

I-ACGR Attachments

- **Strategic Guidelines for Covid-19 Prevention**



8 June 2020

TO : All ABLE and TGXI Employees (LRWC Retail Group)

CC : LRWC / ABLE / TGXI Admin, Legal, Human Resources, and Finance Departments

RE : **STRATEGIC GUIDELINES FOR COVID-19 PREVENTION**

As the lifting of temporary suspension of gaming operations may soon be announced by PAGCOR, the LRWC Retail Group will be adopting a set of guidelines strictly adhering to public health and safety standards to prevent further spread of the COVID-19.

We would like to emphasize that everyone shall take extra precautions to protect our employees, patrons, and guests from this virus. Hence, all employees are accountable for ensuring that the guidelines attached herein shall be strictly observed.

It is also important to note the following key reminders:

- **Vulnerable employees, gaming patrons, and guests** – i.e., who are 60 years and above, or below 21 years old, or with pre-existing illness (e.g., hypertension, lung disease, diabetes, cancer), or with immuno-compromised health status, or are pregnant – and also those scanned to have body temperature **equal to or higher than 37.5 °C, shall not be allowed entry into the gaming sites.**
- Wearing of **face masks at all times** shall also be enforced.
- The **gaming site's occupancy will be limited to fifty percent (50%)**, to abide by Social Distancing directives.

Please refer to the **STRATEGIC RETURN-TO-WORK GUIDELINES TO HELP PREVENT FURTHER SPREAD OF CORONAVIRUS DISEASE (COVID-19)** attached for your guidance.

For your strict compliance.

Thank you,

Jasper S. Vicencio
Business Unit Head



STRATEGIC RETURN-TO-WORK GUIDELINES TO HELP PREVENT FURTHER SPREAD OF CORONAVIRUS DISEASE (COVID-19)

PURPOSE

Leisure and Resorts World Corporation (LRWC), the parent company of AB Leisure Exponent, Inc. (ABLE), its subsidiaries and affiliate companies, and Total Gamezone Xtreme Inc. (TGXI), is committed to provide its employees, gaming patrons, and guests a safe working and gaming environment. These guidelines we have set forth are based on PAGCOR, DOH, DTI, and DOLE standards so that we may help prevent our corporate offices and gaming sites' exposure to COVID-19.

In avoidance of doubt, the following companies are ABLE's subsidiaries and affiliate companies that are likewise covered in these guidelines.

ABLE's Subsidiaries and Affiliate Companies

<i>Alabang Numbers & Gaming Corp.</i>	<i>Insular Gaming Corp.</i>
<i>All Point Leisure Corp.</i>	<i>Isarog Gaming Corp.</i>
<i>Alpha One Amusement and Recreation Corp.</i>	<i>Manila Bingo Corp.</i>
<i>Big Time Gaming Corp.</i>	<i>Metro Gaming Entertainment Gallery, Inc.</i>
<i>Bingo Dinero Corp.</i>	<i>Negrense Entertainment Gallery, Inc.</i>
<i>Bingo Extravaganza Inc.</i>	<i>One Bingo Pavillion, Inc.</i>
<i>Bingo Gallery, Inc.</i>	<i>One Bingo Place, Inc.</i>
<i>Bingo Palace Corp.</i>	<i>Rizal Gaming Corp.</i>
<i>Cebu Entertainment Gallery, Inc.</i>	<i>SG Amusement and Recreation Corp.</i>
<i>First Leisure and Game Co., Inc</i>	<i>South Bingo Corp.</i>
<i>Galleria Bingo Corp.</i>	<i>South Entertainment Gallery, Inc.</i>
<i>Gamexperience Entertainment Corp.</i>	<i>Summit Bingo, Inc</i>
<i>G-One Gaming and Technology, Inc.</i>	<i>Topmost Gaming Corp.</i>
<i>Grand Polaris Gaming Co., Inc.</i>	<i>Topnotch Bingo Trend, Inc.</i>
<i>Highland Gaming Corp.</i>	<i>Worldwide Links Leisure and Gaming Corp.</i>
<i>Iloilo Bingo Corp.</i>	

ABLE, its subsidiaries and affiliate companies, and TGXI, are collectively described herein as the, "**LRWC Retail Group**".

COVERAGE AND ACCOUNTABILITY

This Policy applies to all employees of the LRWC Retail Group, regardless of rank and position, who are thus held accountable for ensuring compliance to the safety guidelines stated herein. Management shall be responsible for monitoring the implementation of all stated procedures, investigating violations, and employing corrective actions, as needed.

POLICY STATEMENTS

General Guidelines

1. **LRWC Retail Group shall** adopt a business continuity plan to **help prevent further transmission of COVID-19 in the country.**
 - a. Minimize contact through deploying only a skeleton work force and by implementing alternative work arrangements such as, but not limited to rotational scheduling, flexible working hours, and multi-tasking roles.
 - b. As needed, allow Work-From-Home arrangements for:
 - i. Employees whose tasks can be done at home
 - ii. Employees below 21 and 60+ years of age, pregnant, with immuno-compromised health status, or with pre-existing illness such as hypertension, lung disease, diabetes, cancer
 - c. Avoid face-to-face meetings as much as possible.
 - d. Prepare plans to continue gaming operation in case of higher than usual absenteeism.
 - e. Craft supportive leave policies.
2. **We shall adhere to PAGCOR's safety guidelines.** In cases where employees will be required to undertake COVID-19 testing, we shall do so in accordance with the applicable requirements and procedures issued by PAGCOR.
3. **We shall maintain healthy gaming operations and work environment.** Adherence to DOH's minimum public health standards & DTI and DOLE's Guidelines on Workplace Prevention and Control of COVID-19 shall be enforced.
4. **We shall implement infection prevention and control measures** such as hygiene promotion, physical distancing, health education, environmental cleaning, disinfection, and other measures consistent with DOH's Various Guidelines on Infection Prevention and Control Measures Against COVID-19.

