

**MGM RESORTS INTERNATIONAL**

# **CONVENE WITH CONFIDENCE**

**MEETINGS AND EVENTS HEALTH PROTOCOLS**



**MGM RESORTS**

## MEETING AND EVENTS HEALTH PROTOCOLS

Every step we take toward a healthier, safer meeting experience is an important one.

That's why we partnered with a team of experts to create this Health and Safety Protocols guide. This helpful resource contains specific, actionable, and practical information that puts safety at the heart of our operations. From regular cleaning schedules of common areas in both public areas and back of the house to paying special attention to high-contact areas such as doorknobs and food contact surfaces, we've taken every step necessary for the health and safety of all guests and employees.

You will find the health and safety procedures for all of our Meeting and Events areas including:



### **COMMITMENT TO HEALTH & SAFETY**



### **MEETINGS & EVENTS**



### **MGM HEALTH PASS**



### **VIRTUAL & HYBRID**



### **SUSTAINABILITY**



### **GBAC STAR CERTIFICATIONS**



### **DESIGN**

# A Letter From Stephanie Glanzer



Dear Associates:

Thank you for being a valued partner of MGM Resorts and for trusting us with your event. We know that no matter the size or format of your meeting or event, health and safety is your number one concern. It's our concern too, which is why we have worked closely with a team of experts to create a detailed and comprehensive safety plan so that you can Convene with Confidence. It starts well before you even arrive with our safe practices planning process and ends with check out and clean up. Everything we do throughout the process puts your health and safety, and that of all participants, at the center. We are committed to earning the confidence of both meeting and event planners, and attendees by addressing their most important concerns and needs.

From contactless check-in to regular cleaning schedules of common areas in both public areas and back of the house to paying special attention to high-contact areas such as doorknobs and food contact surfaces, we are also pioneering the MGM Health Pass with some of the most cutting edge companies, so that if you choose, you can create a safe perimeter around your event. When we say that we want you to Convene with Confidence, we really mean it.

This guide outlines the health and safety procedures that are universal throughout MGM Resorts properties. Our Health and Safety Commitment is a layered approach to safety. You can find that plan at the back of this guide. But first, we want to walk you through the *Convene with Confidence* plan so you can see that we have thought through every aspect of the meeting and event experience. We also have carefully planned out various options that will help keep your attendees safe, while giving you the flexibility and creativity you are accustomed to.

As always, our convention teams will work with you on the various options available for your event.

We look forward to seeing you at an MGM Resorts property soon.

Stephanie Glanzer, CMP  
Senior Vice President & Chief Sales Officer  
MGM Resorts

## HEALTH AND SAFETY COMMITMENT

# OUR COMMITMENT TO YOU

Throughout the COVID-19 pandemic, our focus at MGM Resorts has been on the health and safety of our employees, guests, and communities. Since reopening, we have proven we can balance that commitment with the customer service our guests have come to expect from us over the years.

In addition to partnering with world-class experts in epidemiology, public health and occupational health and safety, we have made it a priority to identify technologies and capabilities designed to make the guest experience healthy, safe, and stress-free.

The following section outlines our company wide Health & Safety Commitment, along with what you can expect pertaining to meetings and events.

As we emerge from the COVID-19 pandemic and look toward the future, we believe certain routines developed over the last year are important to help provide a safe environment for our guests and employees.

We encourage our employees to take the necessary steps to protect themselves from COVID-19 through self-screening and vaccination. MGM has provided testing and vaccination options to our employees at no cost.

MGM Resorts prides itself on the cleanliness of its properties, a commitment that is in our DNA. Employees will continue to receive training on health and safety in the workplace, including the importance of handwashing, cleaning, and disinfecting.

### **EMPLOYEE PREPAREDNESS AND WELLNESS**

These days, more than ever, we are committed to a culture of wellness, mindfulness, and shared accountability for our team members. Among a myriad of available initiatives for employees are workforce health and well-being programs, many with a lens toward mental health, which has been a challenge for so many during this difficult time last year.



# PERSONAL PROTECTIVE EQUIPMENT (PPE)

MGM Resorts will continue working closely with local, state, and federal authorities with respect to mask-wearing. Pursuant to current CDC guidance, where applicable under state or local law, fully vaccinated guests are not required to wear masks while at our properties. **Following CDC guidance and requirements set forth by the State of Nevada, masks are required for all guests and employees in all inside public spaces in Nevada, regardless of vaccination status.** Masks are provided upon request for anyone in need of one.

