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TONKAWA HOTEL & CASINO HEALTH & SANITATION PROGRAM

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. Wynn Resorts have developed this program in consultation with three leading public health medical professionals and fellows of Georgetown and Johns Hopkins Universities.



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HEALTH & SANITATION GUIDELINES

The safety and security of our guests and staff have always been a top priority for all three of our casinos – Tonkawa Hotel & Casino, Native Lights Casino, and Tonkawa Gasino. Health and Sanitation Guideline is a document outlining how we are going to handle the opening and continuous cleanliness of our properties. This plan is very similar to the program created by Wynn Resorts and revised to fit our operations.

Therefore, we developed the following steps to include modified safety measures to the best of our ability to keep our guests, staff, and our community safe. Each operating department has its own customized set of procedures more detailed than the 13-page summary presented here. The onset of the COVID-19 crisis has forced us to be conscientious regarding the health and sanitization of our property. Not to mention the wellbeing of our guests and staff.

Our goal is to have strict safety measures that include: social distancing, masks, sanitizing of the facilities, and temperature scans at every entrance. We rely on the best available information and science regarding sanitization methods in consultation with professional infectious disease experts from the best academic institutions in the country. We will continue to refine, update, and implement plans as our experts provide us with further insight and guidance. Our procedures are extensive and might not apply to other tribal properties in our industry.

We hope that everyone regards Tonkawa Enterprise properties, a place that has gone the extra mile to ensure a healthy, safe and friendly environment.



1 Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

Thermal Cameras. Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing thermal cameras. Employees or guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.

Physical Distancing. Advise guests to practice physical 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. Arrange restaurant tables, slot machines, and other physical layouts to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at guest and employee entrances and contact areas such as hotel lobbies, the casino floor, restaurant entrances, and elevator landings.

Front of the House Signage. There will be health and hygiene reminders throughout the property, including the proper way to wear, handle, and dispose of masks.

Back of the House Signage. Signage will be posted throughout the property, reminding employees of the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze, and to avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19. We will be ready to provide support to our guests. Employees 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. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel (guests).

¹ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>



2 Employee's Responsibilities

Tonkawa Employees are vital for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to helping combat the spread of any virus. All Tonkawa employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (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.

COVID-19 Training. All employees 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, Public Area Department, Hotel Operations, and Security.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees 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 employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping. Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in the back of house corridors. Hand sanitizer will be available at each time clock location, and employees 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.

3 The Guest Journey

Guest Arrival

A security officer will greet each visitor. Visitors will be screened and asked to use hand sanitizer and to wear a mask (which will be provided by the casino). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

Hotel Guest Elevators

- a) A Hotel employee will sanitize the button panels at regular intervals, at least once per hour.



- b) Signage will be posted to explain the current procedures.
- c) No more than four guests will be permitted per elevator.

Guest Sanitation Amenities

- a) Each guest will receive an amenity bag during check-in containing masks, hand sanitizer and a COVID-19 awareness card.
- b) A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

4 Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet EPA guidelines² and are approved for use and effective against viruses, bacteria, and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, elevators, and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, casino cage counters, gaming machines, gaming tables, dining surfaces, and seating areas.

Guest Rooms. Industry-leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including 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, flooring, air conditioning, and lighting.

Laundry. All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines³. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

² <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

³ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>



Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee break room, employee entrances, uniform control rooms, restrooms, offices, kitchens, and training stations.

Shared Equipment. Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the casino. The use of shared food and beverage equipment in the back of the house office pantries (including shared coffee brewers) will be discontinued.

Room Recovery Protocol. In the event of a presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased, and fresh air exchange will be maximized.

5 Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House

All Casino Entrances & Exits

Back of the House

Employee Entrances

6 Physical Distancing

Throughout the casino we will meet or exceed state and local health authority guidelines on proper physical distancing.

Queuing. Any area where guests or employees' queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, and casual dining lines.

Hotel Front Desk. We will only have one agent assisting guests check in and out.