Specific Guidelines on Prevention and Control Measures

A. Steps Prior to Resumption of Operations

1. Vulnerable or high-risk employees shall not be deployed to work. (See **Annex A** for definition of high-risk employees)
2. Qualified employees will undergo training on the aforementioned guidelines published by PAGCOR, DOH, DTI, and DOLE – which are hereby adopted by the LRWC Retail Group. Employees will also be oriented on the company's new workways, co-employees' assignments which they would potentially cover in case of high absenteeism, as well as training on how to deal with COVID-19 suspected and confirmed cases. (See **Annex B** for more details on Employee Training and Responsibilities)
3. Signages will be posted throughout the gaming site to remind employees and inform patrons and guests of the same aforementioned guidelines (See **Annex F** for Sample Communication Materials or Reminder Signages on COVID-19 Prevention Reminder)

4. The LRWC Retail Group shall ensure that all health and safety materials required such as face masks, alcohol-soaked mats, and cleaning materials are well stocked and prepared prior to actual resumption of branch operations. (See **Annex C** for the Complete List of Required Health and Safety Materials).
5. The LRWC Retail Group will ensure compliance and preparedness of gaming sites with recommended guidelines and safety protocols such as, but not limited to:
 - Disinfection before resumption (see **Annex G** for DOH-compliant disinfecting steps)
 - Improving engineering controls
 - Setting up or marking of physical distancing inside and outside gaming sites, and
 - Assigning a Safety Officer to ensure compliance to all these guidelines, act as liaison to assist local health authorities or the DOH with aggregate data sharing and contact tracing, report to LRWC Human Resources (HR) Department in case there are suspect or confirmed COVID-19 cases (both employee and customer) for HR Department's appropriate action steps.
 - Reporting confirmed COVID-19 cases to local health authorities. All reporting shall be centralized through the LRWC HR Department.
6. The LRWC Retail Group shall abide by localized rules as may be set forth by the LGU (e.g., city/barangay -level lockdown, total ban on gaming, curfew hours, etc.)

B. Health and Safety Procedure Upon Resumption of Operations

1. Fit-to-work employees, gaming patrons, and guests shall comply with the mandatory wearing of face masks or face shields, and submission to temperature checks prior entry into the gaming site. (See **Annex D** on Protocol for Daily Screening Employees and Visitors).
2. Persons who have some or all of the following attributes shall be strictly not allowed entry into the gaming sites.
 - Has body temperature equal to or higher than 37.5 °C
 - Aged below 21 years
 - Aged 60 years and above
 - With pre-existing illness (e.g., hypertension, lung disease, diabetes, cancer)
 - With immuno-compromised health status (e.g., chronic smoker, ongoing chemotherapy or dialysis)
 - Pregnant
 - Not wearing face masks
3. Inventory and placement of health and safety materials shall always be ensured. Regular cleaning and disinfecting will also be in place. LRWC Retail Group shall also follow the appropriate steps in conducting additional cleaning and disinfecting should a visiting suspect or confirmed case arise. (See **Annex C** for the complete list of health and safety materials and **Annex G** for General Cleaning and Disinfection Steps in accordance with guidelines issued by the DOH).
4. Hands of employees, gaming patrons, and guests will be disinfected with alcohol or sanitizers prior to entry into the gaming site. They will also go through a disinfectant foot bath (or alcohol-soaked mat) to disinfect their footwear.
5. All sites will observe physical distancing, i.e., limit gaming area occupancy rate to only 50% through one-seat apart set-up, observe at least one-meter physical distance when talking if at all needed, among others. (See **Annex E** for more Pointers on Physical Distancing at the branches).

6. Employees shall be instructed to stay home if they do not feel well, and to approach a supervisor or manager if they notice a co-worker, patron, or guest experiencing symptoms associated with COVID-19, such as coughing, shortness of breath, and other flu-like symptoms. Supervisor or Manager will immediately escalate any incident to the LRWC HR Department. This is necessary for monitoring and inclusion to LRWC HR Department's monthly accident/illness report to DOLE and other reporting requirements. Failure to report incidents will be dealt with accordingly under the company policy regarding falsification of personal and/or company record. Swift action and transparency are essential to combat spread of virus.

ANNEX A

Eligibility for Returning Employees

1. Employees are eligible (i.e., considered candidates) to return to report to work physically if they satisfy all criteria below:
 - 21 to 59 years old
 - No pre-existing illness (e.g., hypertension, lung disease, diabetes, cancer)
 - No immuno-compromised health status (e.g., chronic smoker, ongoing chemotherapy or dialysis)
 - Not pregnant
2. Employees outside the aforementioned eligibility criteria are considered high-risk and shall not be deployed to gaming sites and head office. They may be allowed to work-from-home (WFH) subject to the company's WFH Protocols.
3. All applicable regulations to be issued by PAGCOR in relation to COVID-19 testing shall be deemed incorporated herein, and shall be complied with at all times.

