

COVID-19 PROTOCOL PROGRAM

Please note this is a fluid document and will be reviewed and revised as needed. Because of the size of Kwataqnuq Resort Casino, our initial casino occupancy will be 50 patrons and our hours of operation will be from 10am to 1am. Hotel occupancy will accommodate up to 100%. Restaurant and conference occupancy will accommodate current social distancing standards.

1. Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

Non-Touch Thermal Thermometer. Points of entry will be limited to allow our team to conduct noninvasive temperature checks utilizing a handheld forehead device. SKG will make every effort to screen guests and staff before they enter the building. Anyone displaying a temperature over 100.4°F will not be allowed entry to the property and will be directed towards appropriate medical care. If possible and practical, SKG will utilize a walk through scanner to reduce the person-to-person close quarter interaction.

Enhanced Cleaning. The resort staffs a custodial department. The property currently has hand-sanitization stations for employee and guest use. In addition to routine cleaning, the property has implemented enhanced cleaning procedures including increasing the frequency of disinfecting restrooms to every hour, sanitizing gaming machines multiple times during shifts, as well as sanitizing door handles, doors, courtesy phones, tables, chairs, handrails, and other high touch and high traffic areas multiple times a day. The casino will be closed every night for property-wide deep cleaning.

SKG custodial department team members will undergo training on proper Personal Protective Equipment (PPE) and personal safety. We currently use a video recommended by the Center for Disease Control and Prevention (CDC) as our source of training.

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators, or moving around the property. Restaurant tables, gaming machines, and other physical layouts will be arranged to ensure appropriate distancing when possible. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with or exceed, local or state-mandated occupancy limits. To control high traffic areas and contact on surfaces, side doors will be closed.



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SKG will place physical distancing indications (signs, floor signs, etc) throughout the property to promote social distancing standards.

Masks. Upon entering the casino, all employees, guests, and vendors must put on a mask and keep this mask on at all times, except for eating, drinking, and smoking.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings/cabs, pool, and exercise areas. Each department interacting with guests will have individual hand sanitizer bottles to sanitize their hands between guests.

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle, and dispose of masks.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze, and avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on the property to David Sanchez, Facilities Manager. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or security (guests).

Case Notification. If we are alerted to a presumptive case of COVID-19 at the resort, we will work with David Sanchez, Facilities Manager, to follow the appropriate actions recommended.

Media Inquiries. All media inquiries are directed to Bryon Miller or Brooke Duty at (406) 883-3636.

2. Employee's Responsibilities

Hand Washing. Correct hygiene and frequent handwashing with soap are vital to helping combat the spread of the virus. All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on



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break and before starting a shift. Employees in positions that have frequent exchange of money, credit/debit cards, and drinks should wash on a more frequent basis.

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, and Security. Training will be done with each department before opening to the public.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping.

Hand sanitizer will be available at each time-clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

3. Our Guests' Journey

Guest Arrival

An employee will greet each visitor to the property. Visitors will be screened and asked to wear a mask. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the property.

Guest Arrival Taxi or Ride Share

- Guests will enter the resort through doors that are designated as entrances.
- Employees will not open the doors of cars or taxis.
- Guests requesting the bell cart will be sanitized after each guest has used it.

Hotel Guest Elevators

- a) An employee will sanitize the button panels at regular intervals, at least twice per hour.
- b) Signage will be posted to explain the current protocols property-wide.
- c) Guests will be asked to limit elevator occupancy to one person, or one party traveling together, at a time.
- d) Hand sanitizer will be available in the elevator landing and inside the cab.

4. Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria, and other airborne and blood-borne pathogens. We are working with our vendors, distribution partners, and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, elevators, and elevator buttons, door handles, public bathrooms, room keys and locks, Kiosks/ATMs, stair handrails, casino cage counters, gaming machines, dining surfaces, and seating areas.

Guest Rooms. Industry-leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, light switches, temperature control panels, alarm clocks, luggage racks, and flooring.

