

MEETINGS AND TRADESHOWS

SPECIFIC SAFETY COMMITMENT GUIDELINES



WESTGATE
LAS VEGAS



MEET WITH CONFIDENCE OVERVIEW

Meeting with Confidence consists of detailed protocols supported by highly trained employees to incorporate health and safety into every aspect of the convention and meeting process. Standard elements of Meeting with Confidence include:

1. Planning

Virtual site inspections and careful pre-planning of event, meal and break times to safely optimize guest movement throughout meeting spaces. Various types of events offered include virtual, hybrid or in-person.

2. Arrival

Pre-registration provided in advance and digitally. Where registration desks and queuing are required, scheduling and physical distancing are implemented and clearly indicated.

3. Cleaning & Disinfecting

High touch points cleaned and disinfected regularly; single-use amenities disposed of daily; hand sanitizer available in high traffic areas.

4. Physical Distancing

Facilities and floor plans adjusted to meet physical distancing requirements and evolve as needed.

5. Dining & Break Refresh

Various styles of meal service offered, with an extended menu of pre-packaged options, distributed by servers and attendants.



COMPANY-WIDE HEALTH & SAFETY

The health and safety of employees and guests has been at the forefront of Westgate Las Vegas Resorts' planning since the onset of the COVID-19 crisis earlier this year. The company's comprehensive WestgateCARES is a multi-layered set of protocols and procedures designed in conjunction with medical and scientific experts to mitigate the spread of the virus, protect customers and employees and rapidly respond to potential new cases.

The company continues to evaluate and evolve its safety protocols. Key initiatives include:



Employee screening, temperature checks and COVID-19 specific training



COVID-19 testing for employees as they return to work in partnership with the local medical community



Requirement for employees and guests to wear masks. Complimentary masks are provided as needed



Physical distancing policies, with floor guides serving as reminders



Installation of plexiglass barriers and other measures to reduce risk in areas where physical distancing presents challenges



Standalone handwashing stations conveniently located on casino floors



Requirement of Guestroom Attendants to wear masks and gloves while cleaning each room and to change gloves between guestrooms



In addition to increased and enhanced routine cleaning of guestrooms and public spaces based on CDC guidance, electrostatic sprayers are utilized in many large public spaces so that disinfectant is applied efficiently



Digital menus available to view on personal mobile devices via QR codes in the company's food and beverage outlets



To minimize groups congregating while they wait, restaurant guests receive a text message notification when their tables are ready

SAFETY IS OUR TOP PRIORITY

The health and safety of our employees, guests and community is our top priority.

Our goal is to demonstrate best practice health and safety protocols that account for the ever-changing environment we work and live in today, while still allowing us to SAFELY host live meetings, conventions and tradeshow.

Westgate Las Vegas will provide a highly controlled, organized and safe environment for meetings, conventions and tradeshow.

EMPLOYEE SAFETY

- Employee training on all health and safety protocols, including proper hand washing, physical distancing, and enhanced sanitization protocols. This training is required and includes procedures for attendees/guests who become ill while on property.
- Ongoing testing of all public-facing employees .
- Documented contact tracing procedures in place.
- Thermal scanning at Employee entrances.



PERSONAL SAFETY AT EVENTS

Within 30 days of a tradeshow or large convention (251-1000 attendees), Group Organizer must submit a formal safety plan to the venue that meets or exceeds the venue's established protocols including physical distancing.

In addition, contact tracing protocols and plan will be established and submitted.

Daily health questionnaires are required to be completed by all attendees.



MEETINGS BEST PRACTICES

We have worked in collaboration with our industry colleagues and consulted public health experts and resources to ensure our health and safety protocols constitute best practices.

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 tradeshow, we will need the support and assistance of the Group Organizer in order to keep those attending meetings, conventions and tradeshow 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 continue to be incorporated into these protocols as well.

Group Attendees should wash hands often with soap and water for at least 20 seconds. Hand sanitizer stations 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.

