



THE VENETIAN®

— LAS VEGAS —

Our Commitment to Your Health and Safety

Updated: July 29, 2021

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 page is a summary of the current 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 based on the recommendations of the CDC. This commitment also includes new cleanliness protocols that meet or exceed our already rigorous standards. 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.

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

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.

Certifications

SAFE GUARD HYGIENE EXCELLENCE AND SAFETY LABEL

To verify its *Venetian Clean* standards, The Venetian Resort 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 it continues 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 included an on-site inspection and a thorough review of the resort’s *Venetian Clean* protocols. Through this certification, the Safe Guard label can provide comfort that the resort — from the suites of the hotel towers to the meeting space of the Convention Center — is ready for meetings and conventions.

GLOBAL BIORISK STAR FACILITY

The Venetian Convention Center and Expo have attained the Global Biorisk Advisory Council® (GBAC) STAR Facility accreditation on outbreak prevention, response and recovery. Recognized as the gold standard of safe venues, GBAC STAR™ provides third-party validation to ensure the implementation of rigorous protocols in response to biorisk situations.

As a division of the International Sanitary Supply Association (ISSA), GBAC STAR is an industry accreditation focused on ensuring a clean, safe and healthy environment. The program establishes requirements to assist venues by providing best practices, protocols and procedures to control risks associated with infectious agents, such as COVID-19.

COVID-Specific Protocols

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

Mask Policy. The state of Nevada requires all individuals to wear face masks while in indoor public spaces, regardless of vaccination status. Complimentary face masks are available to our guests at Front Desks, Grazie Desks, and Concierge Desks.

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. The guest suite will not be returned to service until the room is deemed safe and consistent with the guidance of local health authorities.

Our Public Spaces

Cleaning and disinfecting by dedicated staff is provided in all public spaces with an emphasis on “high-touch” surfaces.

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 state and local requirements. Further, all of our public restrooms are equipped with automatic toilet flushers, faucets and soap dispensers.

In addition, swimming pool surfaces are treated with an anti-viral/anti-bacterial treatment daily.

Our Guest Suites

Our already stringent cleaning and disinfecting protocols are regularly updated to reflect current guidelines. Disinfectants (which are EPA registered for emerging viral pathogens) are used to clean guest suites, including “high-touch” items. In addition, our linen is washed at water temperatures above 140 degrees F, and with appropriate cleaning products.

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 MERV15 and 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** has 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.

Our Restaurants

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.

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.

In addition, many restaurants now offer “The 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 regularly.

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 while indoors.** *This is required per CDC and State of Nevada mandate.*
- **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 step back when proximity is not needed.** *There is plenty of space to spread out at The Venetian Resort.*

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 sustainability 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. Since the program began, the resort has recycled more than 8,600 pounds of discarded masks, which are used to make composite lumber for shipping pallets, railroad ties, and decking.

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 reservations@sands.com.