



THE VENETIAN®

— LAS VEGAS —

Our Commitment to Your Health and Safety

Updated: August 12, 2020

Our *Venetian Clean* Commitment

The health and safety of our Team Members, our guests, and our community is our top priority. By closely monitoring industry and government guidance regarding the COVID-19 virus, including information supplied by the Southern Nevada Health District (SNHD), 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. **This document represents a summary of more than 800 separate initiatives rolled out in response to the COVID-19 pandemic.**

Our *Venetian Clean* Commitment was designed to enhance safety and minimize risk for our visitors and Team Members. It ensures the hygiene and sanitization practices of our resort and convention center meet or exceed regulatory requirements and the recommendations of the CDC. This commitment also includes new cleanliness protocols that meet or exceed our already rigorous standards.

These protocols are based on the most current information available on sanitization and cleanliness for the hospitality industry, as well as other pertinent industries. As we move forward, we will continue to adhere to guidance provided by federal, state and local authorities including the SNHD, CDC and the Nevada Gaming Control Board (GCB). As these guidelines continue to evolve, more specific details will be available on this page.

To assess our *Venetian Clean* standards, we have aligned with Bureau Veritas, a nearly 200-year-old world leader in testing, inspection, and certification. Bureau Veritas has developed the **Safe Guard™ Hygiene Excellence and Safety**

Label to support the operational activities for The Venetian as we continue to keep safety and hygiene at the forefront. The Cleveland Clinic serves as the Medical Advisor for Bureau Veritas' health, safety and sustainability programs including Safe Guard™. The partnership between The Venetian and Bureau Veritas should provide comfort that our resort — from the suites of our hotel towers to the meeting space of the Congress Center — is ready for your enjoyment.

Our **Venetian Clean Commitment** covers all towers of Venetian Resort, including The Venetian tower, The Palazzo tower and Venezia tower, as well as the Congress Center and Sands Expo Convention Center.

Specific immediate steps we have taken include:

Our *Venetian Clean* Protocols

To minimize risk and enhance safety for visitors and Team Members, 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. We have increased our routine environmental cleaning and adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and disinfectants. Disinfectants are applied during cleaning of our guest suites, public spaces, meeting rooms, and other “high-touch” areas.

The state of Nevada requires face masks to be worn in all public areas, including casinos, pool decks, elevators, elevator lobbies, and hotel corridors. Complimentary masks are available to guests at thermal scanning stations at every entrance.

Our Top-Line Details

Our *Venetian Clean* commitment represents more than 800 separate initiative 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 adjusted protocols for cleaning our guest suites, meeting or exceeding CDC guidelines. This includes the use of disinfectants that are EPA registered for emerging viral pathogens.

Throughout the resort, hundreds of individual **sanitization stations** that include hand sanitizer or sanitizing wipes have been installed.

- **PERSONAL PROTECTIVE EQUIPMENT (PPE):** Guests are required to wear personal face masks while visiting the resort. If a guest does not have one, we will provide one. Face masks will be worn by all Team Members, which we provide, along with additional PPE based on role and responsibilities, and in adherence to state or local regulations and guidance. Upon arrival, our guests will 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 will be provided fresh masks. For guests not staying at the resort, masks are available at our thermal screening areas, in our casinos at Grazie desks and open table games, and in hotel lobbies at our front desks, Concierge desks, and Guest Services desks.
- **SCREENING:** Thermal scanners have been placed at every entrance to The Venetian Resort and Sands Expo Convention Center, providing **non-invasive temperature checks** upon arrival.
- **AIR QUALITY:** Throughout the resort, the frequency of **air filter replacement and HVAC system cleaning** has been increased, and we have maximized our fresh-air intake to increase external air flow into the building. In specific areas, we now use hospital-grade HEPA filters.
- **SAFETY AND SECURITY:** A team of security officers and certified Emergency Medical Technicians (EMTs) continue to offer service to the entire resort. Our EMTs are on site with service available 24 hours a day at The Venetian Resort.
- **TRAINING:** Our Team Members are provided 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:** The Venetian is the only large resort in Las Vegas currently providing ongoing monthly testing for COVID-19. As of the end of July, The Venetian Resort completed three waves of monthly testing, with nearly 30,000 tests performed 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.

