

# STAYSAFE PROMISE

Protocols for Safety Assurance



17 JUNE 2020  
VERSION 2

# A Message from our President

We are currently living through one of the most unsettling times in our generation. The COVID-19 pandemic has brought the world to a standstill, disrupting the livelihoods of many and threatening the health of the global community. Our priority here at Genting Malaysia has always been to ensure the safety, health and well-being of all our guests and employees. Now more than ever, we understand the crucial need to maximise our health and safety efforts and to stand ready to face the challenges that pose from these difficult times.



Health experts have warned that we may have to learn to coexist with the virus as it will continue to be around for some time. With this in mind, we are taking all reasonable steps to create an environment that will be the 'new normal' to keep everyone safe, at the same time ensure all our guests have an enjoyable experience at the resort.

In order to achieve this, we have re-engineered our processes and developed a comprehensive safety plan in line with the government's guidelines, global best practices as well as recommendations from the World Health Organisation (WHO). The RWG StaySafe Promise is a document that outlines the resort's new enhanced safety plan which includes the implementation of resort-wide and department-specific measures such as social distancing, enhanced cleaning and disinfection practices, as well as the deployment of service ambassadors amongst other things. We believe this proactive approach will keep our guests and employees safe and provide them with an assurance that their well-being will be our highest priority when they visit our resort.

Towards this end, we also seek the kind cooperation of all our guests to comply with the resort's new enhanced safety measures. We look forward to welcoming you back to our resort. Stay safe, be healthy and let us all do our part to eradicate COVID-19 together.

**Dato' Sri Lee Choong Yan**  
President, Chief Operating Officer & Executive Director  
Genting Malaysia Berhad

RESORTS WORLD GENTING:

# STAYSAFE PROMISE



In order to achieve a high level of preparedness for our workplace and workforce, Resorts World Genting ("RWG") has adopted the approach taken by the World Health Organization ("WHO") and the Government of Malaysia, that is "the whole of society" approach. RWG may look different in this new environment but our guests can be assured of the highest level of service excellence that they have been accustomed to.

All RWG teams have been trained to remain vigilant and are committed to taking personal responsibility for implementing personal-level actions that are consistent with the policies and procedures set by the company.

The RWG StaySafe Promise encompasses a list of best practices that have been diligently developed in our effort to responsibly and safely operate the Resort. We care deeply about the health and wellbeing of our employees and guests and we hope that you will join us in helping keep the environment at RWG safe for the 25 million visitors that visit us every year.

# Resort-Wide Protocols



# EMPLOYEES FOCUS

- All employees are trained on our internally developed GenM: StaySafe Protocols and COVID-19 prevention measures to ensure they are fully aware of infection risks and the necessary precautions to be adhered to. Our teams undergo daily health briefings for updates on contagious disease, awareness of the coronavirus and of the controls that are in place, with emphasis on hygiene and safety standards.
- Mandatory temperature and health screenings are conducted for all employees on a daily basis.
- Good hygiene posters, reminders, and signages are placed across the workplace, business premises and employee residences.
- Employees are reminded to wash their hands regularly with soap and running water for at least 20 seconds or to use a hand sanitizer when a sink is not available.
- Alcohol based hand sanitizers which contains at least 60% alcohol, are placed at key strategic areas such as locker rooms, timeclock and check-in areas, restrooms, back of house lift areas and at all employee cafeterias.
- Office equipment such as workstations, keyboards, chairs, desks and telephones, are cleaned and disinfected before the start and after every shift and minimally 2 times a day.
- Appropriate Personal Protective Equipment (“PPE”) is provided to employees. To assist the government in managing and mitigating the COVID-19 outbreak, all employees are registered to use the MySejahtera application.
- Face masks/shields and gloves are worn by employees in accordance with the GenM: StaySafe Protocols, regulations and guidance given by federal and state authorities.
- All casino dealers are screened and tested for COVID-19 on a regular basis in accordance with rigorous risk assessment procedures.

# OUR GUESTS EXPERIENCE

## SELF PARKING

Guests are provided with information on car parking via the use of signages placed at strategic points along the main Genting Access Road.

Alternatively, guests are referred to our website [www.rwgenting.com](http://www.rwgenting.com) for car park facilities.

## VALET PARKING

Guests will be met upon arrival at the front of hotels.

## PUBLIC TRANSPORT

All guests will be dropped off at strategic pre-determined points at the Resort.

Guests arriving by taxi or ride share will not have their car doors opened for them.

Guests requesting bell service will be assisted. Our bell carts are sanitized after each use. Guests will enter the Resort either through automated doors or those operated by an employee in order to minimize surface contact.

