

Live!
CASINO • HOTEL
MARYLAND

Play It Safe Plan

Our Commitment
to Your Health and
Safety

2020

HOTEL **Live!**



Our Live! Casino & Hotel Clean Commitment

At Live!, our Team Members and guests are family, and nothing is more important to us than family. Your health and safety are our top priority, always. With that in mind, we want to share our commitment to you by outlining the Enhanced Health and Sanitation Program Live! has developed to mitigate risks when visiting our property.

This Enhanced Health and Sanitation Program has been developed in response to the COVID-19 pandemic. The provisions of the program follow advice from a variety of public health officials, including the Centers for Disease Control (CDC); best practices from Johns Hopkins University School of Public Health; and guidelines from the State of Maryland.

This Enhanced Health and Sanitation Program is subject to revision at any time, based upon reliable information from public health agencies, government officials and/or changes in business conditions.

Our Live! Casino & Hotel Clean Commitment was designed to enhance safety and minimize risk for our guests and Team Members. It ensures the hygiene and sanitation practices of our Casino & Hotel, and its amenities, exceeding regulatory requirements and the recommendations of the CDC. This commitment also includes new cleanliness protocols that meet or exceed our already rigorous standards.

These protocols are based on the most current information available on sanitization and cleanliness for the hospitality industry, as well as other pertinent industries. As we move forward, we will continue to monitor guidelines from the CDC, Maryland Lottery and Gaming Control Agency, local and state elected officials and other public health innovations to revise these procedures.



Specific immediate steps we have taken include:

Our Live! Casino & Hotel Clean Protocols

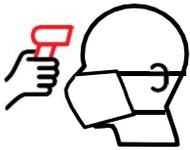


To minimize risk and enhance safety for visitors and Team Members, we use disinfectant products that have been pre-approved and certified by the U.S. Environmental Protection Agency (EPA) for use against emerging viruses, bacteria and other airborne and bloodborne pathogens. We have increased our routine environmental cleaning and adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and disinfectants. Disinfectants are applied during cleaning of our guest suites, public spaces, meeting rooms, casino and other “high-touch” areas.



COVID-19 Specific Initiatives

To ensure the health and safety of our guests, we have implemented several new initiatives throughout our resort, including the following:



Thermal Screeners. Contactless thermal cameras will be installed at all guest entry points and will scan guests for body temperatures above 100.4°F. If an arriving guest records a body temperature over 100.4°F, they will be escorted to a private area and asked to undergo a secondary non-contact temperature screening. If they refuse the secondary screening, or if the secondary temperature screening does indicate the presence of an elevated temperature, the Security Department Team Member will wait 30 seconds and conduct a second temperature check. If the second temperature check indicates a temperature of 100.4 degrees Fahrenheit or above, the visitor will be denied entry. Denial of Entry - If a visitor indicates an elevated temperature, the Security Department Team Member will politely deny them access to the facility and suggest they seek further evaluation by a medical professional.



Personal Protective Equipment (PPE). All guests entering the property will be required to have, and wear, a face mask properly covering their mouth and nose. If a guest wishes to enter without a face mask, entry will be denied, or one will be provided for them to wear during their visit at the Security checkpoint if available. Security may ask a guest to quickly remove their mask for security identification purposes.

Use of the face mask while on property is required, unless consuming food or beverage. Additional PPE will be evaluated based on CDC recommendations.

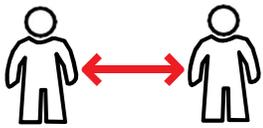




COVID-19 Specific Initiatives *continued*



Supplemental Measures. Sanitizer and wipe stations for customer use will be located at entry doors, gaming areas, entrance to restaurants, elevator lobbies and restroom entrances. Floor signage for social distancing will be installed at all queueing locations, including elevator lobbies, Cage Cashier, Rewards Desk, Promotions Counter, Front Desk, bars, meeting and convention spaces, entertainment venues, entrances to restaurants, etc. All security ambassadors are trained to administer CPR, First Aid and aid in the use of automated electronic defibrillators (AEDs).



Physical Distancing. Guests and Team Members are required to practice physical distancing by standing at least six feet away from others while standing in queues, using elevators or moving around the casino and hotel. Restaurant tables, slot machines and other physical layouts have been arranged to ensure such appropriate distancing, complying with, or exceeding, local and state mandated occupancy limits. Select examples include: Hotel Front Desk, Guest Services Desk, Box Office and Concierge Desk. Agents utilize every other workstation to ensure six feet of separation between Team Members whenever possible. For additional protection of both Team Member and Guests – in all face-to-face transaction counters, a transparent plastic barrier has been installed.

- **Guest Queueing.** All areas where guests queue are marked to indicate proper distancing, including Cage Cashier, Live! Rewards Club, Front Desk, elevator lobbies and entertainment venues.
- **Hotel Guest Elevators.** Signs will be placed in every elevator lobby to remind guests of the need for social distancing. Primary elevator lobbies will be staffed during peak hours to provide assistance and additional sanitation, such as wiping of buttons.
- **Restaurants and Bars.** All restaurants and bars have reduced seating to allow for appropriate distancing between every table and chair.
- **Meeting and Convention Spaces.** Meeting and banquet rooms are arranged to allow for appropriate physical distancing between guests in all meetings and events, based on CDC and state recommendations.
- **Team Member Areas.** Physical distancing protocols are used in Team Member back areas. Back of house guidelines have been established to minimize Team Member interactions and touchpoints.