Laundry. All bed linen and laundry will 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. If a guest is staying more than one night there will be NO housekeeping service until the end of their stay, when the room will be stripped of bedding and towels, etc.

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Shared Equipment. Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new employee. This includes **keys**, phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in the back of the house office pantries (including shared coffee brewers) must be sanitized after each use. Everyone is responsible to sanitize all areas that they have touched.

Room Recovery Protocol. In the event of a presumptive case of COVID-19, 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 expert and approval by David Sanchez, Facility Manager.

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.



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5. Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House Back of the House

All Manned Entrances & Exits
Hotel Registration
Department Specific Locations
Kitchens, Security Podiums,
Housekeeping & Closets

6. Physical Distancing

Throughout the resort, we will meet or exceed state and local health authority guidelines on proper physical distancing.

Queuing. Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, restaurants, cashier cages, ATMs, and Kiosks.

Hotel Front Desk, Business Center. Agents will utilize every other workstation to ensure separation between employees whenever possible.

Restaurants and Bars. Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests. No tables with over 6 guests are allowed under Phase 1 reopening.

Video Gaming Machine Operations. Gaming machines will be turned off and/or reconfigured with the chairs removed to allow for physical separation between guests. Casino Supervisors and managers will ensure that guests do not congregate around slots. Initial occupancy will be limited to 50 patrons, subject to re-evaluation.

Meeting and Convention Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC recommendations. Self-serve buffet-style food service will be suspended until further notice.

Pools. Pool seating will be configured to allow for at least six feet of separation between groups of guests.

Back of the House. Physical distancing protocols will be used in the employee break room, shared office spaces, smoking area, and other high-density areas to ensure appropriate distancing between employees.

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

DEPARTMENT SPECIFIC SANITIZATION POLICIES

Additional department and protocols are under review and will be added/modified as developed

EMPLOYEE SERVICES & HUMAN RESOURCES

7. Human Resources

Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once every 30 minutes
- b) Offices, desks, counters, workspaces and related equipment to be sanitized at least once every four hours or upon an employee using the equipment

Physical Distancing Protocol

- a) Guests to maintain six feet of separation while waiting in line
- b) Physical distancing protocols will be used in the employee training classrooms, orientations, interview rooms, shared office spaces, the employee services window in order to ensure appropriate distancing between team members
- c) Orientation will be limited to New Team Members of 5 or less in the HR training room, 6 or more will be scheduled in a conference room
- d) Interview room will not be used at this time; all interviews will be conducted in the HR Training room, or conference room
- e) Verification of Identification will take place with the New Team Member holding their ID; a copy of identification will take place at orientation

CASINO OPERATIONS

8. Casino Cage

Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once every 30 minutes
- b) Hand-sanitizer bottles located on the guest counters
- c) Hand sanitizer stations near cages
- d) Frequent cleaning and sanitizing of all high traffic areas.
- e) Shared equipment and workstations are to be sanitized before, during and after each shift

Physical Distancing Protocol

- a) Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor

Guest Considerations

- (a) Hand sanitizer bottles are located on the guest counter at all casino cages

9. Players Club, Promotions & Casino Floor

Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once every 30 minutes
- b) During high traffic times the equipment shall be sanitized in between guest interaction.

- c) Hand-sanitizer bottles located on the guest counters
- d) Hand sanitizer stations near Reward Booth
- e) Frequent cleaning and sanitizing of all high traffic areas including ATM's, Machines, and Kiosks.
- f) Shared equipment and workstations are to be sanitized before, during and after each shift
- g) Limited handling of ID and club cards and immediate hand sanitizing after returning ID or club card

Physical Distancing Protocol

- a) Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor
- b) Plexiglas installed at Players Club windows
- c) One winner allowed at the counter at a time
- d) Players will not have access to the self-serve drink area. All drinks will have to be given to guests in single-serve cups.