ANNEX B

Employee Training and Responsibilities

Prior operations resumption, fit-to-work employees shall undergo training on below-listed topics and orientation in their new roles and responsibilities given new “workways”. This training and orientation program will be conducted by LRWC HR Department.

- A. COVID-19 Prevention practices inside and outside the workplace
 - 1. Proper and frequent handwashing with soap as a vital practice to help combat the spread of COVID-19. Use hand sanitizers with at least 70% alcohol if soap and water are not available.
 - 2. Avoid touching the eyes, nose, and mouth with unwashed hands.
 - 3. Practice proper respiratory hygiene and cough etiquette. Cover the mouth and nose with a tissue when coughing or sneezing or use the inside of elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 70% alcohol.
 - 4. Other proper hygiene practices
 - 5. Minimize contact points by not wearing accessories and not bringing along non-essential items.
 - 6. Practice social distancing by avoiding large gatherings.
 - 7. Always maintain one to two meters physical distancing.
 - 8. Proper waste disposal
- B. Proper Cleaning and Disinfecting Procedures set forth in DOH's Guidelines (See **Annex G** for General Cleaning & Disinfection Steps)
- C. Proper Disposal and/or Washing of Facial Masks, Gloves, and/or PPEs
- D. Maintenance of Physical and Mental Health
 - 1. Emphasize to all workers the everyday actions to stay healthy such as eating nutritious and well-cooked food, drinking plenty of fluids and avoiding alcoholic beverages, increasing body's resistance by having adequate rest and at least 8 hours of sleep, and exercising regularly.
 - 2. Provide referral for workers needing counselling or presenting with mental health concerns.
- E. New Workways in the Branches
 - 1. Face masks shall be part of the uniform, thus will be provided by the company. Employees will not remove these face masks, except when eating or drinking.
 - 2. Appropriate personal protective equipment (PPE) may also be required or recommended by the local government unit (LGU). In such case, PPEs shall be made available by management and instructions for use will be provided.
 - 3. They will accomplish daily the Health Symptoms Checklist and submit to the security guard or designated safety officer.
 - 4. Spray alcohol/sanitizer is required at the entrance for proper disinfection of hands.
 - 5. Washing of hands (with soap and warm water for 20 seconds) before the start of a shift, at least once during every break period, and several times during their shifts (including, without limitation, when they change gloves or otherwise contaminate their hands), and at the end of a shift. Use of hand sanitizers with at least 70% alcohol in case soap and water are not available.
 - 6. Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. If unavoidable, clean and disinfect them before and after use.
 - 7. Cleaning of machines/terminals after each use

8. Cleaning of the comfort room every 2 hours
9. Minimize face-to-face meetings, especially when travel will be required. If face-to-face meetings cannot be avoided, keep it short and maintain physical distancing (see **Annex E** for more details).
10. Traveling for business meetings is highly discouraged.
11. Physical distancing layout and/or practices in gaming and office areas at all times (See **Annex E** for more Pointers on Physical Distancing at the branches)
12. Handling and serving of food & beverages (See **Annex H**)
13. No-handshake or no-touch guest relations
14. Screening of incoming employees, players, and visitors (see **Annex D**)
15. New work schedule and job scope as influenced by the site's leaner workforce structure and allowed operating hours
16. Specialized training module for branch Safety Officers, Utility Staff, and Security Guard who act as key agents of implementing these strategic guidelines
- F. Cross-training for Multi-tasking in case of high absenteeism
- G. What to do when a player, an employee, or an employee's household member is sick or displays COVID-19 symptoms
 1. Stay home if sick or not feeling well, except for purposes of medical care. Inform supervisor, self-quarantine for 14 days and monitor for COVID-19 symptoms. Periodically update immediate superior or respective branch's safety officer of his/her status.
 2. If sickness or fever is not due to COVID-19 (e.g., urinary infection, wound infection, or any diseases not related to lungs or respiratory tract), follow physician's advice for the appropriate treatment. Periodically update immediate superior or respective branch's safety officer of his/her status.
 3. Inform the supervisor also if there is a sick family member at home. Isolate family member if with COVID-19 symptoms and contact local health authorities for testing. As a close contact of that family member, said employee shall observe a 14-day quarantine and monitor for symptoms. Periodically update immediate superior or respective branch's safety officer of his/her status.
- H. How to respond to suspect and confirmed COVID-19 cases
 1. Communication and Reporting protocols (see **Annex D**)
 2. Home quarantine of close contacts (see **Annex D**)
 3. Additional cleaning and disinfecting steps (see **Annex G**)
 4. Data confidentiality and Anti-discrimination laws
- I. Additional preparations and precautionary measures before and during travel (if needed)
- J. Important contact numbers
 1. Local health providers near each branch that can address suspected COVID cases, or Telemedicine referrals
 2. DOH
 3. LRWC Human Resources Department
 4. Other emergency contacts
- K. Flexible work arrangements and/or leave policies

Training shall be documented and will be updated from time to time to comply in case of new or revised guidelines from the DOH. Reminder signages shall be posted and updated accordingly.

