

**FanDuel Sportsbook @ Meadowlands Racetrack  
Covid-19 Safety Procedures & Operational Reopening Plan**



**FANDUEL**  
**SPORTSBOOK**

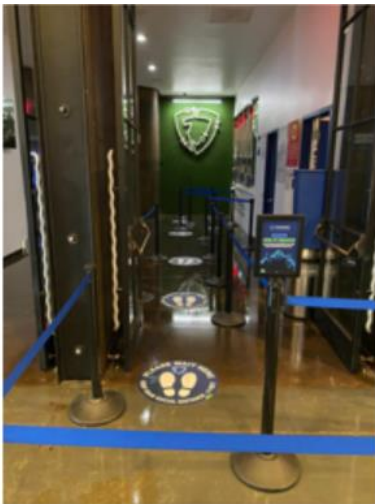
## Health & Safety Plan

### 1. Staff & Customer Well-being

The well-being of our Sportsbook staff and customers is of the utmost importance and our top priority.

**Employee & Customer Arrival.** Security will greet each visitor to the Meadowlands at the Simulcast entrance only. All customers will pass through screening protocols upon arrival. Amenity bags containing a mask, gloves, and wipes will be available to sportsbook customers as needed. If customer refuses PPE's they will not be allowed in premise.

**Physical Distancing.** Customers will be directed to adhere to physical distancing guidelines by standing 6ft. apart. Designated signage & floor markers will be installed on 6/29 throughout the venue. Employee workspaces will be separated by 6ft. to ensure physical distancing wherever possible. Employees will be required to wear personal or company provided PPE's. PPE's will be distributed to staff after completion of Covid-19/Business Updates training.



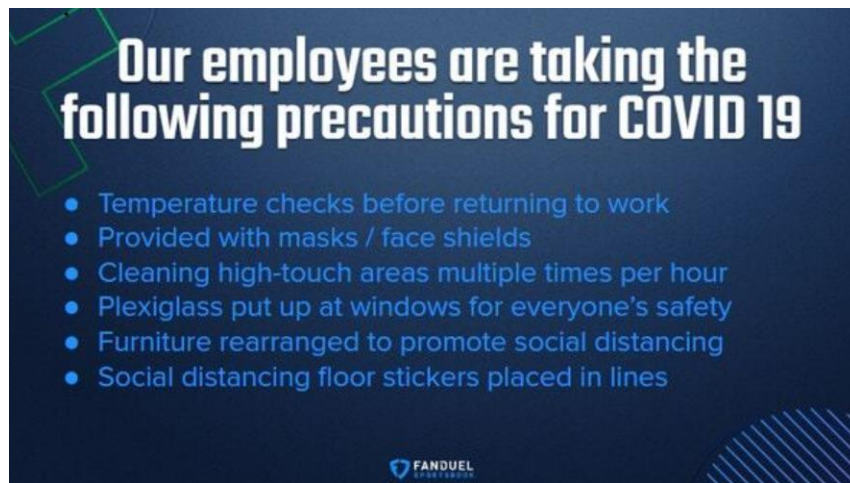
**Sanitization.** Touchless hand sanitizer dispensers have been installed throughout the venue. We will also provide gloves, masks, and wipes for all staff and customers if needed.

**Employee & Customer Health.** All employees will receive training prior to returning to work on how to respond quickly and report all presumed cases of COVID-19 on property to appropriate parties. We will be ready to provide support to our customers. 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 customer with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and customers who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify a manager and security. All employees will be tested prior to returning to work. All employees must use the loading dock entrance for temperature screening monitored by security. If alerted by a customer or employee who was recently at the property has been diagnosed with Covid-19, FanDuel will immediately notify the DGE with all relevant details regarding the incident.

**Third Party Contractors.** All third party contractors must sign in at the security office upon arrival. Contractors arriving at the sportsbook will adhere to the employee screening protocols, and if admitted access, will be issued a temporary access badge. Contractors must adhere to all physical distancing and PPE guidelines while within the facility.

**Signage.** Health & Safety guidelines will be displayed throughout Sportsbook areas & employee entrances to ensure proper care and personal hygiene. Signage will be designated advising guests to lower mask when approaching tills & SSBT's.



*Example Content Screen with Health & Safety Messaging*

## 2. Employee Responsibilities

Employee's personal hygiene is imperative to maintaining a safe and healthy environment.

**Personal Hygiene.** All Sportsbook employees will be required to wash hands and/or use hand sanitizer during every break, usage of the restroom, and before/after shifts.

