



OUR COMMITMENT TO HEALTH, SAFETY, AND SANITATION.

Grand Casino will continue to closely monitor industry and government guidelines as it relates to COVID-19, including information provided by the Mille Lacs Band of Ojibwe, Centers for Disease Control (CDC), World Health Organization (WHO), and the Minnesota Department of Health. In this document, you will find guidelines created to ensure the health and safety of our Associates, our Guests, and our community, as well as sanitation procedures to be followed to prevent transmission of the virus.

Updated: May 27, 2020

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STATEMENT FROM JOE NAYQUONABE

CEO OF MILLE LACS CORPORATE VENTURES

Greetings,

As we all know, COVID-19 has been a complete game changer for every business – but perhaps nowhere is that more the case than in the hospitality industry. When we made the decision to temporarily close Grand Casino, we knew we were making an unprecedented decision with significant financial implications. Yet we did so confidently, knowing that it was the right decision to protect the Mille Lacs Band community, as well as the safety and wellbeing of our Associates and Guests.

Never in our lifetime have we experienced such an abrupt change to our daily lives as we have during the COVID-19 pandemic. In a matter of weeks, we have been forced to change our routines and adapt to a new normal. But in business, as in life, every challenge or setback is really an opportunity to adapt and grow stronger. The bigger the challenge, the greater the opportunity to improve.

The sudden shifts that we have experienced in such a short timeframe have given us the opportunity to question key assumptions about how we operate, to search for answers to the questions that we now face, and to develop new best practices about safety measures for our returning Associates and our Guests. As jarring as this time has been for our businesses, it also has been a great opportunity for us to formalize a plan to make our Guests and Associates feel safe at our properties in the face of this pandemic. After thoroughly analyzing operations for the development of this plan, Grand Casino has decided that both locations will reopen their gaming floors as smoke-free environments.

This document is Grand Casino’s health, safety, and sanitation plan for the reopening of our properties. We looked at every human touchpoint at both properties to develop this “phase one” plan, representing what we will do to keep our communities, Associates, and Guests safe. Each department was instructed to develop its own set of operational procedures, which are outlined in the following pages of this document.

We are confident that we are doing everything possible to ensure that our properties are clean and safe and ready for the return of our Guests and Associates. This plan was designed with their safety in mind, as well as the Mille Lacs Band of Ojibwe community. The execution of this plan will be closely monitored to ensure that Associates are complying with the procedures it contains.

We are also closely following the day-to-day updates and changes in guidance from the Mille Lacs Band of Ojibwe, the CDC, the Minnesota Department of Health, and our tribal, state and federal leaders. We will continue to review the plan as we work to reopen our properties in phases, and we will add to the plan as needed with additional best practices based on lessons learned and ongoing advice from medical experts. Our commitment to your safety and wellbeing is ongoing.

Sincerely,



Joseph S. Nayquonabe

GRAND CASINO GUIDELINES

This document was designed to enhance the safety and minimize risk for our Associates, our Guests, and our Community. It ensures the health, safety, and sanitation practices of all our Grand Casino properties meet or exceed the regulatory government requirements and recommendations of the Mille Lacs Band, the CDC and WHO.

These procedures and protocols are based on the most current information available on sanitation and cleanliness for the hospitality industry, as well as other pertinent industries. As we move forward, we will continue to assess the current situation and adjust our efforts as necessary or appropriate.

Our Grand Casino Guidelines cover all Grand Casino properties, including Grand Casino Mille Lacs, Grand Casino Hinckley, Eddy's Resort, Grand Hinckley Inn, Grand Northern Inn, Grand Casino Hinckley RV Resort, Grand National Golf Club, and Grand Harmony Spa.

ASSOCIATE & GUEST HEALTH

The wellbeing and safety of our Associates and our Guests is our number one priority.

I. SMOKE-FREE ENVIRONMENTS

- a. After thoroughly analyzing operations for the development of this plan, Grand Casino has decided that both locations will reopen their gaming floors as smoke-free environments. There will be designated smoking areas off the casino floor in this first phase of reopening.

II. THERMAL CAMERAS

- a. Guest points of entry will be limited to allow Security to conduct non-invasive temperature checks utilizing thermal cameras. In addition, all Associates will be required to enter the building through the Associate Entrance. Anyone displaying a temperature over 100°F will be taken to a private area for a secondary temperature screening. Guests or Associates confirmed to have a temperature over 100°F will not be allowed entry to the property.

III. SOCIAL DISTANCING & PPE

- a. Guests will be required to wear a mask. For those Guests who do not have a mask, a limited number of complimentary masks will be given at the entrance each day, while supplies last. Additional masks will be available for purchase at each property for \$1. Guests will be advised to practice social 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 seating, table games, slot machines, and other physical layouts will be arranged and marked to ensure appropriate distancing. Associates will be reminded to practice social distancing by standing at least six feet way from Guests and other Associates whenever possible. All casino outlets will comply with, or exceed, local and state mandated occupancy limits.

IV. HAND SANITIZER

- a. Dispensers, touchless whenever possible, will be placed at Guest and Associates entrances, as well as high contact areas such as hotel lobbies, elevator landings, cashiers, Grand Rewards, restaurant entrances, meeting and convention spaces, and key areas on the casino floor. Hand sanitizer will also be available throughout the back of house for Associate use.

