



Meetings-Specific Guidelines

OUR VENETIAN CLEAN COMMITMENT
GUIDE TO MEETINGS

INTRODUCTION

Built for business, meetings are at the heart of The Venetian® Resort Las Vegas and Sands Expo® & Convention Center.

Through our industry-leading *Venetian Clean* Commitment, we are hosting live and hybrid meetings safely, by providing a highly controlled and organized environment, using health and safety protocols that constitute best practices.

In fact, at The Venetian Resort and Sands Expo, more than 800 separate initiatives have been rolled out to meet or exceed guidelines set forth by our national, state, and local governments.

With more than two million square feet of meeting and exhibition space, and more than 300 configurable breakout rooms, attendees have plenty of space to spread out as they come together to learn, experience and network – the foundations of the live meeting experience.

At The Venetian Resort, our 7,100 suites in three towers create a secure contained environment where we have taken numerous steps to minimize risk and enhance safety for meeting attendee – from the arrival experience to the suite experience, from our meeting rooms to our exhibit halls, as well as our restaurants and lounges.

Working in collaboration with industry colleagues and public health experts, we have also developed and launched the Nevada Safe Meetings and Tradeshow initiative, representing the best collective thought on health and safety from the number one meetings destination in the world.

Our core *Venetian Clean* program highlights include

- Mandatory face masks for attendees and Team Members.
- Best-in-class air handling that emphasizes the use of fresh air over recycled air.
- Frequent and ongoing cleaning of high-touch surfaces.
- State of the art thermal scanners at every entrance.
- Hand sanitizer available in hundreds of locations.
- All queue areas are marked to indicate proper distancing.
- Use of dividers or elements to guide flow and encourage attendee experience.
- On-going monthly COVID-19 testing of Team Members.

To assist our event partners, we have created this *Venetian Clean* Guide to Meeting and Events. This guide helps to outline specific protocols and best practices for meeting and event preparation, set ups and operations.

Such enhanced procedures include:

- Queue signage and room setups to accommodate and reinforce physical distancing of attendees.
- Newly envisioned tradeshow setups and protocols to maintain physical distancing while also ensuring attendee flow.
- Transparent barriers separating attendees from Team Members and each other.
- New food and beverage protocols including attendee-served stations and individually plated food service.
- Generous aisles between meeting spaces.
- Host management of food seating areas to reinforce space occupancy.
- The use of touchless payment options.
- New theatre setups of product demonstrations and general sessions.
- New meeting room amenities including individually packaged water, single-use pens, and notepads.
- New linen protocols to prevent cross contamination.

But don't just take our word for it. The *Venetian Clean* program has been certified by Bureau Veritas, a world leader in testing, inspection and certification services, as the very first resort and convention center to meet their stringent guidelines set forth for their Safe Guard Hygiene Excellence and Safety Label.

With our enhanced procedures, including the ongoing cleaning and sanitization of high-touch areas and other attendee environments, you can expect a meeting or event is that is nothing short of *Venetian Clean*.

As you know, we strongly believe in the power of meetings, conferences, and conventions and fully appreciate the vital fuel they contribute to a strong economy. We are ready to continue our partnership as we work together to bring to life the most dynamic group events in the industry.

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VENETIAN *Clean* ✦

REST ASSURED: OUR CORE VENETIAN CLEAN COMMITMENT



OUR TOP PRIORITY

The health and safety of our Team Members, our guests, and our community has always been our top priority. Our *Venetian Clean* Commitment reflects this priority, so our guests can rest assured that we're working tirelessly to ensure a clean environment.



A NEW APPROACH

In response to the COVID-19 pandemic, we have reviewed all areas of our operation at The Venetian Resort, including the Congress Center and Sands Expo. As part of our *Venetian Clean* Commitment, we have rolled out nearly 800 initiatives with an emphasis on sanitization and cleaning, to minimize risk and enhance safety for your attendees, as well as our visitors and Team Members.



A CLEAN ENVIRONMENT

Cleaning is about more than removing dust or dirt. We use disinfectant products that have been pre-approved and certified by the U.S. Environmental Protection Agency (EPA) for use against emerging viruses, bacteria, and other pathogens. Disinfectants (which are EPA registered for emerging viral pathogens) are applied during regular and consistent cleaning of our guest suites, public spaces, meeting rooms, exhibit halls, and other high touch areas.

PROTOCOLS BASED ON SCIENCE AND GOVERNMENT RECOMMENDATIONS

We have increased our routine environmental cleaning and adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and disinfectants. By closely monitoring industry and government guidance regarding the COVID-19 virus, including information supplied by the Southern Nevada Health District (SNHD), Nevada Gaming Control Board (GCB), Centers for Disease Control and Prevention (CDC), and World Health Organization (WHO), we have devised additional guidelines and procedures for sanitization and cleaning, with an emphasis on the prevention of virus transmission.



NEW USES OF TECHNOLOGY

We are using and exploring new technology to ensure a clean environment throughout our resort, kitchens, and heart-of-house back areas. This includes the use of innovations such as non-invasive thermal scanners, electrostatic sprayers, and the use of ultraviolet (UV) lighting for disinfecting surfaces.

