

TAKING EVERY STEP

The Mashantucket Pequot Tribal Nation is committed to the health and safety of our community, our team members, our guests and our partners.

We feel confident that we have the right measures in place to open safely and securely.



FOXWOODS[®]
RESORT ♦ CASINO

THE *Wonder* OF IT ALL

The Mashantucket Pequot Tribal Nation has established a robust Guest Safety Plan for Foxwoods Resort Casino. We are utilizing best demonstrated practices from across the nation to implement sanitation and social distancing policies. We've consulted, and continue to consult with medical professionals to ensure that our reopening is measured, responsible and adaptable in the face of COVID-19.

Our protocols are consistent with, and in many cases exceed the guidelines recommended by the State of Connecticut.



Mashantucket Pequot
Tribal Nation

	<p>✓+</p> <p>Foxwoods will be opening at 25% capacity</p>
<p>Capacity limit of 50% for businesses that reopen.</p>	<p>✓+</p> <p>Foxwoods will be opening at 25% capacity</p>
<p>Limit maximum occupancy to 50% of usual occupancy in any indoor space.</p>	<p>✓+</p> <p>Foxwoods will be opening at 25% capacity</p>
<p>Discontinue valet services.</p>	<p>✓+</p> <p>Areas of the property where social distancing isn't feasible, including the Valet, property shuttles, spas, gyms and pools, will be temporarily suspended until further notice.</p>
<p>Make doorways single-direction flow</p>	<p>✓+</p> <p>All doorways will operate in a single-direction flow. Additionally, whenever possible, doors will be propped open or automated to minimize contact.</p>
<p>Offer paper menus and dispose after guests have ordered, or display menu on a wall/white board, and/or encourage customers to view the menu on their phone.</p>	<p>✓</p> <p>All of Foxwoods' restaurants open during phase one, which will be available for pick up/carry out or grab-and-go only, will utilize single use and/or disposable menus.</p>
<p>Strict cleaning and disinfection protocols in all settings.</p>	<p>✓</p> <p>The FoxClean Team will be regularly deployed to clean and disinfect high-touch areas, following highly controlled processes and guidelines, for both guests and team members throughout the resort, including but not limited to elevators, slot machines and counters. Additionally, misters will be utilized overnight to sanitize all touchpoints.</p>
<p>Those who can work from home should continue to do so.</p>	<p>✓</p> <p>Where applicable, team members will be permitted to telecommute.</p>





Those in high-risk groups (comorbidities) and over the age of 65 should continue to stay safe and stay home.



Suspending communication to our Foxy and Fun program for 55+. Encouraging potential guests to play it safe. If you are not feeling well or in an "at-risk" category, please stay home and put your health and safety first.



Face masks should continue to be worn in public at all times.



Team members and guests will be required to wear face masks at all times. If a guest or team member arrives without a face mask, one will be provided.

All employees and customers are required to wear a face mask or other cloth face covering that completely covers the nose and mouth, unless doing so would be contrary to his or her health or safety due to medical conditions.



Team members and guests will be required to wear face masks at all times. If a guest or team member arrives without a face mask one will be provided.



Social gatherings will be restricted to a maximum of five people.

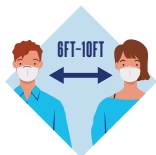


Signage, overhead reminder messaging and team member training to reinforce social distancing.

Post clear signage that reinforces new policies.



Signage will be posted across property with reminders of Tribal and CDC guidelines such as wash hands frequently, use hand sanitizer, stay home if ill and other guidelines.



Install visual social distancing markers to encourage employees and customers to remain 6 feet apart in common spaces.



Social distancing markers and messaging




Rearrange space to maintain at least 6 feet of distance between customers when they may be seated.



Table games will include plexiglass barriers, and betting spaces will be spaced to limit three players per table. Every other slot machine will be deactivated to provide social distancing. Space will also be made available for guests to dine with social distancing of at least 6 feet between tables.

Install touchless appliances wherever possible.



<p>Ensure employees do not share equipment to the extent possible. If shared, clean after every use.</p>	<p>✓</p> <p>Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new team member.</p>
<p>Post clear signage that includes the state hotline (211) for employees and customers to report potential violations of these rules.</p>	<p>✓</p> <p>Signage to contact security with concerns and reminders of Tribal and CDC guidelines such as frequent hand washing, hand sanitizer use, staying home if ill and other guidelines.</p>
 <p>Hand sanitizer shall be made available at entrance points and common areas, where possible.</p>	<p>✓</p> <p>Over 300 hand sanitation stations with hand sanitizer or disposable disinfectant wipes will be provided throughout the property. This includes property entry and exit points, reception areas, hotel lobbies, casino floors, restaurant entrances, meeting and convention spaces, elevator landings, and more.</p>
 <p>Ensure employees wash their hands routinely using soap and water for at least 20 seconds.</p>	<p>✓</p> <p>All Foxwoods team members have been instructed to wash their hands or use hand sanitizer when a sink is not available, every 60 minutes (for at least 20 seconds). Hand washing is also required after any of the following: using the restroom, sneezing/coughing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break, and before or after starting a shift.</p>
 <p>Make cleaning, disinfectant products and/or disposable wipes available near commonly used surfaces, where possible.</p>	<p>✓</p> <p>Disposable disinfectant wipes will be provided throughout the property to allow guests to clean common areas before touching, including in gaming areas to wipe down slot machines.</p>



Clean and disinfect bathrooms frequently, implement use of cleaning log for tracking. Clean multiple times a day and hourly during busy times.



Industry leading cleaning and sanitizing protocols will be used to clean all common areas, including bathrooms. Foxwoods team members in charge of cleaning the bathrooms will follow strict protocols and implement use of cleaning logs to ensure hourly cleaning.



Follow federal guidelines (CDC, EPA) on what specific cleaning and disinfecting products should be used and how.



All of Foxwoods' cleaning and disinfecting protocols, and the products used, are in accordance with federal guidelines, and approved for and effective against viruses, bacteria and airborne pathogens.



Institute a training program and ensure employee participation in the program prior to reopening.



All team members will receive mandatory training on infectious disease (with a focus on COVID-19) safety and sanitation protocols to further ensure guest and team member safety. More comprehensive training will be provided for teams with frequent guest contact including Housekeeping, Food & Beverage, Environmental Services, Hotel Operations, Gaming, Retail, Entertainment and Security.

ADDITIONAL FOXWOODS LED PROTOCOLS

In addition to the guidelines recommended by the State, Foxwoods has gone above and beyond to ensure the safety of its guests, team members and the community. Here's an overview of some of the protocols Foxwoods has put in place that are not included in the State's phased guidance and safety protocol requirements:

- All guests and team members entering the property will go through noninvasive thermal temperature checks at the entrances to the property; those with an elevated temperature above 100.4°F will not be allowed entry.
- Temporary plexiglas separation will be placed at all transactional locations, including but not limited to hotel check-in, cage, Rewards Booths and retail shops.
- Smoking will not be allowed on the gaming floor and will only be permitted in remote designated locations with caution signs displayed.
- The buffet, poker room and bingo will be closed until further notice.
- There will be no immediate out-of-state marketing beyond Connecticut, but guests from all over are welcome upon reopening. No out-of-state buses will be accepted.
- The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.