

MGM RESORTS INTERNATIONAL

**OUR HEALTH
AND SAFETY
COMMITMENT**

JUNE 2021



**MGM RESORTS
INTERNATIONAL®**

As we shift our focus with an eye towards a full reopening of all our domestic resort operations, I first and foremost want to recognize and thank our wonderful employees for their hard work and perseverance throughout the unprecedented experience of the COVID-19 pandemic. They rose to the many challenges that were presented, and the future success of our Company will be a direct result of their ongoing passion, dedication, and commitment.

I also want to thank our loyal guests for their ongoing trust and confidence throughout this time, as well as our many partners in the communities in which we operate for helping us provide a healthy and safe experience for all who visit our resorts.

As we begin to see positive signs that the pandemic is behind us, MGM Resorts is committed to ongoing engagement with medical experts as well as federal, state, and local officials for the health and safety of our guests and employees. We have taken the important lessons learned during the pandemic and embedded them into many parts of our operations, including employee health and wellness, digital innovations, cleaning and sanitizing protocols, rigorous pursuit of high-quality air flow, and focused vaccine integration. Recognizing that these best practices have made us a stronger, safer, and more resilient company, we look forward to building upon this foundation.

I invite you to read 'MGM Resorts' Health and Safety Commitment' for insights into how MGM Resorts is thinking about the future and what steps we have taken in our data-driven focus on providing healthy and safe experiences. I remain more confident than ever in our Company's unparalleled operating expertise and our ability to provide industry-leading enhancements that optimize the guest experience.

On behalf of all of us at MGM Resorts, we thank you for trusting us. We are excited about the future and look forward to hosting you again soon.

BILL HORNBUCKLE

CEO and President

MGM Resorts International

OUR COMMITMENT TO YOU

Throughout the COVID-19 pandemic, our focus at MGM Resorts has been on the health and safety of our employees, guests, and communities. Since reopening, we have proven we can balance that commitment with the customer service our guests have come to expect from us over the years.

In addition to partnering with world-class experts in epidemiology, public health and occupational health and safety, we have made it a priority to identify technologies and capabilities designed to make the guest experience healthy, safe, and stress-free.



EMPLOYEE PREPAREDNESS AND WELLNESS

As we emerge from the COVID-19 pandemic and look toward the future, we believe certain routines developed over the last year are important to help provide a safe environment for our guests and employees. We encourage our employees to take the necessary steps to protect themselves from COVID-19 through self-screening and vaccination. MGM Resorts has provided testing and vaccination options to our employees at no cost.

MGM Resorts prides itself on the cleanliness of its properties, a commitment that is in our DNA. Employees will continue to receive training on health and safety in the workplace, including the importance of handwashing, cleaning and disinfecting.

These days, more than ever, we are committed to a culture of wellness, mindfulness, and shared accountability for our team members. Among a myriad of available initiatives for employees are workforce health and well-being programs, many with a lens toward mental health, which has been a challenge for so many during this difficult time last year.



DIGITAL INNOVATIONS AND TECHNOLOGY



We are continuing to reimagine the MGM Resorts' guest experience through technology, transitioning current processes into easy and contactless options for guests. MGM puts the arrival experience into the hands of our customers, enabling them to complete the check-in process themselves, from beginning to end, if they so choose.

Guests can confirm their arrival time, add payments, and verify their ID all before arriving in the lobby. Once a room has been assigned and is ready for check-in, guests receive a notification and can access their room number and a digital room key in the mobile app. Or, if they prefer a physical key card, guests can utilize self-serve key encoders in the lobby. This is just one of the many ways MGM Resorts has integrated digital offerings into the resort experience.

Alternatively, guests can complete the check-in process with the support of our employees in a contactless, line-reduced environment or through the traditional check-in process if they prefer.