PHYSICAL DISTANCING

In order to manage physical distancing within the pre-function and function spaces the Group Organizer must provide the venue a physical distancing plan which includes the following elements based on the meeting needs:

ATTENDEE SIGNAGE AND MESSAGING

- Use of signage to ensure measures are clearly identified for all Group Attendees throughout the pre-function and function spaces.
- Post reminders of physical distancing guidelines and floor graphics to indicate social distancing.

PLANNING REQUIREMENTS

- Dedicated entrances and exits.
- Multiple points of entry and exit when possible to prevent congestion and maintain physical distancing.
- Queue lines spaced 6 feet apart.
- Room occupancy counters must be provided for functions over 250 people.
- Elements and properties to reinforce social distancing (examples include stanchions or hedges).
- Modified room set ups to ensure physical distancing.
- Mark each aisle with one-way directional arrows.
- Aisle widths to allow for physical distancing.
- Redesign larger booths to allow for queueing of attendees.

- Multiple tracks for attendees with staggered times - Consider dividing your Group Attendee base, giving smaller groups a chance to network on the show floor without worrying about physical distance.
- Use transparent barriers in booth design by all Exhibitors and, where appropriate, other service elements such as conference registration show management office, and general contractor service desks and marketplace dining.
- Provide dedicated space for large product displays and educational sessions with appropriate occupancy management and physical distancing.
- For large keynote speakers or general sessions, “human ambassadors” will be required to help facilitate safe load-in and load-out.
- Pay attention to distance in conversation areas. Consider barriers when appropriate.

OTHER REQUIREMENTS

- For meetings, conventions and tradeshow that provide transportation for attendees a transportation plan will need to be provided to the venue and must follow physical distancing protocols as well as cleaning and sanitization procedures.
- Formalize a no hugs and handshakes policy. Even today, it’s still an instinct to shake hands with business associates.

BEHAVIORAL BEST PRACTICES

These best practices have been identified for use by all Group Attendees and should be communicated prior to and throughout the meeting, tradeshow or convention space. Sample signage templates have been provided for reference.

- Greet people with a wave, nod, or bow instead of a handshake.
- Wash your hands often with soap and water for at least 20 seconds.
- When coughing or sneezing, cover mouth and nose with inner elbow or tissue.
- Avoid touching eyes, nose, or mouth with unwashed hands.
- Wear a face mask. It is required by the State of Nevada.
- Before touching or adjusting your mask, thoroughly wash your hands with soap and warm water for at least 20 seconds.
- Value personal space. Please maintain a distance of six feet, or step back when proximity is not needed.



PROGRAMMING GROUP ATTENDEE FLOW

In order to manage traffic flow in the function space, the Group Organizer must work with the venue to develop a programming plan to navigate Group Attendees to and from the function space.

In order to minimize traffic in shared spaces the venue recommends the following considerations:

- Communication protocols to Group Attendees and Group Organizers prior to arrival, upon arrival and throughout the meeting, convention or tradeshow.
- Multiple tracks for Group Attendees with staggered times - Consider dividing your 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.
- Extend show hours. Consider extending meeting or show hours to allow a more relaxed visit to the show floor.
- Add more frequent and/or staggered break times to allow for proper disinfection during refreshes, ample time for restroom breaks and food and beverage refreshments.
- Simulcast content to other venue locations in the property or venue to reduce session sizes.
- Increased frequency of breaks and shorter session times, both formal and informal, to encourage movement of attendees.
- Giveaway items, business cards, show bags and brochures are not recommended. 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.
- The use of technology where possible to support these safety efforts and reduce the need for printed material and handouts.
- Examples include online registration
- Digital backpacks
- Use of QR codes

