



## PROTECTING YOUR HEALTH AND SAFETY

Your health and safety is our number one priority. Through a comprehensive set of protocols called **"Boyd Clean,"** our Company and our team members commit ourselves to following practices that will help protect our guests, our team members and our communities during these challenging times.

Below are some of the key Boyd Clean actions we will take to protect you while you are with us.

**Guest Arrival:** Guests will enter the property through designated entrances. Signs will be placed at the designated entrances outlining a checklist of COVID-19 symptoms, and requesting that guests do not enter the property if they are exhibiting these symptoms.

**Face coverings:** Upon entry, a team member will recommend that all guests wear face coverings while on property and provide a face covering free of charge upon request. Team members will be required to wear face coverings when they are in the presence of guests and other team members.

**Physical/Social Distancing:** All team members and guests will be asked to follow good social distancing practices by standing at least six feet away from any person who is not in their group. Boyd Gaming will re-arrange various areas of our properties to ensure guests are able to maintain this distance, including re-configuration of restaurant tables, slot machines and other physical layouts. In areas where physical distancing is not possible, Boyd Gaming will provide appropriate personal protective equipment (PPE) for both guests and team members.

Additionally, our Company will fully comply with maximum occupancy requirements set forth by state officials. It may be necessary to temporarily restrict guests from entering our properties if these capacity limits are reached.

Please refer to the section on "Social Distancing" below for further information on physical distancing requirements at our properties.

**Hand Sanitizer:** Hand sanitizer dispensers will be placed at key areas throughout our properties, including driveways, reception areas, hotel lobbies, casino floors, restaurant entrances, cashier cages, restrooms, meeting and convention areas, and elevator landings.

**Safety Reminders:** We will post health and hygiene reminders throughout our property and in all guest rooms, including the proper way to wear, handle and dispose of face coverings, in compliance with CDC recommendations.

**Health Concerns:** Our team members have been given clear instructions to notify security immediately to report all presumed cases of COVID-19 on property in accordance with local guidelines. We will also be ready to provide support to any guest who has health concerns.

Team members 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.

**Case Notification:** If we are alerted to a presumptive case of COVID-19 at the property, we will work with the local health agency to follow the appropriate actions recommended by that agency. We will also take appropriate remediation steps if a case of COVID-19 is reported by a hotel guest (see “Cleaning and Sanitation” below).

## **PROTECTING OUR TEAM MEMBERS**

Boyd Clean begins with the support and cooperation of our team members.

**Team Member Screening:** All Boyd Gaming team members will be screened for temperature each time they enter our property, using minimally intrusive technologies such as temporal thermometers and/or other thermal screening technology. We will also perform temperature checks on all guests in states where thermal screening is required by state and/or local officials.

Any person registering a temperature higher than 100.4°F will not be allowed entry and will be directed towards appropriate medical care.

**Handwashing:** All team members have been instructed to frequently wash their hands for at least 20 seconds, or to use hand sanitizer if handwashing is not possible. Handwashing will be required after certain activities, including using the restroom, sneezing, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

**COVID-19 Training:** All team members will receive training on COVID-19 safety and sanitation protocols, with specialized training for team members who have frequent guest contact including Housekeeping, Food & Beverage, Environmental Services, Casino Operations, Hotel Operations, and Security. Mandatory training will include proper handwashing, cleaning techniques, and proper use of protective equipment, including gloves and facemasks.

**Personal Protective Equipment (PPE):** Appropriate PPE will be worn by all team members 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 team member on property will be provided a face covering by the Company at no cost and required to wear it while working in the presence of guests and/or other team members.

Gloves will be provided to team members whose responsibilities require them as determined by medical experts, including housekeeping, environmental services, security officers, and food and beverage.

**Team Member Signage:** We will post health and hygiene reminders throughout team member areas in compliance with CDC recommendations. These signs will remind team members of the proper way to wear, handle and dispose of masks; proper use of gloves; good handwashing techniques; the importance of covering coughs and sneezes; and to avoid touching their faces.

## CLEANING AND SANITATION

Boyd Gaming properties use cleaning products and protocols that meet EPA guidelines and are approved for use and deemed effective against COVID-19 and other airborne and bloodborne pathogens.

**Public Spaces and Communal Areas:** We have increased the frequency of cleaning and sanitizing in all public spaces with an emphasis on high-touch surfaces, including front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, casino cage counters, slots and video poker machines, table games, gym equipment, dining surfaces and restaurant menus.

**Hotel Rooms:** Appropriate sanitizing protocols are used to clean our hotel rooms, with particular attention paid to high-touch items like television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

**Housekeeping:** To protect both guests and team members and limit unnecessary touch points, we will provide daily room cleaning services only when requested by our guests. Housekeeping will provide additional linens and towels to guests upon check-in.

**Team Member Areas:** We will frequently clean and sanitize our team member areas, with a particular emphasis on team member dining rooms, team member entrances, uniform control rooms, team member restrooms, loading docks, offices, kitchens, security scanning podiums, computer labs, self-service kiosks, Human Resources service desks and training classrooms.

**Shared Equipment:** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new team member. This includes 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 employee office pantries (including shared coffee brewers) will be discontinued.

**Room Recovery Protocol:** In the event of a confirmed case of COVID-19 in a hotel room, the guest's room will be removed from service and undergo an enhanced cleaning protocol by a licensed third-party expert. The guest room will not be returned to service until the room is deemed safe by the third-party and consistent with the guidance of local health authorities.

**Air Filter and HVAC Cleaning:** The frequency of air filter replacement and air conditioning system cleaning has been increased and fresh air exchange will be maximized to increase external air flow into our buildings.

## SOCIAL DISTANCING

Throughout our properties we will meet or exceed state and local health authority guidelines on social distancing.

**Lines/Queues:** Any area where guests or team members line up will be clearly marked for appropriate physical distancing. This includes hotel check-in, check-out, elevator lobbies, coffee shops and casual dining, B Connected desks, race and sports books and taxi lines.

**Hotel Front Desk and Business Centers:** Team members will use every other workstation to ensure six feet of separation between team members whenever possible.

**Restaurants and Bars:** All restaurants will reduce seating or space tables and booths to allow for appropriate distancing between each table. Bars will reduce seating to allow for appropriate distancing.

**Slot Machines/Video Poker:** Slot machines and video poker machines may be turned off and/or reconfigured (with chairs removed if necessary) to allow for physical separation between guests. Casino management will ensure that guests do not congregate around slots.

**Table Games:** Table games will have a maximum occupancy based on type of game. There will be a maximum of three players permitted on blackjack-style table games; four players for baccarat or roulette; and six per craps table (three to each side). Guests will be discouraged from congregating behind players.

**Elevators:** The property will post signs regarding safe elevator operation and provide hand sanitizer at the main elevator lobby. No more than four guests (not part of the same party) will be permitted per elevator.

**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 and state recommendations. Self-serve buffet style food service will be suspended and replaced with alternative options.

**Retail Spaces:** In coordination with our retail partners and tenants, guest occupancy limits will be enforced within retail stores to allow for appropriate distancing.

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

**Team Member Areas:** Physical distancing protocols will be used in team member dining rooms, uniform control areas, training classrooms, shared office spaces and other high-traffic areas in order to ensure appropriate distancing between team members.