



COVID-19 Health and Safety Plan

January 4, 2022

Introduction

Parq Vancouver's top priority is the health and safety of guests and employees.

This Health and Safety plan supports and builds upon the Health and Safety Guidelines that have been developed by the British Columbia Lottery Corporation (BCLC) in conjunction with casino service providers throughout British Columbia. This plan provides direction to all gaming-related departments throughout Parq Vancouver and will be updated as BCLC, the Provincial Health Officer (PHO), the BC Centre for Disease Control (BCCDC) and WorkSafeBC update the guidance and requirements related to the COVID-19 pandemic.

Guidance and Requirements

General

Physical distancing is one of the most critical components in preventing the transmission of COVID-19 and where possible, will be practiced across all forms of gaming and guest amenities offered at Parq Vancouver including common areas and back of house spaces. As per the guidance from the BCCDC and WorkSafeBC, Parq Vancouver will adhere to the physical distancing standard of 2 meters. Where this physical standard cannot be consistently achieved or where interaction is necessary, other controls including plexiglass barriers and/or masks will be implemented. If health and safety requirements cannot be met, the space, service or product will not be made available.

Occupancy and Traffic

Entrances will be staffed and managed to ensure that line-ups, should they occur, are maintained in accordance with physical distancing measures, and to manage the number of guests allowed on the gaming floor and in food and beverage outlets that are on or accessed via the gaming floor. Occupancy limits for common areas such as the hotel lobbies, the gift shop and restaurants that are not accessed via the gaming floor will be managed separately.

All food and beverage will be operated in accordance with the health and safety guidance provided by the PHO, BCCDC and WorkSafeBC.

Casino – 2nd and 3rd floors

The occupancy limit for the 2nd and 3rd floors including active gaming seats and food/beverage, is 902 guests.

Elevators

Signage is posted near elevators, and guests are encouraged to maintain physical distance from one another and from staff.

Washrooms

Signage is posted to encourage physical distancing in washrooms.

Signage

Signage and floor markers identify and reinforce physical distancing guidelines in strategic areas throughout the property and reminds guests and employees to follow physical distancing protocols, particularly where queues typically form i.e. in front of cash cages.

Monitoring

Security actively monitors guest counts to ensure that capacity levels are not exceeded. When capacity levels are reached, the number of guests entering will be restricted to match the number of guests leaving. Lineups at entrances will be managed with physical distancing signage and guidelines for guests to follow.

Employees will actively observe the casino traffic throughout the site and engage with guests not adhering to health and safety protocols. Security personnel, surveillance systems, and employees will actively work to ensure any crowding or gatherings are immediately addressed. Security or other employees will intervene with guests if they observe guests starting to gather in an area. Guests will be reminded to abide by the physical distancing requirements and will be warned if they fail to comply. If management or Security deem it appropriate, guests may be required to leave. Physical distancing will not be enforced in situations involving 2 or more people from the same party visiting the casino together.

Barriers

Plexiglass barriers have been installed in the following areas:

- Guest Services
- Security Podiums
- Cash Cages
- Self-Exclusion Area
- 24/7 Eats and other food and beverage areas, as required

These barriers are in place to allow interactions with guests to be conducted where physical distancing standards cannot be maintained. Best practices will continue to be evaluated and applied where applicable.

Masks

As per the PHO guidance, masks are required in indoor public settings for all people 12 and older.

Individuals may be required to briefly remove their mask upon entry and as needed for security protocols requiring the need to identify them. This includes, but is not limited to, entrances to monitor for Voluntary Self Exclusion (VSE), age verification, prize payout and other situations where facial identification is required. Safety protocols will be followed if identification is required through the temporary removal of a mask.

Until further notice, masks remain required for all employees of Parq Vancouver.

Sanitization

Cleaning will take place throughout the gaming floor and in all back of house and employee areas.

Increased sanitization supplies are available at the entrances and throughout the gaming floor

for guests and employees to use. Hand sanitizers and disinfectant wipes will be strategically placed in high touch point areas. Signage will reinforce frequent use of these products while attending the property and announcements will be made encouraging both physical distancing and good hygiene.

Slot Machines

Slot personnel and cleaners will sanitize slot machines in compliance with the guidance from the PHO and BCLC or upon request by guests. In addition, sanitizing wipes are located throughout the slot areas to allow guests to sanitize machines before use or as desired.

Table Games

Hand sanitizer is available for guests and employees at each table. Playing positions will be sanitized upon guest request.

If a game cannot be operated or played in accordance with the guidelines provided by the PHO, BCCDC and WorkSafeBC, the game will not be offered until such time that safety requirements can be met.

Employee Policies

Parq Vancouver has implemented health and safety measures for all employees. These measures are included in Parq Vancouver's COVID-19 employee policy. The controls that have been implemented include, but are not limited to:

- Employees must not come to work if they are sick or displaying any symptoms of a communicable disease such as COVID-19
- Staggering of shift and break times to allow for physical distancing and to prevent the congregation of employees during breaks and before or after work
- Break areas have been reconfigured and new locations temporarily converted to break areas
- Employees that are able to work from home may be permitted to do so in consultation with their supervisor and policies will be in place to ensure that those working from home do so safely
- Employees will receive training on COVID-19 protocols
- Employees must provide proof of full vaccination

Hygiene etiquette and protocols have been implemented for employees. Signage has been placed throughout the site as a reminder of hygiene practices, such as proper handwashing and avoiding touching their faces. Management will reinforce the importance of adhering to these practices. Hand sanitizer is available for employees to use throughout all areas.

Masks are mandatory at all times while on the gaming floor and in back of house areas. Employees who are not able to wear a mask due to a medical condition must provide proper medical documentation supporting the need for an accommodation.