Thermal scanners are deployed at each entry point to conduct non-invasive temperature checks on all guests. Guests whose body temperature exceed 37.5 degrees Celcius are escorted to a waiting room where they are assisted by our medical practitioners.

To comply with federal and state authorities' requirements, all guests are required to "check-in" at the Resort using the MySejahtera application which means that guests can quickly access many of RWG's attractions without the need to further manually record their personal details, thereby enhancing guests' experience.

Hand sanitizing stations are placed at all key entry points and in high traffic areas throughout the Resort.

Hygiene and social distancing signages and posters are displayed in all public areas to raise awareness of COVID-19 and help enforce social distancing.

Whilst we will do our best to ensure good social distancing practices, we would encourage our guests to wear face masks/shields in areas where crowds may gather or where social distancing could be compromised.

# SOCIAL DISTANCING

Safe distancing measures have been introduced to limit close contact and large gatherings of people over a prolonged duration. These measures meet federal and state authority guidelines on social distancing.

Although we are eager to welcome guests back to the Resort, employees will not be engaging in physical gestures of welcome, such as handshaking. Appropriate non-touch greetings such as a courteous incline of the head or the Malaysian hand-to-heart greeting will be used instead, with a view to minimizing physical contact.

Guests will be asked to stand at least 1 meter apart from other guests. Physical demarcations are made on floors, queue lines, inside lifts and at cashiering counters to ensure separation.

Wherever possible, hotel front counters, concierge and business centers will utilize every other workstation to limit contact with guests.

Chequerboard or alternate seating will be adopted in all restaurants for dine in guests. In keeping with this, all bar seating has been removed and communal dining tables replaced with smaller tables.

Restaurants and dining facilities will operate on a reduced capacity to allow diners to sit at least one metre apart. Our retail partners at our malls will similarly restrict their dine in capacities.

F&B outlets practice a singular billing process in our effort to reduce contact between guests and employees. Similarly, contactless payment modes are encouraged.

Social distancing awareness will be placed throughout the Resort in the form of posters, standees and on LED screens.

# CLEANING PROTOCOLS

Our public and common areas are cleaned at least 3 times a day, with frequency increased in high traffic spaces. Electrostatic spray guns are utilized to increase the efficiency of the overall sanitization/cleaning process and extend the areas of coverage.

Hand sanitizers are made available at all public areas; with over 300 free-touch and wall-mounted dispensers installed throughout the Resort, especially at high traffic areas and restroom entrances.

UV LED handrail sterilizers which eliminate germs, bacteria and viruses on the surface of an escalator's handrails through a process known as Ultra-violet Germicidal Irradiation (UVGI), are used at escalators located at high traffic areas.

Periodical sanitization timing is logged for easy monitoring and cross checking, with an equal emphasis on the post cleaning and sanitization of equipment like trolleys, cleaning equipment and machines.

General sanitizing is scheduled at 90 minute intervals at our restaurants and dining facilities, with tables cleaned before and after each use.

Cleaning teams are equipped with appropriate PPE such as gloves and face masks for self-protection and guests' peace of mind.

The frequency of cleaning and sanitizing is increased at high traffic areas at the back of house, with an emphasis on employee dining areas, cafeterias, loading docks, offices and kitchens.

High touch point areas such as lift button panels, self-service machines, light switches, door handles and counter tops are cleaned with increased frequency as part of our enhanced cleaning protocol.

# SERVICE AMBASSADOR PROGRAM

The RWG StaySafe Promise incorporates our new Service Ambassador Program; designed to promote new social norms and facilitate the adoption of good health and safety standards throughout the Resort. Our Service Ambassadors are specially trained to help promote good personal habits of hygiene and advise on the shift in social and re-engineered operating norms of our attractions at the Resort.

Service Ambassadors will be stationed at guest areas such as lobbies in hotels, gaming areas and high-pedestrian walkways during peak hours to courteously oversee guests' movements and ensure the maintenance of proper social distance and queue management. Service Ambassadors are at guests' service to answer all queries, give directions or walk

guests to their intended destinations. They are easily recognisable in their uniforms with the "ASK ME: SERVICE AMBASSADOR" red badge on their lapels.



## COVID-19 INCIDENT RESPONSE

Besides our Emergency Response Teams who are trained in the protocols of handling suspected COVID -19 cases, we have a team of in-house medical practitioners who are on 24 hours call. Our teams and facilities adhere strictly to the Malaysian Ministry of Health ("MOH") requirements and our doctors have been working closely with MOH panels at state level to ensure that the Resort is equipped to curb the spread of COVID-19.

