

LAS VEGAS CONVENTION AND VISITORS AUTHORITY UNIVERSAL STANDARDS



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LAS
Vegas
CONVENTION AND
VISITORS AUTHORITY

THE HEALTH AND SAFETY OF OUR EMPLOYEES AND GUESTS IS OUR NUMBER ONE PRIORITY.

This plan presents what we will do to keep our guests, employees, and our community safe. We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

Employees and guests will be advised to practice social distancing by maintaining at least six feet of separation from other people while standing in lines, using elevators and escalators or moving around the property. All meeting spaces, food services areas, registration and information areas, etc. will be arranged to ensure appropriate distancing. All LVCC areas will be compliant with local or state mandated occupancy limits.

The LVCC is also among the first convention centers in the nation to pursue the prestigious GBAC Star Accreditation Program, a new facility accreditation that is considered the gold standard in cleaning, disinfection and infectious disease prevention.

NEAR-TERM MEASURES TO PROTECT EMPLOYEE HEALTH

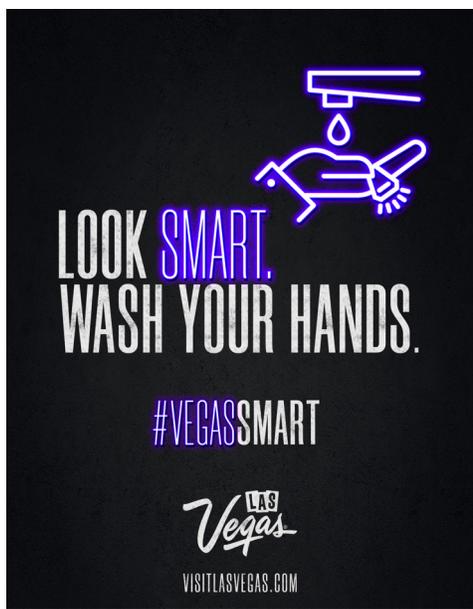
- Direct everyone who can work from home to do so
- Reasonable accommodation must be provided to employees who are vulnerable to COVID-19
- Employees should not come to work if they are ill
- Employees who have been exposed to someone with a known, or suspected communicable disease or illness such as COVID-19, suspects they are, or could be, asymptomatic of a communicable disease or illness, is subject to mandatory or suggested quarantine, or receives a report of a communicable disease or illness from a health care provider, are required to notify their human resources department as soon as possible.

MEASURES TO PROTECT EMPLOYEE HEALTH FOR RETURN TO WORK

- Symptomatic screening of all employees arriving to work; designated entrances with temperature check/questionnaire and mask issued.
- Employee Protocols/Training
 - o Personal hygiene i.e. hand washing, shared equipment sanitizing
 - o Define/restrict distances for customer interactions
 - o OSHA compliant PPE, (use and disposal)
 - o Office protocols i.e. face to face meeting sizes, virtual communications, telework
 - o Event Specific briefings/event protocols
 - o Shift briefings following distancing protocols
 - o Staggered shift arrival/departures
 - o Work station distancing
 - o Defined distancing for breakroom/employee dining area
 - o Increase sanitizing frequency of employee shared areas, i.e. breakrooms, copy rooms, etc.
 - o Protocols distributed and posted in conspicuous locations
 - o Response/recovery protocols to suspected/confirmed cases
 - o Reporting protocols for guests/employees displaying symptoms.
- Adequate disinfectant and related supplies in stock and available.
- Hand sanitizer, soap and water readily available to all employees and customers.
- Management ensure employee compliance with all protocols/procedures.
- Incident Response Plan updated
- Reduce instances of shared tools and equipment

COMMUNICATION PLAN/SIGNAGE

- Facility communication plan – hygiene messaging
 - o Increased facility messaging on digital advertising boards.
 - o Wi-Fi splash page information
 - o Website banner
 - o Client/event specific website
 - o Booth flyers
 - o Targeted client email, (with-in 6 months and 6 months plus).
 - o Facility P/A system
- Messaging includes GBAC Star Accreditation, pending
- Signage at each public entrance to inform all customers and employees that they should
 - o Not enter the facility if they are ill, have a cough or fever
 - o Maintain a six-foot distance from one another
 - o Eliminate handshakes and reduce physical contact
- Additional semi-permanent signage in lobbies, restrooms, meeting rooms and exhibit hall.
- Additional signage at transportation arrival/departure areas
- Sample signage:



PUBLIC SPACES

- Guests are encouraged to wear personal protective equipment while on the property.
- Hand sanitizer and masks will be made available to guests upon request
- Use of thermal cameras at entry points to conduct non-invasive temperature checks
- Numerous hand sanitizer stations positioned at key locations
- Buffer zones/metering lines at entrance to maintain physical distancing
- Designated entrance doors and exit doors
- Attendee survey/questionnaire
- Designated quarantine area for each entrance
- Designated staff to monitor for density
- Guests will enter the LVCC through doors that are either propped open, are automated or manually operated by an LVCVA Guest Services Attendant
- Auto open doors/hold open
- Designated directional walking paths/lanes
- Lobby and plaza seating reconfigured to allow for distancing
- Floor markings installed to designate physical distancing in queuing locations
- Comprehensive cleaning and inspection of the facility prior to the event
 - o Enhanced cleaning and disinfection of high frequency contact points
 - o Use of GS Neutral Disinfectant Cleaner, a known virucidal agent effective against 2019-nCoV
 - o Increase meeting space cleaning/disinfection daily
 - o Hourly restroom sanitizing
 - o Increased back of house cleaning frequency
 - o All customer use equipment sanitized (room keys, microphones etc.) and cleaning plan developed
 - o Increased frequency of waste removal and strengthened waste separation
 - o Pre-event checklist developed (pre-event inspection, public space cleanliness, room reset etc.)
- Occupancy of elevators will be limited to guests traveling as companions or number required to maintain physical distancing measures
- Guests will be encouraged to sanitize hands or use a tissue, wipe, stylus or other sanitary items to press elevator buttons
- Signage will be posted at each elevator bank to explain protocol
- Guests not following social distancing guidelines will be warned and may be asked to leave

MEASURES TO INCREASE SANITIZATION

- Appoint and train a hygiene subject matter expert to conduct staff training
- Deep cleaning prior to move-in of event
- Restrooms normally open to the public shall remain open to the public
- Supply disinfecting wipes near all touch points
- Assign employees to disinfect all touch points on a frequent basis
- Cleaning and disinfection of restrooms will follow CDC guidelines
- Electrostatic sprayers utilizing approved disinfectant on high-touch surfaces during off-peak hours.
- UV lights incorporated to disinfect select areas
- Air quality/HVAC
 - o Increased frequency of outdoor air exchange rate
 - o Increased air filter quality rating to MERV 14 and increased replacement rate of air filters

EVENT REGISTRATION

- Control crowd density standards by limiting the number of visitors
- Off-site registration encouraged, i.e. hotel lobby, shuttle bus pickup area, airport etc., parking lot pavilion
- Encourage event producers to provide every registered attendee a “personal care” amenity kit with hand sanitizer, disinfecting wipes, latex gloves and a personal face mask
- Electronic, badge-less, mail only registration encouraged
- Encourage advanced, online registration utilizing digital badges/QR codes for contactless access
- Only on-site badge pick-up/reprint stations located in remote locations
- On-site registration
 - o Six foot spacing of registration counters
 - o One customer/staff per counter
 - o Line spacing markings
 - o Required Plexi-glass partitions on all counters
 - o By appointment only
 - o Self-service only option encouraged
- Use of mobile apps or registration records to assist proper authorities with contact tracing efforts.

EXHIBIT HALL/EXHIBITORS

- Pedestrian flow control recommendations
 - o Staggered/scheduled entrance/departure times into convention center
 - o Extended exhibit hall hours
 - o Staggered admission into exhibit halls divided into time slots evenly spread over event period
 - o Limited attendance/monitored attendance
 - o Additional entrances
 - o Designated density monitoring (real time)
 - o All aisles a minimum of 12 ft. wide, unless defined as one way, then 10 ft. wide minimum.
 - o Dividers placed in center of 20', 15', 10' aisles
 - o Aisles defined with lanes/direction of flow to create single direction aisles
- Booth design recommendations
 - o Unit/size designed for physical distancing
 - o Plexi-barriers if applicable
 - o 8' side rail instead of 3' booth breaks
 - o Provide simple peel and stick 24" floor lines for exhibitors to apply in their booth space in front of counters or demo locations to suggest proper distance for attendees to stand
- Control/scale size and timing of meetings at booths
- Scheduled mid-day break for booth and hall sanitization
- Eliminate or reduce footprint of public sharing spaces such as show floor lounges, food service, show management booths, activation areas and show floor education
- Protocols in-place to handle density
- Promotional items given out digitally or in a single package
- Encourage booth personnel to engage in constant booth cleaning/disinfecting
- No self-serve food items for sale
- No food samples
- Updated Exhibitor Manual to include health and safety measures