TOP-LINE DETAILS

We Are Venetian Clean

Our *Venetian Clean* Commitment represents more than 800 separate initiatives that have been introduced to enhance the safety and minimize risk for guests and Team Members. These are the top-line *Venetian Clean* details:

- **CLEANING:** Above all, we have increased the frequency of routine cleaning in public spaces and heart-of-house back areas, and revised our cleaning protocols for guest suites, meeting or exceeding CDC guidelines. This includes the use of disinfectants that are EPA registered for SARSCoV-2 and emerging viral pathogens, and exploring new technologies such as UV lighting and electrostatic sprayers. Throughout the resort, hundreds of individual sanitization stations that include hand sanitizer or sanitizing wipes have been installed.
- **PERSONAL PROTECTIVE EQUIPMENT (PPE):** Guests are currently required to wear face masks and are encouraged to wear gloves while visiting the resort. If a guest does not have one, we will provide one. Face masks will be worn by all Team Members, and other PPE is provided based on role and responsibilities, and in adherence to state or local regulations and guidance. Upon arrival, our guests receive a *Venetian Clean* “personal care” amenity kit in their suites, with two face masks, a bottle of hand sanitizer, and a packet of sanitizing wipes per suite. Each day of their stay, guests are provided fresh masks. For guests not staying at the resort, masks are available at Grazie® desks, front desks, Guest Services desks, Concierge desks, and other posted areas throughout the resort.
- **SCREENING:** Thermal scanners are placed at every entrance to The Venetian Resort and Sands Expo, providing non-invasive temperature checks upon arrival. Additional thermal scanners may be added for group programs, and may be rented via your Event Services Manager.
- **AIR QUALITY:** Within the Venetian Resort, including the Congress Center and Sands Expo exhibit halls, we have adjusted our air conditioning systems to operate at maximum ventilation and maximum exhaust to improve ambient air quality. This means we have increased the flow of outdoor air into the building, while lessening the amount of air that is recirculated. Such HVAC air conditioning systems that circulate up to 100 percent outside fresh air are considered a high standard for air quality, as such systems do not rely on the filtering of recirculated air. In addition, the frequency of air filter replacement and HVAC system cleaning has been increased. In specific areas, such as the air-return of The Venetian casino HVAC system, we have added additional HEPA hospital-grade filtration.

- **SAFETY AND SECURITY:** A team of security officers monitor the property around the clock. In addition, certified Emergency Medical Technicians (EMTs) continue to offer service to the entire resort. The EMT staff are on-site with service available 24 hours a day at The Venetian Resort.
- **PHYSICAL DISTANCING:** In accordance with state guidelines, Physical Distancing practices are in place.
 - Guests and Team Members are required to remain at least six feet away from others while standing in queues, using elevators, or moving around the resort
 - Restaurant tables, slot machines, and other physical layouts have been arranged to ensure appropriate distancing, complying with, or exceeding, local and state-mandated occupancy limits
 - Where distancing is a challenge, other mitigating protocols have been introduced, such as transparent barriers
- **TRAINING:** Our Team Members are undergoing additional *Venetian Clean* training, including proper handwashing, physical distancing, and enhanced sanitization protocols. This training includes procedures for guests or Team Members who become ill while at the resort.
- **TESTING:** We believe it is critical for our Team Members to be well-informed about their health. The Venetian is the only large resort in Las Vegas currently providing ongoing monthly testing for COVID-19. As of September, The Venetian Resort has provided nearly 46,000 COVID tests for Team Members since this proactive testing program began.
- **THE FUN FACTOR:** This is Las Vegas, after all. We know why our guests visit us, and we are committed to providing an experience that reflects this. We require our guests to take these protocols seriously, for their safety and for the safety of all. With cooperation, we can create an atmosphere where all our guests can enjoy a much-deserved respite from their daily routine.

MEETINGS BEST PRACTICES

We have worked in collaboration with our Nevada industry colleagues and consulted public health experts and resources to ensure our health and safety protocols constitute best practices. As part of the NEVADA SAFE MEETINGS AND TRADESHOWS initiative, we support the following group and attendee commitments.

THE GROUP COMMITMENT

This is a collaborative effort.

Successful set up of an event requires advance and thorough communication between the Group Organizer and the Venue, as well as the Group Attendees.

It is important that all Group Attendees are informed of and understand physical distancing standards, current requirements on face coverings and recommendations for proper hygiene, both prior to arrival and reiterated in person as an event begins.

Group Attendees should not attend an event if they have a fever, cough, shortness of breath, or other cold and flu-like symptoms, and should immediately seek medical care for further guidance and testing. While the venue is dedicated to mandating the required standards for meetings, conventions, and tradeshows, we will need the support and assistance of the Group Organizer in order to keep those attending meetings, conventions, and tradeshows safe.

From the Venue, you can expect our staff to help manage traffic flow, physical distancing, and face covering mandates throughout all public spaces.

THE ATTENDEE COMMITMENT

Group Attendees will be required to follow the venue's Code of Conduct that adheres to safety and health protocols.

As long as the government mandates require, all Group Attendees and Group Personnel must wear personal protective equipment (PPE) as recommended by the CDC, state, or local public health agencies (i.e. face coverings) in all public areas, including private meeting rooms and function space. The current mandate also requires face coverings in outdoor settings when physical distancing cannot be maintained. This would apply to group events and publicly shared outdoor spaces. Any future regulatory mandates or CDC-approved best practices will be incorporated into the protocols as well.

Group attendees should wash hands often with soap and water for at least 20 seconds. Hand sanitizer stations (of at least 60 percent alcohol) should also be provided throughout the space for use as a supplement to hand washing, when needed.

If any Group Attendee or Group Personnel are not feeling well or displaying symptoms, they will be directed to seek medical assistance at a designated wellness location.

Elevator occupancy should be limited to 4 persons at one time, or an appropriate posted limit.

BEST PRACTICES

These best practices have been identified for use by our guests and Team Members.

BE SAFE. BE WELL.

- Greet people with a wave, nod, or bow instead of a handshake.
We suggest a hand over your heart.
- Wash your hands often with soap and water for at least 20 seconds.
Some people time this by singing Happy Birthday. We, of course, request O Sole Mio.
- When coughing or sneezing, cover mouth and nose with inner elbow or tissue.
Bless you.
- Avoid touching eyes, nose, or mouth with unwashed hands.
And, frankly, you shouldn't touch them with washed hands, either.
- Wear a face mask.
You won't be alone. All visitors to The Venetian Resort and Sands Expo are required to wear a mask.
- Before touching or adjusting your mask, thoroughly wash your hands with soap and warm water for at least 20 seconds. *If soap and water are unavailable, use hand sanitizer. We have hundreds of dispensers throughout the resort.*
- Value personal space. Please maintain a distance of six-eight feet, or step back when proximity is not needed. *To assist with this, we have marked the floors in many areas of The Venetian Resort. You're welcome.*

PLEASE DO NOT COME TO THE VENETIAN RESORT IF you have a fever, cough, shortness of breath, or other cold and flu-like symptoms, and immediately seek medical care for further guidance and testing.