HOTEL OPERATIONS

10. Front Desk Services

Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once every 30 minutes
- b) During high traffic times the equipment shall be sanitized in between guest interaction.
- c) Sanitize all guest touchpoints after each transaction including Credit Card Devices, pens and registration countertops
- d) Room keys to be sanitized before stocking
- e) Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

Physical Distancing Protocol

- a) Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor
- b) Staff to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- c) Implement peak period queueing procedures, including staff, when the number of guests exceeds the lobby capacity
 - Guest will be informed of an approximate wait time will be notified of areas within the building suitable for waiting to accommodate social distancing.

11. Housekeeping

Cleaning & Sanitizing Protocol

- a) Housekeeping carts and equipment to be sanitized at the start and end of each shift

- b) Housekeeping staff shall change gloves in between room service and after handling bedding or bath linens to minimize cross contamination.
- c) Guest linen will be delivered and removed from guest rooms in single-use bags
- d) Pillow protectors on the guest room beds are to be changed upon checkout
- e) All items stored on shelves in the Housekeeping closets are placed in bags and not exposed to the open air when not in use

Physical Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms
- b) Any guest that is staying more than one night will have NO guest services until the end of their stay, when the room will have bedding, towels, etc replaced and the room clean.

Guest Considerations

- a) All reusable collateral to be removed from rooms; critical information to be placed on single-use collateral and/or electronically posted
- b) Disposable collateral to be disposed of and changed after each guest
- c) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- d) All guest amenities to be packaged before being placed in the room
- e) Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, countertops, tables, and chairs
 - Phones, tablets, and remotes
 - Thermostats
 - Cabinetry and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors, and frames
 - Lights and lighting controls
 - Closets, hangers, and other amenities

12.Pool Operations

Cleaning & Sanitizing Protocol

- a) Lounge chairs to be sanitized after each use at least once per hour
- b) Towel desk, entry kiosks, and all other desks and counters to be sanitized at least once per hour
- c) To minimize person-to-person interaction towels will be picked up from pool towel caddy located in the pool area. The caddy will be stocked with minimal number of towels to discourage high pool use.

Physical Distancing Protocol

- a) Lounge chairs set with appropriate physical distancing

13. Public Area

Cleaning & Sanitizing Protocol

- a) Employees to sanitize the following areas at least once every 30 minutes
 - Guest elevators
 - Casino entry doors
 - Gaming machines
 - Kiosk/ATM units
 - Hotel entry doors
 - Employee smoking areas
 - Exterior benches
 - Trash bins

- b) All Front of House (FOH) restrooms to be sanitized at least once per hour

14. Fitness Center

Closed until further notice

FOOD & BEVERAGE

15. Restaurants, Bars & Lounges

Cleaning & Sanitizing Protocol

- a) Host Podiums including all associated equipment to be sanitized at least once every 30 minutes.
- b) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once every 30 minutes and logged by a manager
- c) POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- d) Dining tables, bar tops, stools and chairs to be sanitized after each use
- e) Hand sanitizer stations near Food and Beverage venues
- f) Shared equipment and workstations are to be sanitized before, during and after each shift
- g) Limited handling of ID, credit cards and club cards and immediate hand sanitizing after returning these items
- h) Guest swipes their own credit/debit card, if possible.
- i) Condiments to be served in single-use containers (either disposable or washed after each use)
- j) Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single-use
- k) Menus to be single-use and/or disposable
- l) Sanitize trays (all types) and tray stands sanitized after each use
- m) Storage containers to be sanitized before and after each use
- n) Food preparation stations to be sanitized at least once per hour

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- o) Kitchens to be deep cleaned and sanitized at least once per day
- p) The buffet will remain closed until further notice
- q) Bartenders must have garnishes already skewered, use tongs or have gloves on
- r) Floor drinks will be all plastic cups
- s) Self-Serve Beverage Machines will NOT be in use during this time
- t) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, etc.)
- u) Staff will not be able to go behind the counter or into the kitchen

Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Peak period queuing procedures to be implemented when guests are not able to be immediately sat.
 - o Guest will be informed of an approximate wait time, name taken down on list, and the guest will be notified of areas within the building suitable for waiting. Patio area will be utilized, if possible.
- c) Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- d) Reduce bar stool count to provide appropriate physical distancing
- e) Plexiglas installed at POS stations
- f) No parties over 6 people will be sat together due to social distancing standards

Guest Considerations

- a) All self-serve condiments and utensils to be removed and available from cashiers or servers
- b) All straws to be wrapped or handed out with clean gloves
- c) Bar snacks will be served per individual guest and not shared by the table
- d) All food and beverage items to be placed on the table, counter, slot or other surfaces instead of being handed directly to a guest

Additional Dining Room Protocols

- a) No self-serve food available (including snacks)
- b) Food is grab and go individually wrapped with labeling.

