



**OCEAN CASINO RESORT**  
**COVID-19 HEALTH & SANITIZATION PROGRAM**

**June 30, 2020**

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## **Mission Statement**

At Ocean Casino Resort (“Ocean”) we care deeply about our family of Team Members, our Guests and our community. The health of our Team Members, Guests, and community is the number one priority of Ocean. With an emphasis on the prevention of virus transmission, Ocean has devised guidelines and procedures via its COVID-19 Health & Sanitization Program (the “Program”) to promote the health of our Team Members, Guests and community. By 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”), Occupational Safety Health Administration (“OSHA”) and World Health Organization (“WHO”) and being vigilant in the commitment to our evolving Program, Ocean is of the belief that our vigilance to the Program will help to minimize exposure of COVID-19 to our Guests, Team Members, Visitors, Tenants, and Vendors and community. Ocean is committed to weekly monitoring of regional healthcare metrics, data, and forecasts. Ocean will continue to refine and update this Program as federal, state, and local guidelines and mandates evolve. Further, Ocean will also utilize information from its experts that shed light on the prevention of virus transmission. Ocean will provide its Guests, Team Members, Visitors, Tenants, and Vendors with appropriate notice of the requirements described in each of our individual casino complex plans.

## **The Program**

This Program is based on the most current information available on health, sanitization and cleanliness for the hospitality industry, as well as other related industries. As we move forward, Ocean will continue to monitor guidelines from the NJDOH, CDC, OSHA, WHO, the New Jersey Casino Control Commission and the New Jersey Division of Gaming Enforcement, government policy and mandates, and other public health innovations to revise this Program and update this document as necessary. Our Program encompasses the entirety of the Ocean property. Further, the Summary Plan of Reopening Protocols (dated, June 30, 2020) (the “Plan”) between the New Jersey Division of Gaming Enforcement and the Casino Association of New Jersey, regarding the opening protocols of all Atlantic City casinos, shall be incorporated into the Program and the protocols within the Plan shall serve as the mandatory minimum requirements for the Program. Ocean reserves the right to adopt the minimum standard of the Plan at any time even if the approved Program of Ocean may have a more stringent or dissimilar standard. Further, Ocean may change the Program based on an approved modification by the State of New Jersey or the New Jersey Division of Gaming Enforcement. Ocean is permitted to release the contents of the Program to any party that Ocean deems suitable. Tenants and frequent Vendors to the property shall be provided with a copy of the Plan.

## **Order of Governor**

Any Order or Directive issued by New Jersey Governor Phillip Murphy supersedes all prior or contemporaneous negotiations, commitments, agreements and writings with respect to the subject matter hereof, and in the event of an inconsistency in this Program or any other writing, the inconsistency shall be resolved by giving precedence to the Governor’s Order or Directive.

## **Part I: Required Protocol**

For the welfare of our Guests, Team Members, Visitors, Tenants and Vendors, we commit to the following protocols for the entirety of the property of Ocean:

**Capacity.** Ocean is subject to a 25% Guest capacity within its gaming floor. Capacity shall be calculated based on the New Jersey Department of Community Affairs and Atlantic City Fire Department total capacity limits. Team Members are not included in the capacity calculation for either area. Ocean shall utilize its gaming reporting systems to track the Guest occupancy on the gaming floor. Ocean shall receive an internal hourly report regarding the capacity on the gaming floor and shall act in accordance with its internal protocols if the occupancy nears capacity limits. This capacity limit does not apply to hotel rooms.

**Signage.** Signage shall be placed in front of the house and in the back of the house areas advising Guests, Team Members, Visitors, Tenants, and Vendors of the proper protocol while at Ocean. The signage shall encourage the Guests, Team Members, Visitors, Tenants and Vendors to commit to healthy hygiene practices. The protocols are as follows:

- hand washing as frequently as possible
- use of hand sanitizer placed strategically throughout the property (if hand washing is not available)
- covering coughs and sneezes in public
- use of a face covering while in public to cover mouth and nose (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 consistent with COVID-19
- seek medical opinion if you are not feeling well
- do not enter the Ocean property if you feel sick
- report your medical condition to Ocean if you need assistance

**Personal Protective Equipment.** All individuals entering the property of Ocean shall be required to wear face coverings while on the property of Ocean. 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. Ocean will provide a face covering to a Guests, Team Members, and Visitors that do not have a face covering. Vendors and Tenants shall be turned away from entering the property if they do not have a face covering. If required, the Guests, Team Members, Visitors, Tenants, and Vendors may be asked to lower or remove a face covering temporarily to provide age verification or identity.

