19 symptoms, or a confirmed diagnosis of COVID-19 as described above, the following contact tracing procedures shall be followed by Bally's AC concerning any confirmed COVID-19 cases:

1. When Bally's AC is advised that a guest was tested and determined to be COVID-19 positive and was in the casino hotel complex during a period when he/she may have been infectious to others:
  - a. The security personnel or other employee assigned by Bally's AC and/or third-party contact tracing service will collect guest information including name, names of those sharing their hotel room, and close contact guests in their traveling party, and details about the guest's activities at the casino hotel complex (for possible contact tracing and enhanced cleaning) and will generate a report.
  - b. The incident report will include the information above as well as the guest's home address, room number (if applicable), date of COVID-19 diagnosis, and whether the guest was transported for medical care. The incident report will be updated as new information becomes available.
  - c. Bally's AC will take reasonable efforts to help determine the areas traveled by a guest while on casino hotel complex and employees with whom the guest may have had close, prolonged contact (within 6ft for 15 minutes or more). Such efforts may include the use of resources such as surveillance system, player card/customer management system and guest interviews. Alternatively, Bally's AC may engage a qualified third-party contact tracing service for contact tracing purposes.
  - d. Any employees who have been in close, prolonged contact with the guest will be directed to the screening procedures provided for in the casino hotel complex's reopening protocols, and will be quarantined for the required time period as direct by the local Department of Health and/or in accordance with the then/current CDC guidelines (i.e., quarantine for fourteen (14) days or such other period das may be recommended by the CDC at the time of such occurrence)
  - e. Any high-contact areas where the guest was known to have had extended contact will be cleaned and sanitized.
2. When Bally's AC is advised that an employee was tested and determined to be COVID-19 positive and was in the casino hotel complex during a period when he/she may have been infectious to others:

- a. The security personnel or other employee assigned by Bally's AC and/or third-party contact tracing service will collect all pertinent information and will generate a report.
  - b. The incident report will include:
    - i. employee's name, ID number, and contact information;
    - ii. date of COVID-19 diagnosis, if applicable;
    - iii. employees or guests with whom the employee believes that he/she had close, prolonged contact while he or she was exhibiting symptoms of COVID-19 and the circumstances and locations of any such contact; and
    - iv. whether the employee was transported for medical care.
  - c. The incident report will be updated as new information becomes available.
  - d. The security personnel, other employee assigned by Bally's AC and/or third-party contact tracing service will take reasonable efforts to help determine if any employees or guests have been in close, prolonged contact with the reporting employee which investigation may include reviewing:
    - i. the employee's work schedule;
    - ii. documentation that would provide encounters, such as work logs, work locations;
    - iii. security or surveillance footage where available and as needed;
    - iv. Any employee determined to have been in close, prolonged contact with the employee will be directed to the screening procedures provided for in the casino hotel's reopening protocols, and will be quarantined for the required time period as directed by the local Department of Health and/or in accordance with then-current CDC guidelines (i.e., quarantine for fourteen (14) days or such other period as may be recommended by the CDC at the time of such occurrence);
  - e. Any employee who has a confirmed diagnosis of COVID-19 shall report the occurrence to the employee's immediate supervisor.
3. All reports shall be maintained by Bally's AC security department and made available to the Division of Gaming Enforcement and state and/or local health officials and their designees, including contact tracers, upon their request.
  4. Bally's AC security personnel, other employee assigned by Bally's AC and/or third-party contact tracing service shall be available to coordinate with state and/or local health officials and their designees, including contact tracers, to provide or collect further information as described in



Sections 1 and 2 above related to employees or guests who were determined to be COVID-19 positive.

L. **Smoking**

Smoking is prohibited in the indoor areas of casinos, casinos simulcasting facilities, and retail sports wagering lounges, per AO 2020-19