

COVID-19 frequently asked questions and answers for operators

1. *What is Aristocrat planning to do in the field and for Operators post Covid and once casino and VLT operations re-open?*

Aristocrat Technologies remains committed to the safety of our employees and our customers during and post Covid-19 now more than ever. With this in mind, Aristocrat will be providing enhanced hygiene and virus safety training to all staff prior to any onsite visits as well as providing all recommended personal protection equipment to employees in order to maintain the highest virus safety standards possible. Employee PPE will include face coverings, work gloves, safety goggles plus cleaning and sanitizer materials. All staff will be required to complete a pre-site visit and post work safety checklist to ensure all recommended Covid-19 safety practices are followed while on any customer site.

2. *Do you have any specific timing that you can make us aware of?*

Upon recommencement of any customer's day to day operations, Aristocrat requests a minimum of three to five days notification in advance of a required site visit whenever possible.

3. *Will your technicians have special safety and cleaning equipment when they are in the field dealing with lease product?*

Technicians will be receiving enhanced hygiene and virus safety training prior to any customer site service being performed on any Aristocrat product. Cleaning equipment will consist of materials outlined in the recommended cleaning techniques notification available on our customer support website and will be provided to all Aristocrat field technicians.

4. *Do you have access to materials or training procedures you could share with the operators that are Covid-19 related?*

Please see attached technical notifications outlining all Aristocrat recommended EGM power down, power up, and cleaning techniques. Additionally, these notifications can be found on our customer service website support.aristocratgaming.com (tech notes 23-01314, 23-01320 and 23-01312)

5. *Do you have equipment you could offer up to our operators to better help them prepare for return to operations?*

Class III, Class II and VLT cabinet related power down and cleaning documentation is available via our customer service website as well as the latest parts number catalogues and EGM operators manuals. We encourage you to review your spare parts inventory in order to mitigate any technical issues you may encounter upon resuming normal operations. Aristocrat Technical Support Center suggests placing an emphasis on common power related failure points such as cabinet power supplies, monitors and mainboards. Additionally, Aristocrat recommends each operator review their own Covid-19 safety procedures and equipment in advance of any site visit to ensure all parties are within the recommended CDC safety guidelines.

6. *Are you planning on putting any restrictions on your employees Post Covid-19?*

Aristocrat employees will adhere to all CDC recommended social distancing and PPE practices while on an operator site post Covid-19. Additionally, no Aristocrat employee will be allowed on site without having been trained and certified by our Learning Solutions department on all Covid-19 safety and best practice methodologies during this period.

7. *Are there any foreseeable delays to orders or supply chain that you can make the operators aware of?*

Although Aristocrat will be ramping back up into full production post Covid-19 pandemic there are currently no foreseeable interruptions to any orders at this time. The Operator's Business Development Executive can advise on an existing or planned game orders for specifics. Aristocrat parts and customer support teams remain ready to assist with any of your technical inquiries or support needs. For all Class III support inquiries please contact our National Service Support Center at 1800-482-3723 and a special prompt will be available dedicated to post Covid-19 operator startups. For all Class II and VGT related inquiries please contact our National Service Support Center at 1866-852-7948.

8. *Are we preparing specific Checklists related to post Covid-19 startups?*

Confirmed all Aristocrat personnel will be completing enhanced safety checklists prior to and after any onsite customer visit to ensure all safety measures are consistently maintained.

9. *Sources for safety protection for Covid-19?*

Aristocrat is following all suggested Covid-19 practices as laid out by the Center for Disease Control and all local government health agencies.

10. *Training and Certification of Safety by the Aristocrat employees?*

All Aristocrat employees will be provided with enhanced hygiene and virus safety training with certification of completion prior to any onsite customer visits.

11. *Escalation procedures by employee for any breeches in safety?*

In the unlikely event that an Aristocrat employee becomes involved in a situation which does not meet basic CDC recommended Covid-19 safety practices the employee will excuse themselves to a safe environment and contact their management team for further instructions.

12. *Verification of safety by the operator prior to work?*

Prior to any onsite work commencing, Aristocrat staff will conduct a safety meeting to reinforce and ensure all safety protocols are understood and enacted. Additionally, Aristocrat staff will operate in a “buddy system” allowing employees to check on the wellbeing of teammates while on site and to ensure safety compliance regulations are followed correctly. Operator employees are encouraged to join the safety meeting to discuss and address and questions or concerns.

13. *Does Aristocrat have any recommendation or guidance regarding hand protection PPE that meets both CDC guidelines and allow interaction with touch-enabled devices?*

Due to the complexity of the various Aristocrat and non-Aristocrat cabinet configurations active in the field and the desired response expectations with touch-enabled hardware with hand protection present, Aristocrat suggests operators consult their regulatory/internal controls and CDC website to assist when making a hand protection selection. Sites endorsing hand protection PPE during gameplay may be subject to multiple touch selections with varying pressure to generate the desired response. The impact on the overall player experience may result in a player dispute. Please reference Technical Note (23-01324-00) for additional information regarding support concern.

Should you require additional information on the Covid-19 outbreak itself please refer to the Center for Disease Control and Preventions main website at <https://www.cdc.gov/>

Questions about this announcement can be directed to the Aristocrat NSSC at servicesupport@aristocrat-inc.com or (800) 482-3723 option 4.