Our employees are trained to respond immediately to any guest who is a confirmed case of COVID-19 or has symptoms of the same. In the event of a presumptive case of the infection, the affected guest room will be removed from service and undergo an enhanced cleaning protocol which is consistent with the guidelines of MOH.



*BUSINESS UNIT SPECIFIC*

# ENHANCEMENTS

*In line with our GenM: StaySafe Protocols, our teams from the respective business units have developed business unit specific protocols for the RWG StaySafe Promise to ensure the safety of every guest at the Resort.*

# Hotels



The RWG StaySafe Promise for hotels strives to provide our guests with the assurance and peace of mind when they stay at any of our properties at the Resort comprising of more than 10,000 rooms. We have increased our already stringent housekeeping and hygiene standards, amongst which include:

- Hotel employees are required to have their body temperature scanned before and after every shift. An employee whose body temperature reading is above 37.5 degrees Celsius or exhibiting flu-like signs and other COVID-19 symptoms will not be permitted to report for duty.
- PPEs are supplied to all employees which will be worn throughout the duration of their shifts. Masks and gloves are mandatory when carrying out tasks like providing directional parking services, clearing used tickets from the car park exit terminals, gathering of used towels from gyms and spas, and upkeep of public areas.
- Information on good hygiene protocols is shared with guests via posters and standees in public areas as well as via plasma TVs located Resort-wide and in-room TVs.
- Queue lines at the reception area for check-ins and check-outs have been realigned, with floor markings defining WHO-prescribed safe distancing of one meter. Guests will be attended to by employees who will work from alternating check-in and check-out counters.
- The number of chairs at the various hotel lobbies are reduced in order to avoid close proximity. Seating has been rearranged to adhere to the prescribed one-meter space between guests. In areas where linked chairs are utilized, every alternate seat is marked to deter its use.
- All hotel elevators are marked with designated safe standing distance parameters. There will be a greater adherence to the number of guests who are allowed in the elevators per trip. Elevator cars and panels are coated with Stoika SDPRO antimicrobial coating which gives 24/7 protection for up to a year.
- To limit face to face interactions and physical contact, mobile check-ins via the use of tablets have been initiated at Crockfords and Genting Grand hotels, offering guests a paperless option when checking in.
- First World Hotel guests can check-in via the Multi-Functional Kiosks, which are cleaned and sanitized on an hourly basis. There will also be a mobile check-in application for those who prefer to check-in virtually and access rooms using digital room keys.
- All hotel room key cards undergo thorough sanitization once they are returned upon check-out. No room key cards are reissued without first undergoing sanitization.
- Items used by both employees and guests are sanitized frequently. These include tablets used for check-ins, payment kiosks, counter tops, elevators, buggies and the floors of all lobbies and concourses.
- Hand sanitizers are placed at the reception counters, each bank of lifts, concierge counters, and around the hotels' vicinity and back offices.
- Luggage, housekeeping and linen trolleys are sanitized frequently. Items stored in the housekeeping pantry are covered with bags to prevent exposure to open air.
- All collaterals which cannot be wiped down or sanitized have been removed from hotel rooms. These include writing paper, memo pads, pens and envelopes which carry small risks of cross contamination. The items are available upon guests' request and will be disinfected before being delivered to guests. Other physical collaterals such as menus and TV guides are presented in electronic form and accessed via the e-guide book on the television.
- Permanent printed menus have been removed from rooms and replaced with single use menus to avoid cross-contamination.
- High-touch areas such as door handles, tabletops and furniture are specially cleaned and sanitized. A door seal "Sanitized and Sealed for your Safety" is stickered on every room door post sanitization and cleaning to indicate that the room has not been accessed after cleaning.
- Guest amenities such as vanity kits are placed in sealed plastic bags for additional protection. Beverage components such as tea bags, coffee sachets, packet sugar and creamer are also placed in sealed bags before guests' arrival.
- All butler trolleys, pantries and pickup stations are sanitized prior to start of shifts and after each use. Butlers are provided PPE such as face masks and gloves, which they will wear while serving guests.
- Guests wishing to have in-room dining can access menus and place orders via IPTVs in their rooms.
- All items turned in to the hotel, or retrieved by employees are disinfected as soon as they are found and before being returned to guests
- All laundry at the Resort is washed in hot water of 75 degrees and dried at a minimum of 90 degrees. The ironing and finishing process utilizes the QuikFeed system and Flatwork Ironer respectively.

