



To our valued employees,

The safety and well-being of our employees and guests is our highest priority.

Century Casinos, Inc. is temporarily closing Mountaineer Casino, Racetrack & Resort effective 11pm Tuesday, March 17th until further notice as a precautionary measure to comply with the mandate imposed by the Governor of West Virginia to contain the spread of COVID-19.

We will continue to monitor the situation closely.

Century Casinos will pay employees both hourly and salary two week's pay which will run through April 2, 2020. After April 2nd employees will be required to use PTO. If an employee's PTO runs out they will then be temporarily laid off, until the State has allowed the Casinos to reopen. If an employee is laid off, Medical, Dental and Vision benefits will run through April 30, 2020. Unfortunately all other ancillary insurance products will end on the day the employee becomes laid off.

Employees can monitor communications from Mountaineer Management and Human Resources by logging into your ADP/ Workforce Now account.

1. Log into ADP at workforcenow.adp.com using your current User ID and password. If you have never logged on to ADP or have forgotten your log in information, contact your HR Department at 304-387-8534.
2. Check the Home Page for the most up to date information and communications for Mountaineer employees.
3. HR will update the Home page with new information as it becomes available.

I wish you and family health and wellness as we make it through this unprecedented situation together.

Sincerely,

A handwritten signature in blue ink that reads "Jason Pugh".

Jason Pugh
General Manager

March 17, 2020



To Our Valued Team Members!

I know there has been concern over team members who may be showing up to work with illness because of the fear of receiving points. I want all our team members to understand that protecting you and our guests is a top priority.

It is important that employees do not report to work while they are experiencing respiratory symptoms or fever. Currently the CDC recommends that employees remain at home until at least 24 hours after they are free of fever or signs of fever. During this time, if an employee is exhibiting symptoms of a respiratory illness, we will absolutely waive the Attendance Policy. We ask that team members please call in as usual to let us know. PTO may be used to be paid for any missed hours.

As needed, policies will continue to be evaluated to provide additional assistance to team members. If specific needs arise at any time, please contact Human Resources to inquire about additional resources and assistance.

We will continue to update our employees and guests as the situation evolves within our business and community.

Again, we thank you for your continued support during these challenging circumstances.

Sincerely,

A handwritten signature in black ink, appearing to read "Jason Pugh". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Jason Pugh

Vice President & General Manager