Restaurants and Bars. Restaurants and bars (if open) will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

Slot Operations. Slot machines will be turned off and/or reconfigured with the chairs removed to allow for physical separation between guests. Casino Supervisors and managers will ensure that guests do not congregate around slots.

Table Games Operations. Table games will have chairs removed and every other table will be open. Casino Supervisors and managers will ensure that guests do not congregate in groups.

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

Back of the House. Physical distancing protocols will be used in the employee break areas, shared office spaces, the employee services window in breakroom, and other high-density areas in order to ensure appropriate distancing between employees.

Complimentary Drink Stations. The complimentary drink stations will be closed until further notice. Complimentary drinks will be available at the walk-up bar.

Storm Shelter. In the event of severe weather, guests will be escorted to the storm shelter. Face masks will be required at all times while in the shelter.

⁴ <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>



DEPARTMENT SPECIFIC SANITIZATION POLICIES

Additional department and protocols are under review and will be added/modified as developed

HUMAN RESOURCES

7 Uniform Control

Cleaning & Sanitizing Protocol

- a. Laundry to be cleaned in accordance with CDC guidelines⁵

Physical Distancing Protocol

- a) One employee at a time will be allowed into the processing area for HR assistance

Guest Considerations

- a) No department specific requirements

CASINO OPERATIONS

All guests wishing to gamble will be requested to briefly lower their masks for age and identification purposes in compliance with gaming requirements.

8 Casino Cage

Cleaning & Sanitizing Protocol

- a. Guest facing counters to be sanitized at least once per hour

Physical Distancing Protocol

- a) Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor
- b) Sneez Guards have been installed at each terminal to assist in safety

Guest Considerations

- (a) Hand sanitizer bottles are located on the guest counter at the Cage
- (b) Hand sanitizer stations are located outside of the casino floor

9 Slot Operations

Cleaning & Sanitizing Protocol

- (a) Hand sanitizing stations on the Casino floor
- (b) Workstations to be sanitized at least once every four hours
- (c) Slot attendants to offer to sanitize slots for guests sitting down at a machine
- (d) Slots to be sanitized at least once every four hours
- (e) Slot supervisors to complete a log in each section to track each machine's sanitization schedule

⁵ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>



Physical Distancing Protocol

- (a) Slot machines will be turned off and/or reconfigured with the chairs removed to allow for separation between guests

Guest Considerations

- (a) Hand sanitizer dispensers to be placed throughout the slot floor
- (b) Signage will be placed throughout the slot floor to remind guests of safety protocols

10 Table Games Operations

Cleaning & Sanitizing Protocol

- (a) Supervisors to sanitize table game rails after each guest leaves a game
- (b) Supervisors to sanitize each chair area after each guest leaves a game
- (c) Dealers to sanitize dice for each new shooter
- (d) Dealer to sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
- (e) Supervisors to sanitize the outside of shufflers every four hours; inside to be sanitized once per week
- (f) Roulette wheel head, ball and dolly sanitized when a new dealer enters the game
- (g) Pit Podiums to be sanitized by Pit Administrator every hour including phones, computers, all hard surfaces and cabinetry
- (h) BJ discard holders to be sanitized by supervisor once every four hours
- (i) Dealer to sanitize token boxes when entering a game
- (j) Facilities to increase trash pick-up in pits
- (k) Pit Technicians to sanitize hard surfaces and push carts at the beginning and end of each shift
- (l) Chip cleaning solutions being reviewed –
- (m) Employees to sanitize tables and chairs after using the lounge

Physical Distancing Protocol

- (a) Every other table open
- (b) Three chair/guest maximum per table game (corners and middle seat remain)
- (c) Three players maximum on each side of dice tables
- (d) Discourage unrelated guests from congregating behind players
- (e) Dealers to verbally give breaks instead of "tapping in" and maintain appropriate separation

Guest Considerations

- (a) Guests will be reminded to use hand sanitizer prior to the start of play and reminded of proper mask usage
- (b) Cocktail Servers will remain available and serve beverage upon request



HOTEL OPERATIONS

11 Front Desk

Cleaning & Sanitizing Protocol

- a. Counters and equipment sanitized at least once per hour
- b. Sneeze Guards have been installed at each terminal to assist in safety
- c. Post sanitation signage for guest reference