ANNEX C

Complete List of Required Health and Safety Materials

The following materials shall be prepared before resumption of operations. Inventory during operations shall also be strictly maintained.

1. Face masks
2. Personal Protective Equipment (if required by the local government)
3. No-contact Temperature/Thermo scanners
4. Batteries for thermo scanners
5. No-touch disposal receptacles or trash bins
6. Alcohol soaked mat / disinfectant foot bath
7. Alcohol or Sanitizer (at least 70%)
8. Tissues and Disposable Wipes
9. Antibacterial Soaps
10. Detergent, Cleaning Aids, and Disinfectant Solutions
11. Plastic gloves for food-handling
12. Signage and posters on proper hygiene, social/physical distancing and other pertinent information as covered in the employees' pre-resumption training as detailed in ***Annex B***

Hand soap, water, sanitizers or alcohol, and disinfectants shall be available at all times in the comfort room. Hand sanitizers or alcohol shall also be available in multiple locations in the gaming site (e.g., corridors, gaming floor, cashiers, entrances, and in conspicuous areas where employees frequently pass through).

ANNEX D

Protocol for Daily Screening of Players, Visitors and Employees

I. Daily Screening For Players

1. Players will be quickly asked if they are pregnant, or have pre-existing illnesses, or have immuno-compromised health status, or aged 60 years and above. Players having at least one of these conditions shall not be allowed to enter the gaming site.
2. Players not having any of the conditions stated in the preceding item will be subjected to a no-contact temperature scan by the Security Guard.
 - a. For players with temperature equal to or higher than 37.5 °C, he/she will not be allowed to enter the gaming site.
 - b. For players with temperature of 37.4 °C and below (i.e., no fever), he/she will be asked to disinfect hands and footwear via the provided hand sanitizers and disinfectant foot baths before entering the gaming site. If he/she does not have a face mask, the gaming site will provide a disposable one for the player prior entry.
 - c. As in current practice, players shall be required to swipe their membership cards (i.e., ABLE's Bingo Plus Card, TGXI's Gamezone Card) upon entry. Stored in the membership card are the players' basic personal information, including name, gender and birthday. Thus, age information shall be verified upon swiping of the membership card. Players aged 60 years and above shall be politely requested to leave the gaming site, in accordance with PAGCOR and DOH guidelines.
 - d. As an alternative to preceding item, players may also present their government-issued ID as proof of age.

II. Daily Screening For Other Visitors

1. Visitors will be quickly asked if they are pregnant, or have pre-existing illnesses, or have immuno-compromised health status. Visitors having at least one of these conditions shall not be allowed to enter the gaming site.
2. Visitors will be asked to present their government-issued ID to the Security Guard in order to rule out age brackets that are not allowed to enter, i.e., aged below 21 years and those aged 60 years and above. Visitors in this age bracket shall not be allowed to enter the gaming site.
3. Visitors not having any of the conditions stated in the preceding items will be subjected to a no-contact temperature scan by the Security Guard.
 - a. For visitors with temperature equal to or higher than 37.5 °C, he/she will not be allowed to enter the gaming site.
 - b. For visitors with temperature of 37.4 °C and below (i.e., no fever), he/she will be asked to disinfect hands and footwear via the provided hand sanitizers and disinfectant foot baths before entering the gaming site. If he/she does not have a face mask, the gaming site will provide a disposable one for the visitor prior entry.

III. Daily Screening For Employees

1. Employees shall be allowed entry to sites, provided he/she wears a mask and will undergo a daily screening protocol as discussed herein and illustrated in Image 1 below. In particular, the employee will be subjected to a no-contact temperature scan by the Security Guard.
 - a. For employees with temperature of 37.4 °C and below (i.e., no fever), he/she will be asked to accomplish the Daily Health Symptoms checklist.
 - I. If the checklist has NO "Yes" responses, the employee will be asked to disinfect hands and footwear via the provided hand sanitizers and disinfectant foot baths before entering the gaming site.
 - II. If checklist has at least one "Yes" response, the employee will not be allowed to enter the gaming site. He/she would have to stay home until asymptomatic for 14 days, periodically update his/her immediate superior or the branch's safety officer of his/her status, and seek medical advice if COVID-19 symptoms arise.
 - III. All applicable regulations to be issued by PAGCOR in relation to COVID-19 testing shall be deemed incorporated herein, and shall be complied with at all times.
 - b. For employees with temperature equal to or higher than 37.5 °C, he/she will not be allowed to enter the gaming site. He/she would have to stay home until asymptomatic for 14 days, periodically update his/her immediate superior or the branch's safety officer of his/her status, and seek medical advice if COVID-19 symptoms arise. All applicable regulations to be issued by PAGCOR in relation to COVID-19 testing shall be deemed incorporated herein, and shall be complied with at all times.

