



A message from Chief Executive Officer, Matt Olin.

Dear valued Guests,

Please let me assure you, that the San Carlos Apache Gaming Enterprise is taking the Coronavirus (COVID-19) very seriously. Currently we are closely monitoring and implementing all guidelines from various local, state, national and international health agencies. We are taking all steps necessary to comply with their guidance and directives, which are based on medical facts and science.

The safety and protection of our Guests and Team Members has always been the first priority, especially during this current situation. We have implemented measures to manage the current situation so that you will feel confident when visiting us.

Here is what we are doing –

- We are reminding Team Members about frequent hand washing. We have posted Center for Disease Control “STOP THE SPREAD OF GERMS” signage, <http://www.cdc.gov/covid19> in multiple employee locations about handwashing and we are providing sanitizing stations, and gloves for Team Members.
- For our Guests, we have posted “STOP THE SPREAD OF GERMS” signage in all bathrooms, and various public locations. We have set up hand-sanitizing stations in high visibility and high traffic areas and have gloves available upon request located at all F&B outlets, Player’s Club and the Security Podium.
- We are purchasing more hand sanitizer and other cleaning supplies. Team Members are increasing the frequency of disinfecting all public areas, and all high touch areas, such as countertops, slot machines...etc.
- We are reinforcing that all cleaning processes are being done properly by all of our Team Members.
- Every Hotel room has the “STOP THE SPREAD OF GERMS” signage, and our Team Members are increasing their diligence when cleaning our Hotel rooms for the next Guests. Team Members will also be increasing the frequency of cleaning in the workout, pool and spa areas, stairways, handrails, and elevators.

- Team Members have removed cups from all of our courtesy drink stations, to prevent unnecessary touching. We have removed all cups from our self-serve drink stations at our convenience store as well. All cups will be handed to our Guests by gloved Team Members.
- We have encouraged all Team Members to stay home if they are experiencing any flu-like symptom to seek medical attention and stay home until they have been cleared by Medical Professionals.

We appreciate and value your loyalty to the San Carlos Apache Gaming Enterprise. We are committed to implement any and all recommendations and guidelines from the Health authorities, so you will have peace of mind when visiting any of our properties now and in the future. The safety and health of our Guests and Team Members has and always will be our most important priority.

Sincerely



Matt Olin, CEO