

This document sets out and organises the measures to be undertaken for the reopening of Casino de Ibiza in a manner that ensures the highest safety conditions for both clients and employees.

People's health and safety is of the utmost importance. In the face of Covid-19, the measures that need to be adopted must prioritise this in all areas of work and in all operations.

Client reception

The client reception area will provide a hygiene station with hand sanitiser and we will offer clients masks.

Strict control of numbers in attendance will be maintained using a computerised system, as required by the regulations.

Reception personnel will welcome the clientele and will be tasked with providing masks, overseeing the use of hand sanitiser and establishing safe physical distancing, and ensuring any waiting clients respect this distance.

To maintain safe physical distancing, both doors will be used at all times, one as an entrance and the other as an exit.

Security staff will aid reception personnel in controlling access, while at the same time ensuring clients' compliance with the regulations. During shift changes, all articles liable to infection will be disinfected by incoming personnel.

Cloakroom services will be conducted by providing a cover or bag so clients can deposit items themselves.

Reception personnel will inform clients of norms and hygiene measures being taken in order to ensure their maximum safety.

Slot Machine Room

When in the slot machine room, clients may use machines bearing a sign indicating that they have been cleaned.

When a client leaves a machine, it will immediately be given a sign to show it needs cleaning; the machine will be sanitised to ensure it is available in the shortest time possible.

Hygiene stations with hand sanitiser and sanitising wipes will be available to clients for ongoing use.

The change attendant will keep all surfaces and items used by clients sanitised at all times (buttons, money holders, screens, etc.).

Managers will also carry out strict inspections of sanitising every two hours and will record this in a form supplied daily.

The casino has cleaning personnel in situ who, in addition to sanitising the room, will also be tasked with a special protocol for restrooms.

Hand sanitising will be mandatory upon entering and leaving restrooms, along with the use of disposable paper towels.

When a client requires the presence of a change attendant to resolve an issue, the client will be asked to maintain the established physical distance while the issue is resolved. Once the issue has been resolved, the machine will be sanitised to enable the client to continue in complete safety.

At the cash office, only operations involving the redemption of tickets under €5, cash payments over €2,000 and Visa transactions that cannot be made by ATM will be processed.

All ticket redemptions and note-changing operations will be made by Ecash.

The cash desk, ATM and Ecash machine will be disinfected after each use.

The change attendant in the room will always maintain safe physical distancing with clients and be mindful of both clients' needs and compliance with norms.

Gaming Room

Once in the gaming room, clients will have hygiene stations available for ongoing use.

The key regulation for occupying a gaming station is compliance with safe physical distancing.

Managers and croupiers will be ready at all times to show clients which gaming stations are available.

Once a client takes a gaming station, hand sanitiser and sanitising wipes will be available for use.

When a client stops playing and leaves a station, armrests and the client's playing area will be sanitised and the seat cleaned.

In the gaming room, just as in the slot machine room, Casino de Ibiza has cleaning personnel tasked with ongoing sanitising, as well as an ongoing protocol for restrooms.

We will have disinfection systems in place for gambling chips and playing cards, which will be conducted regularly.

The system will consist of a UV and ozone steriliser box.

Managers or inspectors will conduct an exhaustive routine to monitor sanitising procedures.

Cash office

In all transactions with clients (buying and selling chips, paying out prizes or providing change by card), we will reduce contact with the client to a minimum, cleaning surfaces and items used by clients before and after use.

Clients at the cash office must maintain a safe physical distance from one another.

With credit card operations, terminals will be cleaned after each use.

At the cash office, the disinfection of chips and notes exchanged by clients will be carried out using the steriliser box on an ongoing basis.

Our Technical Services team will be tasked with ensuring that ventilation and climate control contribute to completely sanitising our facilities using UVC rays.

PROTOCOL FOR PERSONNEL

People's health and safety is of the utmost importance. In the face of Covid-19, the measures that need to be adopted must prioritise this in all areas of work and in all operations.

Our clients need to both confirm and feel that our Casino is safe and that procedures are clear and being followed, as set out by the health authorities.

Our clients (our most valuable asset) depend on us and our actions to feel that they are in a safe and comfortable place where they can enjoy a few hours of free time.

Objectives

- To establish and apply protective measures that ensure the safety of both employees and clients.
- To normalise and adapt work and work-related processes to the new ways of doing things, which will guide our actions throughout the workday.
- To follow guidelines from the authorities and the Ministry of Health.
- To provide employees with ongoing information about general measures for reducing exposure to the virus.
- To train and inform workers in procedures and processes derived from these measures.
- The work council will be informed about protocol content and every employee will be responsible for its correct implementation.