Image 1. Employee Daily Screening Protocol

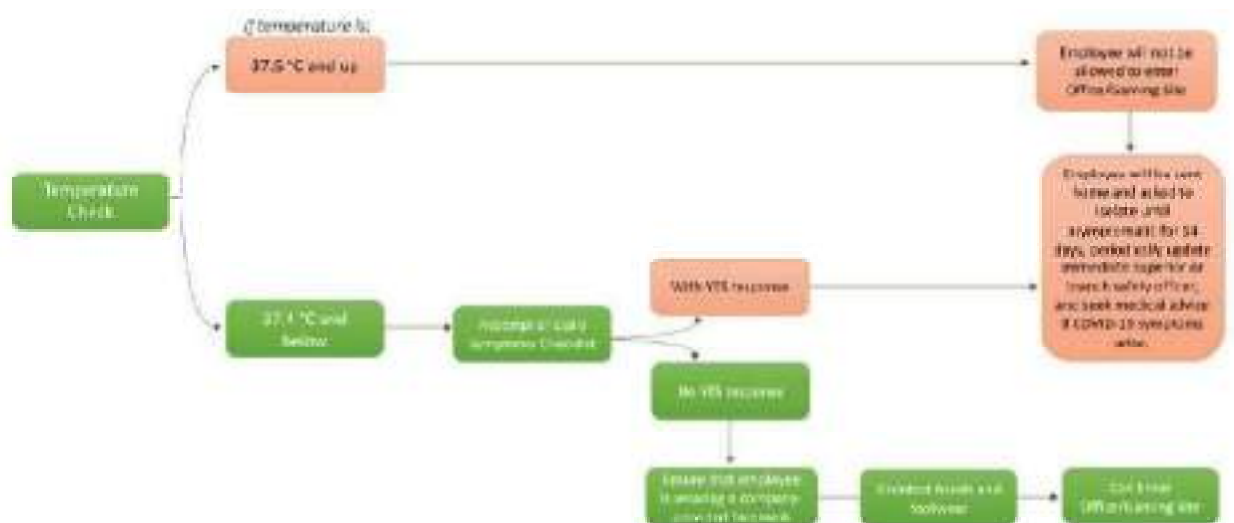


Image 2. Employee Daily Health Symptoms Checklist

[illegible]

2. Employees allowed entry shall repeat the no-contact temperature scan and accomplish the checklist's Symptoms portion after their half-day break and by the end of their shift. The screening protocol illustrated and explained above shall be followed again.
3. Sent-home employees are considered suspect COVID-19 cases. The branch-level Safety Officer shall immediately inform his/her superiors (Area Managers), who shall inform the LRWC HR Department Safety Officer for streamlined monitoring and for appropriate action steps that need to be done by the LRWC HR Department (e.g., monthly reporting to DOLE, sick leave approval, etc.). This reporting hierarchy is depicted in Image 3 below. Fellow employees shall be informed to follow DOH-recommended precautions.
4. All applicable regulations to be issued by PAGCOR in relation to COVID-19 testing shall be deemed incorporated herein, and shall be complied with at all times.
5. Gaming sites with suspect cases shall be disinfected following the steps in ***Annex G***.

Image 3. Reporting Hierarchy



IV. What to do when suspect cases turn out to be confirmed COVID-19 case

If a suspect case tests positive, hence confirmed for COVID-19:

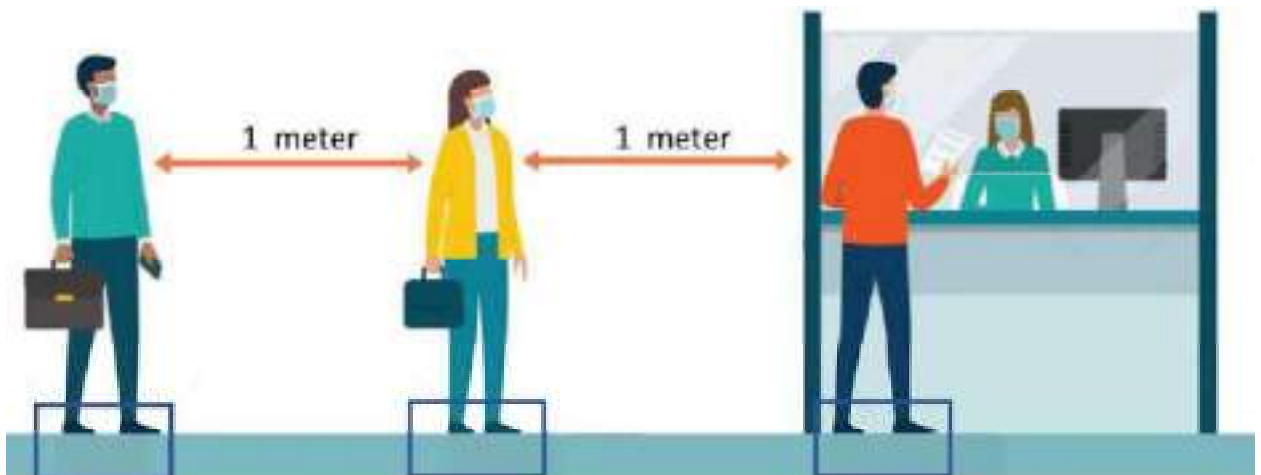
1. The branch-level Safety Officer shall immediately inform his/her superiors (Area Managers), who shall inform the LRWC HR Department Safety Officer for centralized reporting purposes, in accordance to the reporting hierarchy in Image 3, and for other appropriate action steps that need to be done by the LRWC HR Department (e.g., notifying local health authorities, monthly reporting to DOLE, sick leave approval, etc.).
2. The Operator shall inform fellow employees of their possible exposure to COVID-19 in the gaming site but maintain confidentiality. The Operator shall instruct fellow employees on how to proceed in accordance with DOH's issuances regarding COVID-19 exposure (i.e., go on 14 days home quarantine while monitoring for symptoms, periodically update respective branch's safety officer of his/her status, and seek medical advice if COVID-19 symptoms arise).
3. The gaming site shall be decontaminated following the protocols in **Annex G**, and/or other protocols set forth by the local government unit.
4. All applicable regulations to be issued by PAGCOR in relation to COVID-19 testing shall be deemed incorporated herein, and shall be complied with at all times.

