

# WYNN LAS VEGAS HEALTH & SANITATION PROGRAM

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. This program has been developed in consultation with three leading public health medical professionals and fellows of Georgetown and Johns Hopkins Universities.



Version 2.1

## WYNN LAS VEGAS HEALTH & SANITATION GUIDELINES

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### **Statement from Matt Maddox, Chief Executive Officer, Wynn Resorts**

At Wynn Resorts we care deeply about our family of employees and our communities. When we decided to be the first to close in Nevada, before the state required the closure of casino resorts, we did it with a heavy heart but knew it was in the best interest of our employees and community. We also understood that asking 15,000 employees to stay home during the pandemic is challenging. We chose to pay all our full-time and part-time employees for 60 days through May 15<sup>th</sup> including an estimate for tips they could earn during the closure. It is costing us approximately \$3 million per day or \$180 million for two months.

I commend our Governor, Steve Sisolak, for making the difficult decision and taking early action in the fight against COVID-19. I believe his decisions saved lives as we were facing potential exponential growth in COVID-19 exposure, given that Las Vegas caters to millions of people from all over the world.

Currently, Nevada is well positioned relative to many other states. Clearly, we will see increases in cases as we accelerate testing. The Roosevelt aircraft carrier data has shown that of the hundreds of sailors that have tested positive the majority are asymptomatic. Stanford University just published research that COVID-19 cases could be 50x higher than reported given the vast amount of asymptomatic and mildly symptomatic individuals. That means as we increase testing, we will see more cases.

So, I believe it is critical to monitor our hospitalizations as we increase testing. We passed our “peak” hospitalizations based on most national models and our hospitals were not overrun. Our COVID-19 related deaths per million are below the national average. We have also acquired enough personal protective equipment (PPE) through a public-private partnership to sufficiently supply our medical community that we all rely on for months.

We now face a new, rapidly decelerating curve we must “flatten”. Our economy is in a free fall. Nevada will likely be one of the hardest hit states in the nation and suffer very high unemployment. It is imperative to flatten this curve so we can re-emerge in a safe, sustainable way.

This plan presents what we will do to keep our guests, employees, and our community safe. Each operating department has its own customized set of procedures, even more detailed than the 20-page summary presented here. It relies on the best available science on sanitization methods in consultation with professional infectious disease experts from the best academic institutions in the country. We will continue to refine and update the plan as our experts provide us more advice. Our procedures are extensive and not applicable to all resorts in our industry.

In addition, I have been on calls almost daily with one of the country’s leading public health and pandemic preparedness experts, as well as various leaders in our medical community representing our hospitals and they agree that an incremental reopening makes sense, and that science and data must lead us out of this in a safe fashion.

In order to be able to recover and reopen in Las Vegas, this is what I believe are the right steps to take:

1. The Governor's appointed Task Force should be focused on COVID-19 testing capabilities and safely reopening the economy.
2. Reopen parts of the local Nevada economy in early May. Begin with reduced occupancy, physical distancing measures in place, temperature checks and no large gatherings. We all need to wear a mask. Wearing a mask is uncomfortable; however, it will allow our economy to reopen faster.
3. Follow the data provided by a team of modeling experts tracking benchmarks based on the following criteria:
  - a. Increases in COVID-19 testing velocity.
  - b. Hospitalizations and deaths per million should not exceed the national average over any sustained period.
  - c. Hospital critical care bed availability should be reserved based on a ratio of current COVID-19 patients in the event of a spike.
  - d. Full transparent data should be public, web based and accessible to anyone.
4. Assuming in mid- to late-May we are still in line with the benchmarks, slowly begin to reopen the Las Vegas strip with extensive safety measures in place.
5. Monitor the data every day. If we need to, marginally pull back or move forward.

The main obstacle on the list above is widespread testing. Our state, the medical community, the Task Force and resort industry leaders are focused on ways to vastly enhance testing and I anticipate it will happen over the coming weeks.

One observation, that is often times overlooked, is that many of our hospitals are in financial distress. They have stopped all elective procedures and surgeries and now mainly focus on emergency issues and COVID-19. Emergency room visits are down substantially, and we have empty beds - thankfully. Compared to last week, COVID-19 hospitalizations in many of our hospitals in Clark County have dropped by approximately 10% and the availability of ventilators has increased.

