



Q: Why do we need to close our casinos?

A: Between March 14 and March 17, 2020 the governments of British Columbia, Ontario and Alberta declared States of Emergency and ordered that all casinos shutdown. These measures are part of the governmental efforts to contain the spread of the COVID-19 pandemic. We proceeded with an orderly shutdown of operations after all customers left the casinos.

Q: Will Gateway continue to pay me during the government mandated shutdown?

A: Employees who are required to continue working during the mandated shutdown will continue to be paid.

For employees who cannot work due to the State of Emergency, Gateway is taking steps to minimize the financial stress of these shutdowns. Specifically, employees can use their earned paid time off benefits such as any accrued vacation, lieu time, etc., as well as their sick leave benefits. Employees should follow normal time-off request procedures to access their paid time off benefits.

Gateway will continue to work with government to ask for assistance in relieving the financial stress this may cause to our employees. We are taking every measure to ensure we are being financially responsible during this very difficult time in order to protect the viability of our business in the long term.

Q: Will I be able to work during the closure?

A: There are a number of critical positions that will continue to work during the closure. Your manager will contact you if you are part of the business continuity plan. If not, you will be contacted when you are required to return to work.

Q: Am I being laid off?

A: No, as a result of these government decisions to declare States of Emergency and close our casinos, we have paused operations until further notice, and you cannot come to work.

Q: How will the company continue running during the State of Emergency?

A: We have created a very small business continuity team that will keep essential services running during this situation. We will be continually evaluating those needs on a day-to-day basis.

Q: How long will we be closed down?

A: We are uncertain of how long this closure will be in place, but we will continue to work with the provincial governments and rely on public health recommendations as the situation unfolds.

Q: Will my benefits continue?

A: As previously stated, employees who were eligible for extended benefits will continue to receive those benefits. There continues to be uncertainty on the duration of the government mandated shutdown of our casinos across the country. We have evaluated available information, and in light of our offer to give employees access to sick, vacation, and lieu pay banks, we will be extending benefits to the greater of four (4) weeks from the closure of our operations, or the duration of paid time banks that you take (e.g. if you take 1 week of vacation and sick time, your benefits can be extended for a further 3 weeks past that paid time used).

We will be reviewing this and other issues on a regular basis as the COVID-19 situation evolves. We are committed to updating you in the coming days and weeks as information is made available.

Q: I'd like to continue my benefits on my own, How can I do this?

A: Plan members have the opportunity to replace their existing coverage through a plan direct program by visiting:

Great West Life (CanadaLife): www.myinsuranceplan.ca.

SunLife: 1-877-893-9893

Manulife: 1-800-268-6195

Q: If I continue to be off and there is a STAT day, do I get a STAT pay?

A: In order to qualify for statutory holiday pay you must be actively working. As is normally the case, if you are not actively working you will not receive STAT day payment/bank/lieu time.

Q: When will I receive my regular pay for hours worked until closure?

A: Payroll will be processed according to regular pay period ending dates, cycles and pay dates. You will receive wages for hours worked prior to casino closing through direct deposit as per the normal process.

Q: How do I apply for Employment insurance?

A: Employment Insurance benefits are provided by the Government of Canada. Details about benefits can be found at the Government of Canada website:

<https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/apply.html>

Service Canada has set up a SEPARATE phone line to contact them to set up EI claims for quarantine, illness, work closure, etc due to COVID-19. The number is 1-833-381-2725

We have also provided a step by step guide that you can reference.

Q: How do I get a copy of my record of employment?

A: Your ROE will be sent electronically to Service Canada as soon as possible. Please visit www.servicecanada.gc.ca to create an account in order to access your ROE. If you requested paid time off but require an ROE then you will need to request an ROE through the normal process for such a request. You do not have to wait for your ROE to set up an EI claim.

Q: What if I'm currently on a leave of absence (e.g. Maternity Leave)?

A: If you're on an existing approved leave you will remain on your current leave until the date you originally planned to return. Please ensure you contact your manager in advance of your return to determine next steps.

Q: What is happening at casinos during the closure period?

A: We will continue to maintain critical functions during the closure. We also plan on doing a deep clean during the shutdown and prior to reopening our facilities.

Q: How will I be notified about my return to work?

A: When Gateway is notified that the government-mandated shutdowns are lifted and this health crisis ends, your manager will contact you regarding return to work details. Please ensure you provide us with your up-to-date contact information.

Q: How will I be kept up-to-date with new information?

A: Information will be provided to you through regular communication channels such as your manager, site leader, e-blasts and HR systems such as Dayforce/ADP/Halogen.

Q: What if I can't log into my HR system?

A: Contact HR at employeeinfo@gatewaycasinos.com for assistance with your log in.

Q: What do I do with my Gateway assigned cell phone and/or laptop?

A: You are able to keep your assigned equipment during the mandated closure. Please note that your system access will not be shut down so as to facilitate a more seamless return to work. However, if you cannot work you are not expected to monitor your email or perform work during the closure. You must continue to adhere to Gateway's cell phone use and IT policies for the assigned equipment.

Please set your Auto Replies (out of office) message to the following:

Inside My Organization

Please be advised that the States of Emergency in BC, Ontario and Alberta have forced the closure of Gateway's businesses. As a result, I will not be responding normally to emails until the Government-mandated shutdowns are lifted and the health crisis ends.

If you have an issue that requires immediate attention, please send your message to the following email address: employeeinfo@gatewaycasinos.com

Thank you,
[insert your name]

Outside My Organization

Please be advised that the States of Emergency in BC, Ontario and Alberta have forced the closure of Gateway's businesses. As a result, I will not be responding normally to emails until the Government-mandated shutdowns are lifted and the health crisis ends.

If you have an issue that requires immediate attention, please send your message to the following email address: info@gatewaycasinos.com

Thank you,
[insert your name]

Q: How do I contact EAP for support?

A: Employee Family Assistance Program (EFAP) is available 24/7 to support employees and their families so that they can manage work, health, and life challenges. Information can be found on Morneau Shepell's website: <https://www.morneaushepell.com/ca-en/employee-and-family-assistance-programs>

If you have any additional questions or concerns, please contact your manager or HR at employeeinfo@gatewaycasinos.com.