Best practice

- Carefully read all information and training materials provided by the company.
- If you have symptoms associated with the virus while at home, call 061 and advise the company.
- When you sneeze or cough without a mask, do so into your elbow or into a tissue and discard it in a waste bin.
- Remember that regular and thorough handwashing is critical.
- In terms of dress, follow procedures and wash your uniform daily using wash cycles with a minimum temperature of 60° and avoid shaking clothing before washing it.

- Make sure to arrive at work with ample time to avoid crowding and to be able to maintain social distancing.
- The first entry between the two doors will be individual.
- For fingerprint access, clean the reader with a wipe before use, place your finger in position and then clean the reader again. A disposable paper towel must be used when handling the doorknob. When finished, deposit it in the bin.
- Upon entering, wear a mask and use the hygiene station with the hand sanitiser provided.
- Remember that we must clock in at the precise moment of starting work and clock out at the end of the working day.
- As a precautionary measure, arriving at work in uniform will be mandatory.
- Only shoes and helmets may be left in changing rooms, with devices, backpacks and bags stored inside lockers.
- All employees will be provided with two reusable cloth masks and must take one home each day, rotating their use for proper sanitisation.
- Use of the shower, as well as using sinks for shaving, is prohibited.

If you have symptoms

If you suddenly become ill while at work with symptoms of a respiratory infection (fever, cough, fatigue), you must take the appropriate social distancing measures, inform your supervisor and contact 061.

It is of the utmost importance to comply with all the measures that will help maintain our safety and that of our clients.

Communal areas

- Employees must keep a safe physical distance between themselves at all times.
- In the event that a dinner is provided by a catering service, it will be for individual use only.
- In the event that it is a regular dinner, the use of utensils for the dinner will require prior sanitisation or the use of napkins, to be disposed of after use.

Reception

We need receptionists or reception assistants to inform all clients of the measures being adopted for their safety.

Reception personnel must at all times maintain safe physical distancing with both clients and co-workers.

All surfaces and items, including client counters, must be kept sanitised at all times.

Security staff will aid reception personnel in controlling the entry, at the same time ensuring compliance with the regulations.

During shift changes, all surfaces and items will be sanitised by incoming personnel.

Slot Machine Room

Staff access to the slot machine room will be through the main slot machine room entrance (next to the jackpot workshop). Clocking in, the use of hand sanitiser and wearing of PPE must be carried out beforehand.

During shift changes or when taking over at I-Tables, the change attendant will maintain safe physical distancing.

The new change attendant will complete the same sanitising procedure for all surfaces and items.

All standard services will be provided to clients and the necessary information will be given to continue with the game.

As an ongoing norm, employees must sanitise all surfaces and items (TFT displays, computers, mice, etc.). Additionally, sanitising will be completed every two hours.

Managers will control the schedule for sanitising and record these activities for later review.

Keep in mind that personal protective equipment (PPE) must be used throughout the working day, whether or not facilities are open to the public.

Gaming Room

Staff access to the gaming room first requires clocking in, the use of hand sanitiser used and wearing the appropriate PPE.

Once in the gaming room, all standard services will be provided while maintaining safe physical distancing.

For shift changes, the croupier or table manager will maintain safe physical distancing.

The outgoing croupier or table manager will sanitise all frequently-used surfaces and items before leaving.

The incoming croupier or table manager will then complete the same sanitising procedure for surfaces and items.

Croupiers or table managers will provide all standard services to clients and the necessary information will be given to continue with the game.

Inspectors must keep all frequently-used surfaces and items sanitised. (TFT monitors, mice, phones, etc.) on an ongoing basis. They will also control the sanitising schedule and record activities for later review.

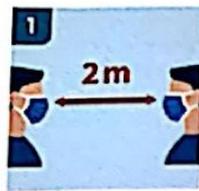
We will have a system for sanitising chips, inserted into chipper machines, as well as a steriliser box with UVC rays and ozone that will be used regularly.

In the cash office, chips will be continually sanitised with the steriliser box.

We rely on each other's responsibility in complying with all norms and ensuring compliance by others.

By following these procedures, we will keep our co-workers safe and, very importantly, our clients safe, something that will rebound to our own benefit.

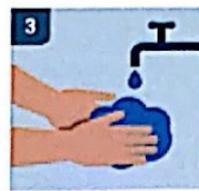
THANK YOU FOR YOUR COLLABORATION.