Even before COVID-19, mask-wearing was a routine occurrence in many cultures across the globe. We have learned that mask-wearing helps prevent the spread of COVID-19 and also helps reduce the spread of the common cold and flu. As the prevalence of mask-wearing recedes within the U.S., we recognize some of our guests will still choose to wear a mask; MGM Resorts respects those who want to further protect themselves and those around them. Additionally, gloves will be worn by employees who require them to do their jobs.



# HANDWASHING, CLEANING AND SANITIZATION

Handwashing and routine cleaning and sanitization have always been a part of our operational DNA. Hand sanitizing stations are readily available with a visible presence maintained throughout our properties. Signage may be installed to guide and remind employees and guests of the importance of proper handwashing protocols.

Where applicable, MGM Resorts utilizes proven cleaning products in accordance with EPA guidelines for coronaviruses, bacteria, and other infectious pathogens. Electrostatic sprayers may be used in many of our large public spaces to apply disinfectant efficiently.

Below are some precautions taken to thoroughly clean all the areas in your event space:

- Regular cleaning schedules for common areas and high-contact touchpoints such as doorknobs, escalator railings and elevators.
- The use of disinfectant sprayer technology on event spaces.
- Hand sanitizer stations will be available throughout the meeting space and at meals.

All cleaning within the convention space is in accordance with CDC, state, and local health districts requirements.





## HEATING, VENTILATION AND AIR CONDITIONING (HVAC) CONTROLS AND ENHANCED AIR QUALITY

We have always placed a high priority on air quality for our guests and regularly review the operation of our HVAC systems to identify opportunities to enhance their effectiveness. Our HVAC systems currently have the capability to circulate up to 100% outside fresh air and to supply up to 12 air exchanges per hour throughout our properties.

We routinely review and adjust the operation of our HVAC systems, fully recognizing the important role they have in keeping employees and guests healthy and safe.



## RESPONSE MANAGEMENT

While the infection rate of COVID-19 has been greatly reduced, we know many of our international guests are required to test for COVID-19 prior to returning home. In the unfortunate event a guest or employee tests positive for the virus, we will provide the infected individual access to medical treatment and will thoroughly disinfect exposed areas per CDC guidance. The incident response best practices we established over the last year have been embedded into our standard operating procedures, keeping us prepared for health and safety issues that may arise.

We ask that guests self-screen prior to arriving and during their stay. If a guest needs medical attention at any point during their visit, they can verbally notify any member of our property team, who will request assistance from Security. Security will assist the guest and/or request transport for the guest for additional medical attention. If the guest needs to be tested for COVID-19, MGM Resorts will provide local test locations as well as telemedicine and urgent care provider options. On-site testing and in-room testing options for guests without transportation will be provided, if requested.

If a positive COVID-19 case is confirmed, the local health department, in conjunction with MGM, will activate a notification plan for employees or guests who may have had close, prolonged contact with the infected individual.

MGM Convention Services team will work closely with meeting/event organizers to address each situation that arises.





## DIGITAL INNOVATIONS

We are continuing to reimagine the MGM Resorts' guest experience through technology, transitioning current processes into easy and contactless options for guests. MGM puts the arrival experience into the hands of our customers, enabling them to complete the check-in process themselves, from beginning to end, if they so choose.

Guests can confirm their arrival time, add payments, and verify their ID all before arriving in the lobby. Once a room has been assigned and is ready for check-in, guests receive a notification and can access their room number and a digital room key in the mobile app. Or, if they prefer a physical key card, guests can utilize self-serve key encoders in the lobby. This is just one of the many ways MGM has integrated digital offerings into the resort experience.

Alternatively, guests can complete the check-in process with the support of our employees in a contactless, line-reduced environment or through the traditional check-in process if they prefer.

### ADVANCEMENTS IN DIGITAL INNOVATIONS

Contactless payment-enabled devices, including tableside pay devices for restaurants, bars, and lounges.