V. FRONT OF HOUSE SIGNAGE

- a. There will be signage placed throughout the property including designated entrances, digital screens, and counter spaces. The signage will include health and sanitation reminders, information about social distancing, and protocols in place on property.

VI. BACK OF HOUSE SIGNAGE

- a. Signage will be posted throughout the back of the house reminding Associates how to properly wear, handle and dispose of masks, as well as use gloves (in positions deemed appropriate by medical experts), and handwashing guidelines from the CDC.

VII. ASSOCIATE & GUEST HEALTH CONCERNS

- a. Our Associates will be given clear instructions on how to properly clean, disinfect, and sanitize all touchpoints in the casinos according to CDC guidelines. We will be ready to provide support to our Guests if they fall ill while on property. Associates will be instructed to stay home if they do not feel well and are instructed to contact Talent to ensure that they adhere to our established protocol for COVID-19. Associates and Guests who are exhibiting any of the symptoms of COVID-19 while at the property will be instructed to immediately notify Security or the Associate's Manager.

ASSOCIATE RESPONSIBILITIES

Grand Casino Associates are vital for an effective health, safety, and sanitation program.

I. HAND WASHING

- a. Correct hygiene and frequent handwashing with soap is necessary to help combat the spread of viruses. All Associates have been instructed to wash their hands, or use sanitizer when a sink is not available, every hour (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 break and before or after starting a shift.

II. COVID-19 TRAINING

- a. All Associates 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, hotel operations and security.

III. PERSONAL PROTECTIVE EQUIPMENT (PPE)

- a. Appropriate PPE (gloves and masks) will be worn by all Associates 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 Associate entering the casino will be provided a mask and required to wear that mask while on property. Gloves will be provided to Associates whose responsibilities require them, as determined by medical experts, including housekeeping and public area attendants and security officers in direct contact with Guests.

IV. PRE-SHIFTS MEETINGS & TIMEKEEPING

- a. Associate pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between Associates. Larger departments will stagger Associate arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each time clock location and Associates 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.

CLEANING PRODUCTS & PROCEDURES

Our properties will use cleaning products and procedures that meet EPA guidelines and are approved and effective for use against viruses, bacteria, and other airborne and blood borne pathogens. We will be working with vendors, distribution partners, and supplies to ensure an uninterrupted supply of cleaning supplies and necessary PPE.

I. PUBLIC SPACES AND COMMUNAL AREAS

- a. The frequency of cleaning and sanitizing will be increased to every four hours or more, based on Guest volume, in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front-desk/check-in counters, entrances, elevators, door handles, public restrooms, slot machines, table games, dining surfaces, and seating areas.

II. GUEST ROOMS

- a. Industry leading cleaning and sanitizing protocols will be used to clean Guest rooms, with particular attention paid to high-touch items, including remotes, toilet handles and seats, door and furniture handles, water faucet handles, night stands, phones, temperature control panels, light switches, alarm clocks, luggage racks, and counter or table tops.

III. LAUNDRY

- a. All bed linen and laundry will continue to be changed upon departure and continue to be washed at high temperatures and in accordance with CDC

guidelines. Used linen will be placed directly into containers going to Grindstone to eliminate excess contact while being transported to the laundry facility.

IV. BACK OF HOUSE

- a. The frequency of cleaning and sanitizing will also increase in high-traffic back of house areas every two to four hours, based on traffic/volume, with emphasis on Associate entrances, security posts, dining rooms, loading docks, time clocks, key terminals, office areas, elevators, training rooms, and lobby/waiting areas.

V. OFFICES, CUBICAL SPACES, & KITCHENS

- a. The frequency of cleaning and sanitizing will also increase in all office spaces, with emphasis on frequent contact surfaces, including, but not limited to, printers, workstations, door handles, kitchen appliances and surface areas, pop and snack machines, meeting spaces, and equipment. Department Associates and Housekeeping will be responsible for assisting in cleanliness and sanitation of office areas throughout the day.

VI. SHARED EQUIPMENT

- a. Shared tools and equipment will be sanitized before, during, and after each shift or anytime equipment is transferred to a new Associate. This includes keys, radios, computers, workstations, cleaning equipment, and other direct contact items.

VII. AIR FILTER & HVAC CLEANING

- a. The frequency of air filter replacement and HVAC system cleaning will be increased, and fresh air exchange will be maximized. Filters will be inspected every shift and cleaned/replaced as needed.

PHYSICAL DISTANCING

We will meet or exceed state and local health authority guidelines on proper social distancing.

I. GATHERING

- a. Any area where Guests or Associates gather will be clearly marked for appropriate social distancing with stanchions, floor stickers, and signage. This includes hotel front desk, elevator lobbies, food venues, cashiers, Grand Rewards, and promotional areas.

II. FOOD VENUES & BARS

- a. Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each group/party of Guests.

III. SLOT OPERATIONS

- a. All slot machines will remain available. Associates will encourage Guests to practice safe social distancing.

IV. TABLE GAMES OPERATIONS

- a. Tables will be limited to only three Guests per table and additional chairs will be removed. Spectators will not be allowed.