Physical Distancing

Guests and Team Members are required to practice physical distancing by standing at least six feet away from others while standing in queues, using elevators or moving around the resort. Restaurant tables, bar seating, slot

machines and other physical layouts have been arranged to ensure such 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. Some specific examples:

- **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 whenever possible. For additional separation, transparent plastic barriers have been installed in many locations.
- **Guest Queuing.** Areas where guests queue are marked to indicate proper distancing, including front desks, elevator lobbies, entertainment venues, coffee shops and casual dining, ride share and taxi lines.
- **Hotel Guest Elevators.** Signs are placed in elevator lobbies to remind guests of the suggested limit of four guests per elevator. Primary elevator lobbies are staffed during peak hours to provide assistance and additional sanitization, such as wiping of buttons.
- **Gondolas.** Passengers are capped at four riders, and will not be grouped with other parties. A gondola pilot wearing a face mask will be on board to steer the vessel. Gondoliers stationed along the canal will serenade passengers from an appropriate distance.
- **Restaurants.** All restaurants have reduced seating to allow for appropriate distancing between every table and chair.
- **Meeting and Convention Spaces.** Meeting and banquet rooms are arranged to allow for appropriate physical distancing between guests in all meetings and events, based on CDC and state recommendations.
- **Casinos.** Per guidelines from the Nevada GCB, guests are asked not to congregate around slot machines, table games, or at the sports book. In addition, slot machines and chairs are arranged to allow for appropriate distancing, and table games have a maximum number of chairs per table.
- **Pools.** Seating on our pool decks is configured to allow for appropriate separation between every family or couple.
- **Heart of House.** Physical distancing protocols are used in Team Member back areas.

COVID-Specific Protocols

We have been asked about our specific procedures should we be alerted to a case of COVID-19 at our resort.

Case Notification. Common symptoms of the COVID-19 coronavirus include fever, dry cough, mild breathing difficulties, stomach issues, diarrhea and general body aches, according to the CDC. If you develop symptoms during your stay, or encounter any concerns about suspected COVID-19 cases while on property,

please notify our Security staff. If you are feeling sick, we request that you remain in place. The Venetian Resort has a team of certified Emergency Medical Technicians (EMTs), available 24 hours a day. All Team Members are directed to contact Security, so EMTs can respond to all medical events, including potential COVID-19 cases. If we are alerted to a suspected case of COVID-19 at the resort, we will direct the guest toward appropriate medical care through our EMTs, who follow the direction of local health authorities.

Guest Suite Recovery Protocol. In the unfortunate event of a guest with a confirmed case of COVID-19, their guest suite will be removed from service to undergo a specific cleaning protocol by a licensed third-party expert. The guest suite will not be returned to service until the room is deemed safe by the third-party and consistent with the guidance of local health authorities. Similar recovery protocols address Team Member offices and work areas.

Venetian Clean Technology

We are utilizing the latest technology to ensure a sanitary environment. Some examples:

- **Thermal scanners** are deployed at each entry point to the resort to allow security officers to conduct instantaneous non-invasive temperature checks of all Team Members and guests. The purpose of the thermal scan is to detect elevated temperatures in those entering our resort. By entering our resort, you consent to be scanned. Any person who has scanned a temperature of 100.4°F (38°C) or above will be discretely informed so they may have a secondary screening. Those confirmed to have a temperature at or over 100.4°F (38°C) will undergo further medical assessment and be directed to appropriate medical care. *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.*
- Check-in and other guest procedures have been updated to include fewer touchpoints, including the introduction of a new “digital key” technology. With **Digital Key**, guests can now opt to use their cell phone to electronically open their guest suite.
- Team Members are helping to test new **digital Ora health rings** that may help determine potential cases of COVID-19 before symptoms appear. Recent research suggests these rings (when paired with a cell phone app) may be able to predict COVID-19 symptoms up to three days early with great accuracy.
- We are testing a new digital device for our Team Members that will help with our efforts for **contact tracing** should another Team Member report experiencing COVID-19 symptoms.

- The use of **UV technology** is being explored to disinfect and sanitize in specific areas of the resort.

Our Public Spaces

The frequency of cleaning and disinfecting by dedicated staff has been increased in all public spaces with 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. In addition, swimming pool surfaces are treated with an anti-viral/anti-bacterial treatment daily. Front-of-house restrooms are continuously sanitized, which includes wiping down counters and stalls at least once an hour. Meeting and convention spaces, casinos, restaurants and bars, 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. Further, all of our public restrooms are equipped with automatic toilet flushers, faucets and soap dispensers.

Venetian Clean: Hand Sanitizer. Hundreds of hand sanitizing stations are readily available in high traffic areas throughout the resort, casinos, Congress Center, and Sands Expo. They are located at key guest and Team Member contact areas such as resort entrances, reception areas, hotel lobbies, casino floor, casino cashiers, electronic kiosks, restrooms, meeting and convention spaces and elevator landings. A pocket-size bottle of hand sanitizer is also provided in guest suites, as part of a *Venetian Clean* “personal care” amenity kit.

Our Guest Suites

Our already stringent cleaning and disinfecting protocols have been recently upgraded to reflect current guidelines. 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. In addition, our linen is washed at water temperatures above 140 degrees F, and with appropriate cleaning products in order to eliminate any possible viral and bacterial pathogens.