- While most of the operations are semi-automated, workstations are frequently sanitized to ensure a clean and hygienic environment.
- Regular cleaning and sanitizing of spas\* and fitness centers\* is carried out, with the use of a disinfecting coating treatment for high human touch point areas such as door handles, locker doors, the washroom area, treatment rooms and trash bins. The spa reception counter, safety box counter, safety box keys, gym locker keys, and other frequently-handled items are sanitized on an hourly basis.
- Hand sanitizers are placed at strategic areas of gyms\* and spas, with all employees donning gloves and masks when collecting soiled linen. Changing rooms and all gym equipment are sanitized every hour.
- The reminded use of preferred cashless parking payment methods is emphasized via signs and posters. Guests are reminded by way of posters to practice social distancing when using the automated payment machines. Floor markings are used to enforce spatial distance. Hand sanitizers are placed at every payment location for the use of guests and employees.
- Additional signs reminding guests to mask up, reduce contact with others and to frequently use the hand sanitizer provided will also be posted in all public areas.

# THE GENTING GRAND AND CROCKFORDS GUEST JOURNEY

A concierge will greet guests to the hotel before informing them of the need for screening. Once hands have been cleaned with sanitizer, guests are requested to “check-in” at the Resort using the MySejahtera application. Appropriate signages are prominently displayed outlining current social distancing practices in use throughout the hotels.

All check-ins will be performed via a tablet, with cashless payments highly recommended. Guests have the option to opt out of daily housekeeping and evening turndown service during check-in.

As guests proceed to their rooms, signs near the elevator will alert to the maximum number of passengers per car.

Guests will enter a sealed room, denoting that it has been cleaned and sanitized. All of the Resort’s 5-star properties are installed with Medkling ionizers to enhance the safety environment.

Should requests for items be made, contactless delivery is practiced whenever possible, with guests themselves taking possession of the items requested, as opposed to it being handed to them by hotel employees.

*\*We are awaiting guidance from federal and state authorities before determining the reopening date of these facilities.*

# Restaurants & Dining Facilities



The opportunity to sample some of the world's best food offerings in a setting unlike any other in Malaysia is one of the things our guests have missed. As we reopen our F&B outlets on a phased basis, we are looking forward to serving guests the foods they have craved. We believe it is still possible to deliver culinary experiences of delight while operating under more stringent conditions and structures, with all parties taking personal responsibility for their actions.

- F&B employees have undergone mandatory training to address the 'new normal'. All teams are trained in the new standard operating procedures for safe operations of food service and hygiene protocols for safe, efficient delivery of food and pleasant dining experiences.
- Pandemic preparedness documentation is incorporated in the Resort's Food Safety manuals and ISO documents and include specific social distancing standard operating procedures for the F&B, service and stewarding teams.
- Guests scan the MySejahtera QR code to check in at all our F&B outlets for contact tracing purposes.
- Hand sanitizer dispensers are placed at key touch points in all dining facilities. F&B employees are on hand to remind guests to sanitize before entering a restaurant and upon leaving.
- Cleaning schedules have been stepped up and scheduled at 90 minute intervals, with tables cleaned before and after each use.
- Queuing is made mandatory at all F&B outlets. Social distancing floor markers and safety protocols are implemented for all queue lines. There is no free seating for guests as a precautionary measure. All guests are accompanied to tables that have been labelled 'Sanitized' for their safety.
- Outlets which utilize self-ordering kiosks will ensure a high standard of hygiene in the upkeep of the kiosks. Each kiosk is sanitized on an hourly basis and will have a hand sanitizer dispenser nearby for guests to use after they have used the kiosks.
- All F&B outlets now have reduced seating capacities with the implementation of table distancing. There are new layouts for all F&B venues which ensure adherence to social distancing regulations. In keeping with this, all bar seating has been removed and communal dining tables replaced with smaller tables.
- Service flows are simplified and pared down to minimize contact at full-service restaurants, while a simplified In & Out ordering process with designated collection points has been established at all non-full-service outlets.

- Certain foods and dishes have been removed from menus temporarily in the interest of increased food safety. These items, which contain an element of risk in either their preparation methods or by use of raw or lightly cooked ingredients are omitted in the interest of guest safety.
- To minimize the risk of cross-contamination, the Resort's stringent food safety protocols have been tightened. This is exemplified by an increase in the importance of food labelling and F&B checks and balances. Traceability of food is of paramount importance, with all food routes to outlets thoroughly cleaned and sanitized and access to kitchens granted only to authorized personnel who have adhered to all levels of food safety management.
- As printed menus present a cross-contamination risk, all F&B outlet menus are available via the QR code system. These e-menus can be viewed from a guest's smartphone and work to limit contact between guests and employees.
- All condiment sets, cruets, and cutlery baskets are removed from restaurant tables. Side stations and dispensing counters are also removed as they pose a cross-contamination hazard. Condiments are made available by request only.
- We have implemented the use of disposable, fully pre-wrapped cutlery sets at our food court venues in our effort to break COVID-19 transmission chains and reduce the number of hands on cutlery.