However, we must keep in mind that various hospitals will likely face significant layoffs as they bleed money during this time. The hospitals need to begin elective surgeries while retaining capacity for COVID-19 patients, otherwise our healthcare system that is meant to save lives will be badly damaged. That would be counterproductive.

I understand that if we incrementally reopen, we might have to pull back if a spike in cases occurs that jeopardizes our healthcare system capacity. However, the only way to cross this river is one stone at a time and we need to put our feet in the water before it is too late.

## Wynn Las Vegas Program

### 1 Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

**Thermal Cameras.** Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing thermal cameras. Anyone displaying a temperature over 100.0°F<sup>1</sup> will be taken to a private area for a secondary temporal temperature screening. Employees or guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.

**Physical Distancing.** Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Restaurant tables, slot machines and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas. Hand lotion will be provided in guest rooms and throughout the back of house (in touchless dispensers) for employees.

**Front of the House Signage.** There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Table game electronic signs will also be used for messaging and communication.

**Back of the House Signage.** Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

**Employee & Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the Southern Nevada Health District (SNHD). We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at the resort, we will work with the SNHD to follow the appropriate actions recommended by it.

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<sup>1</sup> <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

## 2 Employee's Responsibilities

Wynn Employees are vital for an effective sanitation and health program.

**Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Wynn employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

**COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

**Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

**Daily Pre-Shift & Timekeeping.** Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

## 3 The Guest Journey

### Guest Arrival

A security officer will greet each visitor to the resort. Visitors will be screened and asked to use hand sanitizer and to wear a mask (which will be provided by the resort). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

#### a) Guest Arrival Valet, Taxi or Ride Share

- Guests will enter the resort through doors that are either propped open, are automated or manually operated by an employee.
- Employees will not open the doors of cars or taxis.
- Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.
- Valet services will be suspended until further notice.

b) **Guest Arrival by Wynn Limousine**

- Limos will be thoroughly cleaned before and after each use.
- No more than four guests will be permitted per SUV and no more than two guests will be permitted per sedan.
- Guests will not be permitted in the front passenger seat.

**Hotel Guest Elevators**

- a) An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
- b) Signage will be posted to explain the current procedures.
- c) No more than four guests will be permitted per elevator.

**Guest Sanitation Amenities**

- a) Each guest will receive an amenity bag during check-in containing masks, hand sanitizer and a COVID-19 awareness card.
- b) A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

**4 Cleaning Products and Protocols**

Our hotels use cleaning products and protocols which meet EPA guidelines<sup>2</sup> and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

**Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.

**Guest Rooms.** Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The existing Amazon Alexa units allow for touchless control of key features including drapery, air conditioning and lighting.

**Laundry.** All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines<sup>3</sup>. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

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<sup>2</sup> <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

<sup>3</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

**Back of the House.** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

**Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

**Room Recovery Protocol.** In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. 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.

**Air Filter and HVAC Cleaning.** The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

## 5 Locations for the Distribution of Personal Protection Equipment (PPE)

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### Front of the House

All Resort Entrances & Exits  
Registration & Concierge  
Red Card Kiosks

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### Back of the House

Employee Entrances  
Department Specific Locations  
Including Kitchens, Security Podiums,  
Housekeeping & PAD Closets

## 6 Physical Distancing

Throughout the resort we will meet or exceed state and local health authority guidelines on proper physical distancing.

**Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining and taxi lines.

**Hotel Front Desk, Business Center and Concierge.** Agents will utilize every other workstation to ensure separation between employees whenever possible.

**Restaurants and Bars.** Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

**Slot Operations.** Slot machines will be turned off and/or reconfigured with the chairs removed to allow for physical separation between guests. Casino Supervisors and managers will ensure that guests do not congregate around slots.

**Table Games Operations.** Table games will have chairs removed and every other table will be open. Casino Supervisors and managers will ensure that guests do not congregate in groups.

**Meeting and Convention Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC<sup>4</sup> and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

**Retail Spaces.** In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

**Pools.** Pool seating will be configured to allow for at least six feet of separation between groups of guests.

**Back of the House.** Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee services window (via a teller style window) and other high-density areas in order to ensure appropriate distancing between employees.