Our Public Spaces Cleaning Products and Protocols

All cleaning solutions will meet CDC recommended guidelines and be effective against viruses, bacteria and other airborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE. A COVID-19 Cleaning Protocol is being established for each area of the property.

- **Public Spaces and Communal Areas**

The frequency of cleaning and sanitizing will be increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to all counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, ticket and marketing kiosks, stair handrails, casino cage counters, slot machines, gaming tables and chips, dining surfaces and seating areas.

- **Guest Rooms**

Guest Room Attendants will be instructed to pay particular attention to high-touch items, including television remote controls, toilet seats and handles, door and furniture handles, desks, sink handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, clocks, luggage racks, flooring and other surfaces.

- **Laundry**

All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.



Our Public Spaces

Cleaning Products and Protocols *continued*

- **Shared Equipment**

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new Team Member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen utensils, engineering tools, cleaning equipment and carts, keys and all other direct contact items used throughout the property.

- **Air Filter and HVAC Cleaning**

The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

- **Back of House**

The frequency of cleaning and sanitizing will also increase in high-traffic back of house areas with an emphasis on the Team Member dining room, employee entrances, the uniform room, Team Member restrooms, loading docks, offices, pantries, security podiums, Human Resources and training/ meeting rooms. In BOH areas you will find 50+ sanitizer stations have been installed in all Team Member areas.



LIVE! CASINO & HOTEL



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Our Team Member Initiatives

To ensure the health and safety of our Team Members, we have implemented the following throughout our resort:

- **Additional Training.** Before returning to work, all Team Members will be required to undergo additional training on COVID-19 safety and sanitation protocols, as well as more comprehensive training for our teams with frequent guest contact, including gaming, housekeeping, food & beverage, public areas, hotel operations and security. Our management team has clear instructions on how to respond swiftly and appropriately to all presumed cases of coronavirus infection on property in accordance with local guidelines, and they will be ready to provide full support to our guests, addressing any health concerns. Team Members are reminded to stay home if they do not feel well. Team Members are also instructed on proper procedures if they notice a coworker or guest with flu-like symptoms.
- **Temperature Checks.** Thermal scanners are in place at every Team Member entrance, where all Team Members, business visitors and vendors will be subject to a non-invasive skin temperature check before reporting to their job or entering the facility. Those with a skin temperature at or over 100.4°F (38°C) will be subject to secondary body temperature screening. If the second temperature check indicates a temperature of 100.4 degrees Fahrenheit or above, the Team Member, business visitor or vendor will be denied entry. Denial of Entry - If a Team Member, business visitor or vendor refuses a secondary screening, the Security Department Team Member will politely deny them access to the facility and suggest they seek further evaluation by a medical professional.



Our Team Member Initiatives *continued*

- **Health Questionnaire.** Upon reporting to work each shift, each Team Member will be subject to a health questionnaire in which s/he must indicate if they feel ill, have tested positive for COVID-19 or have come into recent contact with someone who has tested positive for COVID-19. If a Team Member has responded yes to any question, s/he will be asked to seek medical attention or self-quarantine until Live! determines that it is safe for that Team Member to report to work again.
- **Personal Protective Equipment (PPE).** Every employee on property will be required to wear a mask securely covering their mouth and nose. Additionally, appropriate supplemental PPE will be worn by all Team Members based on their role and responsibilities and in adherence to state or local regulations and guidelines. Training on how to properly use and dispose of all PPE will be mandatory. Gloves will be provided to Team Members whose responsibilities require them, as determined by medical experts, including EVS attendants and security ambassadors in direct contact with guests.
- **Physical Distancing.** Team Members will be instructed to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, while standing in lines, in the Team Member Dining Room, using elevators or moving around the property.
- **Cleaning.** The frequency of cleaning and disinfecting has been increased in all back of house areas with an emphasis on Team Member dining areas, Team Member entrances, uniform control rooms, restrooms, offices, kitchens, security checkpoints, service desks and training classrooms. Hand sanitizer dispensers, touchless whenever possible, will be placed throughout the back of house and front of the house.



Other COVID-Specific Protocols

We have been asked about our specific procedures should we be alerted to a case of COVID-19 at Live!

If a presumptive case of COVID-19 is reported by a hotel guest, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert.

If a confirmed case of COVID-19 is reported by a casino guest, the property will use all tools available to trace where the guest was present, and what other individuals s/he interacted with. We will then consult with appropriate health agencies to determine next steps. The areas where the guest was present will be removed from service and immediately cleaned.

For More Information

Your health and safety is our top priority. If you have specific questions about these procedures and protocols, please direct inquiries to our guest services team via email at info@livecasinohotel.com.

At Live! Casino & Hotel, we have taken enhanced health and safety measures—for you, our other Guests, and our Team Members. You must follow all posted instructions while visiting Live Casino & Hotel.

An inherent risk of exposure to the virus that causes COVID-19 exists in any public space where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and those with underlying medical conditions are especially vulnerable. Please visit the CDC website (www.cdc.gov) for the latest guidelines and information.

By visiting Live Casino & Hotel you voluntarily assume all risks related to exposure to the virus that causes COVID-19.

That's why it's so important to Play It Safe.



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