

FACT SHEET

Fact Sheet: MGM Resorts' Seven-Point Safety Plan

Overview:

MGM Resorts' Seven-Point Safety Plan is the result of months of research and close coordination with a team of scientific and medical experts to identify new protocols and enhancements to do our best to provide a safe environment for employees and guests. The plan balances the high level of customer service guests expect from MGM Resorts with policies and protocols that will continually evolve based on data, science, public health guidelines and the most up-to-date knowledge about COVID-19. MGM Resorts' Seven-Point Safety Plan can be viewed in its entirety [HERE](#).

KEY INITIATIVES AND INNOVATIONS

Screenings/Temperature Checks:

- **Employees:** Required temperature checks before entering properties, followed by screening.
 - Asked a series of screening questions about any current symptoms and recent exposure to COVID-19-infected individuals. Employees who are not well or who reside with an infected individual will not be allowed to work on property.
- **Guests:** Asked to abide by similar self-screening protocol about current symptoms and recent exposure to COVID-19 in their home prior to arriving and during stay.

Cleaning Standards:

- Employees required to wash hands with soap and water for at least 20 seconds at the start and end of work shifts, during shift breaks and before and after using gloves, if applicable.
- Added cleaning focus on high-touch areas (escalator rails, door handles, light switches, elevator buttons, countertops, basins, restrooms/toilets/urinals, lobby desk, hallways, business offices, among others).
- Key high-touch points and self-service machines cleaned and disinfected frequently.
- Hand sanitizer available on counters for guests, as well as employees.
- Meeting/convention spaces, casinos, restaurants, bars, retail outlets, nightlife/entertainment/sports venues utilize area-specific cleaning guidelines that meet or exceed universal protocols.

Physical Distancing Policies:

- Six-foot physical distancing in place, guided by reminders throughout properties.
- In circumstances where six-foot distancing is challenging: reasonable alternative protocols implemented, such as plexiglass barriers or face shields for employees.
- Signage installed to guide employees and guests on how to safely practice physical distancing.
- Physical layouts will be arranged to provide for appropriate distancing (in restaurants, lobby, on casino floor), where feasible.

Personal Protective Equipment (PPE):

- **Employees:** Provided with and required to wear an approved mask when on property.
 - Gloves continue to be worn by employees who require them to do their jobs, such as food handlers and employees who clean public areas.
 - Additional categories of employees required to wear PPE identified by medical experts.
- **Guests:** Strongly encouraged to wear masks in public areas. Masks offered to guests, free of charge.

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Handwashing and Hand-Sanitizing Stations:

- Custom-built handwashing stations with soap and water and hand-sanitizing stations readily available with a visible presence maintained throughout properties.
- Signage installed to guide and remind employees and guests of the importance of proper handwashing protocols.

Contactless/Line-Reduced Check-In Options:

- **Mobile check-in:** Guests complete the check-in process entirely themselves through the MGM Resorts mobile app.
 - Payment, ID verification, room assignment and digital room key accessed through the MGM Resorts mobile app.
- **Self-service key dispensers:** Physical keys dispensed at self-service key encoders in the lobby, if preferred.
- **Staff-assisted check-in:** Guests complete the check-in process without a mobile device with the support of employees in a line-reduced environment.

Food & Beverage Enhancements:

- Digital menus available for guests to view on personal mobile devices via QR code.
- Virtual queues in place for guests when immediate seating is unavailable. Guests receive a text message notification when their table is ready.

Casino Enhancements:

- Every other slot machine placed out-of-service with chair removed in areas where machines are closer than 6 feet apart.
- Number of players allowed per table reduced (per local gaming regulations).
- Where practical, plexiglass barriers available at tables where appropriate physical distancing is not feasible.
 - **Drink service:** Customers asked to minimize the amount of time masks are removed for drinking.
 - **Eating:** Guests asked to refrain from eating on casino floors to minimize the amount of time masks are removed.

Hotel/Guest Room Enhancements:

- Number and frequency of employees entering guest rooms during stays minimized.
- Removal of most collateral including pens and paper from all rooms and only available upon guest request.
- Changing of linens and towels limited to checkout, unless guest requests earlier.
- Guestroom Attendants wear masks and gloves while cleaning each room, washing hands and changing gloves between each guestroom.
- Training on cleaning and disinfection for Guestroom Attendants, with an emphasis on sequence of service and allowing required dwell times for all disinfectant solutions used to effectively kill the virus.
- Guestrooms will have sufficient time between guests to allow for proper air circulation.
- Capacity recommendations posted for guests sharing an elevator. When feasible, guests asked to share elevators with only their travel companions.