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<sup>4</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>



## DEPARTMENT SPECIFIC SANITIZATION POLICIES

*Additional department and protocols are under review and will be added/modified as developed*

### EMPLOYEE SERVICES & HUMAN RESOURCES

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#### 7 Uniform Control

##### Cleaning & Sanitizing Protocol

- a) Laundry to be cleaned in accordance with CDC guidelines<sup>5</sup>

##### Physical Distancing Protocol

- a) A uniform control employee will be stationed at the entry to control maximum occupancy of the space
- b) Clearly defined lines and waiting areas to be clearly marked on the floor in front of the uniform distribution counters
- c) Locker room floors to be clearly marked with available and unavailable spaces to be used for dressing
- d) One employee at a time will be allowed into the processing area for loaners and exchanges

##### Guest Considerations

- a) No department specific requirements

### CASINO OPERATIONS

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All guests wishing to gamble will be requested to briefly lower their masks for age and identification purposes in compliance with Nevada gaming requirements.

#### 8 Casino Cage

##### Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once per hour

##### Physical Distancing Protocol

- a) Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor

##### Guest Considerations

- (a) Hand sanitizer bottles are located on the guest counter at the Wynn Baccarat Cage
- (b) Hand sanitizer stations are located outside of the Wynn and Encore Main Cages

#### 9 Slot Operations

##### Cleaning & Sanitizing Protocol

- (a) Hand sanitizing stations on the Wynn Casino floor including one adjacent to Red Card Booths and all ATMs
- (b) Workstations to be sanitized at least once every four hours
- (c) Slot attendants to offer to sanitize slots for guests sitting down at a machine
- (d) Slots to be sanitized at least once every four hours
- (e) Slot supervisors to complete a log in each section to track each machine's sanitization schedule

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<sup>5</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

### Physical Distancing Protocol

- (a) Slot machines will be turned off and/or reconfigured with the chairs removed to allow for separation between guests
- (b) Guests to maintain six feet of separation while waiting in line at Red Card Booths

### Guest Considerations

- (a) Hand sanitizer dispensers to be placed throughout the slot floor
- (b) Signage will be placed throughout the slot floor to remind guests to sanitize slot machines before use or contact a slot attendant for assistance

## 10 Table Games Operations

### Cleaning & Sanitizing Protocol

- (a) Supervisors to sanitize table game rails after each guest leaves a game
- (b) Supervisors to sanitize each chair area after each guest leaves a game
- (c) Dealers to sanitize dice for each new shooter
- (d) Dealer to sanitize the on/off button when entering a game
- (e) Dealer to sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
- (f) Supervisors to sanitize the outside of shufflers every four hours; inside to be sanitized once per week
- (g) Roulette wheel head, ball and dolly sanitized when a new dealer enters the game
- (h) Supervisor to sanitize the Chipper Champ every hour
- (i) Pai Gow tiles sanitized when new dealer enters game
- (j) Big Six Wheel spokes and mirror to be sanitized by opening and closing supervisor
- (k) Pit Podiums to be sanitized by Pit Administrator every hour including phones, computers, Veridocs, all hard surfaces and cabinetry
- (l) Visual Limits and Elo units to be sanitized every time a new supervisor enters the pit
- (m) Dealer to sanitize the money paddle when arriving at the game
- (n) Baccarat discard pile and BJ discard holders to be sanitized by supervisor once every four hours
- (o) Dealer to sanitize token boxes when entering a game
- (p) PAD to increase trash pick-up in pits
- (q) Pit Technicians to sanitize hard surfaces and push carts at the beginning and end of each shift
- (r) Chip cleaning solutions being reviewed – pending expert guidance
- (s) Employees to sanitize tables and chairs after using the lounge
- (t) Player's lounge to be deep cleaned daily

### Physical Distancing Protocol

- (a) Every other table open
- (b) Three chair/guest maximum per table game (corners and middle seat remain)
- (c) Four chair/guest maximum per big baccarat table
- (d) Three players maximum on each side of dice tables
- (e) Discourage unrelated guests from congregating behind players
- (f) Remove seating in the Table Games Lounge and enforce maximum occupancy limits
- (g) Dealers to verbally give breaks instead of "tapping in" and maintain appropriate separation