CLEANING & SANITIZATION

- Increased frequency of routine cleaning and sanitization in public spaces, regularly and throughout the day and, while in use, adjusted protocols for cleaning of meetings spaces or venues exceeding CDC guidelines. This includes the use of disinfectants that are EPA registered for emerging viral pathogens for use against SARS- CoV-2.
 - Use of EPA approved disinfecting sprayers, UV and disinfection options for audio visual equipment.
 - Disinfecting high-touch areas and replacing soiled linens between sessions.
 - If a room is set, disinfection of all chairs, replacement of linens and overlays and disinfection of any podiums at the end of each day and reset for next day.
 - Soiled linens will be bagged in single-use plastic bag and transported out of meeting rooms.
 - Disinfection of high-touch surfaces including doors and door handles at exterior and interior entrances, peepholes, air wall pocket doors, air wall panel doors, phone/light preset panels, telephones, lighting preset selectors, and thermostats.
 - Touchless dispensers for hand sanitizing will be placed throughout public spaces in meeting spaces and other front-of-house areas. Hand sanitizer will contain at least 60% alcohol.
- In high-concentration areas
- Stationed at appropriate entrances and key points around the room.
- Meal rooms, stationed at appropriate entrances and exits
- Tradeshow floor
- Registration areas
- At the entrance and exit to “active” meeting rooms.
- Close attention is paid to ensuring appropriate HVAC settings to ensure outside fresh air flow and routine air exchanges are achieved on a regular basis. Whenever possible 100% outside fresh air will be circulated. Air filter replacements and HVAC system cleaning is increased.

ARRIVAL EXPERIENCE

TEMPERATURE CHECKS

As part of Nevada’s ongoing efforts to keep guests and employees safe during the Covid-19 outbreak, the use of temperature monitoring is recommended for Group Attendees. The purpose of this monitoring is to detect elevated temperatures in those entering meetings and events. Those with a temperature at or over 100.4°F (38°C) should be subject to a discreet secondary screening after an appropriate cool down period. Those confirmed to have a temperature at or over 100.4°F (38°C) using a contactless method during the secondary screening will undergo a further medical assessment and be directed to appropriate medical care. They will not be permitted to enter the venue.

DEDICATED MEDICAL BAY

A staffed medical bay for Covid-19 symptoms is required.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE is required for all Group Attendees, Employees, Vendors, Contractors, and Group Organizers, as mandated by the State of Nevada and the CDC.



MEETING SPACES

PUBLIC SPACES

Our dedicated staff 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, escalators, stair handrails and dining surfaces.
- Remove or distance soft seating from pre-function space and provide additional signage to reinforce physical distancing and prevent congregation in the space.
- During peak meetings periods, attendants should be stationed next to escalators to sanitize handrails.
- Sprayers will be used to disinfect appropriate meetings services spaces, including business centers, coat checks, sidewalks, drop-off and pick-up waiting areas, front entrances, exhibit halls, lobbies, stairwells, the mezzanine, back-of-house, etc.
- In restrooms, physical barriers will be placed between each sink or block every other sink in order to provide physical distancing.
- Front-of-house restrooms will be sanitized at least once an hour, which includes wiping down counters, stalls, sinks, faucets, toilets, toilet paper dispenser and door handles.
- Whenever possible all public restrooms will be equipped with automatic toilet flushers, faucets, and soap dispensers.

MEETING ROOMS AND EXHIBITION HALLS

In addition to already stringent cleaning and disinfecting protocols all hotels, resorts and meeting spaces will upgrade their protocols to reflect the current situation. Disinfectants (which are EPA-registered for emerging viral pathogens for use against SARS-CoV-2) will be used.

Protocols will address the following areas:

- Eliminate water pitchers on the table and replace with individual water bottles.
- All amenity set ups will be individually wrapped and single use.
- Disinfection of 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, tabletops, and thermostats.
- Disinfection of high-touch areas and replacement of soiled linens between sessions.
- If a room is set, disinfection of all chairs, replacement of linens and overlays and disinfection of any podiums at the end of each day.
- Soiled linens will be bagged in single-use plastic bag and transported out of meeting rooms.



EVENT SET-UP GUIDELINES & SEATING

As requirements are continuously evolving, all seating capacities and floor plans will 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.).