ADJUSTMENTS TO THE MEETINGS EXPERIENCE

As part of our *Venetian Clean* Commitment, we require our new standards be incorporated into all meetings and shows within our Congress Center and Sands Expo. This will help to clarify these procedures within these areas, including the division of responsibilities.

Thermal Scanning in Congress Center and Sands Expo

The Venetian Resort is using thermal scanners at entrances to the property, including the Congress Center and Sands Expo. The purpose of the thermal scan is to detect elevated temperatures in those entering our resort. Those with a temperature at or over 100.4°F (38°C) will be subject to a discreet secondary screening. In this screening, a contactless method will be used to measure temperature. Those confirmed to have a temperature at or over 100.4°F (38°C) will undergo a further medical assessment and be directed to appropriate medical care. They will not be permitted to enter the resort. Please note: our thermal scanning is not a medical diagnosis or guarantee that anyone entering the resort has a fever or does not have a fever. If you prefer not to enter the resort, we respect your decision. This process is overseen by The Venetian Resort Security Team Members, including certified EMTs.

Thermal Scanning stations will be available at the following locations in the Congress Center and Sands Expo:

- Congress Center/Sands Expo Level 1 – tour bus lobby entrance.
- Sands Expo Level 1 – entrance to Sands Expo from street level.
- Congress Center Loading Dock D – for on-site personnel of Contractors, EACs, and third-party vendors.

Note: In response to variations in guest flow, specific locations of thermal scanners may be adjusted. If additional thermal scanners are desired, please contact your Event Services Manager for rental details and pricing.

What is Thermal Scanning?

Thermal scanning measures body heat to form an image based on differences in temperature. Our thermal scanning areas provide a non-invasive method to quickly and discreetly monitor the temperatures of visitors as they pass through a designated area. These scanners, which are positioned to best monitor those passing through an area, merge visual and thermal images to create a “heat picture” of each person. These devices are similar to regular cameras but instead measure the light (or heat) that objects reflect. Trained members of our Security team monitor the image scans in real-time and respond when alerted to a person with an above-average temperature. Those with a temperature at or over 100.4°F (38°C) will be subject to a discreet secondary screening. In this screening, a contactless method will be used to measure temperature. Those confirmed to have a temperature at or over 100.4°F (38°C) will undergo a further medical assessment and be directed to appropriate medical care.

Thermal Scanning and PPE for Show Staff/Contractors/Vendors/EACs

Third-party labor and dedicated meeting/show staff will be subject to non-invasive temperature checks provided by The Venetian Resort at every entrance to the Congress Center and Sands Expo, including the loading docks. Appropriate PPE will be expected by all staff and associated labor, including setup and tear down periods.

Please note: This PPE will be not be provided by The Venetian Resort. See Contractor and EAC Guidelines for more details. Groups that need assistance in purchasing such supplies can order PPE through the resort purchasing department with a minimum of 6-8 weeks lead time.

Public Spaces

Dedicated staff of The Venetian Resort and Sands Expo will provide ongoing cleaning, following area-specific cleaning guidelines for the following public spaces:

- Frequent and ongoing cleaning with an emphasis on high touch surfaces including elevators buttons, door handles, public restrooms, meeting room door locks, electronic kiosks, escalator and stair handrails, and dining surfaces.
- Front-of-house restrooms are sanitized continuously, or at least once an hour, which includes wiping down counters and stalls. All public restrooms are equipped with automatic toilet flushers, faucets, soap, and paper towel dispensers.
- During peak meetings periods, attendants will be stationed next to escalators within the Congress Center and Sands Expo to sanitize handrails.
- Appropriate methods will be used to disinfect many meetings services spaces, including the Sands Expo Exhibit & Business Service Center, Luggage & Coat Check, drop-off/pick-up waiting areas, front entrance, exhibit halls, lobbies, stairwells, mezzanine, heart-of-house, etc.

Hand Sanitizer

Touchless dispensers (of at least 60 percent alcohol) for hand sanitizing are provided by The Venetian Resort throughout public spaces in the Congress Center Sands Expo, as well as exhibit halls and other front-of-house areas. This includes nearly 300 dispensers throughout the five levels of the Congress Center and Sands Expo.

Congress Center and Sands Expo Meeting Setups

For all meeting rooms within the Congress Center and Sands Expo, as well as meeting-style setups within exhibit halls, our already stringent cleaning and disinfecting protocols have been recently upgraded to reflect the current situation. In addition to normal “refresh” procedures by Team Members of The Venetian Resort and Sands Expo, disinfectants (which are EPA registered for emerging viral pathogens) are used for the following areas:

- We disinfect high touch surfaces including doors and door handles, peepholes, air wall pocket doors, air wall panel doors, phone/light preset panels, telephones, lighting preset selectors, and thermostats (on level 1).
- If a room is set, we also disinfect all chairs, replace linens, replace provided pens with clean pens, and disinfect any podiums.
- Linens are washed at water temperatures above 140°F, and with appropriate cleaning products in order to eliminate any possible viral and bacterial pathogens. After washing, linen is dried in industrial dryers that reach temperatures up to 200°F. Linens are then sent through industrial irons that reach temperatures of nearly 300°F.
- Note: During initial phases, linens will be replaced after each session. In such cases, clients should allow additional time between sessions to change out linens.