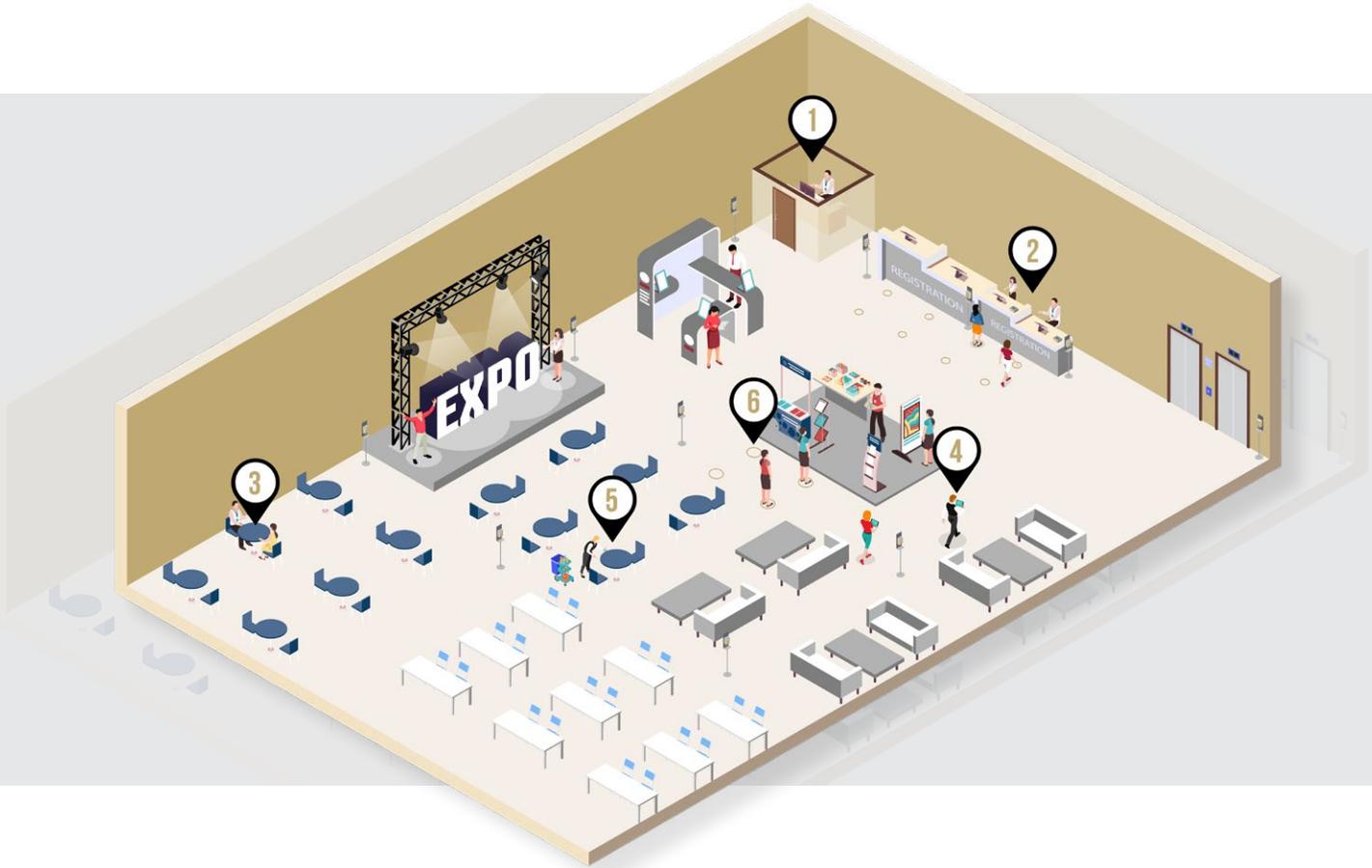
Virtual queuing at pools, restaurants, bars, and lounges allows guests to maintain their place without physically standing in line.

New mobile order and pay solutions are now available in several restaurant and entertainment venues, along with our pools, permitting in-chair food and beverage delivery, a first-of-its-kind in Las Vegas.

Contactless QR code integration across all properties.

### CLEAR HEALTH PASS

Health credentialing options via CLEAR Health Pass, which integrates in-room and on-site testing and health screening into the mobile device.



## Health and Safety Protocols for Meetings and Events

### 1. PLANNING

Virtual site inspections and pre-planning services available. This includes careful planning of event, meal, and break times to safely optimize guest movement throughout the meeting space.