### Guest Considerations

- a) Guests will be reminded to use hand sanitizer prior to the start of play and reminded of proper mask usage
- b) Cocktail Servers will remain available and serve beverage upon request; Butlers will remain available for food and beverage service in VIP gaming areas
- c) Baccarat Buffet service will be suspended

## 11 Poker Operations

### Cleaning & Sanitizing Protocol

- a) Supervisors to sanitize table game rails after each customer leaves (ongoing)
- b) Supervisors to sanitize each chair area after a customer leaves (ongoing)
- c) Supervisors to sanitize the outside of shufflers every hour; inside to be cleaned once per week
- d) Supervisors to sanitize podiums at least once per hour including phones, computers, Veridocs, all hard surface and cabinetry
- e) Dealers to sanitize in table rating units each time they enter a game
- f) Dealers to sanitize token boxes
- g) Chip sanitation solutions being reviewed – pending expert guidance

### Physical Distancing Protocol

- a) Every other table open and tables to be staggered
- b) Maximum seating to be established based on expert guidance
- c) Dealers to verbally give breaks instead of “tapping in” and maintain appropriate separation

### Guest Considerations

- a) Guests will be reminded to sanitize their hands prior to the start of play
- b) Food service protocols to be reviewed

## 12 Race & Sportsbook Operations

### Cleaning & Sanitizing Protocol

- a) Supervisors to sanitize race carrels and chairs after each guest
- b) Ticket writer to sanitize the counter after each guest
- c) Chairs to be sanitized hourly
- d) Race & Sportsbook to be deep cleaned daily
- e) VIP Booths to be sanitized after each use
- f) Supervisor to clean station every hour including phones, computers, Veridocs, all hard surfaces and counters

### Physical Distancing Protocol

- a) Every other betting station open
- b) Six-foot intervals to be marked for ticket window queues
- c) Seats, carrels and booths to be reconfigured or removed to allow for appropriate physical distancing

### Guest Considerations

- a) No department specific requirements

## HOTEL OPERATIONS

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### 13 Business Services, Office Services, Lost & Found

#### Cleaning & Sanitizing Protocol

- a) Counters and equipment sanitized at least once per hour
- b) In-house mail vehicle to be sanitized after each use
- c) Addition of a sanitization kit to each locker bank with instructions on how to properly clean the terminal screen and locker box
- d) Sanitize internet stations and post sanitation signage for guest reference

#### Physical Distancing Protocol

- a) Employees to use separate counters and have individual stations to eliminate shared equipment
- b) Maximum of two employees at counter
- c) Greeter at front door of Business Services, when necessary, to control physical distancing
- d) Credit card swipe moved to front counter
- e) Guest will be requested to place packages directly on the scale and then onto the conveyor
- f) Convert Security Hut Window at Convention Dock into a pickup/drop off point with limited contact for couriers
- g) Enforce six-foot physical distancing minimums with common carriers
- h) Encourage the use e-mail for all guest transactions
- i) Offer Internet Stations for printing and completing any documentation instead of at counter

#### Guest Considerations

- a) Discontinue print magazine and newspaper services throughout the property. Guests will have access to PressReader on their own devices.
- b) All packages will be placed in sealed single-use plastic bags
- c) Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved

### 14 Front Services & Transportation

#### Cleaning & Sanitizing Protocol

- a) Sanitize high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts, porte cocheres and drop-off/pick-up waiting areas
- b) Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitized at least once every four hours or upon a new employee using the equipment
- c) Scooters, wheelchairs and other guest amenities to be sanitized after each use
- d) Baggage doors sanitized every hour
- e) Baggage belt divider tubs, bell carts and related equipment to be sanitized after each use
- f) Bell cart carpets to be covered with a cleanable, non-porous or disposable surface
- g) Back of House (BOH) elevator buttons to be sanitized at least once per hour
- h) Vending machines (break room and taxi tunnels) to be sanitized at least once per hour

#### Physical Distancing Protocol

- a) Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols
- b) Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible

#### Guest Considerations

- a) Valet parking suspended
- b) Self-service ice machines to be suspended and signage posted indicating ice is available through IRD