Arrival of Off-site Attendees

- The Tour Bus Lobby will continue to be utilized for the arrival of attendees via third-party shuttles. We request that proper physical distancing be maintained on such shuttles and that arrivals and departures are scheduled and monitored to best maintain these recommendations.
- Guests who drive to The Venetian Resort for a meeting can continue to utilize self-parking areas for the resort. Valet parking will continue to be offered at hotel entrances.
- Guests can continue to use the Sands Expo entrance on Level 1 for the arrival and drop off of taxis and rideshare vehicles.

Note: All meeting attendees will be subject to non-invasive thermal scanning temperatures checks at the appropriate entrance.

Show Cleaning & Meeting Services

For trade shows, meeting-specific setups installed by show management (such as registration desks, exhibitor booths, supplemental seating, etc.) must be sanitized on a consistent basis and follow our *Venetian Clean* guidelines. This includes all show-specific elements on the exhibit hall floor. Sands Expo Show Cleaning & Meeting Services provides a variety of exclusive offerings that ensure adherence to all of these procedures. Using EPA-registered disinfectants for emerging viral pathogens, cleaning processes can sanitize and disinfect areas with kill times ranging from 1–10 minutes. *Please work with your Event Services Manager and Catering and Conference Manager to coordinate your event's cleaning plan.*

Transparent Barriers

The addition of transparent barriers will be in use where appropriate to provide proper distancing at several guest-contact areas. We encourage these barriers to be incorporated into booth design by all exhibitors and, where appropriate, other service elements such as conference registration, show management office, and general contractor service desks.

EVENT GUIDELINES

As requirements are continuously evolving, all seating capacities and floor plans should be reviewed on an event-by-event basis. This will ensure compliance with physical distancing recommendations from the state, CDC, and GCB. This is an extension to normal compliance review of event plans to ensure they meet regulations and codes of the appropriate authorities (Fire Department, Building Department, etc.).

Review of Meeting Setups

At this time, all seating capacities and floor plans are reviewed on an event-by-event basis. This will ensure compliance with physical distancing recommendations from the state, CDC, and GCB. This is an extension to our normal compliance review of event plans to ensure they meet regulations and codes of the Clark County Fire Department.

Pre-cons and Post-cons

We believe that the Pre-cons and Post-cons experience is a valuable and important element. We will ensure these meetings are properly set to allow for physical distancing, and meet our other guidelines for meetings. When possible, written materials will be provided in digital form, for review on mobile devices.

EMTs

A team of certified EMTs continues to offer service to the entire resort. The EMT staff are on-site with service available 24 hours a day at The Venetian Resort.

Dedicated Medical Bay

A staffed medical bay is required for attendees who have developed COVID-19 symptoms.

FedEx Office Business Center

FedEx Office continues to follow the applicable regulations and guidelines from government authorities related to the containment of COVID-19, by taking precautions and following the applicable guidance published by the CDC, the WHO, and other official public health entities. Located on Level 2 of the Congress Center, adjacent to the Bellini Ballroom. A satellite location is available on Level 1, near the Galileo Ballroom. Services include printing, copying, binding, scanning, faxing, internet connectivity, and computer work stations. FedEx Office also provides guest package services in the Business Center. Charges apply. Call 702.836.4400 for more information.

FedEx Office has implemented stricter cleaning protocols and measures to ensure physical distancing, including:

- Regularly cleaning counters, shared surfaces, equipment, and devices throughout the day.
- Limiting the total number of people in a location, depending on the size of the store.
- Hand hygiene is required throughout the day and between customer, courier, and vendor interactions.
- Marking floors to indicate the recommended six-foot spacing between people.
- Temporarily limiting business service offerings to minimize contact between Team Members and customers.

Sands Expo Exhibit & Business Service Center/Luggage & Coat Check

The Sands Expo Exhibit & Business Service Center and Luggage & Coat Check have adjusted procedures to follow the applicable regulations and guidelines from government authorities related to the containment of COVID-19, by taking precautions and following the applicable guidance published by the CDC, WHO, and other official public health entities. Located in the Sands Expo Level 1 Lobby, the following measures have been implemented:

- Regularly cleaning counters, shared surfaces, equipment, and devices throughout the day.
- Limiting the total number of people allowed to enter the areas at any given time.
- Physical distancing of Service Representatives to spread out service locations.
- Marking floors to indicate the recommended six-foot distancing between people.
- Stanchions and signage to navigate traffic flow.
- Placement of clear, physical barriers between Service Representatives and customers.
- Touchless payment of services via credit and debit cards, and other digital options.

Food & Beverage Retail Outlets

- Regularly cleaning counters, tables and chairs, shared surfaces, equipment, and devices throughout the day.
- Marking floors to indicate the recommended six-foot distancing between people.
- Stanchions and signage to navigate traffic flow.
- Placement of clear, physical barriers between Service Attendants and customers.
- Touchless payment of services via credit and debit cards, and other digital options.

ADJUSTMENTS TO BANQUET PROCEDURES

Banquet Services

Banquet service standards have been revised, including operational and sanitization procedures for items such as linen and silverware.

- Health and safety signage posted throughout eating areas, and preset on each table.
- Linens for meetings are changed out each day or between sessions if soiled.
- All linens are changed between meal periods.
- Regular cleaning throughout the day of work surfaces, tables, counters, touch screens and keyboards in areas used for food preparation while in use.
- Signage that communicates masks may only be removed when eating or drinking.
- Frequent handwashing for food and beverage attendants.
- All food and beverage attendants must wear proper PPE.
- All food served individually plated or wrapped.
- Beverages (including coffee) served by an attendant.
- Self-serve buffet-style banquet service suspended, with appropriate menus available to accommodate additional styles of service.
- Buffet style banquet service may be provided if served by an attendant and protective barriers are provided between the servers and attendees.
- Loose silverware will not be preset on the table.
- Preset rolled silverware and glasses of water may be present on tables.
- No self-service bulk condiments, napkins or silverware available.

