



OCEAN CASINO RESORT
**COVID-19 HEALTH +
SANITIZATION PLAN**

Ocean
CASINO · RESORT
ATLANTIC CITY

introduction

We understand the ongoing global COVID-19 pandemic is an unprecedented challenge for everyone. The global COVID-19 pandemic has all of us concerned about the well-being of our families, our friends, our businesses, our communities, and our way of life.

Our thoughts are with all those who have been either directly or indirectly impacted by the virus. We extend our heartfelt wishes to those who have fallen ill, to whom we hope for a full and speedy recovery. Further, we are all inspired by the heroic and tireless work of the healthcare workers, first responders and volunteers on the front lines caring for the sick and confronting the virus daily and applaud their commitment.

As we prepare to open our doors for business, Ocean is focused on the welfare of our families, Team Members, Guests and communities and that is why Ocean has designed the COVID-19 Health & Sanitization Program “Program”. Our Program is designed to set internal required standards for the operation of Ocean’s casino, hotel and other amenities. We have been closely monitoring industry and government guidance regarding the COVID-19 virus, including information supplied by the New Jersey Department of Health (“NJDOH”), Centers for Disease Control and Prevention (“CDC”) and World Health Organization (“WHO”). By being vigilant in our commitment to our Program we will help to minimize exposure of COVID-19. As always, Ocean remains committed to providing a clean environment and to upholding the highest standards of hygiene.

We have amazing Team Members that are here to answer any question or address any concern you may have regarding our property or Program. This moment reminds us that we are connected like never before and that we need to be patient and understanding with a high degree of compassion for each other as we endeavor into this new reality.

On behalf of all of us at Ocean, thank you for coming back and we are committed to providing you a great experience today and in all the days and years ahead.

Welcome home,

Terry Glebocki

Chief Executive Officer

Ocean Casino Resort

REOPENING GUIDELINES + PROTOCOLS

These Reopening Guidelines and Protocols were designed to set internal required standards for the operation of Ocean's casino, hotel and other amenities. The emphasis of the Reopening Guidelines and Protocols is on the prevention of virus transmission and to promote the health of our Guests and Team Members.



TEAM MEMBER TEMPERATURE CHECKS + SELF-MONITORING BY GUESTS

Team Members will submit to a thermal screening every time they enter the property and Team Members are not permitted to work if their temperature is 100.4 (Fahrenheit) or above. Team Members who are sick or exhibiting symptoms of COVID-19 will be sent home. We ask Guests to self-monitor and to stay at home if they have COVID-19 related symptoms or if they have been exposed to someone who has recently tested positive for COVID-19.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

Guests and Team Members are required to wear face coverings while on the property. A face covering is defined as any well-secured cloth covering, like a bandana or scarf ("cloth covering"), or a fabric or paper mask ("mask"), or plastic face shield ("shield") that covers the mouth and nose. Gloves and eye protection will be worn by Team Members who require them to perform their jobs. Guests are permitted to temporarily lower or remove their face covering while actively smoking, drinking or eating.



SOCIAL DISTANCING

Ocean will reduce the capacity of patrons on the casino floor to 50%. Throughout the property we have implemented 6-foot social distancing policies with floor guides to assist and remind everyone of the distancing requirements. Certain public areas have been reconfigured and enhanced to permit social distancing when 6-foot social distancing is not possible. Ocean has implemented peak period queuing procedures to enforce physical distancing throughout the entire property.



ELEVATORS

Signage has been placed in every elevator lobby and elevator car to remind guests to limit capacity to four (4) passengers per elevator.



PHYSICAL BARRIERS

Physical barriers, such as plexiglass partitions, have been installed at high traffic workstations including the following: casino cage/cashier, F&B/Retail cashier locations, hotel front desk and promotions booth.



HANDWASHING

Guest will find easy access to many of our restrooms throughout the entire property for hand-washing purposes. Also, we have strategically placed over 200 disinfectant stations, offering the use of hand sanitizer or wipes for use by Guests and Team Members when handwashing is not available.



CLEANING + SANITIZING

Although our cleaning protocols have always exceeded industry standards, Ocean has increased the amount cleaning and Ocean shall continually clean, sanitize, and disinfect frequently touched surfaces, common areas, hotel rooms, restaurants, bars, casino, pools, meeting areas and shared objects between use. Electrostatic sprayers, misters, EPA approved disinfectants that are qualified for use against SARS-CoV-2 or other innovations are being be used throughout the property.



PUBLIC SIGNAGE

Signage has been placed throughout the entire property advising Guests and Team Members of the proper protocol while on the property of Ocean. The signage encourages the Guests and Team Members to commit to healthy hygiene practices. The protocols on the signs encourage the following healthy hygiene practices: hand washing, use of hand sanitizer (if hand washing is not available), covering coughs and sneezes, use of a face coverings (face coverings that obscure the entire face are prohibited), refrain from touching your face, social distancing of at least 6-feet while in public (when possible), self-monitoring of symptoms, seeking medical opinion if you are not feeling well and reporting your medical condition to Ocean if you need assistance.



HOTEL ROOMS

We have developed focused cleaning specifically for all our Guest rooms. Housekeeping will only service Hotel Rooms when Guests are not present. Housekeepers are instructed to minimize contact with Guests' personal belongings when cleaning. Reusable collateral (for example: coffee makers, glassware, paper and pen) has been removed from the Hotel Rooms and replaced with single-use collateral. Guest room service should use contactless pick-up and delivery protocols. Ocean will continue to wash all linen at a high temperature and in accordance with new CDC guidelines. Air filters have been replaced in every room and HEPA air filters are used in all vacuum cleaners.



HVAC SYSTEM AND AIR QUALITY

100% of the air circulated throughout the casino is fresh air that is forced through air filters that meet or exceed published standards.



OCCURRENCE RESPONSE PROTOCOLS

A process to investigate COVID-cases, perform contact tracing, provide medical assistance, alert the local health department, and identify and quickly respond to any reported cases of COVID-19 on property is in full effect.



TOUCHLESS PAYMENT OPTIONS

Guests and Team Members are encouraged to utilize touchless payment options as much as possible and are encouraged to exchange cash or card payments by placing on a receipt tray or on the counter rather than by hand.



TRAINING

Team Members have received mandatory COVID-19 training focusing on social distancing, proper hand cleaning, preventing the spread of germs, recognizing symptoms, proper cleaning and sanitizing procedures and how to use PPE.

For more information on our evolving reopening plans and for up-to-date property news, please visit www.theOceanAC.com/COVID19