Note that the same steps will apply in the event that the gaming site is informed that a visiting patron tested positive for COVID-19.

ANNEX E

Pointers on Physical Distancing at the Branches

1. Employees shall ensure that the minimum physical distance rule of 1-meter radius (side, front and back) is kept among all employees, players, and guests at all times and that they do not congregate in groups (even in twos).
2. In gaming areas, the required minimum distance shall be implemented by a one-seat or one-machine or one-terminal apart set-up so that players do not sit next to each other. This means that one (1) machine shall be disabled in between two operational machines in order to satisfy the 1-meter interval between players. The machine in front and at the back of an operational machine shall also be disabled. Seats of disabled machines will be removed and stacked in sites with ample storage space. For smaller sites, seats of disabled machines will be marked with "X" to signify that those seats cannot be occupied. Other physical distancing measures in the gaming area are as follows:
 - a. Given one-seat or one-machine interval, maximum allowable occupancy rate is automatically limited to 50%. As currently practiced, headcount inside the gaming area will be conducted and logged into a centralized database.
 - b. Gaming Attendants and Technicians will only be present in the gaming area when necessary.
 - c. Customer queries and machine services will be accommodated in accordance to the 1-meter distancing rule.
3. For traditional bingo halls, in case of eventual resumption, seats shall be arranged in accordance with the minimum physical/social distancing requirement.
4. In case of patron queue outside the site or in the cashier's booth or anywhere in the gaming site, Safety Officer shall ensure appropriate signage and practice of physical distancing (i.e., at least one meter apart). *See illustration below:*



5. Workstations shall have a physical distancing layout and allow for unidirectional movement in aisles.
6. Physical distancing, as well as proper hygiene and sanitation, shall still be enforced during lunch and merienda breaks.

- a. Eating in communal areas shall be discouraged. It is best to eat in individual workstations.
 - b. If eating in individual workstation is not possible, physical distancing of 1 meter shall still be employed. Staggered lunch break schedules may also be done.
 - c. Each employee shall bring and use his/her own utensils.
 - d. Employees shall be discouraged to engage in conversation with masks off during mealtimes.
 - e. Tables and chairs shall be cleaned/disinfected before and after use.
 - f. All food waste shall be disposed properly.
7. Signages to remind physical distancing shall be posted.
8. Employees shall be encouraged to reduce the movement and close interaction within or across the area.
9. Handshaking, hugging, or any form of greeting with body contact shall be strictly not allowed.
10. Meetings needing physical presence will also be kept to a minimum with short duration, with the required distancing observed and with masks on. Video conferencing shall be recommended for lengthy discussions.
11. Employees shall likewise observe distancing when riding in company service vehicles, i.e., at most two persons in a row only.
12. Personal visitors shall be highly discouraged and personal deliveries from online shopping shall not be allowed. Only urgent business-related visitors and deliveries will be allowed, provided the visitors undergo screening protocols found in ***Annex D***.
13. Business-related food deliveries will also be subject to respective building/commercial complex' screening protocols.
14. All events or promotions shall be implemented in compliance with all guidelines provided by the DOH and LGU, most particularly on physical distancing measures, wearing of face masks, and limiting attendees or participants.

ANNEX F

Sample communication materials (reminder signages) on COVID-19 prevention

Posters and signages act as reminders for both employees and guests on all measures that each individual can do to help prevent the spread of COVID-19.

- For employees, reminder signages shall also include the new workways and other topics covered in their training prior operations resumption. Such signages will be displayed in accessible areas inside the gaming site and office area, based on relevance.
- Posters and signages for the general public will be displayed in the gaming sites reminding everyone of the proper safety measures such as, but not limited to wearing of face masks, practice of physical/social distancing, proper hygiene, contact minimization, cough/respiratory etiquette, waste disposal.


The following communication materials shall be distributed to the gaming sites.




RETURN TO WORK GUIDELINES

ATTIRE

 Avoid wearing jewelry, watch, or other non-essential accessories.

 If you have long hair, tie it back.

 Wear shorter sleeves, avoid neckties. Wear pants instead of skirts. Wear closed comfortable shoes.


OUTSIDE HOME

 Avoid touching your eyes, nose and mouth.

 Avoid handshakes and touching surfaces frequently touched by other people.

 Avoid public places and stay 3 to 6 feet away from others.

 Always wear face mask or cover your mouth and nose with cloth.

 Use tissue, cloth or your sleeves to cover when coughing and sneezing.

 Discard used tissues in an enclosed trash bin.

 Have a pocket hand sanitizer and use it after touching any surface.

 Frequently wash hands for 20 seconds.

ENTRY POINTS

 Have your temperature checked before entering.

 Disinfect your footwear by soaking on doormat with disinfectant.