V. RETAIL SPACES

- a. Guest occupancy limits will be enforced, and only essential items will be available for sale.

VI. BACK OF HOUSE

- a. Associate gathering areas such as time clocks, dining rooms, breakrooms, training rooms, meeting spaces, lobby or seating areas will be clearly marked and rearranged for appropriate social distancing with floor stickers and signage.
- b. Associates that have work-from-home or remote capabilities will be encouraged to do so. Only necessary staff to be onsite.
- c. Departments should limit the number of Associates on each shift, staggering as needed.

DEPARTMENT SPECIFIC PROTOCOLS

CASINO OPERATIONS

SLOTS

- I. SANITATION
 - a. Hand sanitizer will be placed throughout the gaming floor.
 - b. Workstations are to be sanitized at least once every four hours.
 - c. Slot Associates will offer to sanitize slots for Guests sitting at machines.
 - d. Slot machines are to be sanitized at least once every four hours.
 - e. A log will be created to track each section's sanitation schedule.
- II. SOCIAL DISTANCING
 - a. Slot Associates will keep a close eye on Guests to ensure proper social distancing. When necessary, Guests will be given friendly reminders to practice safe social distancing while playing at the machines and to maintain at least six feet of separation from others not travelling with their group when roaming the gaming floor.

TABLE GAMES

- I. SANITATION
 - a. Hand sanitizer will be available throughout the gaming floor.
 - b. Dealers are to sanitize the exterior of the card shoe when entering a game and the interior when the game goes dead.
 - c. Dealers are to thoroughly sanitize the card shuffler and discard rack every four hours.
 - d. Dealers are to sanitize the money paddle, drop box slot, token box, and chip tray when arriving at the game and when the game goes dead.
 - e. Routine chip cleaning will be weekly.
 - f. Player pooled cards will be changed every four hours.
 - g. Workstations are to be sanitized by the supervisor every hour – to include phones, computers, and hard surfaces.
 - h. Housekeeping will increase routine cleaning.
 - i. Table games areas will be deep cleaned daily.
- II. SOCIAL DISTANCING
 - a. Only every other table will be open for play.
 - b. Three spots maximum per table; Guests to be separated accordingly.
 - c. Dealers will verbally give breaks instead of "tapping in" and will encourage appropriate separation.
 - d. Observing Guests will be discouraged from congregating behind players.

BINGO, POKER, & PULL TABS

Will remain closed until a future phase.

FOOD & BEVERAGE

I. SANITATION

- a. Host podiums and equipment will be sanitized once per hour.
- b. Service stations, service carts, beverage stations, counters, handrails, and trays will be sanitized at least once per hour and logged.
- c. Menus will be sanitized after each use and/or single-use disposable.
- d. Trays and tray stands will be sanitized after each use.
- e. Food preparation stations will be sanitized before and after each use.
- f. Kitchens will continue to follow proper cleaning protocols, with increased efforts during high volume times.
- g. Food and beverage items will be transferred to other Associates using contactless methods.
- h. POS terminals will be assigned to a single server, where possible, and sanitized between each user/transaction, as well during shift changes.
- i. Servers will continue to follow proper hand sanitizing protocols, with increased efforts during high volume times.
- j. Dining tables, booths, bar tops, stools, and chairs will be sanitized after each use.
- k. Condiments will be sanitized after each use.
- l. Check presenters, pens, and other reusable contact items will be sanitized after each use.
- m. Grab and go offerings will be available behind the counter.
- n. Beverage stations will be cleaned and disinfected every hour.
- o. There will be no on-floor beverage cart service at Mille Lacs or Hinckley.
- p. Cocktail servers will be available.

II. SOCIAL DISTANCING

- a. Associates will monitor and encourage social distancing at entries and waiting areas.
- b. Floor stickers will be placed, as needed, to encourage six feet distancing while waiting in line to be seated or to place order.
- c. Seating will be reduced to provide appropriate social distancing.
- d. Guest will be seated with social distancing in mind, potentially limiting the amount of seating available.

III. CONSIDERATIONS

- a. Food and beverage items will be placed on tables or hard surfaces to avoid direct contact.
- b. Condiments will be served in disposable containers when necessary.
- c. Only single-use beverage or food containers will be available.

- d. Possible limitations to menu options.

GRAND CASINO MILLE LACS

- **PLUMS:** Will be available 24 hours a day, 7 days a week.
- **BRAND BURGER BAR (B3) & UP NORTH BAR:** Bar/beverage services will be available only.
- **1991 KITCHEN:** Open on Friday, Saturday, and Sunday only.
- **GRAND CUP & CONE:** Open daily from 7 a.m. – 9 p.m.
- **THE JUKEBOX:** Will be available 24 hours a day, 7 days a week.
- **THE BUFFET, IN-ROOM DINING, BANQUET SERVICES, & CONVENTION SALES:** Will remain closed until a future phase.