### 2. ARRIVAL

We always recommend advance registration but when not possible, where registration desk queuing is needed, required scheduling and distancing will be clearly indicated.

### 3. CATERING EXPERIENCE

Varied styles of meal service may be offered upon request.

### 4. MGM HEALTH PASS

MGM Resorts is bringing together cutting-edge Health Pass technology from CLEAR, innovative COVID-19 testing, and expert health providers with the goal of creating safer environments and ecosystems across MGM venues.

### 5. CLEANING AND DISINFECTING

High touch points will be cleaned and disinfected regularly. Hand sanitizer will be available in high traffic areas.

### 6. DISTANCING

Layouts may be adjusted to meet a group's physical distancing requests within the contracted space. Signage may be placed to remind guests of physical distancing.

# 1 PLANNING

## Planning Your Meeting

We know that the decision to hold a meeting is significant and, in the current environment, your first major choice will be to determine the format for your meeting. Given the myriad of choices including virtual, hybrid and in-person, you may need some assistance in finding the right answer for your meeting goals, as well as the operational solutions to execute.

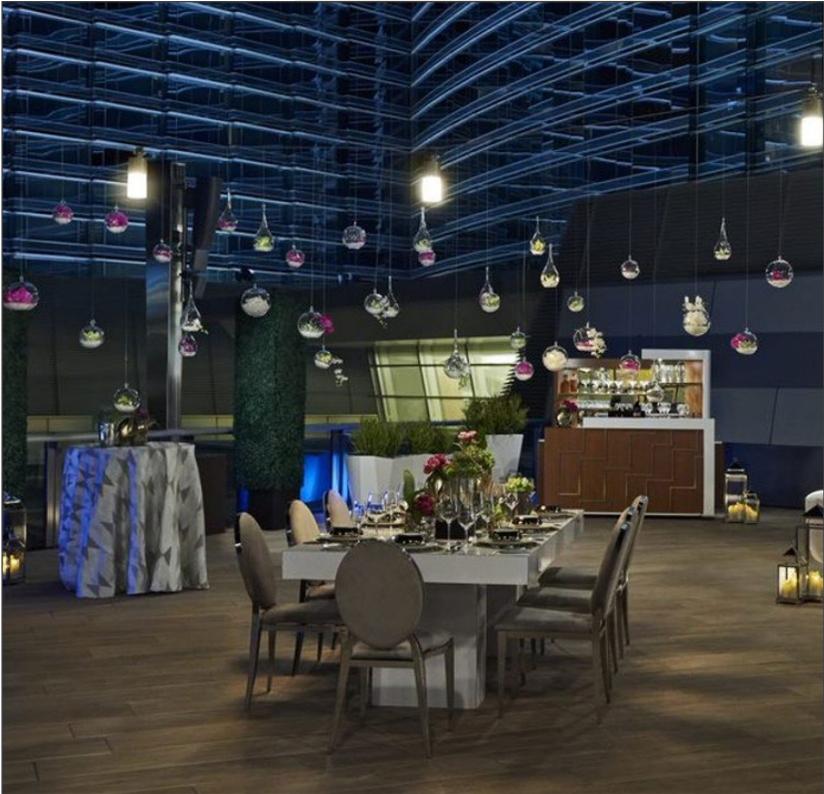
As you begin to plan for your meeting, our convention services and catering team will work with you, in addition to having our meetings technology, audio visual, and design and décor teams available for consultation. We have options available for each of these formats and are happy to provide you with information to make your best decision.

Virtual site inspections and pre planning meetings are a convenient way to kick-off your planning process, evaluate the available products and services and meet the team who will help you to make your meeting a success. Without leaving the comfort of your desk, you can have a tour of sleeping rooms, convention space, private dining rooms and more, all with an eye on health and safety standards for your group. We can even take you on a tour of our design and décor studio so you can add your own creative flair on how to transform the space to be functional and festive.

We will help you carefully plan out everything from how to limit the amount of people in the exhibit hall at one time, to how to space out tables in the dining area to how to keep people from gathering while still having the ability to network.

### EVENT PARTNERSHIPS

As you plan your meeting, we understand that you work with a variety of vendors. MGM Resorts has set a policy for all our convention centers to define vendor arrivals, credentials and work on properties. All vendors will follow the MGM Resorts' vendor policy, employee policy and our Health and Safety Commitment.