 Sanitize both hands at the nearest sanitizer area.

 Wear face mask at all times and remove only when eating/drinking.

WORK PLACE

 Stay 3 to 6 feet away from others.

 Videoconferencing shall be utilized for lengthy discussions.

 Avoid sharing of tools & equipment.

 Clean & disinfect workstation once every two (2) hours.

BREAKS

 TMs shall observe staggered lunch schedules.

 Bring your own utensils and tumblers.

 Conversation with masks off during meal time is discouraged.

 Wastes shall be disposed properly.

HOME

 Remove and disinfect the shoes you used outside of home.

 Wash hands after handling dirty clothes & shoes.

 Shower before interacting with anyone at home.

 Wash clothes worn at work.

 Disinfect your home regularly.



Mental Health and Psychosocial Support During COVID-19 Outbreak

from the Philippine Council for Mental Health

PROMOTE PSYCHOSOCIAL WELL-BEING IN EVERYONE

1



Recognize that crisis occurs when sudden and/or adverse circumstances affect a person's ordinary life.

In epidemics and disasters these events put people in extreme stress and physical and psychosocial reactions are expected from them. These reactions include being sad, afraid, worried, angry, or confused, and although they are generally unpleasant they can be expected and generally therefore considered "normal."

2



It is okay not to feel okay.

In situations of extreme stress, one can expect nearly feel okay. Talking or venting feelings to somebody you trust is helpful in overcoming negative feelings due to stress. Talking with a mental health professional is also okay. People should not be afraid of feeling judged and stigmatized for doing so.

3



Engage in healthy activities that you enjoy and find relaxing.

If one must stay home or in isolation, maintaining a healthy lifestyle, which includes a daily routine, exercise, eating healthy food, getting enough rest and good sleep, praying or finding quiet time for yourself, and enjoying moments with family and loved ones, can help maintain positive mental health during this time.

4



Facts minimize fear.

Gathering facts and accurate information from reliable sources will help in determining risks and planning appropriate precautions. However, people should also limit their daily exposure to various forms of media. Overexposure to negative and alarming news can be very upsetting.

5



Draw on the skills that have helped in the past to manage previous crisis/adversities, and use these skills to manage this present one.

One looks at his/her life in perspective and considers the options one needs to take to overcome the crisis.

6



Shift perspectives away from number of deaths toward number of recoveries.

A change of perspective is necessary. In fact, a sense of hope instead of fear leads to more resilient and every citizen to better cooperate with one another – a vital element in defeating this outbreak.

7




Words do matter.

When talking about coronavirus disease, certain words (i.e. Suspect, case, isolated...) and language may have a negative meaning for people and fuel stigmatizing attitudes. They can perpetuate existing negative stereotypes or assumptions, create widespread fear, or dehumanize those who have the disease. Do talk about "people who have COVID-19", "people who are being tested for COVID-19", "people who are recovering from COVID-19" or "people who died after contracting COVID-19". DO NOT refer to people with the disease as "COVID-19 cases" or "victims".

*"Our connectedness with each other,
not our differences is what matters
now more than ever."*

Produced by **HUMAN** - the NGO Coalition for Mental Health in support of the
PHILIPPINE COUNCIL FOR MENTAL HEALTH



COVID-19 HOTLINES

The free 24/7 services will be available through

**02-894-COVID
(02-894-26843)**

for Smart and PLDT subscribers

1555

Callers can ask questions or request assistance if they suspect they are infected with COVID-19.

24/7 DOH Hotlines

FOR COVID-19 HEALTH CONCERNS

DOH COVID-19 Hotline
(02) 894-COVID (26843)
1555

FOR COVID-19 MANAGEMENT AND MEDICATION CONCERNS

Telimed Management Inc., and Medoate Hotline
(02) 8424-1724

Global TeleHealth, Inc. (KonsultaMD)
(02) 7798-8000

FOR MENTAL HEALTH CONCERNS

NCMH Crisis Hotline
0917-899-USAP (8727)
(02) 899-USAP (8727)

ANNEX G

General Cleaning & Disinfection Steps

Steps below, pursuant to DOH's Guidelines on Cleaning and Disinfection in Various Settings as an Infection Prevention and Control Measure Against COVID-19, shall be strictly followed:

1. When cleaning and disinfecting buildings:
 - a. Wear disposable or impermeable gloves and gowns for all tasks in the cleaning process, including handling trash.
 - b. Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - c. Gloves and gowns shall be removed carefully to avoid contamination of the wearer and the surrounding area.
 - d. If there is a shortage of PPEs available, wash hands often with soap and water for at least 20 seconds. Change clothes immediately after the cleaning and disinfecting activity.
 - e. Always wash immediately after removing gloves.
 - f. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 70% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water
2. For hard surfaces, first clean then disinfect at least once daily:
 - a. Clean surfaces using soap and water. Practice routine cleaning and disinfecting of frequently touched surfaces. Frequently touched surfaces include machine buttons, chairs, tables, keyboards, mouse, countertops, light switches, doorknobs, cabinet handles, stair handrails, phones, faucet, sinks, ATMs, elevator buttons, betting kiosks, cage counters, biometrics, etc.).
 - b. Mop the floors with regular household detergent and water at least once daily. The two- or three-bucket system shall be observed. The two-bucket system is used for routine cleaning where one bucket contains a detergent or cleaning solution and the other contains rinse water. The three-bucket system is used for disinfection where one bucket contains the detergent or cleaning solution, one contains rinse water, and one with disinfectant solution.
 - c. Apply the cleaning or disinfectant solution into the surface using cloth or paper roll or mop, where available and appropriate. Spraying of cleaning or disinfectant solution directly on a surface can be done with caution, and only when there is no other option of applying the same, since the disinfectant may also have adverse health effects when inhaled in an enclosed environment. However, spraying on machines and terminals are strictly prohibited in order to avoid damage to the machines and terminals.
 - d. Always follow the manufacturer's instructions for all cleaning and disinfection products. Labels contain instructions for safe and effective use of the cleaning product including dilution information and precautions that shall be taken when

