



Encore Boston Harbor Updates Policies to Ensure Safety of Employees and Guests

EVERETT, MA (March, 10, 2020) - Encore Boston Harbor has implemented several changes in an concerted effort to prevent the spread of COVID-19 and to create the safest possible environment for guests and employees. The updated program follows recommendations from the U.S. Center for Disease Control and Prevention (CDC) and the Massachusetts Department of Public Health. In addition, the Company has independently engaged as a consultant, Dr. Rebecca Katz Director of the Center of Global Health Science and Security, at Georgetown University Medical Center to assist with formalizing the following procedures:

Enhanced Sanitation Procedures

We are in constant communication with our employees to reinforce our sanitization safety procedures in both guest-facing and back-of-house areas. We are sanitizing high-traffic public areas at an increased frequency.

- Hand sanitizers are located throughout public and back-of-house locations. Sanitizers are refilled and checked regularly.
- Public touch points, such as handrails, elevator buttons, telephones, faucets, door handles and knobs are cleaned multiple times throughout the day.
- Surfaces such as front desk, restaurant counters and dining tables are wiped regularly.
- All of the flat surfaces and high touchpoints within all of our guest and employee transportation options (e.g., motor coaches, neighborhood runners, harbor shuttles, car service, limos, employee shuttles) are being sanitized with disinfectants that kill both human coronavirus and other flu-like viruses in between every trip.
- The casino gaming floor slot machines are wiped and surfaces cleaned multiple times throughout the day.
- All of our gaming supplies (e.g., chips, dice, cards) are cleaned, refreshed or discarded on an ongoing basis throughout each day.
- All employees are instructed each day on correct hand sanitizing procedures, including washing with soap and hot water for a minimum of 20 seconds.
- Employees are instructed to wash hands before and after eating and before returning to a work area.
- Table gaming employees are instructed to wash hands after every break before returning to a game.

Revised Food Handling Procedures

As always, our food and beverage operation will continue to hold itself to the highest standards of hygiene and food-handling practices. We employ an in-house Director of Health and Food Safety who works closely with the City of Everett Health Inspector to ensure these standards are upheld during this time. As a precaution, we have specific protocols in place for food and beverage including:

- Increased frequency of sanitation of all shared utensils.

- Beginning March 12, The Buffet will position culinary staff at each food station to serve our guests, eliminating the need for guests to touch serving utensils. In addition, we are routinely cleaning all hard surfaces and have placed hand sanitizing stations at the entrance for guests to utilize prior to entry.
- A frequent program of sanitation of work surfaces in back-of-house and high guest traffic areas front-of-house.
- All food and beverage employees are following a rigorous routine of hand washing.
- Any employee feeling ill is encouraged to stay at home.

Other Special Precautionary Measures

- We have started to take the temperature of guests who are exhibiting symptoms of illness - coughing, sneezing, sweating, etc. With their permission, we are discretely taking their temperature with a non-contact, digital thermometer. Guests with a temperature of 100 degrees or higher will be asked to leave our property and encouraged to seek medical attention for further screening or treatment.
- If at any point a guest feels ill, they should return to their room and contact the front desk. A trained member of our security team will come to the room and help assess the situation, including taking a temperature reading and evaluate the need for medical assistance.
- All Encore Boston Harbor employees are prohibited from reporting to work with a respiratory illness that can be transmitted to others.
- Employees insured by the company have access to healthcare, many of whom also have access to a 24-hour telemedicine provider.

For additional information and updates, please visit www.EncoreBostoninfo.com.

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