GRAND CASINO HINCKLEY

- **PROVISIONS TO-GO:** Open daily from 11 a.m. – 9 p.m. and until 2 a.m. on Friday and Saturday.
- **SILVER SEVENS:** Open daily from 10 a.m. – 2 a.m.
- **411 CRAFT BAR & SOUTH BAR:** Only open if necessary.
- **STORIES DINER:** Open daily from 7 a.m. – 9 p.m. and until 10 p.m. on Friday and Saturday.
- **DOUBLE DIAMOND:** Will be available 24 hours a day, 7 days a week.
- **THE WINDS STEAKHOUSE, THE GRILLE HOUSE, GRAND BUFFET, SWEET SPOT, CORNER BEAN, RIVAL HOUSE, IN-ROOM DINING, BANQUET SERVICES, & CONVENTION SALES:** Will remain closed until a future phase.

FACILITIES

ENVIRONMENT SERVICES

I. SANITATION

- a. Zone coverage and cleaning efforts will be increased – to include high traffic areas such as slot machines, entrances, elevators, door handles, chairs, trash bins, counter spaces, workstations, table games, etc.
- b. Proper cleaning equipment and supplies will be used.
- c. Gloves will be changed in accordance with our cleaning protocols.
- d. Restrooms will be checked and sanitized every hour, as well as deep cleaned daily.
- e. Staff will be available for any additional needs.

II. SOCIAL DISTANCING

- a. Guest and Associate interaction will be limited.

MAINTENANCE/PROJECTS

- I. SANITATION
 - a. Maintenance connection will review and prioritize jobs as needed.
 - b. Air exchange on gaming floor will be evaluated and enhanced as needed.
 - c. Frequency of air filter replacements will be evaluated.
 - d. Workstations and project areas will be sanitized as needed.
- II. SOCIAL DISTANCING
 - a. Work areas will be blocked off by barriers.

SECURITY

- I. SANITATION
 - a. Equipment and keys will be sanitized when turned-in or during shift changes.
 - b. Vehicles will be sanitized after each shift change.
 - c. Associates will sanitize workstations after each transaction.
 - d. Doors will be propped open wherever possible to decrease touchpoints or direct contact.
 - e. All contact surfaces, handcuffs, interview rooms, and related equipment will be properly sanitized at the completion of each use. Shift managers will notify dispatch of efforts.
 - f. Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed.
 - g. Shift supervisors will log completed sanitation tasks.
 - h. Associates will have knowledge of sanitizer locations.
- II. SOCIAL DISTANCING
 - a. Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. health complications, injuries, violence, crime, etc.)
 - b. Associates will assist with enforcing physical distancing protocols in Guest areas as required.
- III. CONSIDERATIONS
 - a. Associates will be available to assist with Guest needs or concerns.

VALET & SHUTTLE SERVICES

Will remain closed until a future phase.

HOSPITALITY

HOTEL FRONT DESK

- I. SANITATION
 - a. Associates will sanitize high traffic and touchpoints every hour, including counters, credit card devices, and pens.
 - b. Room keys will be sanitized before stocking and after each return by Guests.

- c. Workstations and equipment will be sanitized after each shift change.
 - d. Associates will sanitize break areas at least once every hour.
- II. PHYSICAL DISTANCING
 - a. Stanchions will be restructured, and floor stickers placed to encourage appropriate social distancing.
 - b. Only every other workstation will be staffed.
- III. CONSIDERATIONS
 - a. Plexiglas will be installed at front desk workstations.
 - b. Signage will be placed during high volume periods that directs Guests to check back at a later time.

HOUSEKEEPING

- I. SANITATION
 - a. Carts and equipment will be sanitized at the start and end of each shift.
 - b. Luggage carts will be sanitized after each use.
 - c. Guest linen will be delivered to Guest rooms in a single-use bag.
 - d. Pillow protectors, mattress covers, and shower curtains will continue to be changed frequently.
 - e. Back of house restrooms will be sanitized at least once every four hours.
 - f. All Guest amenities will be sanitized before being placed in the room.
 - g. All in-room cleaning and sanitizing efforts will be increased.
 - i. To include desks, counters, tables, chairs, phones, remotes, thermostats, doors, bathroom fixtures and accessories, windows, mirrors, frames, lights, closets, hangers, and other amenities.
- II. PHYSICAL DISTANCING
 - a. Minimize contact with Guests while cleaning hotel rooms.
 - b. Room attendants will offer to return at an alternate time for occupied rooms.
 - c. Only one room attendant per room.
- III. CONSIDERATIONS
 - a. All room amenities/collateral will be provided during check-in, only supplying what is needed or asked for (i.e. shampoo, conditioner, lotion, disposable cups, coffee condiments, etc.).
 - b. Disposable collateral will be disposed and/or changed out after each Guest.
 - c. Extra pillows, blankets, coffee, cups, Kleenex, and other single-use amenities will be removed from rooms and will only be available upon request. An explanatory letter will be provided at check-in.
 - d. There will be no overnight or stay-over housekeeping service.

RETAIL

- I. SANITATION

- a. High touch or high traffic areas will be sanitized once per hour and at every shift change (workstations, phones, handles, cage locks, and hard surfaces).
- II. PHYSICAL DISTANCING
 - a. There will be a limit of only four Guests per retail area at once.
 - b. Floor stickers are to be placed to encourage social distancing while waiting in line.
- III. CONSIDERATIONS
 - a. Displays and retail assortments will be limited to only essential items – to include sundries, toiletries, and pre-packages food and beverages.
 - b. Plexiglas will be installed at each workstation.
 - c. All sales will be final.