- Protective partitions placed between servers and attendees with the exception of plated meals.
- All food and beverage items served at exhibit hall retail outlets individually packaged and served by an attendant.
- Any tradeshow food court seating and queuing set in accordance with physical distancing rules and managed by a host for occupancy limits.
- Seats/tables used for retail food functions or food consumption cleaned between each use.
- Touchless payment options utilized for retail sale.

Food & Beverage Retail Outlets

- Regularly cleaning counters, tables and chairs, shared surfaces, equipment, and devices throughout the day.
- Marking floors to indicate the recommended six-foot distancing between people.
- Stanchions and signage to navigate traffic flow.
- Placement of clear, physical barriers between Service Attendants and customers.
- Touchless payment of services via credit and debit cards, and other digital options.

ADJUSTMENTS TO THE ATTENDEE EXPERIENCE

Pre-arrival

Pre-arrival emails for guests staying at The Venetian Resort will include *Venetian Clean* details with additional timely tips and updates for their health and safety.

We recommend that all pre-registered meeting attendees receive a pre-arrival email from show management that includes information about these new procedures, including non-invasive thermal scanning upon arrival, physical distancing requirements, and the use of proper PPE.

Group Attendee Flow

Event Organizers should consider dividing attendee base, giving smaller groups a chance to network on the show floor without worrying about physical distance. As an example, this can be achieved by grouping attendees through color coding badges and specific tracks for the conference.

Arrival to Hotel/Resort

We are ready to serve meeting attendees while ensuring we have proper procedures in place to maximize safety and minimize risk. A few specific details include:

- Complimentary valet- and self-parking will continue to be available.
- Guests who prefer to use self-parking are welcome to drop off their luggage at the hotel's *porte cochere* entrance before proceeding to the self-parking garage.
- Taxis and rideshares will continue to drop off and pick up from their designated areas.
- Thermal scanners will be placed at every entrance to the resort, providing non-invasive temperature checks. See thermal scanner section for more details.
- At hotel front desks, Guest Services desks, box offices, and Concierge desks, agents utilize every other workstation to ensure six feet of separation between Team Members and guests whenever possible. For additional separation, transparent plastic barriers have been installed in many locations.
- Guest queue areas are marked to indicate proper distancing, including front desks, elevator lobbies, entertainment venues, coffee shops and casual dining, and rideshare and taxi lines.

The frequency of cleaning and disinfecting by dedicated staff has been increased in all public spaces:

- Increased cleaning includes an emphasis on high touch surfaces including front desk counters, bell desks, elevators buttons, door handles, public restrooms, suite door locks, electronic kiosks, escalator and stair handrails, casino cashier counters, gaming machines, gaming tables, and dining surfaces.
- Swimming pool surfaces are treated with an anti-viral/anti-bacterial treatment daily.
- Front-of-house restrooms are sanitized continuously, or at least once an hour, which includes wiping down counters and stalls. All public restrooms are equipped with automatic toilet flushers, faucets, and soap dispensers.
- Meeting and convention spaces, casinos, restaurants, retail outlets, nightlife venues, and entertainment venues each have area-specific cleaning guidelines and protocols that meet or exceed all local or national authority recommendations.

Check-in

- For the convenience of arriving guests, a front desk greeter is stationed in our lobbies and is available to answer any questions.
- Stanchions have been arranged to maximize the distance between each guest while in front desk queues, with floors marked to indicate appropriate distances.
- Agents utilize every other workstation to ensure six feet of separation between Team Members and guests, whenever possible. For additional separation, transparent plastic barriers have been installed at our front desks, as well as our Prestige, Concierge, and Guest Services desks.
- We ask that, when possible, one guest per suite proceed to front desk for check-in.
- Hand sanitizer is available at all stations for our guests and Team Members.
- Guests will be asked to insert their credit card into the processing machine. They may present ID by placing it up to the window.
- Any items, such as suite keys, that need to be passed to you by a front desk agent, will be placed on a sanitized tray. In such cases, we will also provide an individual sanitizing wipe for your use.

In-suite Experience

Our already stringent cleaning and disinfecting protocols have been recently upgraded:

- We provide a personal face mask for our hotel guests. Upon arrival, guests receive a complimentary *Venetian Clean* “personal care” amenity kit with two face masks, a bottle of hand sanitizer, and a packet of sanitizing wipes per room. Each day of their stay, guests will receive a replenishment kit with two face masks.
- Disinfectants (which are EPA registered for emerging viral pathogens) are used to clean guest suites, including high touch items like television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-suite control panels, light switches, thermostats, and flooring.
- To minimize the number of times our Team Members enter an occupied suite, we no longer offer an evening “turndown service.”
- All linens are washed at water temperatures above 140°F, and with appropriate cleaning products in order to eliminate any possible viral and bacterial pathogens. After washing, linen is dried in industrial dryers that reach temperatures up to 200°F. Linens are then sent through industrial irons that reach temperatures of nearly 300°F.
- Assignment of guest suites will be alternated whenever possible to allow additional time for air circulation between each guest occupancy use.
- For guest convenience, in-suite Refreshment Centers (mini-bars) and In-suite Dining (room service) will continue to be offered with processes in place to ensure proper hygiene. In addition to standard In-suite Dining menu items, new pre-plated and sealed options have been added for guests looking for convenience and added precaution.
- An optional “contactless” delivery procedure is offered for luggage, In-suite Dining, and other housekeeping items. These items will be brought to a suite door, allowing guests to accept the items without requiring a Team Member to enter their suite.
- A new printed Guest Guide will be supplied, providing further details about resort amenities. *Please note this single-use printed guide will be recycled after every guest stay.*
- General resort information on our restaurants and amenities is available on in-suite televisions, on [venetian.com/open](https://www.venetian.com/open), and from our Concierge team, via telephone, email, or at the Concierge desk. We have recently added the In-suite Dining (room service) menu and the Refreshment Center (mini-bar) menu to our in-suite television.