## 2 ARRIVAL

We will be ready to welcome you, your guests and attendees in ways that puts health and safety at the center of everything we do. It all starts with registration.

### Registration Desks

We have a variety of ways to help attendees stay safe while registering for your event. While pre-registration is always recommended, we also understand there may be a need for onsite use of registration desks. Our convention team will partner with you to ensure staggered hours for attendees to minimize large volumes, plexi-glass dividers as well as physical distancing floor clings at all registration desks. We are also able to provide portable registration desks through MGM Resorts Event & Productions at an additional charge

### Exhibits

We know the excitement that comes with the exhibit hall opening and the first day of an event. Our team members will be there every step of the way helping you carefully plan out the exhibit hall to ensure physical distancing. Our trained staff can work with you to find solutions for helping to limit the number of people allowed to enter the exhibit hall.



## 3 CATERING EXPERIENCE

Our team has thoughtfully planned out options that abide by high safety standards, while still giving you the flexibility you need to customize your dining experiences and refreshes. Your convention services and catering team will work with you to customize your experience.

A variety of compostable and single-use containers are still available for meeting attendees. Your convention services and catering team can help you choose which option is best for you.

An extended list of pre-packaged and preset menu options is available.

Floor stanchions or decals are available upon request to reduce touch points and promote proper physical distancing.

Contactless QR codes are available for integration into the catering experience.

# 4 MGM HEALTH PASS

MGM Resorts is partnering with CLEAR and expert medical professionals to leverage its new Health Pass technology. These partnerships will provide:

A touchless versatile product that links verified identity with real-time COVID-19 health insights: health questionnaire, COVID-related test results, COVID vaccinations and temperature screening.

Rapid, point-of-care COVID-19 testing in conjunction with expert medical services for high-profile and high-volume events.



**20**  
MINUTE  
RESULTS

Through these partnerships, MGM Resorts is offering a comprehensive set of screening capabilities that allows event organizers to define and maintain the desired level of protection for their events based on their needs and preferences.

## SCREENING + CREDENTIAL PARTNERS

### CUE

A leader in point-of-care molecular testing that provides a highly specific, highly accurate COVID-19 test in approximately 20 minutes.

Their testing was deployed and used at the NBA Playoff bubble in Orlando.

### CLEAR

A best-in-class biometric identity platform that aggregates health information in a way that is secure, respects the privacy of the consumer, and allows businesses to make informed decisions.

Automatically push and track health surveys to all enrolled persons while they are on-site.

### COMMUNITY AMBULANCE

A Southern Nevada-based ambulance service provider with certified medical professionals and a fleet of over 40 ambulances that can immediately mobilize care.

From unique special event coverage to 911 medical services, they have venues, promoters and producers covered.

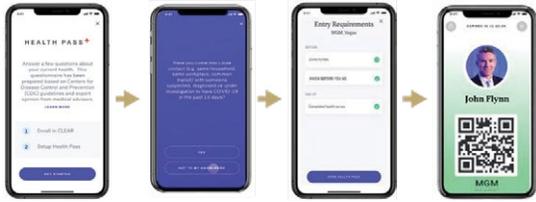
### IMPACT HEALTH

A national mobile lab provider that specializes in highly visible, high-pressure and high-volume environments.

They are currently used by several federal and state agencies across the United States.

# SAMPLE GUEST JOURNEYS

## HEALTH SURVEY



- CDC recommended screening questions
- Completed day of the event

## VACCINE LINKING



Linking of vaccine records via certain hospital networks, healthcare providers, state registries  
(Phase 2 – Coming Soon)

## ON-SITE TESTING



### DESIGNATED TESTING PROVIDERS

Impact Health and Community Ambulance

### TEST OPTIONS

**LAB-BASED PCR TEST**  
(24-72hr Turnaround time)

**RAPID MOLECULAR / PCR TEST**  
(20-30 Minute Turnaround time)

**RAPID ANTIGEN TEST**  
(20-30 Minute Turnaround time)

- CUE HEALTH

## TEMPERATURE SCREENING



### DESIGNATED TESTING PROVIDERS

Contact-less, temperature screening (CLEAR kiosks)

### ADDITIONAL SERVICES

- CLEAR On-Site Technical Support
- EMT On-Site Support
- Ambassadors, Access Control and Security Personnel
- Thermal Scanner Rentals
- Off-Site Lab Linking
- Designated Holding Area (additional amenities may be available)

## Innovative Meeting Formats: Virtual and Hybrid

Our teams understand the challenges involved in hosting and managing successful hybrid conferences. Partnerships between meeting planners, venues and technology providers allow attendees to connect in ways that maximize event attendance regardless of their location. Through the collaboration of the MGM Resorts Meeting Innovations Team, MGM Resorts Event Productions and Encore Event Technologies, we can make your program resonate with our hybrid and virtual meeting services.