**Social Distancing.** Guests, Team Members, Visitors and Vendors shall be required to social distance while in the front of the house and in the back of the house. Physical guides, such as decals on the floors, shall be placed on the floors in front of the house and in the back of the house to remind Guests, Team Members, Visitors and Vendors to maintain at least 6-feet apart in high traffic areas throughout the property when possible. Our security officers and department supervisors, shall assist with enforcing social distancing protocols in queuing areas as required (Casino floor, public areas, entertainment venues, hotel lobby, entrances, restaurants, etc.) Further, specific areas on the property shall be arranged to encourage appropriate distancing, complying with, or exceeding, local and state mandated occupancy limits.

**Disinfectant Stations.** Disinfectant Stations offering the use of hand sanitizer or “wipes” shall be strategically placed in front of the house and in the back of the house for use by Guests, Team Members, Visitors and Vendors when handwashing is not available. Disinfectant Stations shall be located and readily available in high traffic areas throughout Ocean’s property. By way of an example, and while the following list is not exhaustive, Disinfectant Stations shall be located at key Guest and Team Member contact areas such as property entrances, reception areas, hotel lobbies, employee entrance, escalators, Casino floor, Casino cashiers, electronic kiosks, restrooms, meeting and convention spaces and elevator landings to name a few areas.

**Cleaning and Sanitizing.** Ocean has cleaned and disinfected the property in accordance with the guidelines published by the CDC. After opening, Ocean shall continue to clean, sanitize, and disinfect frequently touched surfaces and shared objects between use. Electrostatic sprayers, misters, EPA approved disinfectants that are qualified for use against SARS-

CoV-2 or other innovations will be used in various areas with a cleaning emphasis on “high touch areas”. (For example, electrostatic sprayers shall be used in disinfecting restrooms.) Ocean shall encourage Team Members to avoid use or sharing of items that are not easily cleaned, sanitized, or disinfected. Team Members shall wipe any pens, counters, or hard surfaces shared between Team Member and a Guest. Each department shall determine the frequency of cleaning and sanitizing needed for their respective department.

**Policies & Protocol for Responding COVID-19.** Ocean has internal policies and protocols to deal with any reported case of COVID-19. Ocean’s policies and protocols are based on state and federal law, Occupational Safety and Health Administration (“OSHA”) and CDC guidance for businesses to plan and respond to COVID-19. Ocean will immediately report any known cases of a team member who has tested positive for COVID-19 to the Division of Gaming Enforcement.

**Smoking.** Smoking, even while permitted in the indoor areas of casinos under state law, will not be allowed to take place at this time.

**No Consumption of Food and Beverage Indoors.** Pursuant to Executive Order No. 158 (2020) upon the initial reopening of the Ocean, the consumption of food and beverages will not be permitted in any indoor area, including the casino, open to the public on the property of Ocean.

**Case Notification.** If Ocean is alerted to a suspected or confirmed case of COVID-19 at the property, the Guest, Team Member, Visitor, Tenant or Vendor will be directed toward appropriate medical care through our security department, who follow the direction of local health authorities. Ocean will conduct contact tracing (Part XIV: Contact Tracing) and will conduct an additional cleaning and disinfecting protocol of areas the Guest, Team Member, Visitor, Tenant or Vendor had contact with during their visit or the areas a Guest, Team Member, Visitor, Tenant or Vendor had contact with while on the property. Ocean shall report any positive cases of COVID-19 to the New Jersey Division of Gaming Enforcement.

## **Part II: Guests & Visitors**

For the welfare of our Guests, Team Members, Visitors, Tenants and Vendors, we commit to do the following:

**Guest & Visitor Screenings.** Ocean shall conduct COVID-19 symptom screenings of Guests and Visitors prior to their entry into Ocean. The COVID-19 symptom screenings of Guests and Visitors shall occur at all points of entry. The COVID-19 symptom screenings by Ocean shall consist of questions promulgated by the CDC. A Guest or Visitor will be admitted into the property if the Guest or Visitor answers “NO” to the COVID-19 symptom screening questions. The screening questions presented to each Guest or Visitor prior to entry are as follows:

- a. Do you currently have a fever of 100.4 or higher?
- b. Are you now, or have you experienced within the past 14 days, any NEW symptoms listed below which may be associated with COVID-19? Please select all that apply:
  - Fever or chills
  - Cough
  - Shortness of breath or difficulty breathing
  - Fatigue
  - Muscle or body aches
  - Headache
  - New loss of taste or smell
  - Sore throat
  - Congestion or runny nose
  - Nausea or vomiting
  - Diarrhea
  - None of the above
- c. In the past 14-days, have you or anyone you been in close contact with (within 6-feet for 10 minutes or longer)

been diagnosed, tested positive, or quarantined for COVID-19?

