



<p>Oaklawn Park Casino Resort Re-Open Competitive Analysis Report May 30, 2020: 2:50pm – 4:00pm</p>
--

Casino Re-Opening Summaries:

The following details outline our recent visit to Oaklawn Park on May 30, 2020 regarding the re-opening of their casino. Areas of observation include main entrance procedures, gaming floor activity, and food & beverage standards. The property's scheduled reopening was May 18, 2020.

Key Highlights:

On-Site Observations

- **Arrival:**
 - o Page 3-5, signage was placed to direct guests to the entrance, inform them that masks would always be required and to not enter if they were currently experiencing any of the COVID 19 symptoms. Also, all guests were required to show ID. In addition, signage recommended that guests over 65 years old or with a pre-existing condition are discouraged. This is the only property we have seen so far to have signage stating this.
 - o Page 6, long que line created for the entrance with yellow tape spaced 6ft apart to encourage guests waiting to socially distance.
 - o Page 7, security used handheld temperature scanners to check guests as they entered.
- **Players Club**
 - o Page 9, a separate line was provided for Elite members. We believe creating convenience and accessibility for the best players is critical during these times of limited capacity. We would recommend doing this at the entrance as well to ensure the best players can get in when the property is at capacity.
- **Slot Area:**
 - o Pages 12-17, slot banks had every other machine disabled and chairs removed, except for bank configurations that allowed for social distancing due to their layout.

- **Slot Area (Cont.):**
 - o Page 22, shows an employee cleaning a slot machine. The slot cleaning at this property was much less than we have seen at other properties. Many properties have large cleaning teams that promptly clean machine after use and upon guest request.
- **Table Games:**
 - o Page 23, table games reduced to three betting positions. Unlike other properties, guests could touch cards and chips.
 - o Page 24, shows a craps game where yellow tape was used to mark our betting positions along the rail. The tape looks tacky and unprofessional. Other casinos have used floor stickers for this purpose.
 - o Page 25, shows employees wearing masks, however, they are not consistent type or color. We have seen other properties provide employees with standard, sometimes logoed marks to display an image of uniformity and professionalism.
- **Sports Book**
 - o Pages 29-30, much of the seating was removed from the sportsbook viewing area and seats were separated for social distancing.
- **Dining and Beverage**
 - o Pages 31-33, showing self service beverage stations closed and plexiglass installed at cashier stations in the restaurants. Also, single use paper menus were provided.
- **General Property:**
 - o Page 45, signage was placed informing the guests that the entire facility was now smoke free. We have seen several casino's implement this policy at this time. They did provide a balcony where guests could smoke if they were an active player in high limit or an Elite club member. *(Page 19)*
 - o Page 34-35, shows the cashier cage with plexiglass installed and yellow tape used to mark spacing for people in line. Again, the yellow tape looks tacky and unprofessional. Most casinos use floor stickers for this purpose.
 - o Pages 38-41, shows ATM and ticket redemption machines spaced out and in some cases floor tape placed to promote social distancing.
 - o Pages 47-50, a lot of construction going on for the new expansion which includes a hotel, increased gaming space and a convention area.

Arrival:



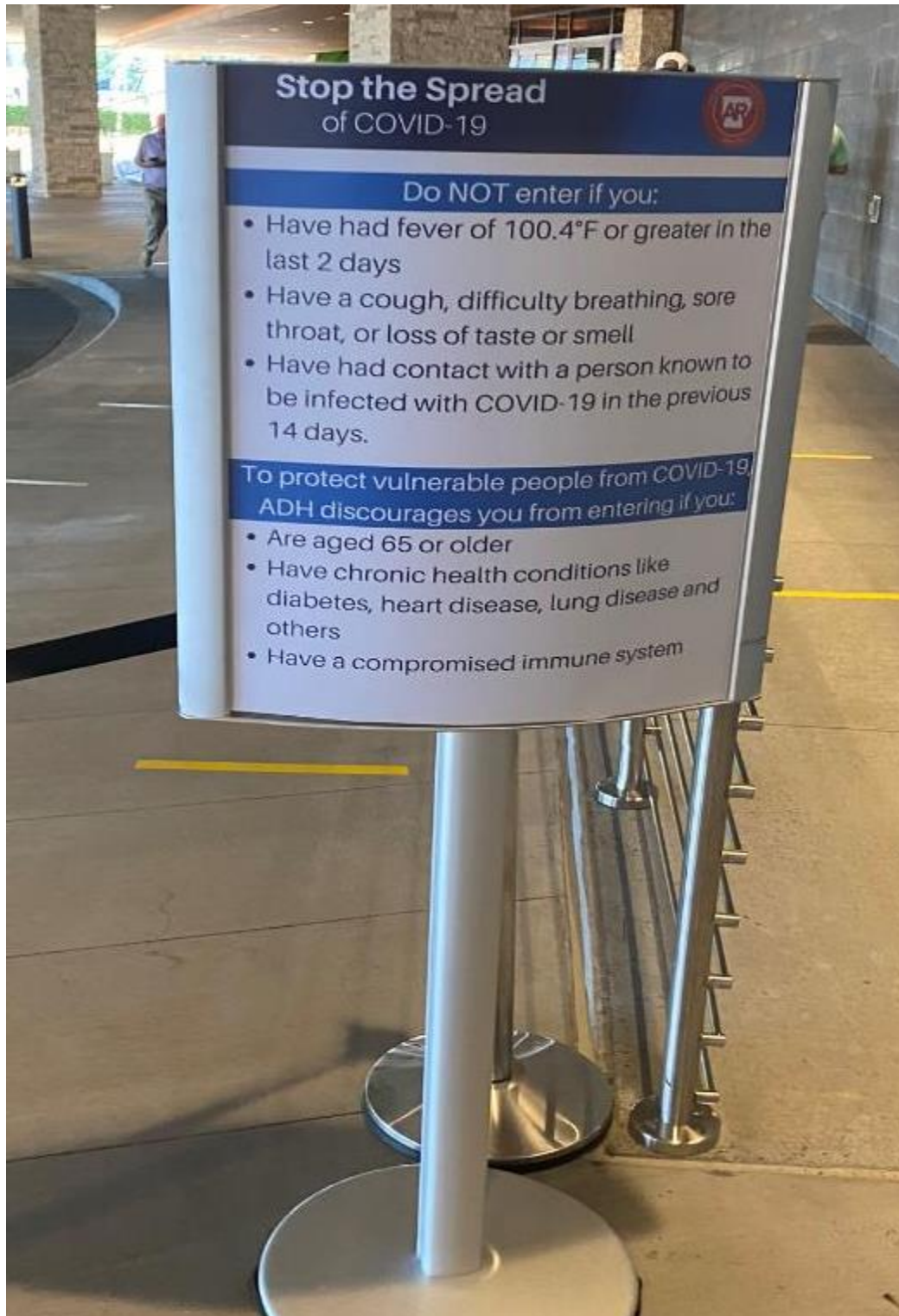
Signage directing guests to the casino entrance.

Arrival:



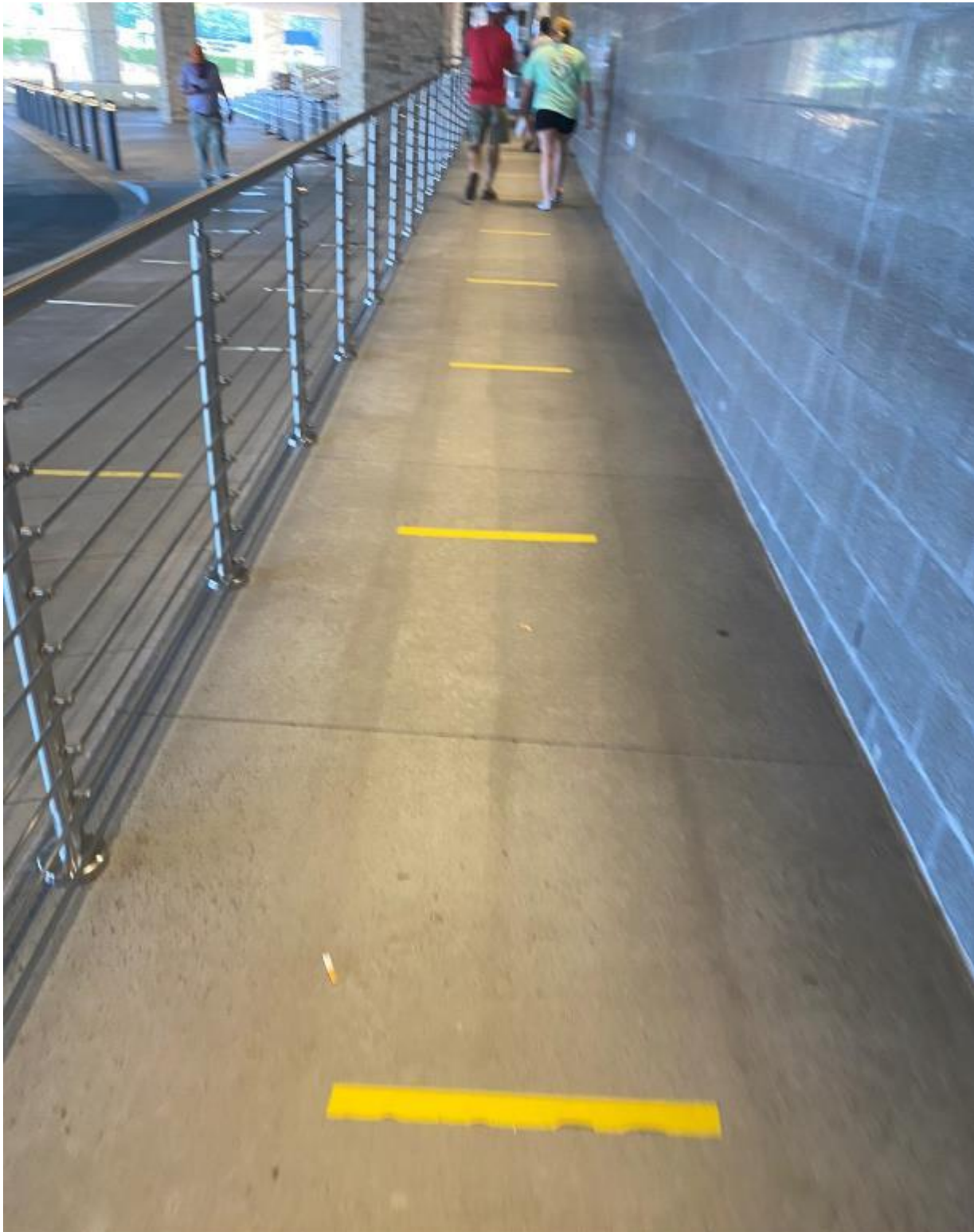
Signage informing guest that they must wear a mask and present ID for entry.

Arrival:



Signage informing guests of the symptoms of COVID 19 and if they are experiencing any of them, they should not enter. They also discouraged high risk groups; people over 65, and people with pre-existing conditions that make them more susceptible. This is the first sign we have seen that includes this.

Arrival:



Que line to enter the casino with yellow tape every 6ft to encourage people to socially distance while waiting.

Arrival:



Security checking guests' temperature as they enter with a hand-held scanner. Employees and guests wearing masks.

Arrival:



Security checking ID's and doing bag checks upon entry.

Players Club:



Entrance to the players club desk with a separate line for Elite members. Creating added benefits and convenience for top players is crucial during this time of limited capacity. When the property nears peak capacity, properties need to ensure the best players can get in.

Players Club:



Plexiglass installed at the players club desk. Employees wearing masks.

Slot Area:



Signage near the entrance to the casino area reminding guests to wear masks, cover coughs, wash hands and stay home if not feeling well.

Slot Area:



Slot bank of three machines with the center machine disabled and the chair removed to allow for social distancing.

Slot Area:



Slot banks where the configuration allowed for social distancing, all machines were available for play.

Slot Area:



Another slot bank configuration that allows for all games to be active.

Slot Area:



Another slot bank of three with the center machine disabled and the chair removed.

Slot Area:



Slot bank with every other machine disabled and chairs removed.

Slot Area:



Another slot bank with every other machine disabled and chairs removed.

Slot Area:



Bar top slots with seating removed to allow for social distancing.

Slot Area:



Signage informing guests that only active high limit players and Elite member may use the balcony to smoke. Guest are directed to ask the bartender for access. The property is now smoke free, something we have seen other casinos implement at this time.

Slot Area:



Bar top slots where only every third game was available to play. This bar was set up differently then others at the property where only every other machine was disabled.

Slot Area:



Bar top games with every other one disabled and chairs removed.

Slot Area:



Employee cleaning a slot machine. The frequency of machine cleaning was much less than we have seen other properties do. Many casinos have a large staff constantly cleaning machines after use and when guest requests.

Table Games:



Blackjack table with only three seat positions available. No plexiglass was installed at the tables. Active players could touch cards and chips. We have seen other casinos not allow this and have everything handled by the dealer.

Table Games:



Craps table with yellow tape on the edge and chip rack to designate available betting positions. Most casinos use floor stickers or something more professional looking to do this.

Table Games:



All employees wearing masks, however, there was no consistency. Many properties provided employees with standard, sometimes logoed masks to create uniformity. We believe having that consistency projects a more professional image.

Table Games:



Another example of table seating limited to three and employees wearing masks that are not consistent.

Table Games:



Cleaning supplies in the pit to clean tables and seats.

Sportsbook:



Sportsbook counter with no plexiglass. Signage informing guests to go to the cashier cage to redeem vouchers and winning tickets.

Sportsbook:



Sportsbook with many of the chairs removed and separated to allow for social distancing.

Sportsbook:



Another view of seating separation in the sportsbook.

Food and Beverage:



Self service beverage station currently closed. Most clubs we have seen have done this or had an employee stationed there to assist guests.

Food and Beverage:



Restaurant cashier station with hanging plexiglass shield.

Food and Beverage:



Single use paper menus were used in the restaurant.

General Property:



Cashier cage with hanging plexiglass installed. Yellow tape was used to mark out spaces for social distancing. Tape is tacky and unprofessional looking. Many casinos have used floor stickers that look much more professional.

General Property:



Another view of the cage with the yellow tape used for social distancing.

General Property:



Guest hand sanitizing station.

General Property:



Another guest hand sanitizing station.

General Property:



ATM and ticket redemption kiosks. No floor stickers were placed to promote social distancing while waiting. This is something we have seen most clubs do.

General Property:



Another ATM with no floor sticker/tape placed for social distancing while waiting.

General Property:



ATM's separated for social distancing.

General Property:



Two ticket redemption machines that are separated, however, one is disabled. Yellow tape used for social distancing.

General Property:



Public restroom with all sinks available to use. We have seen some properties block other every other sink, stall, and urinal to promote social distancing.

General Property:



Restroom with all urinals available.

General Property:



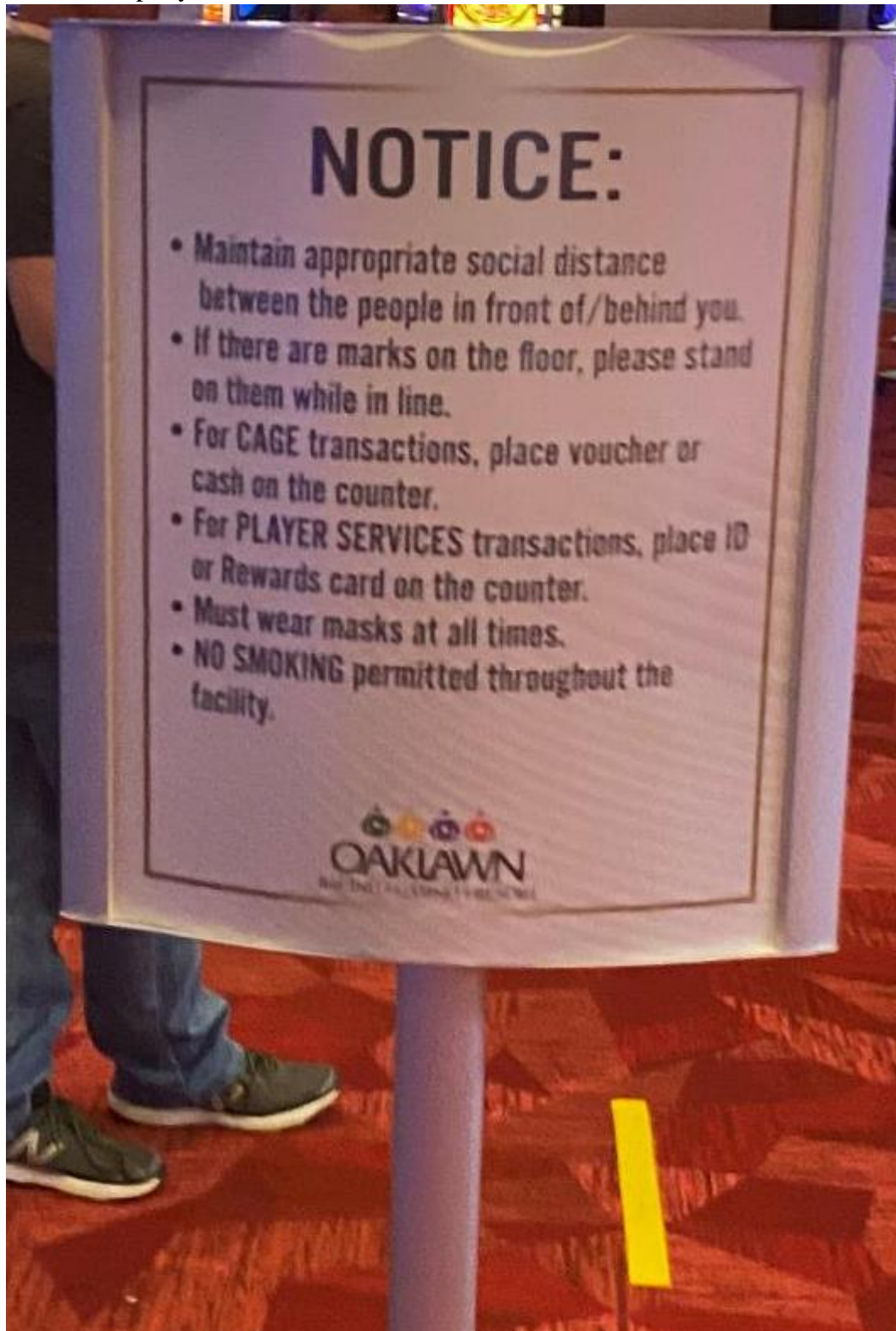
Signage in the restroom reminding guests to wash their hands.

General Property:



Signage informing guests that the property is now smoke free, and guests must wear masks.

General Property:



Signage informing guests to maintain socially distant and use the floor tape as a guide to social distance in line. Also, when conducting transactions to put voucher, cash, cards on the desk rather than handing them to the employees.

General Property:



A lot of construction going on with their new expansion.

General Property:



Another view of the construction.

General Property:



Another view of the construction and the long que line set up for the entrance with social distancing markers.

General Property:



Another view of the construction going on.

General Property:



Tent set up for guest drop off and pickup.

General Property:



Another tent for guest drop off and pick up

General Property:



Shuttle busses were provided to transport guests to the parking area.

General Property:



Shuttle bus picking up guests at one of the drop off tents.

General Property:



View from the parking lot. Not a very busy day.

Any questions you may have regarding the information in this report, please feel free to contact me at any time.

Greg Mullen
CDC Consulting
Telephone: 775.721.5890
Email: greg.mullen@compdance.com