### **Our teams can provide custom solutions for your perfect meeting. Services include:**

- Live web streaming
- Capturing session content and allowing access to saved content moments after the session concludes
- Secure, custom, hosted website solutions for all captured content
- Scenery and décor that creates immersive environments and focal points both in person and online
- Engaging social media interaction for all attendees no matter where they are located
- Captivating entertainment and live hosting bring online viewers virtually onsite for trade shows, social events, tours and more
- Measuring engagement with metrics that give you a comprehensive ROI
- Production studio capabilities

If you are interested in discussing options for virtual or hybrid meetings, please contact [MITsales@mgmresorts.com](mailto:MITsales@mgmresorts.com).



## ▶ REMAINING COMMITTED TO SUSTAINABILITY

At MGM Resorts, we have a long history of building and operating in a sustainable way. We know that some event planners want to bring their own sustainability priorities to their events. We also know event planning is already complex and even more so now with COVID-19 and the desire to have single use items at your event.

Our sustainability team is on hand to help you choose items that will address your health and safety concerns while meeting your sustainability commitments and still being respectful of the environment and we have a variety of compostable single use items for you to choose from for your event. We also encourage you to use digital signs which will help both with health and safety as well as reduce the number of items sent to the landfill or recycling. Whether you choose to hold your event at a LEED-certified hotel, go carbon-neutral, use digital or recyclable signage, opt for organic produce—or all of the above, we will help you design and produce a formal sustainable event plan for your next meeting that also follow health and safety guidelines.



## ▶ GBAC STAR™ PARTNERSHIP

MGM Resorts International is doing everything we can to help protect the health and safety of our guests and employees. That's why Mandalay Bay is GBAC STAR accredited. Composed of international leaders in the field of microbial-pathogenic threat analysis, mitigation, response and recovery, the Global Biorisk Advisory Council (GBAC), a Division of ISSA, provides a formal approach to cleaning, disinfection and infection prevention in commercial and public facilities of all sizes, including convention centers, stadiums, restaurants, hotels and more. guidance, accreditation and certification to crisis management assistance and leadership to government, commercial and private entities, we're proud to partner with the GBAC in their efforts to mitigate and quickly address biological threats such as COVID-19.





## Event Design and Décor: MGM Resorts Event Productions

You may also find that your needs for event design have evolved with the changes in health and safety.

[MGM Resorts Event Productions](#) is pleased to offer you new ways to immerse your audience in an experience or activate your brand with style that also complies with all requirements and is effective in person and online. Our in-house design and décor agency is at your service with a staff of talented technicians, artisans, designers, planners, and logistics specialists. We possess unrivaled event and production capabilities with innovative audio-visual resources. Our agency partners with your convention services team daily for a seamless delivery of services and streamlined billing on your master account.

The MGM Resorts Event Productions studio is an inspiring atmosphere that includes a vast inventory of furniture assets, drape and specialty linen, floral department, graphic design and large format printing, a woodshop and custom fabrication facility, entertainment and costume production. Services include:

- Environment & Event Creative
- Graphic Design & Renderings
- Branding Solutions
- Scenic Props and Photo Ops
- Unique Floral Designs
- Entertainment contracting, costuming and on-site handling

MGM Resorts Event Productions is excited to help you add intrigue and excitement to your event design.

If you are interested in discussing, please contact [eventleads@mgmresorts.com](mailto:eventleads@mgmresorts.com) or ask your convention services manager for additional information.

FOR MORE INFORMATION ON OUR EVOLVING HEALTH  
AND SAFETY COMMITMENT AND FOR UP-TO-DATE NEWS  
ON PROPERTIES AND AMENITIES,  
PLEASE VISIT [MGMRESORTS.COM](https://www.mgmresorts.com).



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