

Case Study | Creating a Welcoming and Safe Space For Guests

# Melco Prioritizes Guest Safety with Metrasens Customized Screening Solutions





# Melco Resorts & Entertainment

CYPRUS, CITY OF DREAMS MEDITERRANEAN RESORT

## FACILITY STATS

Fourteen-story luxury hotel with more than 500 guest rooms and suites and approximately 10,000 square meters of MICE (meetings, incentives, conventions, exhibitions) space.

## APPLICATION

Hospitality & Entertainment: Point-of-entry for casino, VIP room, gaming floor, and retail areas.

## CASE STUDY AT A GLANCE

Melco's City of Dreams Mediterranean Resort in Cyprus, set to be Europe's largest destination resort, prioritizes its guests and staff's safety and security. With the aim of providing a seamless and non-invasive screening experience, Melco sought a more effective and less intrusive system than traditional walk-through metal detectors. After extensive research, they found the perfect solution in Metrasens Ultra, which met all their requirements and eliminated the tradeoff between safety and a welcoming guest experience. With Metrasens, Melco achieved thorough screening without the bulkiness of traditional systems, received positive feedback from stakeholders, and ensured that guests safely entered the resort and enjoyed their entertainment experience.



## PROTECTING THE CITY OF DREAMS

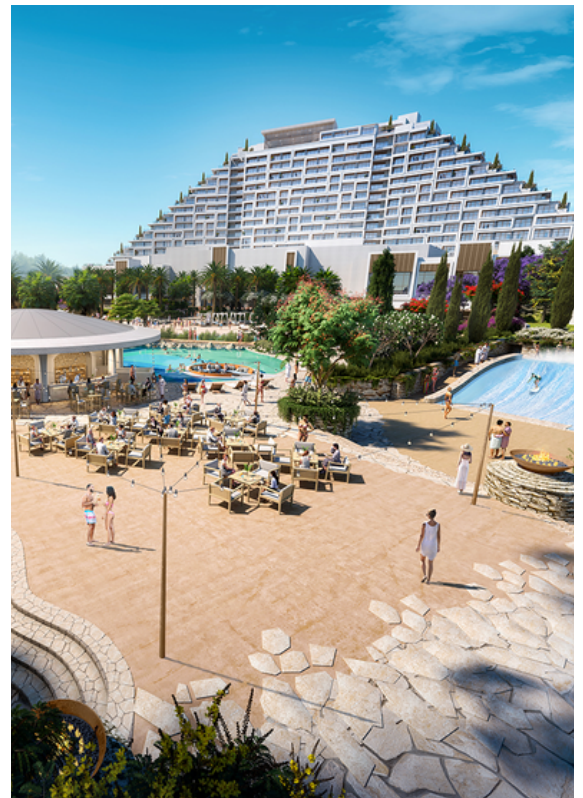
Melco's City of Dreams Mediterranean Integrated Resort in Cyprus is set to become the largest and most prestigious destination resort in Europe. This resort will provide guests with world-class facilities and amenities, including luxurious accommodations, top-tier dining options, and exciting entertainment options. With such a high profile and a large number of anticipated visitors to the resort, ensuring the safety and security of guests and staff is paramount.

As with any high-profile establishment, there is a range of potential security threats that could potentially jeopardize the safety of its guests and staff, including individuals carrying concealed weapons, such as guns or knives, as well as the risk of terrorist attacks. While it is unfortunate that such risks exist, it is essential to have measures in place to detect and respond to any potential threat. Stelios Kazakeos, Director of Security at Melco Resorts and Entertainment, recognizes the importance of prioritizing the safety of guests and staff and emphasizes that the company takes any threat seriously.

In addition to the need to protect their guests from potential security threats, screening is mandated by law at all entrances to the gaming floor. Although their four satellite casinos on the island have traditionally used walk-through metal detectors, they acknowledge that those systems are intrusive, create a negative first impression, and can be unreliable, leading to complacency among their staff. With the objective of providing the best possible experience for their guests at their newest resort, they searched for a more effective and less intrusive screening system that would provide a more comfortable and overall better experience to their guests.

"We take pride in holding ourselves to high standards and only partner with the best. Metrasens systems met all of our requirements, and we're confident they are the right partner for us."

Stelios Kazakeos  
Director of Security | Melco



## WORLD-CLASS SAFETY AND SECURITY

The company's security team identified a range of potential threats that needed to be detected and stopped from entering their facilities. Melco's requirements for the detection system included being effective, non-intimidating, and capable of complementing the aesthetics of the resort and casino to provide a seamless, non-invasive screening experience for their guests. Additionally, the system needed to allow for fast and efficient screening to avoid long queues and be able to adapt to different spaces, as not all point-of-entrances where they were looking to implement screening had the same architecture or physical dimensions. As part of their commitment to ensuring the safety and security of their guests, Melco has set a high standard when it comes to finding a detection system capable of detecting weapons and other potential threats within their facilities.