# Malls & Retail



As part of RWG's reopening strategy of its shopping malls and retail stores, we have placed emphasis on stores operations to develop standards that support a safe and clean environment for our guests and employees. As a mall operator, we have ensured that our retail partners are aware of the regulatory requirements and house rules that apply to their operations.

- Establishment of a comprehensive COVID-19 prevention plan for the mall which takes into consideration, our retail tenants and vendors operating within the mall. Employees are trained on the plan to help ensure that the mall's stakeholders are adequately prepared.
- Thermal imaging cameras are located at the primary entry points to monitor cases of high body temperature. Guests with body temperatures which exceed 37.5 degrees Celcius will not be allowed to enter our malls and may be escorted to our waiting rooms, depending on the severity of their symptoms. Signages are posted in strategic and highly visible locations to remind guests of the use of face masks/shields and social distancing.
- We have also prepared a special waiting room for guests who may suddenly show symptoms of COVID-19 (fever, cough, flu, shortness of breath and sore throat) to rest whilst we seek medical attention to assist the guest.
- MySejahtera QR codes have been placed throughout the malls to facilitate contact tracing as well as enhance employees and guests "feel safe" experience.
- The team members of our retail partners are required to undergo compulsory or sampling COVID-19 testing, depending on our rigorous risk assessment procedures which are based on each individual's health, social and other risk declarations. At the Resort, they then undergo daily scanning of body temperature and physical observation for symptoms of illness.
- The Resort has also taken stringent steps to ensure that our cleaning crew report to work healthy and remain healthy throughout. Each cleaner undergoes a COVID-19 test prior to being cleared for work.
- In accordance with state regulations, controlled foot traffic and crowd management procedures that enable at least 1 meter social distancing between guests, have been implemented. This includes requiring foot traffic to be one directional in some areas and guiding guests with visual cues, physical props and signages. At the same time, we have worked with our retail partners to

create queue systems for guests outside individual stores while still maintaining social distancing parameters.

- Each individual store has evaluated its maximum occupancy rules to ensure that the 1 meter social distancing requirement can be maintained.
- Our retail employees are required to wear face masks/shields and hand gloves whilst serving guests. Every guest patronising the mall is encouraged to wear a mask.
- Changing rooms in retail stores are closed to guests. In addition, guests will not be able to exchange any clothing/apparel that has been purchased.
- No testing is allowed for personal care products. Food sampling is prohibited at all times.
- Cleaning crews will be on continuous rotation, wiping down commonly used surfaces such as benches, counters, touch screens, facility maps and vending machines. Dedicated cleaners regularly sanitize restrooms and common areas with the cleaning recorded in logbooks. Instructions are posted in restrooms advising on the importance of washing and sanitizing of hands.
- Our house rules dictate that our mall partners are required to conduct regular cleaning and decontamination of all contact surfaces, that is, tables and counter tops, cashier counters and door handles. Mall partners are encouraged to utilise contactless payment modes and provide hand sanitisers.
- To encourage alignment with GenM: StaySafe Protocols, mall partners are advised to conduct frequent training on good personal hygiene standards for employees as well as regular health checks and tests.

# Casino Operations



The casino experience in RWG is now very different although no less enjoyable for guests. New protocols incorporating high standards of compliance which meet statutory standard operating procedures have been implemented, targeted at ensuring that our guests and employees remain safe.

## ENTRANCES

- Thermal scanners are installed at all casino entrances where guests undergo non invasive temperature screening. Guests whose temperature exceed 37.5 degrees Celcius will not be allowed into the casinos but will instead, be escorted to a waiting area for assistance from our medical practitioners.
- All guests register themselves by scanning the MySejahtera QR code. Those without smartphones can register manually at our Security checkpoints.
- Guests are required to comply with social distancing requirements whilst queuing for registration. Decals are placed on floor areas to clearly demarcate the distancing parameters.
- We encourage all guests to wear face masks/shields whilst in the casinos. Face masks are available for sale upon request.

## EMPLOYEES

- Our casino teams are trained on new cleaning and hygiene protocols to further ensure the safety of guests and employees. Daily briefings are scheduled and the new standard operating procedures for the safe operations of the casino are explained in detail.
- Employees are risk-assessed based on our risk framework and only those who clear stringent controls are allowed back at work.
- All casino teams are temperature scanned twice a day and quizzed on whether they have symptoms of COVID-19 before being allowed on the casino floor. Employee helplines are available for employees to report on a sick colleague and to seek advice and update on latest preventive measures and COVID-19 information.
- Our casino teams undergo antibody COVID-19 testing on a regular basis in accordance with strict risk assessment protocols and only those with negative test results are allowed back to work in the casinos.
- Face masks/shields and gloves are worn at all times whilst on duty.