Physical Distancing Protocol

- a) Employees to use separate counters and have individual stations to eliminate shared equipment
- b) Maximum of two employees at counter
- c) Enforce six-foot physical distancing minimums with common carriers
- d) Encourage the use e-mail for all guest transactions

12 Pool Operations

Cleaning & Sanitizing Protocol

- a. Chaise lounge chairs to be sanitized after each use
- b. Towel desk and all other desks and counters to be sanitized at least once per hour

Physical Distancing Protocol

- a) Chaise lounge chairs set with appropriate physical distancing

13 Public Area (PAD)

Cleaning & Sanitizing Protocol

- a. Employees to sanitize the following areas at least once per hour
 - i. Hotel Guest elevators
 - ii. Casino entry doors
 - iii. Slot machines (in coordination with slot team)
 - iv. Employee break rooms
- b. Employees to sanitize the following areas at least once per hour
 - i. Hotel entry doors
 - ii. Employee smoking areas
 - iii. Exterior benches
 - iv. Trash bins
- c. All Front of House (FOH) restrooms to be sanitized at least once per hour

14 Front Office

Cleaning & Sanitizing Protocol

- a. Sanitize all touchpoints throughout the day
- b. Room keys to be sanitized before stocking
- c. Offices to be deep cleaned and sanitized upon a shift change

Physical Distancing Protocol

- a) Possibly erect stanchions to provide appropriate six-foot intervals



- b) Staff every other workstation
- c) Implement peak period queuing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Guest Considerations

- a) Tonkawa Hotel and Casino interior entry doors to be propped open to minimize guest contact

15 Housekeeping

Cleaning & Sanitizing Protocol

- a. Carts and equipment to be sanitized at the start and end of each shift
- b. Used guest linen will be delivered and removed from guest rooms daily
- c. Pillow protectors on the guest room beds are to be changed daily
- d. All items stored on shelves in the Housekeeping locker rooms are not exposed to the open air when not in use

Physical Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms

Guest Considerations

- a) All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
- b) Disposable collateral to be disposed and changed after each guest
- c) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- d) Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, counter tops, tables and chairs
 - Phones and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers and other amenities

FOOD & BEVERAGE

16 Bar/Lounge & Restaurant

Cleaning & Sanitizing Protocol

- a. Host Podium including all associated equipment to be sanitized at least once per hour
- b. Service stations, beverage stations, counters and trays to be sanitized at least once per hour
- c. POS terminals to be assigned to a single server where possible and sanitized between each

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- user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- d. Dining tables, bar tops, stools and chairs to be sanitized after each use
 - e. Condiments to be served in single use containers (either disposable or washed after each use)
 - f. Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
 - g. Menus will be sanitized after each use
 - h. Sanitize trays (all types) and tray stands sanitized after each use
 - i. Storage containers to be sanitized before and after each use
 - j. Food preparation stations to be sanitized at least once per hour
 - k. Kitchens to be deep cleaned and sanitized at least once per day
 - l. Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables etc.)

Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries and waiting areas (in addition to signage)
- b) Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- c) Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- d) Reduce bar stool count to provide appropriate physical distancing
- e) Manage the line flow at quick serve outlets to ensure food pick up areas remain appropriately distanced

Guest Considerations

- a) All straws to be wrapped
- b) All food and beverage items to be placed on the table, counter or other surface instead of being handed directly to a guest

Additional Employee Dining Room (EDR) Protocols

- a) No self-serve food available (including snacks)
- b) Food to be served by cooks and line attendants
- c) Single use cups for beverage (no refills)
- d) Prepackaged plastic flatware
- e) Extension sneeze guards

SECURITY

17 Security Operations

Cleaning & Sanitizing Protocol

- a. All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- b. Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed

Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- b) Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

Guest Considerations

- a) Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening

Non-invasive thermal cameras will be placed at Hotel entry point to the casino. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0°F will not allowed to entry the facility.

In-House Hotel Guests

If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings.