

CITY OF DREAMS MANILA TO START COVID-19 TESTING FOR COLLEAGUES RETURNING TO WORK

May 27, 2020 - In preparing for a soft reopening at a time officially set by the Philippine government, City of Dreams Manila has started setting up free COVID-19 testing for colleagues returning to work as a vital step towards ensuring their safety and that of their guests. COVID antibody rapid testing (RTK) conducted by accredited medical professionals will start with those already onsite and colleagues who are being called in for hospitality and gaming operations.

Multiple testing booths and facilities have been set up inside the property in compliance with Department of Health standards. Those who are cleared of the coronavirus infection will immediately be housed on property. Colleagues who will be booked in nearby hotels will be provided free shuttle service to and from the resort. Those needing further testing will immediately undergo the reverse transcription polymerase chain reaction test (RT-PCR) assisted by the medical partner and will be quarantined while waiting for RT-PCR results.

“The well-being of our colleagues is our paramount concern, more so in these fragile times as we welcome them back to work. Doing the tests will help ensure not only their safety and good health, but also that of our guests,” says City of Dreams Manila COO Kevin Benning.

In tandem with testing, reorientation and training programs will be conducted for returning team members as defined in the integrated resort’s strong reopening campaign dubbed “Play it Safe”, focused on the new stringent protocols for providing a safe and clean environment throughout the property. Thermal screening, sanitation mats, mandatory use of face masks by colleagues and guests, and the provision of hand sanitizers in all entrances and high traffic areas in both public and at heart-of-house are among the sanitation and prevention standards being enforced under the new normal. Each colleague reporting for work will be provided with a Health Confidence Kit consisting of one disposable and two washable face masks, face wipes, gloves, and hand sanitizer or alcohol, while PPEs will be worn by cleaning personnel for added protection. Visual and social media reminders, leaflets, and videos of these new protocols -- including recognizing and assisting colleagues and guests showing symptoms of infection and proper disposal of PPEs -- have been prepared for the resort’s colleagues. They form part of the resort’s education program on the stringent sanitation and hygiene practices. Guests checking in will also be provided with an amenity kit consisting of face mask, face wipes, gloves, hand sanitizer and a flyer on sanitation and proper prevention guidelines.

Physical distancing guidelines are being put in place in the gaming areas. A maximum of three players will be allowed per table. Gaming tables and slot machines have already been reconfigured and are set apart by at least one meter. Open restaurants will host 50-per cent less of their usual capacity, and a la carte menus are being designed so as not to compromise the new hygiene practices. Menus for takeout and delivery will also be offered for patrons to enjoy the resort’s popular dishes in their homes. Distance markers at front desks, elevator lobbies, entrances and taxi lines will guide guests on proper distancing, and numerous sanitation stations with hand sanitizers have been placed in highly frequented areas, adding to prevention measures.

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To further prevent transmission in the work place and offices, business units will be operating with limited staffing, enabling physical distancing to be strictly observed. Carpeted areas have been deeply cleaned in preparation for the reopening. Chips and hotel room key cards have also been individually sanitized. High-touch areas such as escalator railings and elevator buttons will be disinfected every 20 to 30 minutes.

“We have been consulting closely with PAGCOR, the Department of Health and the Parañaque Health Office to fully comply with health standards and government guidelines, even going beyond the basic requirements whenever possible, to ensure a safe environment for the health and well-being of City of Dreams Manila’s guests and colleagues,” Benning adds.

City of Dreams has been temporarily closed for the duration of the enhanced community quarantine (ECQ). During this time, the resort provided meals to front liners in UP-PGH, Makati Medical Center, and San Juan de Dios Hospital. Food packs were donated to vulnerable families through the Office of the President and the Parañaque local government. PPEs, linens and hygiene items were also donated to medical institutions such as East Avenue Medical Center and the National Center for Mental Health. To further support the city government, the resort has also been providing free bus shuttle services to health workers and front liners.

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About City of Dreams Manila

The luxury integrated casino resort City of Dreams Manila marks the formal entry of Melco Resorts & Entertainment Limited into the fast-growing and dynamic tourism industry in the Philippines. Officially opened in February 2015, City of Dreams Manila is operated by Melco Resorts Leisure (PHP) Corporation, a subsidiary of Melco Resorts and Entertainment (Philippines) Corporation.

The dynamic and innovative resort complex, located on an approximately 6.2-hectare site at the gateway to Entertainment City in Parañaque, includes the ultimate in entertainment, hotel, retail and dining and lifestyle experiences with aggregated gaming space, including VIP and mass-market gaming facilities.

The integrated resort features three luxury hotel brands, each awarded with an accolade by Forbes Travel Guide (FTG): Five-Star Nüwa Manila in 2018, 2019 and 2020 which also named it one of the World’s Most Luxurious Hotels in 2018; Four-Star Nobu and Hyatt Regency, also for three consecutive years. FTG also awarded Nuwa Spa with Five-Star rating in 2020. More than 20 impressive restaurants and bars, a retail boulevard, health and wellness centers, and

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distinctive entertainment venues, including the family entertainment center DreamPlay, the world's first DreamWorks-themed interactive play space and The Garage, a VR Zone and food park, complete the facilities.

City of Dreams Manila delivers an unparalleled entertainment and hospitality experience to the Philippines and is playing a key role in strengthening the depth and diversity of Manila's leisure, business and tourism offering, enhancing its growing position as one of Asia's premier leisure destinations. For more information, please visit <https://www.cityofdreamsmanila.com>.

About Melco Resorts and Entertainment (Philippines) Corporation

Integrated casino developer Melco Resorts and Entertainment (Philippines) Corporation is a subsidiary of Melco Resorts & Entertainment Limited (NASDAQ:"MLCO"), the developer, owner and operator of casino gaming and entertainment casino resort facilities in Asia and Europe. Its subsidiary, Melco Resorts Leisure (PHP) Corporation, which developed City of Dreams Manila along with SM Group's Belle Corporation, is responsible for the operation and management of the luxury integrated resort.

For more information about Melco Resorts and Entertainment (Philippines) Corporation, please visit: melco-resorts-philippines.com.

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