VEGAS SMART MEETINGS: A GUIDE FOR MEETING ATTENDEES & EXHIBITORS

JUNE 29, 2020 | #VEGASSMART

LAS Vegas CONVENTION AND VISITORS AUTHORITY

LAS VEGAS CONVENTION CENTER
HEALTH & SAFETY PROTOCOLS

At the Las Vegas Convention Center (LVCC), the health and safety of our employees and guests is paramount. This plan outlines our initiatives for cleaning and sanitation, employee training, partner and vendor protocols, food and beverage service, convention center guidelines and our recommendations for a safe and successful meeting.

We are closely monitoring government mandates and policy changes, Centers for Disease Control (CDC) guidelines and public health advancements and will continue to make changes to these protocols as necessary. All LVCC areas will be compliant with local or state mandated occupancy limits.

The Las Vegas Convention Center (LVCC) was awarded the Global Biorisk Advisory Council (GBAC) STAR facility accreditation by ISSA, the world's leading trade association for the cleaning industry. Considered the gold standard for safe facilities, the GBAC program was designed to control the risks associated with infectious agents, including the virus responsible for COVID-19. The LVCC was the first facility in Nevada to receive the accreditation.

This third party accreditation focuses on:

- Having the best procedures in place that will uphold strict cleaning protocols for infectious disease.
- Making handwashing facilities and/or sanitizing systems easily accessible to everyone.
- Masks and social distancing mandates and recommendations that help prevent the spread of infectious diseases.
- The proper training of employees to carryout preventative measures and reporting functions.
- The effective use of approved disinfectant chemicals and delivery systems to ensure everyone's safety.
- Response protocols for skilled professionals to address potentially infected people and/or places within the facility.

CLEAN & SANITIZE

Increased frequency of high contact areas.

KEEP YOUR DISTANCE

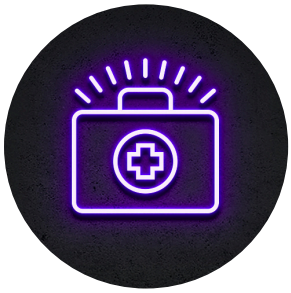
At least 6 feet apart.

WASH YOUR HANDS

No matter what.

MANDATORY MASKS

Whenever you're out in public.



SEEK MEDICAL ATTENTION

Before you travel if you're feeling unwell.

LAS VEGAS IS DOING EVERYTHING IT CAN TO BE #VEGASSMART
SO OUR GUESTS CAN STAY HEALTHY.

WE LOOK FORWARD TO WELCOMING YOU BACK.

WHAT WE ARE DOING TO BE #VEGASSMART

KEEPING OUR EMPLOYEES SAFE

- All employees will receive a mask and be symptom checked when arriving to work
- Designated entrances will feature temperature check stations and a questionnaire
- Employees will receive training on personal hygiene and handwashing
- Employees will receive OSHA Complaint PPE
- Adequate disinfectant, hand sanitizer, soap and water will be readily available to all employees
- Increased sanitizing frequency of all employee shared areas
- Implementation of staggered shift arrival/departures and telework where appropriate
- Training related to response/recovery protocols related to suspected/confirmed cases
- Facility communications plan implemented to outline hygiene messaging

KEEPING OUR GUESTS SAFE

- Guests must wear face coverings while on the property
- Hand sanitizer station locations will meet GBAC Star Accreditation standards
- Face masks will be available to guests for purchase
- Creation of buffer zones/metering lines at entrances to maintain physical distancing
- Designated entrance doors and exit doors
- Enhanced cleaning and disinfection of high frequency contact points
- Increased meeting space cleaning/disinfection daily
- Restrooms will be sanitized hourly
- Increased back of house cleaning frequency
- All customer use equipment will be sanitized (room keys, microphones etc.)
- Increased frequency of waste removal and strengthened waste separation
- Pre-event checklist developed (pre-event inspection, public space cleanliness, room reset etc.)
- Designated directional walking paths/lanes
- Lobby and plaza seating will be reconfigured to allow for distancing
- Floor markings will be installed to designate physical distancing in queuing locations
- Increased air filter quality rating to MERV 14 and increased replacement rate of air filters