**Covid-19 Training.** All Sportsbook employees must complete our Covid-19 health & safety training prior to returning to work.

**Personal Protective Equipment (PPE).** All Sportsbook employees will receive proper PPE to adhere to State or Local Regulations. PPE will be distributed to staff members after completion of Covid-19/Business Updates training.

### 3. **Cleaning Products & Protocols**

**Cleaning Supplies.** FanDuel Sportsbook will only use cleaning products approved for effective use against viruses, bacteria, and airborne/blood borne pathogens.

**Public Spaces.** The frequency of cleaning and sanitizing will be increased in all public spaces throughout the property. All frequented physical touchpoints including, but not limited to, betting kiosks, ATM's, stanchions, counters, doors, handrails, and furniture will be sanitized no less than every four hours during business hours. A guest may request the immediate cleaning of any betting or seating area. Employees will sign-off on all public spaces after cleaning for documentation.

**Employee Designated Areas.** There will be cleaning and sanitizing of all employee designated areas conducted no less than every four hours during business hours; these include, employee entrances, locker rooms, employee restrooms, loading dock, offices, break room and. Cleaning and sanitizing supplies will be available at all times in these common areas for staff. Employees will sign-off on all employee designated areas after cleaning for documentation.

**Offices.** Employee offices will be cleaned no less than every four hours during business hours, or additionally as needed. Cleaning and sanitizing supplies will be available for staff in these areas at all times. Employees will sign-off on office spaces after cleaning for documentation.

**Shared Equipment.** Shared resources; such as, computers, kiosks, iPads, communication devices, keys, printers, money counters, and time clocks will be cleaned during, throughout, and after each shift. Employees will sign-off after their shift confirming cleaning of shared equipment for documentation.

**Vaults.** Cleaning and sanitizing supplies will be available at all times for staff. Vaults will be cleaned no less than every 4 hours during business hours.

#### 4. Physical Distancing

FanDuel & Meadowlands Racetrack will ensure all customer & employee areas meet or exceed social distancing guidelines.

**Total Occupancy.** FanDuel will work with Meadowlands leadership and ARK to manage all public spaces based off State & Local occupancy guidelines. Customer occupancy will be managed by people counters, as well as staff, to ensure each location does not exceed maximum limit. Total occupancy will be logged hourly to ensure adherence to guidelines.

**Line Management.** Any area where customers or employees queue will be clearly marked with social distancing floor markers. Floor markers will be installed on 6/29/20.

**Tills.** **VIP Tills #19 & #20 will be separated by a large plexi-glass barrier.** All other cashiers will be separated by at least 6 ft. behind the tills with plexiglass sneeze guards. Sneeze guards have been installed, certified and approved by the DGE on 6/22/20.



**Self-Service Betting Terminals.** SSBT's will adhere to physical distancing guidelines by only utilizing terminals that are at least 6ft. apart. Queues will be placed in front of each SSBT bank to maintain social distancing. Closed signs will be adhered to SSBT's that are inactive due to physical distancing guidelines. Plexiglass dividers (certified & approved by DGE on 6/22/20) will be installed (~7/1/20) in-between SSBT's. Complimentary disposable stylus pens will be distributed to customers for use on SSBT's to reduce customer contact.



**Customer Areas (Sheets & Viewing Areas).** There will be no betting sheets. Current odds and futures will be displayed on content screens.

#### 5. FanDuel Specific Sanitization Schedule

The following areas will be sanitized no less than every 4 hours by employees during operating hours:

- **Manager Office**
- **Customer Service Office**
- **Tills**
- **SSBT banks**
- **Cash at Counter**
- **Vaults (Victory, Simulcast)**
- **High Payout Room**

## **Reopening Operational Plan**

### **1. Covid-19 Mitigation Supplies**

#### **Health & Safety Supplies**

- Plexiglass Sneeze Guards installed in-front of tills & in-between SSBT's. (Installed, certified, and approved by DGE on 6/22/20)
- Floor markers (Installation on 6/29/20)
- Masks
  - Employees (Distributed after completion of training)
  - Customers (Distributed upon request)
- Gloves
  - Employees (Distributed after completion and will be readily available throughout staff areas)
  - Customers (Distributed upon request)
- Hand Sanitizer
  - Employees (Personal hand sanitizers distributed after completion of training and will be readily available throughout staff areas)
  - Customers (Automatic sanitizer stations installed throughout location)
- Stylus Pens (Distributed to all customers utilizing SSBT's)

#### **Cleaning Supplies**

- Disinfectant Wipes
- Disinfectant Sprays
- Cleaning Cloths

### **2. Training**

Management has developed training material to present to all staff members. Staff must complete all trainings prior to returning to work. Positional staff training will be conducted on Monday 6/29 – Wednesday 7/1. Staff will not be allowed to return to work prior to completing training.

