

**COVID-19:  
Great Canadian Gaming's  
Commitment to Your  
Continued Health and Safety**

September, 2020



# Our Commitment To You

Throughout the entire period that COVID-19 has been a public health concern, the health and safety of our guests and team members has been our highest priority, and we have uniformly supported the actions taken by provincial governments and provincial health authorities through this difficult time.

Ensuring the health and safety of our guests, team members, and communities is fundamental to every one of our 25 operations across Canada - whether that is through our highly trained security, sophisticated surveillance programs, and property teams that ensure a safe, clean, and welcoming environment for all.

Since the suspension of our business, we have spent almost all our time reimagining how we will make our facilities even safer, to ensure the continued health of our team members and guests upon our reopening.

Our strategy to do so upon reopening has been months in the making and is comprised of detailed plans, training, and protocol generated by every team within the company. Additionally, our plans have been built with the assistance and insight from third party experts that are leaders in their field and in tune with the evolving COVID-19 landscape.

This document is a summary of our comprehensive plans, to demonstrate to you that your health and safety is our first priority once our doors open to you again. And recognizing that we continue to learn more about COVID-19 almost every day, our operating protocol will remain fluid to respond to new developments with the containment of the virus.

Our business is premised upon working within a highly regulated environment - our regulators, teams, guests and communities expect nothing less from us. This will be no different in our new environment, where heightened health and safety protocol will drive every aspect of how we operate our business so we can continue to go above and beyond to provide memorable experiences for our guests, and rewarding opportunities for our team members.

We will continue to be vigilant in all aspects of our business to ensure our properties remain safe for our team members, and to ensure our guests can continue to safely enjoy our premier form of gaming and entertainment for years to come.

Simply put, we can't wait to reopen our doors so our team members can return to work, and our guests can return to play.



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# Health & Safety

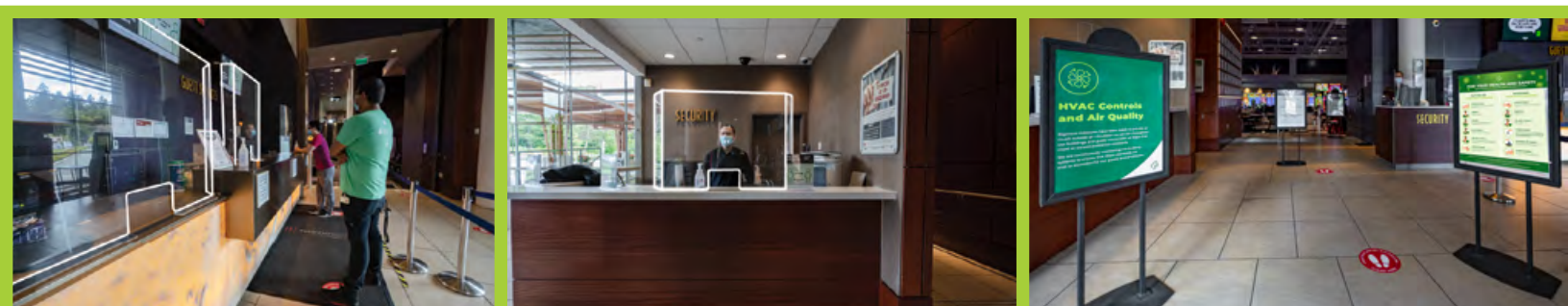
## Enhancements by Area

Physical distancing measures are considered the most effective health & safety control to protect individuals from COVID-19. With that overarching principle of a minimum two metres of physical separation in mind, all Great Canadian properties will also include engineered controls like physical barriers and/or removing furniture or equipment to prevent guests and team members from getting too close to others. This will also include transparent plexiglass barriers in various areas of our facilities where physical distancing cannot be maintained. In situations where modifying the space is not practical, to maintain appropriate physical distancing, guests and team members will be encouraged to follow other visual cues like signage and floor markings. Additionally, the allowable capacity at each Great Canadian property will be reduced to reflect the reductions in gaming positions offered at each facility and/or to adhere to provincial government directives.

Here are some of the enhanced health and safety measures guests and team members can expect by area:

### Entrance/Exits

- Allowable maximum guest capacity outlined at the front entrance of each facility to reflect the physical distancing measures in place.
- Designated queuing areas when entering a property.
- Screening measures will be in effect for guests and team members in accordance with provincial government authorities to prevent those who are unwell, exhibiting symptoms or required to self-isolate from entering our facility.
- Plexiglass barriers between team members and guests at security podiums, where ID checks will be part of the guest entry.
- Wayfinding signage for guests which identifies various health and safety measures that have been incorporated throughout the facility.
- Signage communicating the mandatory use of face coverings for guests.
- Hand sanitizer and wipe stations readily available.