WHAT OUR PARTNERS ARE DOING TO BE #VEGASSMART

FOOD & BEVERAGE

- Staff trained on new protocols
- Masks will be worn by all employees
- Hand sanitizing stations will be located inside kitchen doors for servers, cooks, and management to use frequently
- Hand sanitizer stations available at entrance of all restaurants
- Guest contact items will be single use
- All frequently touched surfaces such as tables, bar tops, stools and chairs will be frequently sanitized
- Meet or exceed guidelines from the FDA Food Code, SNHD Food Regulations, and Nevada Revised Statutes
- Occupancy will be limited to allow social distancing in all Food and Beverage operations
- Seating will be arranged to allow proper social distancing in all Food and Beverage operations
- Hand-washing stations will be deployed near F&B stations, exhibit halls and near meeting rooms

BANQUET SERVICES

- All food will be served individually wrapped, buffet style services are discouraged but will be allowed only if food is displayed behind plexiglass barriers and is served by an attendant
- Straws and flatware will be provided individually wrapped and served upon request
- Condiments will be served in single use containers
- Garnish stations will be removed or relocated away from guests
- Banquet service standards will be revised, including sanitation procedures for items such as linen and silverware
- Coffee will be served by an attendant
- Internal or event planner menu tastings will be conducted in compliance with all established protocols

RESTAURANTS AND CONCESSION STANDS

- Condiments will be served in single use containers
- Straws and flatware will be provided individually wrapped and served upon request
- Coffee will be served by an attendant
- Food items served at exhibit hall retail outlets will be individually packaged and served
- All pay points will be compliant with physical distancing including plexiglass barriers, defined line spacing and cashless pay

RETAIL

- All staff trained on new/changed protocols
- Cashiers will wear masks/gloves
- Limited occupancy at retail locations
- Hand sanitation stands will be located at entrances and at check-out counters
- Monitored designated entrance
- Guest wheelchairs and scooters sanitized between each use
- All touch points will be sanitized frequently
- Attendants will sanitize hands after each interaction or transaction
- Retail stock will be limited to essential items
- Apparel, headwear, footwear, and sunglasses will not be available
- Items may not be returned once purchased
- All pay points compliant with physical distancing including plexiglass barriers, defined line spacing, cashless pay

EVENT SERVICE PROVIDERS

- Staff trained on new/changed protocols
- Designated entrances for all labor during move-in /move-out
- Official Service Contractors and EACs must provide detailed plans on disinfectant protocols
- Compliant with all regulations from Federal, State and local health agencies
- Compliant with all regulations from OSHA
- Aware of and train all staff working the event on the symptoms of Covid-19 and facility protocols
- Wear appropriate PPE as needed or directed (to be provided by contractor)
- Event standby (labor/OSC Management) limitations
- Transportation providers follow crowd density standards

WHAT WE RECOMMEND FOR STAYING #VEGASSMART

- Use of thermal cameras at entry points to conduct non-invasive temperature checks
- Buffer zones/metering lines at entrance to maintain physical distancing
- Designated entrance doors and exit doors
- Designated staff to monitor for density
- Designated directional walking paths/lanes
- Floor markings installed to designate physical distancing in queuing locations
- Guests not following social distancing guidelines will be warned and may be asked to leave
- Guests will enter the LVCC through doors that are either propped open, are automated or manually operated by a guest service attendant
- Disinfecting wipes supplied near all touch points

FOR INFORMATION ON HEALTH & SAFETY PROTOCOLS AT OUR RESORT PARTNERS, **VISIT VISITLASVEGAS.COM/VEGAS-SMART.**