### **15 Pool Operations**

#### Cleaning & Sanitizing Protocol

- a) Chaise lounge chairs to be sanitized after each use
- b) Cabana guest contact surfaces to be sanitized after each use
- c) Cabanas to be pressure washed and sanitized each night
- d) Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour
- e) Lifeguard stands to be sanitized upon rotation

#### Physical Distancing Protocol

- a) Chaise lounge chairs set with appropriate physical distancing

#### Guest Considerations

- a) No department specific requirements

### **16 Golf Operations**

#### Cleaning & Sanitizing Protocol

- a) Golf carts to be sanitized before and after each round by a designated cart 'pit crew'
- b) Loaner clubs to be sanitized before and after each round
- c) Locker rooms and foyer area sanitized at least once every four hours; guest contact areas in each sanitized after each use
- d) All employees to be provided personal size hand sanitizer and wipes to keep on them during their shifts and while on the course
- e) Employees to wash hands or sanitize hands after touching any guest equipment including clubs, bags or shoes

#### Physical Distancing Protocol

- a) One player per cart unless immediate family members and/or following updates on guidance from local authorities
- b) Addition of inserts into golf hole cups to allow easy removal of balls
- c) Increased tee time spacing to 20-minute intervals
- d) Every other bay to be utilized for warm-up area
- e) Caddies to refrain from handling guest tees, markers, scorecards, pencils and other small equipment
- f) Sand and seed bottles removed from carts; employees will handle between rounds
- g) Remove rakes from bunkers; one rake per golf cart to only be handled by the caddie

#### Guest Considerations

- a) Attendant at coffee and fruit station providing service; no self-service available
- b) Welcome packet of tees, ball markers a scorecard and pencils pre-set in carts for player use

## **17 Public Area (PAD)**

### **Cleaning & Sanitizing Protocol**

- a) Employees to sanitize the following areas at least once per hour
  - Guest and garage elevators
  - Casino entry doors
  - Slot machines (in coordination with slot team)
  - Credenzas
  - Escalator handrails
  - Plaza and Parasol handrails
  - Employee dining tables and counters
- b) Employees to sanitize the following areas at least once per hour
  - Hotel entry doors
  - Esplanade fountain handrails
  - Exterior elevators and escalator handrails
  - Employee smoking areas
  - Exterior benches
  - Trash bins
- c) All Front of House (FOH) restrooms to be sanitized at least once per hour

### **Physical Distancing Protocol**

- a) No department specific requirements

### **Guest Considerations**

- a) No department specific requirements

## **18 Front Office**

### **Cleaning & Sanitizing Protocol**

- a) Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops
- b) Room keys to be sanitized before stocking
- c) Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

### **Physical Distancing Protocol**

- a) Restructure stanchions to provide appropriate six-foot intervals
- b) Staff every other workstation
- c) Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- d) Implement peak period queuing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

### **Guest Considerations**

- a) Wynn Tower Suites interior entry doors to be propped open to minimize guest contact
- b) VIP Lounge Ambassador to serve all food and beverage; no self-service available

## 19 Housekeeping

### Cleaning & Sanitizing Protocol

- a) Carts, trolleys and equipment to be sanitized at the start and end of each shift
- b) Guest linen will be delivered and removed from guest rooms in single use sealed bags
- c) Pillow protectors on the guest room beds are to be changed daily
- d) All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
- e) Back of house restrooms will be sanitized at least once every four hours
- f) House phones, in unsupervised/controlled areas, to be removed

### Physical Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms

### Guest Considerations

- a) All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
- b) Disposable collateral to be disposed and changed after each guest
- c) Newspapers and magazines will continue to be provided through PressReader for guests to access on their own devices
- d) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- e) All guest amenities to be packaged before being placed in room
- f) Shoeshine is suspended until further notice
- g) Specific sanitation consideration will be paid to the following guest room areas:
  - Desks, counter tops, tables and chairs
  - Phones, tablets and remotes
  - Thermostats
  - Cabinetry, pulls and hardware
  - Doors and doorknobs
  - Bathroom vanities and accessories
  - Bathroom fixtures and hardware
  - Windows, mirrors and frames
  - Lights and lighting controls
  - Closets, hangers and other amenities

## SPA, SALON & FITNESS CENTER

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### 20 Spa

Pending guidance from local authorities and medical experts.