## Health & Safety Enhancements by Area

### Slots

- While ensuring that our guests' favourite games continue to be offered, certain slot machines will be out of service where 2 metres of physical distancing is not practical.
- Plexiglass barriers installed between some slot machines as an added form of protection where two metres of physical distancing is not practical.
- Hand sanitizer and wipe stations readily available.



### Table Games

During the initial phase of property reopenings in Ontario, New Brunswick and Nova Scotia, table games and food services will not be offered. Please check each property's web site for up to date information.

- A reduction (where applicable) to the maximum number of player positions on all live table games.
- Plexiglass barriers installed between both the dealer and between all players at the tables.
- Every other table will be closed for further physical distancing.
- Hand sanitizer and wipe stations readily available.
- Guests will not be able to touch cards.



Each table game position will be sanitized whenever a guest leaves their game. Cleaning and disinfection products and protocols will be used to meet the requirements of the Public Health Agency of Canada. Once an area has been sanitized and ready for play, a coaster will be placed on the open position railing indicating that it has been sanitized.

Craps and Poker are temporarily suspended.





## Health & Safety Enhancements by Area

### Food & Beverage

During the initial phase of property reopenings in Ontario, New Brunswick and Nova Scotia, table games and food services will not be offered. Please check each property's web site for up to date information.

- Designated queuing areas when entering food and beverage outlets.
- Plexiglass barriers between team members and guests at point of purchase.
- Seating capacity reduced in dining areas with at least a two metre distance between tables and seats.
- Temporary suspension of buffets.
- All guest condiments and utensils available from cashiers or servers.
- Additional pre-packaged grab and go items will be offered.
- Each table in food and beverage outlets will be cleaned whenever a guest leaves. Once cleaned, a coaster will be placed on the open table indicating that it has been sanitized.
- Tables within food and beverage dining areas restricted to a maximum of 6 guests and require two metres between guests sitting at other tables.
- Hand sanitizer and wipe stations readily available.



### Protocol for Food & Beverage Outlets

If guests remove their face covering to consume food and beverage at any time, it is required to be at a 2 metre distance from others outside their party unless a barrier exists. All consumption of food must be in designated Food and Beverage dining areas.



## Health & Safety Enhancements by Area

### Suspected or Confirmed Case Protocol

If Great Canadian is notified of a suspected or confirmed COVID-19 case involving a guest or team member who has been on site, we will work with the Great Canadian Incident Readiness Team to follow the appropriate protocols and recommendations from provincial health authorities, which could include contacting previous guests of the property identified through contact tracing data collected. A deep clean of any impacted area of the property will also be undertaken as part of the site's operational plan in the instance of any confirmed case.



#### Contact Tracing

Identification will be required upon entering any Great Canadian facility for contact tracing purposes in the event an individual is diagnosed with COVID-19. By retaining contact information for each guest frequenting a facility, Great Canadian can quickly and effectively support public health authorities identify others that may have come into contact with the diagnosed individual. Contact information will be retained for those purposes, and the retention period will be based on the PHO requirements.



#### Other Amenities

(The opening of amenities may vary throughout Great Canadian properties, please continue to check the property website for up to date information)

Hotel Valet parking, spa, fitness facilities, convention spaces and theatres are temporarily suspended.



#### Indoor Air Quality

Rigorous measures have been taken to maximize outside air circulation throughout our buildings and guest rooms with air filters that meet or exceed published standards.

We are continuously monitoring building systems to ensure that these standards are met or exceeded for guests and team members.



# Cleaning and Disinfecting

In addition to ensuring hand sanitizers and wipes are widely available to guests throughout each Great Canadian property, enhanced cleaning and disinfecting programs will be adopted, particularly for high touch surfaces as outlined below.\*

## SLOTS

- Buttons
- Panels
- Pull bars
- Drink holders
- Chairs, especially with arm rests

## TABLE GAMES

- Table bumpers and felts
- Drink holders
- Chip tray surfaces
- Chairs, especially with arm rests
- Shoes, shufflers, discard racks and other devices

## CAGE

- Chip trays
- Phones, radios and other handheld equipment
- Keys
- Counters

## CASH OUTLETS

- ATMs
- Counters
- Cash Advance machines

## SECURITY/SURVEILLANCE

- Phones, radios and other handheld equipment
- Keyboards
- Key boxes
- Keys
- Remotes for TVs or screens
- Podiums
- Locks
- Visitor sign-out areas

## OTHER GUEST AND TEAM MEMBER AREAS

- Door handles, including push bars, plates and buttons
- Hand scanners
- Elevator buttons
- Hand railings on stairs, elevators and escalators
- Tables, desks and workstations
- Countertops
- Chairs, especially with arm rests
- Handles of drawers and cabinets
- Light switches, including toggle switches
- Pens and other frequently touched objects
- Phones, radios and other handheld equipment
- Bathrooms

\*Note\* This is a generic list of high touch areas and will be customized for each Great Canadian property.