BELL DESK, POOL OPERATIONS, FITNESS CENTER, & GRAND ARCADE

Will remain closed until a future phase.

FINANCE

SHIPPING & RECEIVING

- I. SANITATION
 - a. Frequent washing or sanitizing of hands after receiving of package, or delivery will be required.
 - b. Associates will use separate works stations to eliminate shared equipment.
 - c. Counters, equipment, handles desks, printer, etc. will be sanitized every hour.
 - d. Carts and two-wheelers will be sanitized after each time returning to the dock.
- II. SOCIAL DISTANCING
 - a. Vendors will have limited access to the property.
 - i. Drivers will be asked to remain outside while receiving Associates unloads trucks, whenever possible.
 - ii. If a signature is required, Associates will wear a clean disposable glove, sign the document, dispose of the glove, and following hand washing or sanitizing protocols.
 - b. Associates will be assigned separate workstations.
 - c. There will be limited access to the loading dock by non-department Associates.
 - d. Use of email and or phone communication is encouraged.
 - e. Deliveries should be limited to one person at a time.
 - i. Associates will wear a clean pair of disposable gloves with each delivery.
 - ii. Signatures will not be required. S&R Associates will write the name and badge number of the Associate receiving the goods.
 - iii. Upon returning to the loading dock, Associates will follow hand washing or sanitizing protocol.

CASHIER & CAGE

- I. SANITATION
 - a. Guest-facing counters will be sanitized at least once per hour, or more often based on casino volume.
 - b. Tools and equipment will be sanitized before, after, and during each shift, and whenever transferred to a new Associate.
- II. SOCIAL DISTANCING
 - a. Transactions should be quick and contact should be limited.
 - b. Floor stickers will be placed to encourage safe social distancing.
 - c. Separation of available workstations and rearranging of furniture will be implemented for appropriate social distancing.
- III. CONSIDERATIONS
 - a. Installation of Plexiglas at workstations.

COUNT TEAM

- I. SANITATION
 - a. Tools and equipment will be sanitized before, after, and during each shift, as well as anytime transferred to a new Associate.
- II. SOCIAL DISTANCING
 - a. Standard practice of clearing sweep areas of Guests and non-departmental Associates will be followed.

INFORMATION TECHNOLOGY

- I. SANITATION
 - a. Associates will be encouraged to wash and/or sanitize hands before and after providing hands-on support to users and systems in public areas.
 - b. All equipment will be thoroughly sanitized prior to being deployed for Guest or Associate use.
- II. SOCIAL DISTANCING
 - a. Associates will maintain appropriate social distancing when assisting with IT needs and/or updates.
 - b. Associates will be allowed the capabilities to work from home.
 - c. Only necessary staff will fulfill property needs.

MARKETING

- I. SANITATION
 - a. Associates will sanitize between transactions and shift changes.
 - b. Workstations and kiosks will be thoroughly cleaned once per hour.
 - c. Additional high traffic areas will be sanitized each hour.

- d. Doors and handles will be sanitized every hour.
 - e. Phones and radios will be sanitized after each use.
- II. SOCIAL DISTANCING
- a. Transactions should be quick, and contact should be limited.
 - b. Floor stickers will be placed at counters and entrances to encourage safe social distancing.
 - c. Separation of available workstations and rearranging of furniture will be implemented for appropriate social distancing.
 - d. Only every other workstation will be used, ensuring proper social distancing.
- III. CONSIDERATIONS
- a. Installation of Plexiglas at workstations.
 - b. A basket or bucket will be placed at the end of the Grand Rewards counter; lost or deactivated cards can be discarded there.
 - c. Guests will be asked to briefly remove masks to verify identification, as needed.

GRAND REWARDS

- I. AVAILABILITY
- a. Only the main Grand Rewards counter will be open.
 - b. Hours will be 8 a.m. to midnight.
 - c. Two windows/Associates will be available per shift.
 - d. One manager/supervisor will be available per shift.
 - e. Ticketmaster services will be available as needed.

VIP SERVICES

- I. AVAILABILITY
- a. High Stakes VIP Lounge and Hotel VIP Services will be open.
 - b. Hours will be limited to 10 a.m. – 10 p.m.
 - c. Limited food and beverage options will be available.
 - d. Limited staff will be available per shift, based on volume.
 - e. Guests will be encouraged to visit VIP service areas to collect comps.
 - f. Hosts will only access the gaming floor when necessary.

ADVERTISING

Efforts will consist of signage installation/placement, as needed, in front of house and back of house. One Associate will be used per effort, only accessing the gaming floor as needed.

DATABASE

Efforts will be focused on programmed offers through the kiosk to eliminate the need for Guest/Associate interaction.

PROMOTIONS, ENTERTAINMENT, & GUEST SERVICES (COAT CHECK)

Will remain closed until a future phase.

TALENT (HUMAN RESOURCES)

ACQUISITIONS

I. APPLICANTS

- a. Interviews will be conducted by video screening for candidates whenever possible.
- b. In-person interviews will be conducted in larger spaces (i.e. training rooms or meeting spaces) and positioned with social distancing efforts in place.
- c. Each walk-in applicant will have their temperature taken by a Talent or Security Associate, and gloves and masks are to be used.
- d. Signage advising people on social distancing and safety protocols will be placed in applicant areas.
- e. Plexiglas will be installed at the MLCV front desk.