### 21 Salon

Pending guidance from local authorities and medical experts.

### 22 Fitness Center

Pending guidance from local authorities and medical experts. Alternative wellness options to be provided to guests as they are developed including in-room and outdoor wellness programming.

## RETAIL

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### 23 Wynn Owned Stores

#### Cleaning & Sanitizing Protocol

- a) Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change
- b) Sanitize carts and mag liners before and after each use
- c) Sanitize handles, knobs, cage locks, cages and stock room surfaces at least once per hour

#### Physical Distancing Protocol

- a) Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines
- b) Tailoring service will be postponed until further notice

#### Guest Considerations

- a) Displays and retail assortments will be limited to essential items during phase one to include sundries, toiletries, pre-packaged food and beverage
- b) All merchandise will be served/handled by a retail attendant; no self-serve available in any category
- c) All sales final until further notice (including phone orders)
- d) Golf Pro Shop will feature pre-packaged items only (including visors, hats and gloves)

## FOOD & BEVERAGE

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### 24 Restaurants, Bars & Lounges

#### Cleaning & Sanitizing Protocol

- a) Host Podiums including all associated equipment to be sanitized at least once per hour
- b) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- c) POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- d) Dining tables, bar tops, stools and chairs to be sanitized after each use
- e) Condiments to be served in single use containers (either disposable or washed after each use)
- f) Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- g) Menus to be single use and/or disposable
- h) Existing porous placemats (including Chilewich style) to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
- i) Sanitize trays (all types) and tray stands sanitized after each use
- j) Storage containers to be sanitized before and after each use
- k) Food preparation stations to be sanitized at least once per hour
- l) Kitchens to be deep cleaned and sanitized at least once per day
- m) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)



### Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- c) Lounge seating to be removed in SW, Lakeside, Jardin and Sinatra
- d) Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- e) Reduce bar stool count to provide appropriate physical distancing
- f) Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- g) Additional quick serve coffee options to open based on demand and length of physically distanced lines (Lobby Bar, Wynn Coffee Cart)
- h) Casino Service Bars will be staffed to allow for appropriate distancing between employees

### Guest Considerations

- a) All self-serve condiments and utensils to be removed and available from cashiers or servers
- b) All straws to be wrapped
- c) Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- d) Tableside cooking to be suspended until further notice
- e) Remove grab and go offerings; available from fountain workers only
- f) Bar snacks will be served per individual guest and not shared by the table
- g) All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

### Additional Employee Dining Room (EDR) Protocols

- a) No self-serve food available (including snacks)
- b) Food to be served by EDR cooks and line attendants
- c) Single use cups for beverage (no refills)
- d) Prepackaged plastic flatware
- e) Trays and plates to be distributed by EDR attendants
- f) Extension of EDR sneeze guards

## **25 In Room Dining (IRD)**

### Cleaning & Sanitizing Protocol

- a) All equipment will be sanitized prior to assigning for the shift
- b) Employees assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment at least once per hour and at each change of shift
- c) Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour

### Physical Distancing Protocol

- a) Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table
- b) Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

### Guest Considerations

- a) Printed IRD menus to be removed from rooms
  - Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house tv channel, etc.
- b) Minibars to be locked, all loose product removed, and service suspended until further notice
  - Items will be available upon request from IRD

## **26 Catering & Banquets**

### Cleaning & Sanitizing Protocol

- a) All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- b) All linen, including underlays, to be replaced after each use
- c) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

### Physical Distancing Protocol

- a) All buffet and self-serve style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or sanitized individual containers
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Clark County Fire Department, SNHD and CDC guidelines (in coordination with Hotel Sales & Convention Services)

### Guest Considerations

- a) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- b) Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
- c) Create modified menus to showcase styles of service and items currently available

## **SALES**

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## **27 Hotel Sales & Convention Services**

### Cleaning & Sanitizing Protocol

- a) Sanitize conference room doors, tables, chairs light switch and other equipment after each group use
- b) Meeting Concierge and Specialty Desk will sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