**Covid-19 Safety Procedures.** All staff members will receive Covid-19 safety training sourced from New Jersey's health & safety documents.

**Business Updates.** All staff members will receive training on all business updates upon the reopening.

### 3. Operational Equipment Testing

FanDuel management will begin equipment testing on 6/26/20.

**Cash-at-Counter Printers**

**Supervisor Computers.**

**Cashier POS Equipment.**

**IGT.**

**iSight/GAN.**

**SSBT's.**

**AV.**

### 4. Business Updates

#### Operational Updates

- **Hours of Operation.** Will be adjusted due to limited sports schedule & wagering content. New hours of operation for the foreseeable future are:  
**Mon-Sun: 10am-11:00pm.**  
Hours of operation will be revisited when more wagering events are available.
- **Expired Tickets.** Tickets that have expired during the shutdown period will be honored. DGE will advise on guidelines.
- **Event Viewing.** Furniture will be distanced 6ft+ to keep proper physical distancing.
- **Staff on Staff Interactions.**
  - Only one supervisor in the mantrap at one time
  - 3 supervisors maximum behind victory teller line at one time
  - 1 supervisor maximum behind cash-at-counter, VIP tellers, simulcast tellers, grandstand tellers at one time
  - Social Distance - Limit close contact with coworkers, maintain a distance of at least 6 feet when possible.
  - No handshaking, hugging, fist-bump or high-fiving.
  - Please do not share items including food or drinks.
  - No Sharing of lockers.



- At the start/end of each shift and before/after your break, please wipe down your work station and counter with provided disinfectant materials.
- **Staff on Customer Interactions.** Customer queries will be directed to a designated location with defined physical distancing markers.
- **Vaults & Cash-On-Hand Procedures.** Vault management & cash deliveries will be coordinated with Meadowlands and vendor partners. Cash-on-Hand levels will begin increasing on Monday, 6/29.
- **New Post Assignments.**
  - **Occupancy management.** Security, FanDuel Management, Supervisors, or Customer Service will take on the responsibility of managing occupancy levels within each location of the Sportsbook.
  - **Line Management.** Security, FanDuel Management, Supervisors, or Customer Service will take on the responsibility of managing queues to ensure physical distancing protocols are being followed.
  - **Physical Distancing Management.** Security, FanDuel Management, Supervisors, or Customer Service will take on the responsibility of enforcing physical distancing guidelines.

## 5. Customer Communication

FanDuel Management will coordinate with Marketing Team Leadership.

### Messaging.

**On-Site (Meadowlands Sportsbook):** Create unified FanDuel messaging to customers on *Business Updates* from each team (if applicable) utilizing content screens & physical signage.

**Off-Site (Email/NMR Website/TV/Social Media/App/JC Customer Service):**

- **Health & Safety Protocols**
- **Opening Announcement**
- **Business Hours**
- **New Promotions & Products**

## 6. Sportsbook Security

**New Jersey State Police.** To enhance our security protocol ensuring the health and safety of our staff and customers during the current situation, two NJSP will be on

property during **ALL** business hours for foreseeable future to manage crowds & social distancing guidelines.

**Security.** Security staff will be present to enforce social distancing and the safety of all patrons and employees in the Sportsbook. Security staffing levels will be adjusted based on Sportsbook needs.

## **Employee and Customer Screening & Case Reporting Protocols**

**Entry Screening.** Arriving patrons will be screened for increased temperature (100.4°F or higher) before they enter the facility. Magnetometer/Thermometer has been installed at Simulcast Entrance of racetrack. If a patron is displaying a temperature, they will be given the option for a secondary screening. If a secondary screening is refused, patron will be denied entry to the premises.

**Secondary Screening.** The secondary screening will be conducted by certified EMT or equivalent. Upon secondary screening, if someone is confirmed to be displaying increased temperature, person will be denied entry to the premises, and directed toward medical care and provided resources based on local health authority and CDC guidelines.

**Employees.** All staff will abide by the above screening protocols. Staff will enter through the employee entrance. If screening is refused, they will be denied entry into the facility. If visible symptoms are displayed during working hours, the staff member will submit to the secondary screening and protocols.