II. NEW HIRES

- a. In-person orientation will continue for new hires in a space that allows for appropriate social distancing (e.g. small ballrooms at Mille Lacs and training rooms at Hinckley).
- b. No orientation is required for rehires who have been absent for 90 days or less.
- c. Rehires who have been absent for 24 months or less can test for orientation. If they pass, no orientation will be required. If they fail, online orientation will be required.
- d. For rehires who have been absent for more than 24 months, in person orientation is required.

III. NEW HIRE PAPERWORK

- a. Gloves and masks will be used to handle required documents (i.e. I9 verification).

DEVELOPMENT

I. SANITATION

- a. Classrooms will be thoroughly cleaned and sanitized before and after each use.
- b. Computer lab and equipment will be sanitized before and after each use.
- c. Workstations will be sanitized before and after each transaction and/or use.
- d. Doors will be propped open to minimize contact, and handles will be cleaned before and after each use.
- e. Hand sanitizer will be available near the entry of each room and facilitator desk.

II. SOCIAL DISTANCING

- a. Classes, trainings, and other learning opportunities will be offered online/virtual, when possible.
- b. Computer lab workstations will be spread out and separated by Plexiglas.
- c. Registering for classes will take place online only.
- d. Floor stickers will be placed outside training rooms for sign in.

- e. Class attendees will be asked to wear masks.

III. CONSIDERATIONS

- a. Only individual bottles and cans will be provided for classes.
- b. Lending libraries and professional libraries will be closed until further notice.

OFFICES, MEETING SPACES, & LOBBY AREAS

I. SANITATION

- a. Doors, buttons, railings, and handles will be sanitized every hour.
- b. Hand sanitizer will be available near the front entrance.
- c. Front desk and shared workstations will be sanitized often, after each hands-on transaction, and shift change.
- d. Lobby areas will be cleaned and sanitized every hour.
- e. Meeting spaces will be sanitized after each use.

II. SOCIAL DISTANCING

- a. Floor stickers will be placed by the front desk to encourage appropriate social distancing.
- b. Lobby furniture will be rearranged as necessary.
- c. Doors to meeting spaces and departments will be propped open to avoid unnecessary contact.

UNIFORMS

I. SANITATION

- a. Laundry will be cleaned in accordance with CDC guidelines
- b. Associates are required to come to work in clean, laundered uniforms, apart from chef's coats and count team jumpsuits.
- c. Returned uniforms will be laundered following the same protocol in onsite laundry.
- d. Technology will be used to fit new hires for uniforms. New hires will select their size.
- e. Trying on uniforms pieces will not be permitted.
- f. Alterations will be completed for uniforms only.

II. SOCIAL DISTANCING

- a. Uniform Associates will control the number of people within the uniform room.
- b. Clearly defined lines and waiting areas will be marked on the floor in front of the uniform distribution counters.
- c. Locker room floors will be clearly marked with designated dressing areas.
- d. One Associate at a time will be allowed into the processing/uniform area.
- e. "Hampers" will be placed outside uniform room to collect laundry and returns.
- f. Uniform Associates will wear masks and gloves when handling laundry.

PRESUMPTIVE & CONFIRMED CASE REPORTING

ENTRY SCREENING

- I. Non-invasive thermal cameras will be placed at each entry point. Any Guest or Associate exhibiting symptoms such as cough, shortness of breath, temperature of 100°F or higher, or other known symptoms will be discreetly offered a secondary screening.
- II. The surveillance retention has been extended to help provide additional coverage across the property.

SECONDARY SCREENING

- I. The Guest or Associate displaying an elevated temperature or other known symptoms will be escorted to a designated, private, and isolated area and provided with PPE.
- II. A Security Officer using appropriate PPE (including a mask, eye protection, and gloves) and a temporal thermometer will record a second temperature.
- III. The Security Officer will collect basic Guest information including name, names of Guests in their party, and ID (i.e. driver's license or passport) as the secondary temperature check and symptom evaluation begins.
- IV. If the Guest or Associate refuses the secondary reading, they will be denied entry to the property. A script will be prepared for both properties to help with delivery of the message.
- V. The screening room will be sanitized and deep cleaned after every use.

GUESTS WITH SYMPTOMS

- I. NEXT STEPS
 - a. If the secondary reading confirms that the Guest has a temperature of 100°F or above, the Guest will be denied entry to the property, directed towards medical care, and provided with resources and recommendations based on CDC and local health authority guidelines.
 - b. A Security Supervisor will collect basic Guest information including name, names of Guests in their party, and ID (i.e. driver's license or passport). The supervisor will then make initial observations for the known symptoms of COVID-19 including cough and shortness of breath.
 - c. If the Guest refuses to provide information or cooperate with Security, the Guest will be denied entry to the property.
- II. IN-HOUSE GUESTS
 - a. IF GUESTS REQUEST TO RETURN TO THEIR ROOM:
 - i. A Security Supervisor will be called to escort the Guest for the remainder of the process.