- **Venetian Clean: In-room Amenities.** Upon arrival, guests receive a *Venetian Clean* “personal care” amenity kit in every suite with 2 personal face masks, a bottle of hand sanitizer, and a packet of sanitizing wipes. Each day of their stay, guests will receive fresh masks. For guests not staying at the resort, masks are available at our thermal screening areas, in

our casinos at Grazie desks and open table games, and in hotel lobbies at our front desks, Concierge desks, and Guest Services desks.

Air Quality

- As part of our *Venetian Clean* Commitment, we have instituted added measures related to air quality. Within the Venetian Resort, including our casinos, hotel suites, congress center, and exhibit halls, 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**.
- In other areas, we have adjusted systems to operate **at maximum ventilation and maximum exhaust to improve ambient air quality**. This means we have increased the flow of outdoor fresh 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.
- Guest suites within the three resort towers feature **air conditioning systems that are independent of one another**, which means they do not recirculate air directly from suite to suite within the HVAC system. Each suite receives fresh outside air and has its own exhaust.
- We have always placed a high priority on air quality throughout our resort and have invested heavily in advanced technology that circulates fresh air and removes smoke and odors. As part of our ongoing assessment of the latest health and safety protocols, we have reviewed our HVAC systems and have enacted these and other additional measures. The Venetian Resort continues to follow the latest guidance from public health authorities and leading experts to ensure we are providing a secure environment for our guests, meeting attendees, and Team Members.

Meetings and Conventions

As a leader in the industry, **The Venetian Resort** and **Sands Expo** have re-imagined the Meetings and convention experience, placing the health and safety of attendees at the forefront. Through use of clever design and innovative technology, and with our *Venetian Clean* Commitment as our guiding principle, we've created an experience for meeting attendees that enhances safety and minimizes risk.

We have implemented several new protocols to ensure all activities are *Venetian Clean* at our Congress Center and Sands Expo Convention Center. Full procedures and recommendations are provided in a new expanded Meetings

Services Guide for meeting professionals. Although these guidelines will continue to evolve, interim changes include the following highlights:

Meeting Set Ups & Services

- Thermal scanners will be placed at every entrance to the resort and Sands Expo, providing non-invasive temperature checks.
- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This will ensure compliance with physical distancing recommendations from the state and CDC, as well as Clark County Fire Department regulations. As an example, new guidelines will seat no more than six people at a 72-inch round banquet table vs the 10 in our previous guidelines.
- Hand sanitizer dispensers will be placed at each meeting room in use. Additional dispensers will be deployed throughout exhibit hall and other front-of-house areas.
- During peak meeting periods, attendants will be stationed next to escalators within the Congress Center and Sands Expo to sanitize handrails.
- Appropriate cleaning methods will be used to disinfect many meeting services spaces including Expo business center, coat check, sidewalks and drop-off/pick-up waiting areas, front entrance, exhibit halls, lobbies, stairwells, mezzanine, heart of house, etc.
- 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.
- New third-party vendor and contractor guidelines require new protocols and procedures be followed, including thermal scanning of all employees.
- A team of certified Emergency Medical Technicians (EMTs) continue to offer service to the entire resort. Our EMTs are on site with service available 24 hours a day at The Venetian Resort.
- Site inspections will be conducted in compliance with all established protocols.

Banquet Services

- Banquet service standards have been revised, including operational and sanitization procedures for items like linen and silverware.
- All food will be served individually plated.
- Beverages (including coffee) and snack items will be provided by an attendant
- Self-serve buffet-style banquet service has been suspended, with new menus available to showcase items currently available and additional styles of service.

- Additional hand-washing stations will be deployed near each F&B station attendant in exhibit halls and, as appropriate, around the perimeter of meeting rooms.
- All food items served at exhibit hall retail outlets will be individually packaged and served by an attendant. Any food court seating will be set in accordance with social distancing rules.
- Menu tastings will be conducted in compliance with all established protocols.
- Moving forward, we will closely monitor and follow CDC, state of Nevada, and GCB recommendations for banquets and meetings. To address changes in labor and other standards, additional costs may apply for Banquet services, depending upon menu, layout, and timeframe of the event.

Our Restaurants

To ensure a true Las Vegas resort experience, we continue to offer a typical mix of restaurants, including a 24-hour In-Suite Dining (room service) program. Service at our restaurants meets or exceeds state guidelines for such venues, including proper capacity and physical distancing where applicable. Employees of partner restaurants are required to wear FDA-approved masks and gloves, and maintain minimum *Venetian Clean* standards. Sanitization stations with hand sanitizer have been placed at or near every restaurant entrance. Restaurant menus are single use and/or available online at [Venetian.com](https://www.venetian.com) website.

