



# THE WIND CREEK STANDARD

## OUR COMMITMENT TO THE LEHIGH VALLEY

Wind Creek Bethlehem has always felt a special responsibility to the safety and well-being of our Guests, our Team Members and this community. That is why, last March, we voluntarily shut down here in Bethlehem on March 15th, prior to any governmental mandates.

We immediately began consulting with leading epidemiologists, infectious disease experts and public health officials to develop protocols for all of our Wind Creek properties to determine if, when, and most importantly how we could reopen our casinos in the safest manner possible. We made a commitment to stay closed voluntarily (regardless of government guidance) until we were convinced that we could operate in a manner that helped ensure your health and safety as well as the safety of our Team Members.

Those experts helped us develop protocols we call The Wind Creek Standard. While based firmly on science, the Wind Creek Standard is founded on a very simple principle: We must be comfortable inviting our friends and families in the door and comfortable with everyone who comes in our doors going home to their friends' and families' neighborhoods.

That simple thought turned into a set of guidelines that not only meet but often exceed standards established by WHO, CDC and local and state guidelines. They include:

- Requiring all Team Members and Guests to wear face coverings or masks before mandated. Guests who do not comply are escorted off premise
- Requiring on-premise digital temperature checks of all Team Members and of all our Guests before entering
- Strictly developing and enforcing a no-smoking policy (before mandated) to ensure COVID-19 can't cling to tobacco particles in the air
- Using 100% outside air to ensure the greatest possible air circulation
- Limiting capacity on our gaming floor to 35% (well below the 50% requirement) to allow for social distancing and publishing these capacity reductions on our website
- Closing buffets and operating our restaurants at 50% capacity
- Limiting group size to four people to allow for social distancing
- Instituting a new reservation system for the gaming floor to limit crowds
- Adding social distance markers on the gaming floor and in public spaces—and strictly enforcing social distancing requirements
- Adding plexiglass barriers and spacing between machines and table games
- Increasing hand sanitation stations throughout the property
- Instituting new cleaning protocols including deep cleaning overnight, cleaning with an electrostatic sprayer and using CDC-approved cleaning products. Additionally, our Team Members continuously clean high-touch points.
- Developing comprehensive contact tracing procedures for Team Members

As we approach the limited-time mitigation order's stated January 4, 2021 date, be assured we will continue to adhere to the Wind Creek Standard as we remain committed to the Lehigh Valley, our Team Members and our valued Guests.

Jay Dorris  
President and CEO  
Wind Creek Hospitality

The full Wind Creek Standard is available at [windcreekhospitality.com/wind-creek-standard](http://windcreekhospitality.com/wind-creek-standard)



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