Restaurant Experiences

To ensure an expected resort experience, we continue to offer our typical mix of restaurants, including a 24-hour In-suite Dining (room service) program. A list of available restaurants is posted online at [venetian.com/open](https://www.venetian.com/open) and available in every guest suite. Service at our restaurants meet or exceed state guidelines for such venues, including proper physical distancing where applicable. Many dining venues offer take out service for those who wish to dine in their guest suite.

PHYSICAL DISTANCING BEST PRACTICES

Meeting Registration Areas/Recommendations

We encourage the use of transparent barriers to be incorporated into booth design by all exhibitors and, where appropriate, other service elements such as conference registration show management office, and general contractor service desks.

Physical Distancing Best Practices for Trade Shows

Here are some tips to consider when hosting a meeting, from the team at Sands Expo:

1. Post reminders of physical distancing guidelines.
2. Formalize a no hugs and handshakes policy. *Even today, it's still an instinct to shake hands with business associates.*
3. Stagger attendees. *Consider dividing your attendee base, giving smaller groups a chance to network on the show floor without worrying about physical distance.*
4. Extend hours. *Consider extending show hours to allow a more relaxed visit to the show floor.*
5. Mark each aisle with directional arrows. *With guests going in one direction on the tradeshow floor, it's easier to identify potential bottlenecks and maintain physical distance.*
6. Consider wider aisles on the tradeshow floor. *Make booths further apart.*
7. Redesign booths to allow for queueing of attendees. *Mark queues to indicate proper distancing.*
8. Pay attention to distance in conversation areas. *Consider barriers when appropriate.*
9. Use proper ongoing sanitization for touch screens. *The CDC suggests putting a wipeable cover on electronics. Follow manufacturer's instructions for cleaning and disinfecting electronic touch screens. If no guidance is provided, the CDC suggests using alcohol-based wipes or sprays containing at least 70% alcohol and drying surfaces thoroughly.*
10. Rethink the use of high touch items like pens. *If a physical signature is necessary, invite the attendee to keep the pen.*
11. Skip the giveaways. *Giveaway items like business cards, brochures, etc. should be placed in the attendee's show bag and not handed directly to them as they go booth to booth. Keep in mind that this might be the year that attendees are more impressed with a thoughtful booth setup that keeps physical distance in mind, rather than logo swag.*

Physical Distancing Best Practices for Meetings

Here are some tips to consider when hosting a meeting from our Catering and Conference Management team:

1. Formalize physical distancing protocols at your opening session. *This will help make these adjustments seem completely natural. By sharing them openly, it is easier for all attendees to be on board.*
2. Remind attendees it is OK not to shake hands. *Have fun with the topic – perhaps sharing five ways to say hello that don't involve physical contact. We've seen a few fun videos online.*
3. Go practical with welcome gifts. *We've seen plenty of options for pocket hand sanitizers. It's a sign of the times. Some shows are gifting PPE equipment, like face masks, in lieu of a welcome gift.*
4. Revise your meeting agenda to allow for additional time between sessions. *This will keep attendees from rushing and potentially ignoring physical distancing requirements. This also gives time for a handwashing break.*
5. Consider breaking up popular sessions into several smaller sessions. *Not only will it make physical distancing easier, but it will also make the session more personal.*
6. Rethink shared items, like pens on tables. *Consider giving a pen at check-in and request attendees to use it all day.*
7. Go digital with handouts. *Consider offering a shared file where attendees can retrieve handouts or presentation decks.*
8. Nix the backpacks. *Although they can help haul your swag, backpacks are proven to be less-than-sanitary. Classroom experiments at Kansas State University found the bottom of a backpack to be dirtier than the top of a toilet seat.*
9. Remember the screens. *The CDC recommends cleaning your digital screens regularly. Consider offering sanitizing wipes for this purpose.*
10. Think about wellness. *When programming your agenda, watch for opportunities that focus on the health and wellness of attendees.*

Attendee Recommendations for Hygiene and Physical Distancing

We recommend sharing hygiene and physical distancing basics with attendees. For suggestions, see our "BE SAFE. BE WELL. Best Practices" on page 8.

PLEASE DO NOT COME TO THE VENETIAN RESORT IF you have a fever, cough, shortness of breath, or other cold and flu-like symptoms, and immediately seek medical care for further guidance and testing.

THE EXHIBITOR/EAC COMMITMENT

Exhibitors/EACs/GCs will be required to follow the venue's Code of Conduct that adheres to safety and health protocols.

As long as government mandates require, all employees of Exhibitors/EACs/GCs must wear personal protective equipment (PPE) as recommended by the CDC, state, or local public health agencies (i.e. face coverings) in all public areas, including private meeting rooms and function space. The current mandate also requires face coverings in outdoor settings when physical distancing cannot be maintained. This would apply to group events and publicly shared outdoor spaces. Any future regulatory mandates or CDC-approved best practices will continue to be incorporated into the protocols as well.

If any employee of an Exhibitor/EAC/GC is not feeling well or displaying symptoms, they will be directed to seek medical assistance at a designated wellness location.

ADJUSTMENTS TO CONTRACTOR AND EAC GUIDELINES

All Contractors and EACs are required to read, understand, and adhere to any and all relevant property protocols, including the wearing of appropriate PPE and thermal scanning of all employees. In terms of these guidelines, Contractors and EACs refer to all third-party vendors, including show management, decorators, and general Contractors. To help facilitate these guidelines, a list of Contractors and EACs must be provided by show management to the Executive Sales Manager and Catering and Conference Manager.

All Contractors and EACs are to provide the full scope of work to the Catering and Conference Manager prior to arrival on the premise, including the main point of contact and contact information.

