

MGM Resorts Maximizes Safety with First Aid Solution from Cintas

“Our initial walk-throughs with Cintas were eye-opening,” said Leesa Patterson, Senior Buyer for MGM Grand and NYNY Hotel Casino. *“We discovered that although our written policies and procedures for first aid and safety were terrific, they didn’t always translate to what was happening in the workplace.”*

Opportunity:

As one of the world’s leading global hospitality companies, MGM Resorts International (NYSE: MGM) operates an unparalleled portfolio of destination resort hotels, including Bellagio, MGM Grand, Mandalay Bay and The Mirage. The company owns and operates 15 properties located in Nevada, Mississippi and Michigan and has 50 percent investments in four other properties, including CityCenter—an unprecedented urban resort destination on the Las Vegas Strip.

In advance of 2012, one of the operations the company re-assessed was its first aid and safety supplies and procedures. Recognizing that their program could become more streamlined and efficient, MGM’s procurement department set about finding a solution that would maximize guest and employee safety efforts across their entire portfolio of properties.

Solution:

To help standardize their first aid cabinets according to OSHA, the American National Standards Institute (ANSI) and the U.S. Food and Drug Administration (FDA) requirements, MGM Resorts hired Cintas Corporation.

“Following our meetings with Cintas, it became very clear that we needed a first aid and safety partner that was both experienced in and knowledgeable about first aid practices and OSHA requirements,” said Lisa Patterson, Senior Buyer for MGM Grand and NYNY Hotel Casino. *“With multiple hotels to operate—some with up to 5,000 rooms—we needed a solution that could provide us with greater efficiency and peace of mind.”*

In order to identify and act upon areas of opportunity, Cintas:

- **Conducted site assessments at each of MGM’s 14 U.S. properties**, checking for the presence and accessibility of automatic external defibrillators (AEDs), emergency oxygen, first aid cabinets (which house first aid supplies), first responder bags and eyewash stations.
- **Reviewed current safety and first aid inventory** to ensure that it met the requirements of the Occupational Safety and Health Administration (OSHA).
- **Provided MGM with a list of recommendations** that would maximize guest and employee safety and reduce liability at each property, including the addition of eyewash stations in loading dock and kitchen areas, first aid cabinets in areas designated for housekeeping and regular maintenance of AEDs and first responder bags.
- **Standardized first aid cabinets** with non-drowsy, workplace safe product and items such as AED pads, oxygen masks and proper bandaging materials.

- **Positioned itself as MGM's first aid and safety inventory manager**, a role that regularly monitors, checks expiration dates and restocks first aid cabinets according to the properties' needs.

Results

"Although the number and size of our first aid cabinets varies at each property, it's extremely reassuring to know that the product within the kits is the same and that it's compliant," said Patterson. "That is by far the biggest benefit of partnering with Cintas—having a reliable and quality partner working on MGM's properties and serving as another set of eyes."

MGM's first aid and safety program with Cintas benefitted the hospitality company in three major ways:

- **Ensured compliance for greater guest and employee safety** - As employers face higher healthcare costs, it's becoming imperative to prioritize programs that promote the health and well-being of employees. With first aid solutions from Cintas, MGM is more likely to lower insurance premiums, reduce employee absenteeism and drive productivity, further impacting the guest experience and bottom line.
- **Saved valuable time and energy managing inventory** - MGM's management team (general managers, risk and safety managers and procurement department) no longer have to keep track of inventory and determine which products (and how much) to order. Instead, certified experts from Cintas visit the hotels and ensure that the properties' cabinets and other first aid and safety products are properly maintained and compliant.
- **Standardized product across all U.S. properties** - To enhance timely responses to emergencies, the items within the first aid cabinets utilize color-coded packaging to identify specific products. For example, emergency supplies, such as large first aid bandages, are red while eye care units, such as eye drops, are teal.

"MGM Resorts would not be the internationally renowned hospitality company it is without our guests and employees," said Patterson. "Partnering with Cintas to more proactively protect them is our biggest concern—and a priceless benefit to everyone associated with our facilities."