CLASSROOM STYLE

- 2 people per 6-foot table with 6 feet in front and back of each chair
- Minimum of 6-foot circulation aisles

THEATER STYLE

- 1 chair per 22 inches with 6 feet back and front of each chair
- Minimum of 6-foot circulation aisles

BANQUET ROUNDS

- 72-inch rounds set with 6 chairs per round
- 6-foot aisles between chairs
- Minimum 6-foot circulation aisles



BANQUET PROCEDURES

BANQUET SERVICES

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

- Health and safety signage posted throughout eating areas.
- Safety signage should be preset on each table.
- 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. (See signage package for reference).
- Frequent handwashing for food and beverage attendants.
- All food and beverage attendants must wear proper PPE.
- All food should be served individually plated or wrapped.
- Beverages (including coffee) should be served by an attendant.
- Self-serve buffet-style banquet service should be 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 should not be preset on the table.
- Preset rolled silverware and glasses of water may be present on the tables.
- No self-service bulk condiments, napkins or silverware should be available.
- Protective partitions should be placed between servers and attendees with the exception of plated meals.
- All food and beverage items served at exhibit hall retail outlets should be individually packaged and served by an attendant.
- Any tradeshow food court seating and queuing should be 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 should be cleaned between each use.
- Touchless payment options should be utilized for retail sale.

GENERAL CONTRACTOR AND EXHIBITOR APPOINTED CONTRACTOR (EAC) GUIDELINES

To promote a safe and healthy work environment for Employees, Vendors and Event Attendees, consistent guidelines should be provided to all general contractors and EACs.

To perform work or supply any service to or on the premises of the Venue all vendors/suppliers should agree to abide by the following guidelines:

Temperature Monitoring and PPE for Show Staff/General Contractors/Vendors/EACs

- Provide designated area where third-party labor and dedicated meeting/show staff will be subject to daily temperature checks and review of health questions to screen for exposure to SARS-CoV-2.
- Appropriate PPE will be expected by all staff and associated labor, including set up and tear down periods.



Third-party Personnel

- General Contractors and EACs must require their personnel to stay home if ill. **DO NOT COME TO THE MEETING OR EVENT VENUE 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.
- Training of all personnel on all health and safety protocols, including proper hand washing, physical distancing, and enhanced sanitization protocols. This training is required and includes procedures for attendees/guests that become ill while at venue.
- No spitting and unprotected sneezing. Any act of this will violate safety protocols and should be addressed.
- Smoking on site should be strictly limited to posted areas of the Venue, which should be offered within physical distancing guidelines, should adhere to CDC guidelines.
- All personnel should be required to follow frequent sanitizing protocols. This should be taken into consideration in all production schedules.
- Proper attention should be paid to loading dock, to ensure proper ongoing physical distancing of all labor supplied by General Contractors and EACs.
- General Contractors and EACs, including employees of General Contractors and decorators, must adhere to back-of-house guidelines and/or Code of Conduct set by each property or venue.
- General Contractors and EACs are required to enforce physical distancing in their own service desk area and queues.
- Booth construction procedures should be addressed to maintain proper physical distancing.
- Labor personnel should be paired with the same co-worker for an entire shift or for entire move-in/move-out to limit exposure and to help facilitate contact tracing.
- Start/stop/breaks/lunches should be staggered to limit physical contact.
- General Contractors and EACs should be encouraged to use the COVID Trace Nevada App for all employees.



TRADESHOW CLEANING AND SANITIZATION GUIDELINES

SANITIZATION OF EQUIPMENT

- General Contractors and EACs must provide and maintain satisfactory sanitization procedures daily in adherence to CDC guidelines with use of disinfectants that are EPA-registered for emerging viral pathogens for use against SARS-CoV-2, for the following equipment: forklifts, pallet jacks, flatbed carts, truck ramps, boom lifts, three-wheel carts, ladders, and other substantial equipment. The sharing of small hand tools and materials should be eliminated.
- 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.
- Consistent, ongoing sanitization with use of disinfectants that are EPA-registered for emerging viral pathogens for use against SARS-CoV-2 should be provided for equipment such as copiers, fax machines, microphones, décor, furnishings like tables, counters, chairs, etc.
- General 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.