PPE

- In accordance with guidelines from the CDC, Contractors and EACs shall provide face masks to its personnel, which should be worn while on property. Appropriate PPE will be expected by all Contractors and EACs, including setup and tear down periods. Please note: This PPE will be not be provided by The Venetian Resort.
- Wearing a mask is not intended as a replacement for physical distancing, which should be practiced whenever possible, even while wearing a mask.
- It is mandatory that Contractors and EACs properly dispose of PPE. For safety, these items are not to be thrown on the floor in restrooms, stairwells, mezzanine, and particularly on the loading dock.
- While at the facility, it is requested that Contractors and EACs, including general Contractors, utilize hand sanitizers in public spaces. Hand sanitizer (of at least 60 percent alcohol) should be provided by the Contractor in work areas and by the exhibitor in booth spaces.

Entrances

- Contractors and EACs must use designated entrances and checkpoints. Unless instructed otherwise, these locations include the Sands Expo loading dock entrance and Galileo side entrance.
- All show staff, including Contractors and EACs, will be subject to non-invasive temperature checks provided by The Venetian Resort at every entrance to the Congress Center and Sands Expo, including the designated entrance and checkpoints listed above. Those with a temperature at or over 100.4°F (38°C) will be subject to secondary screening. Those confirmed to have a temperature at or over 100.4°F (38°C) will undergo a further medical assessment and be directed to appropriate medical care. This process is overseen by The Venetian Resort Security Team Members, and may include certified EMTs.

Third-party Personnel

- Contractors and EACs must require their personnel to stay home if ill. DO NOT COME TO THE VENETIAN RESORT IF you have a fever, cough, shortness of breath, or other cold and flu-like symptoms, and immediately contact your health-care provider for further guidance and testing.
- Spitting and un-protected sneezing will be addressed as a potential violation of safety protocols.
- All personnel are required to follow frequent handwashing procedures. This should be taken into consideration in all production schedules.
- Contractors and EACs, including employees of general Contractors and decorators, must adhere to heart-of-house guidelines set by property.
- Smoking on site is strictly limited to posted areas, which will be provided within physical distancing guidelines.

Sanitization of Arriving Freight and Equipment

- The placement of reused carpeting and drape by an EAC or General Contractor must be pre-approved and include proof of satisfactory sanitization processes in use.
- All booth furnishings need to be sanitized and disinfected after setup. This service is offered through Sands Expo Show Cleaning, for a reasonable fee.

Show Floor Sanitization (During Show)

- Sands Expo is the exclusive provider of all show cleaning services.
- Hand sanitizer (of at least 60 percent alcohol) and/or sanitizing wipes should be provided in all booths by the exhibitor.
- Consistent, ongoing sanitization should be provided for equipment such as copiers, fax machines, microphones, décor, furnishings like tables, counters, chairs, etc.
- To minimize touchpoints with shared equipment, we recommend the use of plastic wrapping on touchpoints that can be replaced after each usage.
- Contractors and EACs are encouraged to use contactless or paperless methods of invoice delivery, whenever possible. In addition, exhibitor services orders can be submitted online on our website.
- Giveaway items, business cards, brochures, etc. should be placed directly in the attendee's show bag and not handed out directly to attendees as they go booth to booth. However, in lieu of handouts and business cards, shows are encouraged to incorporate "touchless" scanning technology that allows exhibitors to scan attendee badges to provide more information digitally.
- Show bags and publication distribution bins should be reviewed to address guest contact. We encourage bags to be distributed at registration and/or hall entrances versus out on a rack for multiple people to touch.
- A menu of porter services will be offered to exhibitor booths throughout the event to ensure sanitization/disinfecting (ask for menu for pricing).

Physical Distancing

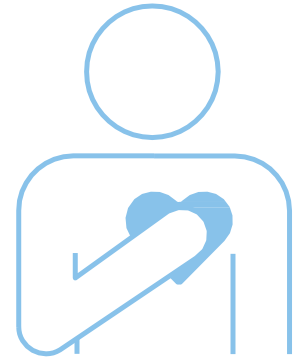
- Booth layouts should be planned with appropriate distancing mapped out, as applicable at the time. Seating/layout inside of booths should follow established physical distancing guidelines. The Venetian Resort and Sands Expo reserves the right to review booth designs to identify issues of concern.
- Design of general sessions and meeting rooms must be approved in advance, with physical distancing guidelines in mind. This includes ensuring proper distance is kept during setup and tear down.
- Proper attention should be paid in the back ramp, to ensure proper ongoing physical distancing of all labor supplied by Contractors and EACs.
- Markings should be placed at the Service Center queue to ensure proper distancing.
- Decorators are required to enforce physical distancing in their own service desk area and queues.
- To ensure proper distancing, the total number of people allowed on the catwalk area at the same time will be limited.
- Proper physical distancing on elevators must be maintained, following posted signage.
- Booth construction procedures should be addressed to maintain proper physical distancing.
- Attendee flow should be addressed on the show floor to avoid bottlenecks. Recommended best practices include posting designated walking directions for aisles and possibly widening aisles to help keep distance

Security

- All safety and security incidents must be reported to The Venetian Resort Security department.
- General Contractor/third-party sub-contracted security should submit incident reports daily to The Venetian Resort Security department.
- Medical personnel hired by show management should inform The Venetian Resort Security department of each incident.
- For certain trade shows, we continue to require show-contracted security posted at the front drive of Sands Expo.

Best Practices to Share

We strongly encourage our Contractors and EACs to adopt and share the recommended practices. For suggestions, see our "BE SAFE. BE WELL. Best Practices" on page 8.



A NEW TRADITION – A HAND OVER OUR HEARTS

The Venetian Resort was inspired by the spirit of Italy and her people – a spirit overflowing with love that endures during this time. Indeed, love is the pillar of our resort, and it is reflected in everything we do.