- applying the product, such as wearing gloves and having good ventilation during use of the product.
- e. While it is more advisable to mop or wipe surfaces directly, spraying of cleaning or disinfectant solution directly on a surface can be done with caution, and only when there is no other option of applying the same.
 - f. Disinfection can be done using household cleaners and disinfectants, diluted household bleach solutions or alcohol solutions with at least 70% alcohol – as appropriate for the surface. Check to ensure the product is not past its expiration date.
 - g. Any left-over bleach or disinfection solution shall be disposed of and remade every 24 hours.
3. Gaming machines/terminals, devices, chairs, and other ancillary equipment will be cleaned and disinfected after each player's use, as well as in a regular fashion at the start and end of a workday.
 4. All point of sale terminals shall be disinfected between uses and after each shift.
 5. Ensure the toilets and washrooms are cleaned daily and routinely with detergent and water. All washrooms shall have sufficient clean water and soap.
 6. Kitchens, pantries, and food contact surfaces shall likewise be routinely cleaned. Clean As You Go (CLAYGO) shall also be practiced.
 7. For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:
 - a. Launder items as appropriate (or if possible) in accordance with the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely, OR
 - b. Disinfect with an FDA-registered household disinfectant.
 8. Solid Waste Management procedures, based on existing government guidelines, shall be in place.
 9. Disinfect Company Vehicles every after use or at the end of each day
 - a. Clean the vehicle before disinfecting; Microfiber cloths and mops are recommended for removal of up to 99% of microbes.
 - b. Put on the PPE (as may be required), gloves and mask and do not touch face further.
 - c. Prepare bleach/disinfectant solution, according to the manufacturer's instructions. For a 70% chlorine solution (calcium hypochlorite), mix ten (10) tablespoons of twenty (20) liters of water. Stir well for 10 seconds or until the chlorine has dissolved. Wait 30 minutes before use.
 - d. Keep the windows and doors open for ventilation.
 - e. If disinfectants cannot be applied directly, it may be sprayed, with caution, on surfaces like walls, doors, windows, glass, floor, etc. (avoid electronics) from one end to another.
 - f. Remove the PPE and put into trash bag (infectious waste bin).
 - g. Wash hands with soap and water.

DOH's required frequency of cleaning and recommended cleaning and disinfecting materials shall be followed.

ANNEX H

Proper Handling of Food & Beverage

These guidelines will address considerations on how food and beverage offered at the branches shall be safely managed and delivered to the players, as well as key best practices in cleaning and sanitizing before and after handling food and beverage.

Food Handling and Storage

1. Wearing of face mask is necessary while on duty, especially and strictly while handling food.
2. Proper hand wash procedures will be followed. All employees shall wash hands with soap and water for at least 20 seconds, especially:
 - a. Before and after preparing food and beverage
 - b. Before and after going to the bathroom
 - c. After touching hair, face and body
 - d. After taking garbage, clearing tables/machines
 - e. Touching doorknobs, handrails, etc.
3. Frequent hand washing shall be recommended (e.g., every 30 minutes). If at a given time, soap and water are not readily available, an alcohol-based hand sanitizer shall be used.
4. Employees shall avoid touching things unnecessarily, including their own face, their cellphone, their clothing, containers for holding service items.
5. Disposable gloves shall be used to avoid direct bare hand contact when handling/preparing ready-to-eat foods.
6. Alcohol dispenser will be placed in food and beverage stations for ease of use.
7. Food shall be kept in clean environment and safe temperature. Proper holding time of food shall be observed. Hot foods can be held without temperature control for up to four (4) hours whereas cold foods for up to six (6) hours.
8. Stocked food and beverage items shall be monitored for perishability/expiration, and shall be served based on a first-in first-out (FIFO) policy.
9. Food items individually wrapped in foiled packs or plastics (e.g., coffee sachets, chips, biscuits), whether delivered by supplier or bought from supermarket, shall be sanitized.

Food Distribution

1. "No touch delivery" will be implemented. Each site shall establish designated pick-up zones or self-service stations instead, for players to easily get their own food and beverage.
2. Gaming sites shall discontinue buffet food set-up that require players to use common serving utensils or food containers.
3. A "Packed meal concept" will be arranged through our accredited food supplier. In the event the food has to be purchased in other food establishments, the same set-up shall be strictly followed. All food to be served shall be packed individually.
4. Disposable wares and utensils shall be used for food distribution. Coffee and water station will be supplied with disposable paper cups only. All washable cups, glasses and utensils will be removed.