# Face Coverings

Face Coverings are mandatory for team members and guests.

PUTTING ON YOUR FACE COVERING		REMOVING YOUR FACE COVERING
	 <p><b>CLEAN HANDS</b> Before putting on your face covering, wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.</p>	 <p><b>CLEAN HANDS</b> Before taking off your face covering, wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.</p>
	 <p><b>INSPECT</b> Ensure your face covering is not ripped or damaged.</p>	 <p><b>REMOVE</b> Remove by the elastic loops or strings</p>
	 <p><b>SECURE</b> Secure the elastic loops of the face covering around your ears. If your face covering has strings, tie them securely behind your head.</p>	 <p><b>DO NOT TOUCH</b> Avoid touching the front of the face covering.</p>
	 <p><b>CLOSE GAPS</b> Cover your mouth and nose and ensure there are no gaps between your face and the face covering.</p>	 <p><b>STORE SAFELY</b> If you are wearing a reusable face covering, place this in a safe bag. Ensure your face covering remains clean and does not put others at risk. <b>DO NOT LEAVE YOUR FACE COVERING IN RESTROOMS, ON TABLES OR THE GROUND, ETC.</b></p>
	 <p><b>DO NOT TOUCH</b> Do not touch the front of the face covering while you wear it. Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer if you accidentally touch your face covering.</p>	 <p><b>DISPOSE OF SAFELY</b> If you are wearing a disposable/single-use non-medical mask, dispose of this safely in regular garbage bins.</p>
	 <p><b>CLEAN HANDS</b> After putting on your face covering, wash your hands with soap and water for at least 20 seconds or use alcohol-based sanitizer.</p>	 <p><b>CLEAN HANDS</b> Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.</p>

If guests remove their face covering to consume food or beverages at any time, it is required to be at a two metre distance unless a barrier exists. All consumption of food must be in designated food and beverage areas.

To view these guidelines, visit: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>



# Our Team, and Our Role in Keeping You Safe

We recognize and value the key role we play in keeping you safe during any visit to a Great Canadian property across Canada.

To support our team members, we have prepared a rigorous training program specific to COVID-19 that equips them to ensure their well-being, as well as yours.

## All team members are required to:

- Stay at home when sick or otherwise required as per federal and provincial health authorities;
- Work in accordance with responsibilities outlined in Great Canadian's COVID-19 Team Member Handbook and training program;
- Ensure understanding and keep up to date with COVID-19 communications provided by Great Canadian;
- Be alert and report up any concerns related to COVID-19 preventative measures and controls;
- Maintain strict hand hygiene and wash hands often with soap and water for at least 20 seconds before breaks, after breaks, and to use hand sanitizer if washing their hands throughout their shift is not practical;
- If applicable, perform personal cleaning of workspaces and key touch points in their area;
- Use care and dispose of face coverings, gloves and wipes in accordance with direction from federal and provincial health authorities;
- Practice physical distancing and follow appropriate traffic patterns through hallways and office space in team member areas;
- Adhere to reduced capacity in team member break rooms, eating areas, locker facilities, and boardrooms;
- Not share personal items such as food, cell phones or dishes and keep personal items at home.



# Additional notes and resources

**Government of Canada Coronavirus disease (COVID-19): Guidance Documents**

[www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html](http://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html)

**Government of Canada: Cleaning and disinfecting public spaces during COVID-19**

[www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html](http://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html)

**Government of Canada: How to protect others**

[www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html](http://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html)

**Canadian Centre of Occupational Health and Safety (CCOHS)**

[www.ccohs.ca](http://www.ccohs.ca)

If you are experiencing any signs or symptoms of COVID-19, you must stay home and contact your health care provider or provincial health authority for guidance. Another tool available is provincial self-assessments that can provide guidance on what you need to do.

Province	Contact by Phone	Online Self-Assessment Tool
BC	811	<a href="https://bc.thrive.health/COVID19/en">https://bc.thrive.health/COVID19/en</a>
NB	811	<a href="https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus.html">https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus.html</a>
NS	811	<a href="https://when-to-call-about-COVID19.novascotia.ca/en">https://when-to-call-about-COVID19.novascotia.ca/en</a>
ON	1-866-797-0000	<a href="https://COVID-19.ontario.ca/self-assessment/">https://COVID-19.ontario.ca/self-assessment/</a>

**General Inquiries**

For general information regarding Great Canadian, please contact:

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