- ii. The Guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
 - iii. The Security Supervisor will control the elevator to ensure no other Guests use the same elevator car.
 - iv. Security Dispatch will notify EVS and the elevator will be returned to service only after properly sanitized by an EVS Associate.
 - v. Security Dispatch will notify the Hotel Manager on duty to pin the room and not permit access until medical clearance is given and/or the room is properly sanitized.
- b. IF GUESTS DO NOT RETURN TO THEIR ROOM:
- i. Security Dispatch will notify the Hotel Manager on duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.
 - ii. Belongings will remain in the room until security can arrange for the safe removal and storage of the belongings.
 - iii. Hotel Management will determine the best course of action to handle the outstanding folio on a case-by-case basis.
- c. GUESTS OR CLOSE CONTACTS OF SYMPTOMATIC GUEST:
- i. The Security Supervisor will identify room shares and close contact Guests traveling with the elevated temperature Guest. The full protocol will be followed beginning with a secondary screening for all close contacts.
 - ii. MDH guidance on required isolation or quarantine procedures for close contacts will be followed as appropriate.

ASSOCIATES WITH SYMPTOMS

I. NEXT STEPS

- a. Associates exhibiting symptoms will be required to take a COVID-19 test at a local testing site. Test results should be provided within 24 hours.
- b. A Security supervisor will gather and document the Associate's contact information and forward the information to Talent.
- c. Associates will not be allowed to return to work until they provide a negative test result, complete the necessary quarantine period, or symptoms subside within the CDC guidelines.
- d. Associates should immediately notify the flu hotline at (320) 384-4700, sharing that they were tested and the results of the test.
- e. Associates may utilize any available PTO while waiting for test results.

II. CONTACT TRACING

- a. If the Associate tests positive, the Talent representative shall immediately investigate if any other Associates were in contact with the individual within the last seven days. Talent will interview the Associate who tested positive, as well

as refer to supervisors for work schedules, and/or ask surveillance for assistance. Talent shall immediately notify Facilities to disinfect the work areas of any Associate who tests positive.

- b. If the Talent representative identifies Associates who were likely to have come within six feet of the positive-testing Associate, they must immediately self-isolate for the required 14-day period, report their exposure to their doctor, and seek medical care if becoming symptomatic. Talent shall keep the names of Associates who test positive confidential.
- c. Identified Associates will not be allowed to return to work until providing proper documentation.
- d. If additional Associates test positive, they will immediate be placed on leave until the necessary isolation period is complete.
- e. Talent representatives shall immediately begin contact tracing procedures for the new Associate(s).
- f. If available, Associates may utilize PTO during their absence.

TRANSPORTATION

- I. Guests who display symptoms will not be allowed to use casino-provided transportation.
- II. The Guest may leave at their leisure.
- III. Security will assist in calling for professional medical transportation, if needed.

INTERNAL REPORTING

- I. The Security Supervisor or Manager will prepare an incident report.
- II. The report will be submitted to the Security and Risk Management Specialist, to be shared additionally as necessary.
- III. At a minimum, the incident report is to include the Guest name, identification information, room number (if applicable), temperature reading, and outcome.
- IV. The incident report will be updated as new information is available and when/if the Guest returns to property.
- V. Positive test cases must immediately be shared with the MLCV Communications Team by emailing sbarten@mlcv.com and aenno@mlcv.com.

ASSOCIATE CONCERNS

- I. Associates shall report cleanliness and sanitation issues to their supervisor.
- II. Associates shall report violations of these guidelines and protocols to their supervisor or a Talent representative for corrective action or additional training. Associates must not be reprimanded for reporting violations.

APPENDIX A

GRAND HINCKLEY RV RESORT

LODGE

Available for check-in needs only.

I. SANITATION

- a. Associates will sanitize high traffic and touchpoints every hour, including counters, credit card devices, phones, computers/keyboards, handles, printers, pens, etc.
- b. Keys will be sanitized before stocking and after each return by Guests.
- c. Workstations and equipment will be sanitized after each shift change.
- d. Associates will sanitize break areas at least once every hour; break times are to be staggered.
- e. Continue with regular housekeeping practices; increase efforts with high volume.
- f. The bathhouse will have limited hours of 8 a.m. – 6 p.m. and will be sanitized every two hours.

II. PHYSICAL DISTANCING

- a. Signage will be placed as necessary to encourage distancing.
- b. Only every other workstation will be staffed.

III. CONSIDERATIONS

- a. Laundry will remain available; necessary signage will be placed to encourage proper social distancing and cleanliness.
- b. Guests will be directed to contact Security when offices are closed.

CHALETS

The Chalets are being used for emergency housing for medical, public safety, and department of corrections Guests only.

I. SANITATION

- a. Equipment will be sanitized at the start and end of each shift.
- b. Guest linen will be delivered to Guest rooms in a single-use bag.
- c. Pillow protectors, mattress covers, and shower curtains will continue to be changed frequently.
- d. All in-room cleaning and sanitizing efforts will be increased.
 - i. To include desks, counters, tables, chairs, phones, remotes, thermostats, doors, bathroom fixtures and accessories, windows, mirrors, frames, lights, closets, hangers, and other amenities.

II. PHYSICAL DISTANCING

- a. Minimize contact with Guests while cleaning or delivering conveniences to Chalets.

- b. Room attendant(s) will offer to return at an alternate time for occupied Chalets.
- c. Only one room attendant will be allowed per Chalet.