## TABLE GAMES

- Gaming tables are arranged in such manner to allow for physical separation between tables. Tables are rotated for scheduled short periods of temporary closure by clusters to enable cleaning and sanitization.
- Table games seating is limited to 4 guests per table to ensure social distancing of 1 meter.
- Gaming chairs and tables are cleaned after each use as part of our enhanced safety measures.
- Pit supervisors and Service Ambassadors are responsible for discouraging guests from congregating behind players. Standing guests can only watch play from physical markers placed on floor areas.
- Hand sanitizers are placed at each table for the convenience of guests and casino teams. Guests are encouraged to sanitize their hands before gaming.
- To minimize contact and the handling of cash at the gaming tables, we have expanded the use of chip-less Free Style Gaming ("FSG") tablets and "cashless" casino tables, both of which are offered via our Genting Rewards Card program.

## SLOTS & ETGS

- Slots and ETG machines are positioned to allow for physical distancing between each machine. Machines not in operation are switched off and chairs are removed.
- All newly seated players are offered the use of hand sanitizers; alternatively, sanitizing wipes are provided to customers who play at ETG or Slot machines.
- Gaming chairs and machines are cleaned after each use.
- Slots and ETG machines panels and buttons are coated with Stoika SDPRO antimicrobial coating which enables self-disinfection on the surface by piercing through and breaking down viruses, bacteria and fungi structures. This antimicrobial coating is certified for use by US EPA, South Africa NRCS, Merieux NutriSciences, MoE South Korea, China CDC, Brazil ANVISA and SG NEA (unconditional approval) as well as SIRIM. In addition, Slots and ETGs machines are cleaned and disinfected at 2 hour intervals every day.
- Signages are placed throughout slot areas to remind guests to sanitize the machines before use or ask for assistance from our Service Ambassadors.

## CAGE

- RWG takes pride in being the first casino in South East Asia to coat its casino chips with the Stoika SDPRO antimicrobial coating which gives casino chips 24/7 continuous protection for 365 days.
- To minimise the risk of cross contamination, purchase of casino chips using cash can take place only at cage counters. Hand sanitizer stations are placed at the front of each queue line for guests' use.
- Plexiglass barriers/separation are installed at all cage counters to ensure separation of cage cashiers and guests.
- Cage counters and high touch point areas are disinfected at least once every 4 hours. Casino ATMs are cleaned and disinfected on an hourly basis.
- Floor signages help to indicate social distancing between guests while waiting in queue lines with a maximum of 10 guests in each line. Our Service Ambassadors are available to answer any queries and ensure social distancing.
- Due to the frequent handling of banknotes, we have used a combination of UVC light, ozone and high temperature at 60°C and above to disinfect all our banknotes before distribution.

Our Service Ambassadors will patrol the casino floors to promote social distancing and good hygiene practices. Random non invasive temperature screening will be performed on guests in accordance with new social norms and Ambassadors are trained to detect and assist guests with visible symptoms of COVID-19. For those who are unfamiliar with the "cashless" environment in some parts of the casino, Ambassadors will assist guests with their eCash transactions at ETGs, Slots and the Cash Deposit Machines.

## COMMUNICATIONS

Our casino teams have been in constant communication with casino guests via multiple channels prior to the arrival of guests at the Resort, whilst on-site and in our casinos, to prepare and inform guests of our new operation processes and preventive measures implemented to ensure their safety. Preventive measures and topics such as handwashing, the use of PPEs, testing for COVID-19 and social distancing will all each have a dedicated episode. These have been premiered on RWG's Facebook page and other social media platforms, which reaches over 50 million social media users. We have also used other multimedia content to help stop the spread of COVID-19. Included in our cutting-edge presentation and videos are examples such as the process for the MySejahtera QR code and substituting handshakes for healthier forms of greeting.

# Indoor Theme Park



During the MCO period we have not been idle, working with the authorities, operating partners and considering industry best practice, on how returning guests will continue to experience their favourite attractions with the increased safety and hygiene measures in place.