After conducting extensive research, Melco found Metrasens Ultra to meet all their requirements. Kazakeos emphasizes the importance of finding the right partner to create an exceptional guest experience. "We take pride in holding ourselves to high standards and only partner with the best. Metrasens Ultra met all of our requirements, and we're confident that they are the right partner for us."





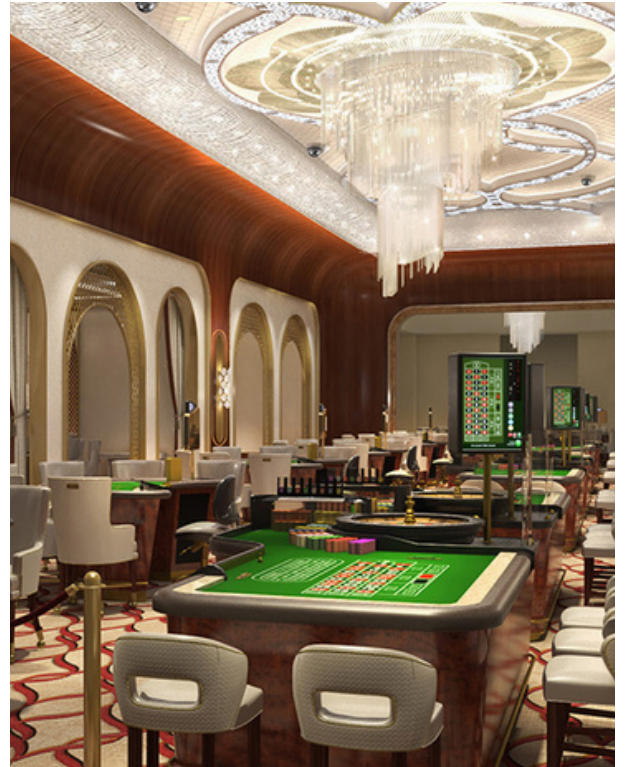
## UNCOMPROMISING VERSATILITY

Faced with the challenge of implementing screening at multiple points of entrance, finding a system that could cater to the different spaces and applications was imperative. "While the main entrance to the casino is wide and open, the entrances to the VIP rooms and retail shops can be narrow," commented Kazakeos, "Fortunately, Metrasens worked closely with us to understand our specific security needs and provided recommendations on the most suitable applications for each physical space."

As a result, Metrasens Ultras were installed in various configurations around the resort, including City of Dreams' exclusive high-limit rooms and other areas where screening may be necessary as their functionality evolves.

The portability of the system was also noteworthy, as it can be easily moved from one location to another as needed. This feature is particularly useful in areas where security threats may not be constant or predictable. Having a portable system allows us to quickly deploy security measures when needed without having to make permanent changes to our facilities.

"Flexibility is an essential quality when it comes to security applications, as it allows organizations to adapt to changing security needs and emerging threats. In today's world, security risks are constantly evolving, and organizations need to have security measures that are versatile enough to respond to new challenges." Said Mariam Zare, Metrasens' Director of Sales for Europe and the Middle East.



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Stelios Kazakeos  
Director of Security | Melco

Zare expressed pleasure in working with Melco as they share a commitment to providing a safe and secure environment for guests. The partnership between Melco and Metrasens ensured a successful implementation process, and the systems were fully optimized to meet Melco's specific needs. Melco's commitment to delivering world-class hospitality and entertainment experiences to their guests is evident in their approach to finding a detection system that is effective, non-intimidating, and efficient to ensure their guests have a safe and welcoming experience. The company's investment in advanced detection systems and strategic partnerships guarantees that guests can relish their stay with confidence and peace of mind.



#### About Melco

Melco is an award-winning Resorts & Entertainment developer, owner, and operator of casino gaming and entertainment facilities. By implementing innovative products and services and working hand-in-hand with globally renowned brands, Melco offers the best entertainment experience that aims to appeal to a broad spectrum of customers and thereby become the leader of the gaming industry in the region.

#### About Metrasens

Metrasens is a world-leading provider of advanced detection technologies that, combined with tailored solutions, address the deficiencies in conventional screening methods. Metrasens takes science from the laboratory and uses it to create revolutionary products that are effective, flexible, easy to use, and exceed the needs of our customers.