- c) Single-use cups for a beverage (no refills)
- d) Prepackaged plastic flatware and condiments
- e) Food line and tables will be sanitized between uses

16. In-Room Dining

ALL ROOM SERVICE IS CANCELLED AT THIS TIME

17. Catering & Banquets – No Groups/Events Scheduled in May

Cleaning & Sanitizing Protocol

- a) All shared equipment and meeting amenities to be sanitized before and after each use, or be single-use if not able to be sanitized
- b) All linen, including underlays, to be replaced after each use
- c) Clean and soiled linens to be transported in sealed single-use plastic bags into and out of the meeting rooms

Physical Distancing Protocol

- a) All buffet and self-serve style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or sanitized individual containers
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows CDC guidelines (in coordination with Catering & Banquets)
- g) Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations

- a) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- b) Create modified menus to showcase styles of service and items currently available

SALES

18. Banquets

Cleaning & Sanitizing Protocol

- a) Sanitize conference room doors, tables, chairs, light switch, and other equipment after each group use
- b) Sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

Physical Distancing Protocol

- a) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows CDC guidelines (in coordination with Catering & Banquets)
- b) Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations



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- a) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

ENTERTAINMENT

19. Patio – All concerts have been postponed until July

Cleaning & Sanitizing Protocol

- a) All bands have been canceled for the month of June.
- b) Bands will only be on designated nights on the patio.

Physical Distancing Protocol

- a) Capacity to be managed to allow for appropriate distancing between groups of guests based on CDC guidelines
- b) Show schedule limited to one performance per day
- e) Maximum occupancy limits will be determined

20. Security Operations

Cleaning & Sanitizing Protocol

- a) All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- b) Shift supervisors will assign specific sanitation responsibilities and ensure proper protocols are followed
- c) Shift Supervisors to log completed tasks
- d) All related equipment and contact surfaces to be sanitized before and after each use
- e) Security Officers will notify Shift Supervisors after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been sanitized)
- f) Headcounts will be conducted every hour

Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- b) Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

Guest Considerations

- a) Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

MARINA

21. Gas/Pumping Station

Cleaning & Sanitizing Protocol

- a) Handles on pumps will be sanitized every 30 minutes along with POS station



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- b) Gloves will be worn when pumping fuel or handling credit/debit cards
- c) Sanitize all guest touchpoints after each transaction including Credit Card Devices and pens
- d) Appropriate PPE will be determined at the beginning of the marina opening

Physical Distancing Protocol

- a) Guests to maintain six feet of separation if possible
- b) Staff to limit helping guests in and out of boats if at all possible
- c) Implement a strategy to be as far from the guest as possible when they are running their debit/credit card through the POS system

ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening

Any person displaying a cough, shortness of breath, or other known symptoms of COVID-19 or a temperature above 100.4°F will be discreetly offered a secondary screening.

A team member using appropriate PPE (including a mask and eye protection) and a temporal thermometer will record a second temperature.

If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card.

Visitors with Elevated Temperature

If the secondary reading confirms that the visitor has a temperature above 100.4°F, the visitor will be denied entry to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

In-House Hotel Guests

If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

Guests who have previously displayed an elevated temperature may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

Transportation

If the visitor has their own vehicle the visitor may leave in their own vehicle.

If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed by the local health authorities.



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CPR

S&K Gaming, LLC will seek medical advice to develop and address CPR related first aid services. The best practices will be implemented after consulting experts. Emergency services such as ambulance calls may require pre-screen notification for COVID related symptoms with the information passed to the responding agency.