MEETING ROOMS

- Disinfecting wipes will be provided at podiums
- Entrance door propped/remain open
- Comply with physical distancing requirements for meeting room sets
 - o Limit banquet round seating to 6 per 72 inch table
 - o Classroom seating set with 6 foot spacing
- Hand sanitizer dispensers available
- Designated room capacity monitors
- Control/scale size and timing of meetings
- Protocols in-place to handle density
- Stream sessions to aid in sharing information
- Promotional items given out virtually or in a single package
- Increase meeting room cleaning/disinfecting frequency
- Follow F&B protocols if food served (individually wrapped items only, no buffets, etc.)
- Staff water bubblers to reduce physical contact from attendees

BUILDING PARTNERS

RETAIL (COX BUSINESS, FED EX)

- Staff trained on new/changed protocols
- Limited occupancy at retail locations
- Monitored designated entrance
- Guest wheelchairs and scooters sanitized between each use
- All touch points will be sanitized frequently
- Attendants will sanitize hands after each interaction or transaction
- Sanitize all boxes before handling in the store
- Retail stock will be limited to essential items
- Apparel, headwear, footwear, and sunglasses will not be available
- Hand sanitation stands will be located at entrances and at check-out counters
- Items may not be returned once purchased
- All pay points compliant with physical distancing.
 - o Plexi-barriers
 - o Defined line spacing
 - o Cashless
 - o Cashiers wearing mask/gloves

FOOD SERVICE (CENTERPLATE)

- Staff trained on new/changed protocols
- Hand sanitizer stations available at entrance and on tables
- Masks will be worn by all employees
- Guests will be encouraged to use sanitizer upon arrival
- Guest contact items will be single use
- Tables, bar tops, stools and chairs will be sanitized after each use
- Hand sanitizing stations will be located inside kitchen doors for servers, cooks, and management to use frequently
- Occupancy will be limited to allow social distancing
- Eliminate food displays that are not situated behind sneeze guards
- Flatware will be provided as a roll-up
- Napkin service will be suspended
- Condiments will be served in single use containers
- Straws will be wrapped and served upon request
- In lieu of Buffets food served pre-packaged or in closed containers
- Seating will be arranged to allow proper social distancing
- Remove garnish stations and provide PC's at time of service
- Frequently inspect dish and glass washers for appropriate chemical and temperature
- Banquet service standards revised, including operational and sanitation procedures for items like linen and silverware
- All food will be served individually plated, no self-serve food items
- Beverages (including coffee) and snack items will be provided by an attendant
- Hand-washing stations will be deployed near F&B stations, exhibit halls and near meeting rooms
- Food items served at exhibit hall retail outlets will be individually packaged and served
- Internal or event planner menu tastings will be conducted in compliance with all established protocols
- Over staffing, expecting staff will not come to work if not feeling well
- All pay points compliant with physical distancing
 - o Plexi-barriers
 - o Defined line spacing
 - o Cash-less
 - o Cashiers wearing mask/gloves
- Meet or exceed guidelines from the FDA Food Code, SNHD Food Regulations, and Nevada Revised Statutes.

EVENT SERVICE PROVIDERS

[OSC, TRADE UNIONS, EACS, TRANSPORTATION COMPANIES, SECURITY PROVIDERS, ETC.]

- Staff trained on new/changed protocols
- Designated entrances for all labor during move-in /move-out
- Official Service Contractors and EACs must provide detailed plans on disinfectant protocols
- Compliant with all regulations from Federal, State and local health agencies.
- Compliant with all regulations from OSHA.
- Aware of and train all staff working for the event the symptoms of Covid-19 and facility protocols
- Wear appropriate PPE as needed or directed (to be provided by contractor)
- Event standby (labor/OSC Management) limitations
- Transportation providers follow crowd density standards

ROOM/AREA RECOVERY PROTOCOL

- In the event of presumptive case of COVID-19 the room/area will be removed from service to undergo a specific cleaning protocol by a licensed third-party expert. The room/area will not be returned to service until it is deemed safe by the third-party and consistent with the guidance of local health authorities.
- In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the SNHD.
- This recovery protocol addresses all areas of the facility.