TRADESHOW FLOOR & BOOTH SANITIZATION

- Group Organizers will need to provide for sanitization of all show floor elements daily through an approved contractor.
- All cleaning protocols for meetings spaces or venues need to meet or exceed CDC guidelines. This includes the use of disinfectants that are EPA-registered for emerging viral pathogens for use against SARS-CoV-2.
- Host facility retains the right to audit service of cleaning products and protocols used at individual booths and approved contractor to ensure proper equipment and materials are being used.
- All booth furnishings should be sanitized and disinfected after setup.
- Hand sanitizer and/or sanitizing wipes should be provided in all booths by the Exhibitor. Hand sanitizer must contain at least 60% alcohol.



TRADESHOW FLOOR PLAN AND BOOTH GUIDELINES

Clients still need to have engaging environments to create brand awareness and broadcast their messaging. Floor plans and exhibit booths will draw in attendees while incorporating the most current health and safety standards. As requirements are continuously evolving, working in collaboration with the Group Organizer, host venue and general contractors, 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, as appropriate. This is an extension to our normal compliance review of event plans to ensure they meet regulations and codes of the local county fire department.

Group Organizers are responsible to ensure that exhibit hall, show floor, booths and meeting rooms are in compliance with venue operating standards. Tradeshow venue reserves the right to review for compliance with the venue operating standards.

SHOW FLOOR LAYOUTS

- Aisle widths allow for a minimum of 6 feet of separation
- One-way directional aisles
- Directional signage throughout
- Health & Safety signage posted throughout
- For large product demonstrations, a separate area should be created for such activities
- Dedicated spaces need to be considered for networking lounges and meeting pods (see example)
- Hand sanitizer stations and signage throughout

EXHIBIT BOOTH PROPERTIES

- Eliminate soft furnishing and casual seating areas to prevent prolonged time in the booth
- Safely distance seating for product demonstrations
- Elements and properties placed to maintain physical distancing while also ensuring attendee flow around the exhibit is not impeded
- Hand sanitizer and/or sanitizing wipes should be provided in all booths by the Exhibitor

EXHIBIT BOOTH ENGAGEMENT

- Technology continues to play a role
- Touchless areas preferred
- Large screens for impactful storytelling
- Gesture technology wall or motion sensing options
- QR/barcodes on personal handheld devices for sharing content, product information or business card exchange
- “Digital Backpack” applications allow attendees to download content by scanning QR codes
- Careful furniture design to reduce direct-air transfer
- Strategic placement of furniture pieces to help maintain physical distancing
- Maintain generous aisle ways between networking spaces
- Floor graphics to indicate physical distancing

EXHIBIT BOOTH DESIGNS

(See Example Guide)

- Booth dimensions
 - 10 x 10 booth
 - 10 x 20 booth
 - 20 x 20 booth
- Allows for showcasing product or service
- Allows for physical distancing in accordance with CDC guidelines
- Protective partitions to separate individuals that cannot physically distance in accordance with CDC guidelines
- Back-to-back booths must include mandatory 8-foot drape or hard-wall partitions

NETWORKING MEETING PODS

formal/in depth conversations

- Technology applications for targeted networking
- Dedicated spaces to allow for safe networking
- Provide work surfaces
- Appropriately sized tables
- Regular cleaning of surfaces
- Protective partitions to separate individuals
- Create generous aisles between meetings spaces
- Directional signage

NETWORKING LOUNGES

Casual and relaxed connections

- Technology applications for targeted networking
- Dedicated spaces to allow for safe networking

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/>

Reno Tahoe Health & Safety <https://www.visitrenotahoe.com/health-safety/>

McCarran International Airport COVID-19 Newsroom
<https://www.mccarran.com/Home/Covid19Info>

Reno-Tahoe International Airport Coronavirus Travel Info
<https://www.renoairport.com/airport-authority/coronavirus>

Southern Nevada Health District <https://www.southernnevadahealthdistrict.org/coronavirus/>

Washoe County Health District <https://covid19washoe.com/>

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>