### Physical Distancing Protocol

- a) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Clark County Fire Department, SNHD and CDC guidelines (in coordination with Catering & Banquets)
- b) Site inspections and meetings will be done virtually and/or appropriately physically distanced

#### Guest Considerations

- a) Provide example of physically distanced floor plans (in coordination with Catering & Banquets)
- b) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

## ENTERTAINMENT

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### 28 Le Reve Theater

#### Cleaning & Sanitizing Protocol

- a) Performers and divers in close contact with each other to sanitize themselves by fully submersing in the chlorinated theater water
- b) Theater seating and public areas to be sanitized at the conclusion of each performance
- c) All equipment to be individually assigned when possible to eliminate equipment sharing

#### Physical Distancing Protocol

- a) Theater seating and capacity to be managed to allow for appropriate distancing between groups of guests based on SNHD and CDC guidelines
- b) Show schedule limited to one performance per day
- c) Costume dressing and quick-change protocols are staggered and supervised by wardrobe attendants
- d) Performers complete workouts at home or offsite when possible
- e) Maximum occupancy limits and appropriate PPE usage enforced within Health Services for performers requiring physical therapy

#### Guest Considerations

- a) Showroom snack bars to follow Food & Beverage protocols
- b) Ushers to assist in guest movement and flow to ensure physical distancing protocols are followed

### 29 Nightclubs

Pending guidance from local authorities and medical experts.

## SECURITY

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### 30 Security Operations

#### Cleaning & Sanitizing Protocol

- a) All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- b) Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- c) Shift Supervisors to log completed tasks
- d) Handcuffs, holding rooms and all related equipment and contact surfaces to be sanitized before and after each use
- e) Shift Manager will notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been sanitized)

- f) SCC will track critical activities in iTrak

#### Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- b) Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

#### Guest Considerations

- a) Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

## ENTRY SCREENING & CASE REPORTING PROTOCOLS

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Entry Screening	Non-invasive thermal cameras will be placed at each entry point to the resort. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0°F will be discreetly offered a secondary screening.
Secondary Screening	<p>The visitor displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with PPE.</p> <p>A Security Officer using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature.</p> <p>If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card.</p>
<p>Visitors with Elevated Temperature</p> <p>**See additional procedures below for current hotel guests</p>	<p>If the secondary reading confirms that the visitor has a temperature above 100.0°F, the visitor will be denied entry** to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.</p> <p>A Security Supervisor will collect basic visitor information including name, names of room shares and close contact guests in their traveling party and ID (i.e. driver’s license or employee ID). The Supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath.</p> <p>If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property.</p>
SNHD Reporting	<p>The Security Supervisor handling the case will immediately notify the Southern Nevada Health District (SNHD) at (702) 759-1300 Option 2 and advise the operator that there is a possible case of COVID-19.</p> <p>Inform the SNHD if the visitor is requesting medical care or refusing to cooperate and leaving the property.</p>
In-House Hotel Guests	If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

(skip to  
Transportation  
for employees  
and non-  
resident  
guests)

**If a guest requests to return to their room:**

- A Security Supervisor will be called to escort the guest for the remainder of the process.
- The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
- The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
- The SCC will notify PAD and the elevator will be returned to service only after properly sanitized by PAD.
- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until medical clearance is given and/or the room is properly sanitized.

**If the guest does not return to their room:**

- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.
- The guest's belongings will remain in the room until security can arrange for the safe removal and storage of the belongings.
- Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis

Guests who have previously displayed an elevated temperature may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

**If the Guest with an elevated temperature is sharing the room or has had close contact with other visitors:**

- The Security Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.
- Follow SNHD guidance on required isolation or quarantine procedures for close contacts as appropriate.
- If a room is being used for self-isolation the SCC will inform Hotel Management and CDC and local health authority guidelines will be followed for all additional contact with the guest and service to the room.

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If the visitor has their own vehicle the visitor may leave in their own vehicle.

Transportation

If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed by the SNHD and local health authorities.

Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

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Internal  
Reporting

The Security Supervisor will notify the Preliminary Investigator to prepare an incident report.

The report will be submitted to the head of Crisis Management.

At a minimum, the incident report is to include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was above 100.0°F and if the visitor was transported for medical care.

The incident report will be updated as new information is available and when/if the visitor returns to property.