- To ensure smooth, contactless arrival and to guarantee entry into our capacity limited attractions, guests are encouraged to pre-purchase tickets online.
- Our rides and attractions will be operating at reduced capacity. Guests are encouraged to scan the MySejahtera QR code before entering the attractions and arriving groups will be seated with adequate spacing between different parties.
- Guests will undergo non invasive temperature screening before entering our attractions and theme park areas. Guests whose temperature exceed 37.5 degrees and above will not be allowed in but instead, will be taken to a waiting room for medical assistance.
- Hand sanitizer stations are located at entry points and within guest areas.
- In our amusement arcades, we have reconfigured the layout to incorporate additional spacing between arcade machines/activities/seating. Immovable arcade games have been disabled from play.
- Decals are placed on the floor at attractions and in high traffic areas to indicate where guests should stand/queue to maintain a safe distance from others. Directional signages are positioned to coordinate guest flow during peak periods to prevent close proximity of the crowd.
- Our safety and hygiene policies are displayed at all attraction entrances and online. Service Ambassadors are stationed at strategic areas to manage/advise guests, provide sanitizers, check and manage unwell customers.
- Our teams are equipped with face masks and where necessary, gloves whilst on duty. Guests are required to wear their face masks when in the theme park and attractions areas. Face masks and gloves are available for sale from our Service Ambassadors upon request.
- Cleaning and disinfection of the indoor Park is done on a basis which is consistent with federal guidelines as well as industry best practices. Restrooms are cleaned and sanitized in accordance to pre-determined cleaning schedules and logged. High touch surfaces such as handrails, ride restraints and arcade machines undergo increased cleaning frequency. Counter tops at retail stores are cleaned and disinfected at 30 minute intervals.
- To minimise the handling of cash, we encourage contactless payments, where possible. Cash will only be accepted at our payment kiosks.
- Displays and retail assortments will be limited in terms of products available. Exchanges or refunds of clothing/apparels which are sold is not allowed in accordance to federal and state regulations. Fitting rooms in our retail stores will be closed.
- Prominent signage is posted at the entrance of retail stores and kiosks reminding guests of social distancing requirements. All retail kiosks will limit capacity to 3 guests being served at any one time.

# Transportation



The RWG StaySafe Promise considers the new norms that apply to different modes of public transport. We recognise that many of our guests may not want to self-drive to our Resort and we have taken steps to ensure that guest safety is not compromised when taking our transportation.

## LIMOUSINES

- Employees are briefed daily to be alert for symptoms such as fever, cough, flu, sore throat, or shortness of breath amongst other employees and guests.
- Limousine drivers are temperature screened on a daily basis before clocking in for work and provided with a hand sanitizer. Guests will be asked to sanitize their hands after being seated in the limousine.
- Our limousines are cleaned and disinfected both prior to and after every trip.
- Face masks/shields are worn by drivers throughout the journey. Guests are strongly urged to wear face masks which can be found inside the vehicle.
- To allow for good ventilation, limousine windows will not be fully closed but will have a one to two inch gap at the top. Air conditioners are set at "non-recyclable" mode to draw air from outside.

## RWG-OPERATED BUSES

- Employees are briefed on a daily basis and reminded to be on the alert for COVID-19 symptoms amongst other employees and guests.
- All bus drivers and tour guides are temperature screened daily before clocking in for work. Face masks are worn at all times by the bus crew whilst on duty.
- Passengers are asked to "check-in" on board the bus using the MySejahtera application for contact tracing purposes.
- All passengers are required to wear face masks whilst on board, in line with federal government requirements.
- All guests are temperature scanned before boarding the bus. Guests whose temperature reading is higher than 37.5 degrees Celcius are not allowed onboard.
- Recorded scripts detailing the need for social distancing and good personal hygiene practices are played at frequent intervals throughout the journey. Tour Guides remind all passengers of