For In-Suite Dining, a new “contactless” delivery procedure is available, upon request. Using this method of delivery, a server will knock on your door and take a step back, allowing you to accept the items from the delivery cart without requiring a server to enter your suite.

Venetian Clean: Takeout Service. Many restaurants now offer “Venetian To-Go” takeout service, for those who prefer to dine in their guest suite.

Food Safety

The Venetian Resort meets or exceeds guidelines from the FDA Food Code, SNHD Food Regulations, and Nevada Revised Statutes. We follow enhanced sanitization guidelines and utilize training aides backed by SNHD, FDA, Ecolab, and National Restaurant Association. This includes ServSafe Food Manager Certified Training for all beverage, banquet, event planners, sous chefs, room chefs, and steward managers. In response to the current situation, menus for events, buffets, bar, pool, and banquet presentations have been modified to minimize risk. Team Members in appropriate areas have received further training

regarding personal symptoms and awareness for reporting purposes, precautions for guest protection, and resort procedures for handling guest episodes of COVID-19. Additional training for appropriate Team Members in food, beverage, pools, events, and banquets covers strict cleanliness, sanitization, food preparation techniques, PPE, and physical distancing awareness. Chefs and managers are required to conduct self-assessments of their work areas for each shift. Food safety guidelines and compliance are validated by independent audits.

Our Casinos

To ensure a pristine *Venetian Clean* experience, we utilize dedicated staff to disinfect our casino areas around the clock, including table game areas, slot machines, electronic kiosks, and chairs. Our casino chips are disinfected at each table approximately every two hours, with additional sanitization procedures in place throughout the day. Cleaning protocols are also in place to address the ongoing sanitization of table rails, dice, poker cards, card shoes, shufflers, roulette wheels, table game podiums, blackjack discard holders, and token boxes.

The state of Nevada requires face masks to be worn in public areas. We ask that all Table and Card Game players and spectators refrain from smoking or vaping. Slot machines and chairs have been arranged to allow for appropriate distancing, and table and card games have a limited number of chairs per table. Specifically, table and card games have at least one betting position or chair apart. Also per GCB guidelines, guests are asked not to congregate around slot machines, table games, or at the sports book. Face masks are available and offered to players and spectators at each of the thermal scanning areas upon entry to The Venetian Resort. Additionally, complimentary face masks are available in our casinos at Grazie desks and open table games, and in hotel lobbies at our front desks, Concierge desks, and Guest Services desks.

Venetian Clean: Sanitization Stations. More than 100 stations featuring hand sanitizer or sanitizing wipes are available throughout our casinos and related gaming areas. Hundreds more are available throughout the resort.

Our Team Member Initiatives

To ensure the health and safety of our Team Members, we have implemented the following throughout our resort:

- **Additional Training.** All Team Members receive additional training on COVID-19 safety and sanitization protocols, as well as more comprehensive training for our teams with frequent guest contact including

housekeeping, food & beverage, public areas, hotel operations and security. Our Team Members have clear instructions on how to respond swiftly and appropriately to all presumed cases of coronavirus infection on property in accordance with local guidelines, and they will be ready to provide full support to our guests addressing any health concerns. Team Members are reminded to stay home if they do not feel well. Team Members are also instructed on proper procedures if they notice a coworker or guest with flu-like symptoms.

- **Temperature Checks.** Thermal scanners are in place at every Team Member entrance, allowing non-invasive temperature checks. 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 further medical assessment and be directed to appropriate medical care.
- **Personal Protective Equipment (PPE).** Appropriate PPE is provided to and worn by all Team Members based on their role and responsibilities, and in adherence to state or local regulations and guidance. Gloves are provided to employees whose responsibilities require them, including housekeeping and public area attendants and security officers in direct contact with guests. Mandatory additional training on use and disposal of all PPE is provided.
- **COVID-19 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. The Venetian is providing mandatory ongoing monthly COVID-19 testing for most Team Members in guest-facing positions. As of the end of July, The Venetian Resort held three waves of monthly COVID-19 testing, with nearly 30,000 tests performed since this proactive testing program began.
- **Heart of House.** The frequency of cleaning and disinfecting has been increased in “heart of house” back areas with an emphasis on Team Member dining areas, Team Member entrances, uniform control rooms, restrooms, offices, kitchens, security scanning podiums, service desks, and training classrooms.
- **Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or when the equipment is transferred to a new Team Member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen tools, engineering tools, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the resort.

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 guests and Team Members of The Venetian 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 6-8 feet, or step back when proximity is not needed.** *To assist with this, we have marked the floors at 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.

Sustainability

Face Mask Recycling

Through our industry-leading 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.

A New Tradition

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

For More Information

Your health and safety is our top priority. Our goal is to provide transparency to our guidelines prior to your visit. If you have specific questions about these procedures and protocols, please direct inquiries to our Resort Services team via email at VenetianInfo@sands.com.