While wearing a face mask, however, it becomes difficult to share a warm smile with our guests. In the absence of this moment of connection, we have adopted a new greeting to share the signature warmth for which The Venetian Resort is known.

Italians are known to go out of their way to offer a warm welcome. As a nod to our Italian heritage, we have adopted a single hand over our heart as a greeting to our guests and one another.

If you are comfortable with this expression of love and gratitude, please feel to respond in kind. Now more than ever, we are committed to sharing our love as much as possible.

SANDS ECO360 SUSTAINABILITY PROGRAMS

The award-winning Sands ECO360 program ensures industry-leading sustainability throughout The Venetian Resort, including the Congress Center and Sands Expo. While some sustainability programs for meetings have been temporarily suspended in response to the COVID-19 pandemic, we continue to work to retain our core commitment to hosting greener meetings. If you have specific questions about green meetings programs, please contact your assigned Catering and Conference Manager.

Face Mask Recycling

Through our Sands ECO360 program, we strive to help minimize the environmental footprint of our operation. As part of this program, we divert discarded face masks from the landfill through our highly successful trash-sorting initiative. Recycled masks are used to make composite lumber for shipping pallets, railroad ties, and decking

SANDS CARES: VENETIAN CLEAN COMMUNITY PROGRAMS

Extending our *Venetian Clean* Commitment to the community, we have ramped up programs to provide hygiene kits to those most vulnerable. As both the CDC and WHO have adamantly expressed, handwashing with soap and water is one of the most important ways of staying healthy, especially during the COVID-19 pandemic.

Through a partnership with Clean the World, we have provided 20,000 hygiene kits to Communities in Schools of Southern Nevada, to be distributed along with additional important supplies for local families most in need. These kits included a bar of soap, shampoo, body wash, and lotion.

In May, resort chefs prepared more than 17,000 boxed meals for Catholic Charities of Southern Nevada, for distribution to local individuals who are currently homeless. Along with each boxed meal, a "message of LOVE" note card with words of encouragement from The Venetian Resort Team Members was attached to a mini hygiene kit, with small bottles of soap and lotion.

For groups that want to incorporate a community service element into their program, Clean the World can provide a group activity for assembling "hygiene crisis kits" that meet physical distancing recommendations. *Please note: there are associated fees to cover the labor of this program.*

FURTHER QUESTIONS

If you have additional questions about an upcoming program, please reach out to your assigned Catering and Conference Manager. Contact our Sales team at LV_hotel_groupsales@sands.com with any general questions about meeting protocols. This email is monitored daily, and we will respond as soon as possible. We are here to help.

APPENDIX ONE

State Cleaning Protocols

We follow all pertinent cleaning protocols outlined in Nevada Senate Bill 4:

- a) We use cleaning products that are qualified by the United States Environmental Protection Agency for use against SARSCoV-2 for the cleaning required by state statutes.
- b) Desks, tabletops, minibars that have been used after the most recent cleaning, interior and exterior handles of doors, faucets, toilets, nonporous headboards of beds, light switches, remote controls, telephones, keyboards, touch screens, bed linens, towels, bed scarves and other decorative items on beds in guest rooms are cleaned every day that the room is in use unless the guest using the room declines in-room housekeeping.
- c) The following high-contact areas and items in locations used by the public/Team Members are cleaned regularly throughout the day while in use: (1) Fixtures with which guests/Team Members may be expected to have regular physical contact; (2) Doors and door handles at exterior entrances; (3) Door handles at interior entrances regularly accessed by guests/Team Members; (4) Regularly used computer keyboards, touch screens, credit card readers, printers, telephones, light switches, ice machines, vending machines and other frequently used instruments and equipment; and (5) Countertops and desks in entrance areas and other high-usage areas.
- d) Glass surfaces, desks, tabletops, door handles and light switches in public areas are cleaned throughout the day while in use.
- e) Counters, desks, touch screens, keyboards, credit card readers and desktops in front desk areas are cleaned regularly throughout the day while in use.
- f) Key cards and other types of keys for accessing rooms are cleaned before those key cards or other keys are issued to another guest or removed from circulation for at least 24 hours after a guest checks out.
- g) Elevator buttons and rails in guest and service elevators are cleaned regularly throughout the day if the elevator is in use.
- h) Sinks, faucets, walls, toilets, toilet paper dispensers and door handles in employee and public restrooms are cleaned regularly throughout the day while in use.
- i) Work surfaces, tables, utensils, counters, touch screens and keyboards in areas used for food preparation are cleaned regularly throughout the day.
- j) Tables, desks, tabletops, door handles and light switches in shared offices, employee locker rooms and employee cafeterias are cleaned regularly throughout the day while in use.
- k) Exercise equipment, weights, tables, countertops, chairs, lockers and benches in fitness centers are cleaned regularly throughout the day while in use.

APPENDIX 2

Additional Resources

CDC Guidelines for Gatherings and Community Events

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/index.html>

CDC Guidelines for Travel

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

Go Live Together Safety Tips

<https://www.golivetogether.com/safety>

Nevada Senate Bill No. 4

<https://www.leg.state.nv.us/App/NELIS/REL/32nd2020Special/Bill/7156/Text>

Vegas Means Business

<https://www.vegasmeansbusiness.com/>

LVCVA COVID-19 Resources and Research

<https://www.lvcva.com/covid-19-updates/>

McCarran International Airport COVID-19 Newsroom

<https://www.mccarran.com/Home/Covid19Info>

Southern Nevada Health District

<https://www.southernnevadahealthdistrict.org/coronavirus/>

Nevada Health Response

<https://nvhealthresponse.nv.gov/>

MPI Coronavirus Resources

<https://www.mpi.org/tools/coronavirus>

PCMA COVID-19 Resources and Insights

<https://www.pcma.org/coronavirus-business-events-professionals-need-to-know-faq/>

Brand USA Coronavirus Updates

<https://www.thebrandusa.com/coronavirus-updates>

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