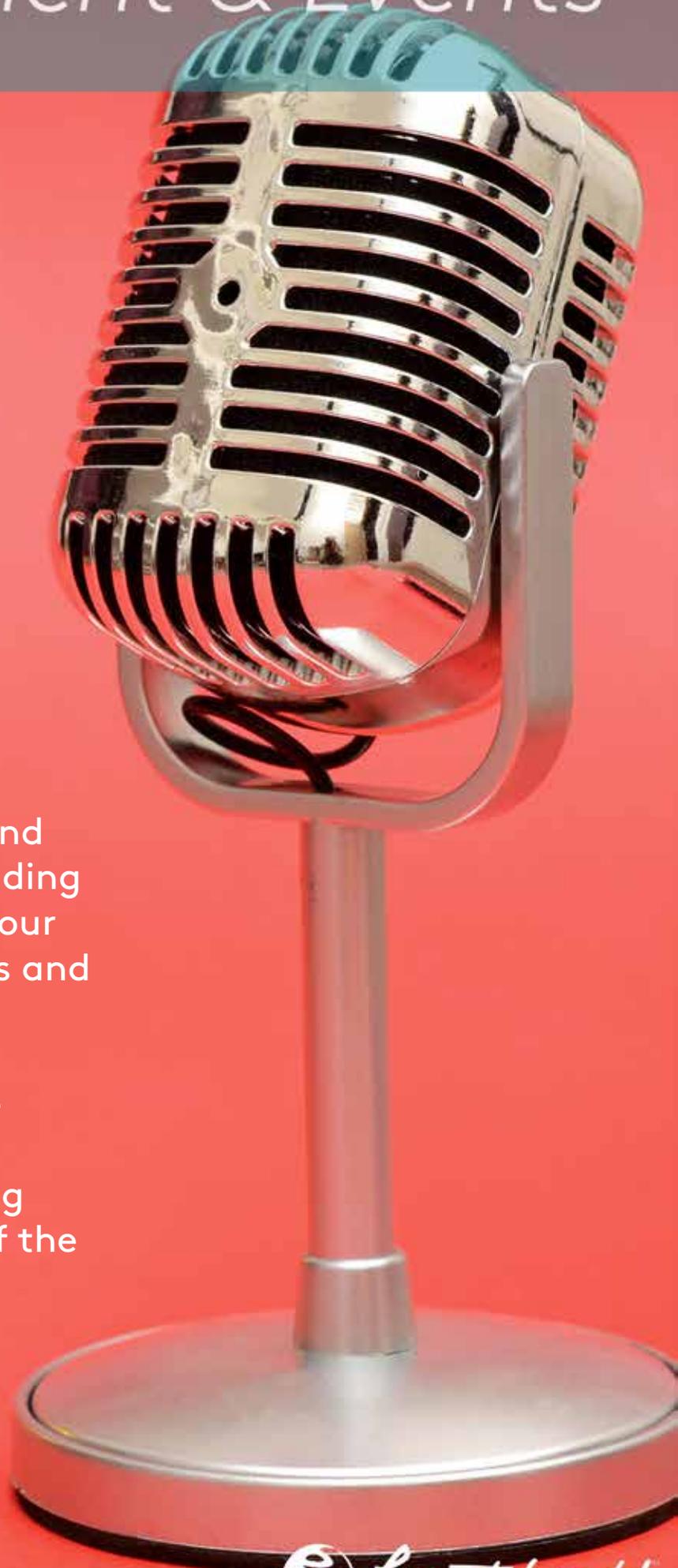
the same for tour buses. Hand sanitizers are made available on board all buses for the use of passengers. Passengers are required to sanitize their hands each time they embark on and disembark from, the bus.

- In accordance with federal guidelines, all buses are cleaned and sanitized after every trip and after the end of the operations day.

## GENTING SKYWAY & AWANA SKYWAY (CABLE CAR)

- SkyWay gondolas will be limited in capacity with dedicated entrance/exit points. Guests are required to "check-in" to the Resort using the MySejahtera application before entering the SkyWay terminal.
- Decals are placed on the floor in high traffic areas to indicate where guests should stand/queue to maintain a safe distance from others. Directional signages are positioned to coordinate guest flow to prevent close proximity of the crowd.
- Our safety and hygiene policies are displayed at SkyWay entrances and online. Service Ambassadors are stationed at strategic areas to manage/advise guests, provide sanitizers, check and manage unwell customers.
- All guests will undergo non invasive temperature screening before entering SkyWay. Hand sanitizer stations will be located at entry points and within guest areas.
- Our teams are equipped with face masks and where necessary, gloves whilst on duty. Face masks and gloves are available for sale from our Service Ambassadors upon request.
- Cleaning and disinfection of the gondolas is done in accordance with federal and state guidelines as well as industry best practice.
- To minimize the handling of cash, we encourage contactless payments. Cash will only be accepted at our payment kiosks.

# Entertainment & Events



We are currently awaiting guidance from the federal and state authorities before deciding when we can safely resume our entertainment, iconic events and activities at the Resort.

Our teams have put in place numerous safety protocols; these may require fine tuning once we are more assured of the regulatory requirements.

# Forward Looking

The RWG StaySafe Promise is our promise to all guests of our commitment to set standards of heightened safety and well being protocols to ensure a safe environment at the Resort. We have tried to balance the need for safety and hygiene in our new operating norm to the delivery of service excellence and traditional hospitality that guests have come to expect from us.

To all guests who have read our RWG StaySafe Promise, we would like to say "StaySafe, StayHealthy and we look forward to welcoming you back at the Resort very soon."

For more information on our evolving reopening plans of our properties and attractions, please visit [www.rwgenting.com](http://www.rwgenting.com).