ADVANCEMENTS IN DIGITAL INNOVATIONS:

- Contactless payment-enabled devices, including tableside pay devices for restaurants, bars, and lounges.
- Virtual queuing at pools, restaurants, bars, and lounges allows guests to maintain their place without physically standing in line.
- New mobile order and pay solutions are now available in several restaurant and entertainment venues, along with our pools, permitting in-chair food and beverage delivery, a first-of-its-kind in Las Vegas.
- Contactless QR code integration across all properties.
- Health credentialing options via CLEAR Health Pass, which integrates in-room and on-site testing and health screening into the mobile device.

CONVENE WITH CONFIDENCE: MEETINGS & CONVENTIONS



Since launching *Convene with Confidence* last year, the response has been overwhelmingly positive. Integrating health and safety into nearly every element of a convention, meeting, or entertainment experience was an important step we were proud to lead the way with. Since then, we have developed numerous best practices and incorporated lessons learned into our everyday operations.

From contactless check-in and virtual site inspections to facility adjustments and digital implementation of the CLEAR Health Pass, MGM Resorts is prepared to provide options to keep attendees safe, while giving event planners and organizers the flexibility and creativity to which they are accustomed. Additional details can be found in our *Convene with Confidence* plan.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

MGM Resorts will continue working closely with local, state, and federal authorities with respect to mask-wearing. Pursuant to current CDC guidance, where applicable under state or local law, fully vaccinated guests are not required to wear masks while at our properties. Masks are provided upon request for anyone in need of one.

Even before COVID-19, mask-wearing was a routine occurrence in many cultures across the globe. We have learned that mask-wearing helps prevent the spread of COVID-19 and also helps reduce the spread of the common cold and flu. As the prevalence of mask-wearing recedes within the U.S., we recognize some of our guests will still choose to wear a mask; MGM Resorts respects those who want to further protect themselves and those around them. Additionally, gloves will be worn by employees who require them to do their jobs.



HANDWASHING, CLEANING AND SANITIZATION



Handwashing and routine cleaning and sanitization have always been part of our operational DNA. Hand sanitizing stations are readily available with a visible presence maintained throughout our properties. Signage may be installed to guide and remind employees and guests of the importance of proper handwashing protocols.

Where applicable, MGM Resorts utilizes proven cleaning products in accordance with EPA guidelines for coronaviruses, bacteria, and other infectious pathogens. Electrostatic sprayers may be used in many of our large public spaces to apply disinfectant efficiently.



ENHANCED AIR QUALITY

We have always placed a high priority on air quality for our guests and regularly review the operation of our HVAC systems to identify opportunities to enhance their effectiveness. Our HVAC systems currently have the capability to circulate up to 100% outside fresh air and to supply up to 12 air exchanges per hour throughout our properties.

We routinely review and adjust the operation of our HVAC systems, fully recognizing the important role they have in keeping employees and guests healthy and safe.



RESPONSE MANAGEMENT

While the infection rate of COVID-19 has been greatly reduced, we know many of our international guests are required to test for COVID-19 prior to returning home. In the unfortunate event a guest or employee tests positive for the virus, we will provide the infected individual access to medical treatment and will thoroughly disinfect exposed areas per CDC guidance. The incident response best practices we established over the last year have been embedded into our standard operating procedures, keeping us prepared for health and safety issues that may arise.

We ask that guests self-screen prior to arriving and during their stay. If a guest needs medical attention at any point during their visit, they can verbally notify any member of our property team, who will request assistance from Security. Security will assist the guest and/or request transport for the guest for additional medical attention. If the guest needs to be tested for COVID-19, MGM Resorts will provide local test locations as well as telemedicine and urgent care provider options. On-site testing and in-room testing options for guests without transportation will be provided, if requested.

If a positive COVID-19 case is confirmed, the local health department, in conjunction with MGM Resorts, will activate a notification plan for employees or guests who may have had close, prolonged contact with the infected individual.

FOR MORE INFORMATION AND
FOR UP-TO-DATE NEWS ON OUR
PROPERTIES AND AMENITIES,
PLEASE VISIT MGMRESORTS.COM.



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