III. CONSIDERATIONS

- a. All room amenities/collateral will be provided during check-in, only supplying what is needed or asked for (i.e. shampoo, conditioner, lotion, disposable cups, coffee condiments, etc.).
- b. Disposable collateral will be disposed and/or changed out after each Guest.
- c. Extra pillows, blankets, coffee, cups, Kleenex, and other single-use amenities will be removed from Chalets and will only be available upon request.

CONVENIENCE SHOP, POOL AREA, & PLAYGROUND

Will remain closed until a future phase.

EDDY'S RESORT

Eddy's Resort is committed to the health and safety of our Associates, Guests, and the general public.

HOTEL FRONT DESK

IV. SANITATION

- a. Associates will sanitize high traffic and touchpoints every hour, including counters, credit card devices, and pens.
- b. Room keys will be sanitized before stocking and after each return by Guests.
- c. Workstations and equipment will be sanitized after each shift change.
- d. Associates will sanitize break areas at least once every hour.

V. PHYSICAL DISTANCING

- a. Only every other workstation will be staffed.
- b. Guests will be asked to maintain proper social distancing, if needed.
- c. No direct contact with Guests is allowed; items will be exchanged by placing them on the counter.

VI. CONSIDERATIONS

- a. Signage will be placed to encourage proper social distancing.
- b. Credit or debit cards will be encouraged, versus cash.

HOTEL & CABIN HOUSEKEEPING

IV. SANITATION

- a. Carts and equipment will be sanitized at the start and end of each shift.
- b. Luggage carts will be sanitized after each use.
- c. Guest linen will be delivered to Guest rooms in a single-use bag.
- d. Pillow protectors, mattress covers, and shower curtains will continue to be changed frequently.
- e. All Guest amenities will be sanitized and bagged prior to delivery.

- f. All in-room cleaning and sanitizing efforts will be increased.
 - i. To include desks, counters, tables, chairs, phones, remotes, thermostats, doors, bathroom fixtures and accessories, windows, mirrors, frames, lights, closets, hangers, and other amenities.
- V. PHYSICAL DISTANCING
 - a. Associates will not enter Guest rooms.
 - b. Goods will be bagged and delivered via carts; Associates will knock on the Guests' door and step back, allowing proper social distancing while Guests collect.
 - c. Minimize contact with Guests while cleaning hotel rooms.
 - d. Room attendants will offer to return at an alternate time for occupied rooms.
 - e. Only one room attendant will be allowed per room.
- VI. CONSIDERATIONS
 - a. All room amenities/collateral will be provided during check-in, only supplying what is needed or asked for (i.e. shampoo, conditioner, lotion, disposable cups, coffee condiments, etc.).
 - b. Disposable collateral will be disposed and/or changed out after each Guest.
 - c. Extra pillows, blankets, coffee, cups, Kleenex, and other single-use amenities will be removed from the room and will only be available upon request. An explanatory letter will be provided at check-in.
 - d. There will be no overnight or stay-over housekeeping service.

RETAIL & MARINA AREAS

- IV. SANITATION
 - a. High touch or high traffic areas will be sanitized once per hour and at every shift change.
 - b. After use of the fish cleaning station, the interior will be hosed down and disinfected.
- V. PHYSICAL DISTANCING
 - a. There will be a limit of only one family or Guest per retail area at once.
- VI. CONSIDERATIONS
 - a. The Retail/Marina area and fish cleaning house will remain locked, until asked to be utilized by a Guest.
 - b. Knives and fish cleaning materials will not be provided for Guests to use.
 - c. Use of the landing and docks will be at the sole responsibility of the Guest.
 - d. Displays and retail assortments may be limited to only a few necessary items.
 - e. All sales will be final.

LAUNCH BAR & GRILL

Hours of operation will be 11 a.m. – 2 p.m. and 5 p.m. – 8 p.m. Takeout will only be available until restrictions are lifted.

I. SANITATION

- a. Host podiums and equipment will be sanitized once per hour.
- b. Service stations, service carts, beverage stations, counters, handrails, and trays will be sanitized at least once per hour and logged, based on volume.
- c. Menus will be sanitized after each use and/or single-use disposable.
- d. Food preparation stations will be sanitized before and after each use.
- e. Kitchens will continue to follow proper cleaning protocols, with increased efforts during high volume times.
- f. Food and beverage items will be transferred to other Associates using contactless methods.
- g. POS terminals will be assigned to a single server where possible and sanitized between each user/transaction, as well during shift changes.
- h. Servers will continue to follow proper hand sanitizing protocols, with increased efforts during high volume times.
- i. Dining tables, booths, bar tops, stools, and chairs will be sanitized after each use.
- j. Condiments will be sanitized after each use.
- k. Check presenters, pens, and other reusable contact items will be sanitized after each use.

II. SOCIAL DISTANCING

- a. Associates will monitor and encourage social distancing at entries and waiting areas.

III. CONSIDERATIONS

- a. Food and beverage items will be placed on tables or hard surfaces to avoid direct contact.
- b. Condiments will be served in disposable containers when necessary.
- c. Only single-use beverage or food containers will be available.
- d. Menu items may be limited.

LAUNCH SERVICES

Will remained closed until a future phase.