1
MANTENER DISTANCIA
PERSONAL EN TODO
MOMENTO



2
EVITAR TODO SALUDO
QUE IMPLIQUE
CONTACTO FÍSICO



3
LAVADO DE MANOS
FRECUENTE



4
EVITAR TOCARSE LA
CARA, ESPECIALMENTE
OJOS, NARIZ Y BOCA

Anexo C Limpieza de Manos.



1
MOJESE LAS MANOS



2
UTILICE JABÓN



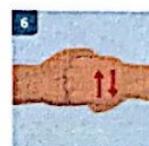
3
FROTAR LAS MANOS
PALMA A PALMA



4
ENJABONE BIEN EL
DORSO DE SUS
MANOS



5
FROTE ENTRE SUS
DEDOS



6
ASEGÚRATE DE
LIMPIAR BIEN LAS
UÑAS FROTANDO CON
LAS MANOS CERRADAS



7
FROTE LOS
PULGARES CON
MOVIMIENTOS



8
LÁVESE LAS YEMAS Y
UÑAS DE LOS DEDOS



9
ACLARAR LAS MANOS



10
SECAR CON UNA
TOALLA DESECHABLE



11
USE LA TOALLA PARA
CERRAR EL GRIFO

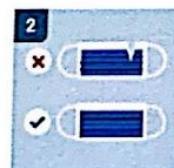


12
SUS MANOS ESTÁN
LIMPIAS

Anexo D Colocación de mascarillas.



1
LÁVESE LAS MANOS
ANTES DE USAR LA
MASCARILLA



2
ASEGÚRESE QUE
LA MASCARILLA NO
ESTE DAÑADA



3
UBIQUE LA TIRA
METÁLICA Y
COLOCARLA EN EL
PUENTE DE NARIZ



4
ASEGURE LAS
CUERDAS DETRÁS DE
SU CABEZA O SOBRE
SUS OÍDOS



5
ASEGÚRESE DE CUBRIR
LA BOCA Y LA NARIZ



6
PRESIONE LA TIRA
METÁLICA PARA
AJUSTAR LA FORMA
DE LA NARIZ



7
REEMPLACE LA
MASCARILLA SI SE
HUMEDECE Y NO LA
REUTILICE



8
NO TOQUE LA
MASCARILLA
MIENTRAS LA UTILICE.
SI LO HACE, LÁVESE
LAS MANOS



9
RETIRE LA
MASCARILLA POR
DETRÁS SOSTENIENDO
LAS CUERDAS CON LAS
MANOS LIMPIAS



10
INMEDIATAMENTE
DESECHE LA
MASCARILLA EN UN
CUBO CERRADO SIN
TOCAR EL FRENTE

1	2	3	4
MAINTAIN PHYSICAL DISTANCING AT ALL TIMES	AVOID ALL GREETINGS INVOLVING PHYSICAL CONTACT	WASH HANDS FREQUENTLY	AVOID TOUCHING FACE, ESPECIALLY EYES, NOSE AND MOUTH

Annex C Handwashing.					
1	2	3	4	5	6
WET HANDS	USE SOAP	SCRUB PALMS TOGETHER	SOAP BACKS OF HANDS	SCRUB BETWEEN FINGERS	CLEAN FINGERNAILS WELL WITH CLOSED FISTS
7	8	9	10	11	12
SCRUB THUMBS WITH MOVEMENTS	WASH FINGERTIPS AND FINGERNAILS	RINSE HANDS	DRY HANDS WITH DISPOSABLE PAPER TOWEL	USE TOWEL TO TURN OFF TAP	YOUR HANDS ARE CLEAN

Annex D Wearing masks.				
1	2	3	4	5
WASH HANDS BEFORE PUTTING ON MASK	ENSURE MASK IS NOT DAMAGED	PLACE METAL STRIP OVER BRIDGE OF NOSE	SECURE STRAPS BEHIND HEAD OR OVER EARS	ENSURE MOUTH AND NOSE ARE COVERED
6	7	8	9	10
PRESS ON METAL STRIP TO ADJUST TO NOSE	REPLACE MASK IF WET, DO NOT REUSE	DO NOT TOUCH MASK WHILE WORN, WASH HANDS IF TOUCHED	WITH CLEAN HANDS, REMOVE MASK USING STRAPS	IMMEDIATELY DISCARD MASK IN CLOSED CONTAINER WITHOUT TOUCHING THE FRONT