If a Guest or Visitor answers “NO” to all of these questions, the Guest or Visitor will be permitted into the property. If a Guest or Visitor answers “YES” to any these questions, the Guest or Visitor will not be permitted into the property. A Guest or Visitor who answers “YES” will be advised that that they should return home and seek medical advice and the Guest or Visitor shall also be informed of the CDC document titled “Steps To Help Prevent The Spread of COVID-19”.

For Guests or Visitors presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough), Ocean shall follow its current process for managing Guests or Visitors who become severely ill on property (i.e., calling 911). Ocean will separate the Guest or Visitor and any persons travelling with him/her from other individuals and will take appropriate measures to minimize the Guest’s or Visitor’s contact with Team Members and other individuals while waiting for medical personnel to arrive. Ocean shall activate its Case Notification protocol to conduct Contact Tracing.

**Case Notification.** If Ocean is alerted to a suspected or confirmed case of COVID-19 at the property, the Guest or Visitor will be directed toward appropriate medical care through our security department, who follow the direction of local health authorities. Ocean will conduct contact tracing (Part XIV: Contact Tracing) and will conduct an additional cleaning and disinfecting protocol of areas the Guest or Visitor had contact with during their visit or the areas a Team Member had contact with while at work. Ocean shall report any positive cases of COVID-19 to the New Jersey Division of Gaming Enforcement.

**Public Signage.** Signage shall be throughout the property advising Guests of the proper protocol while on the property of Ocean. The signage shall encourage the Guests to commit to healthy hygiene practices. The protocols are as follows:

- hand washing as frequently as possible
- use of hand sanitizer placed strategically throughout the property (if hand washing is not available)
- covering coughs and sneezes in public
- use of a face covering while in public to cover mouth and nose (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 consistent with COVID-19
- seek medical opinion if you are not feeling well
- report your medical condition to Ocean if you need assistance

**Personal Protective Equipment.** Guests shall be required to wear face coverings while on the property of Ocean. If they do not have a face covering, Ocean will provide one. If required, Guests will be asked to lower or remove face coverings temporarily to provide age verification or identity. Guests shall be permitted to temporarily lower or remove their face covering while actively smoking, drinking or eating but they must practice social distancing while actively smoking, drinking or eating when possible. In accordance with the requirements outlined in Executive Order No. 157 (2020), no Guest or Visitor with a medical condition or disability will be required to wear a face covering on property.

**Social Distancing.** Guests shall be required to social distance while on the property of Ocean. Physical guides, such as decals on the floors shall be placed on the floors to remind Guests to remain at least 6-feet apart in high traffic areas throughout the property, when possible. Guests shall be appropriately distanced at the slot machines and table games. Security officers and department supervisors shall assist with enforcing social distancing protocols in queuing areas as required (Casino floor, public areas, entertainment venues, hotel lobby, entrances, restaurants, etc.). Overhead announcements will remind Guests to maintain social distancing.

**Front of House Disinfectant Stations.** Disinfectant Stations offering the use of hand sanitizer or wipes shall be strategically placed in the front of house for use by Guests and Team Members when handwashing is not available.

**Cleaning and Sanitizing.** Ocean shall clean, sanitize, and disinfect frequently touched surfaces and shared objects between use. Electrostatic sprayers, misters, EPA approved disinfectants that are qualified for use against SARS-CoV-2 or other innovations will be used in various areas with a cleaning emphasis on “high touch areas”. Ocean shall encourage Team Members to avoid use or sharing of items that are not easily cleaned, sanitized, or disinfected. Team Members shall wipe any pens, counters, or hard surfaces shared between Team Member and a Guest.

**The Program.** Upon check-in at the hotel, Guests will be provided with the current Guest version of the Program which is titled “COVID-19 Health + Sanitization Plan”.

**No Incentivizing Guests.** During the declared state of emergency, Ocean will not incentivize hotel Guests to decline daily in-room housekeeping service. Moreover, Guests checking-in at the front desk will be informed that, if they would like to decline in-room housekeeping service during their stay, the Guest should illuminate the Do Not Disturb button on the inside of their hotel room door. Ocean will follow its Do Not Disturb wellness check procedures for any Guest declining daily in-room housekeeping service.

### **Part III: Team Members & Back of the House**

For the welfare of our Guests, Team Members, Visitors, Tenants and Vendors, we commit to do the following:

**Thermal Screening.** Non-invasive temperature scanners shall be at each employee entry point, to measure the temperature of each Team Member, Tenants and Vendors entering the property. An individual measuring 100.4 (Fahrenheit) or above after two (2) attempts, spaced at least ten (10) minutes apart, will be advised that they will not be permitted into the property and that they should seek medical advice and the Team Member, Tenant or Vendor shall also be provided with the CDC document titled “Steps To Help Prevent The Spread of COVID-19”. In accord with Ocean’s policy, any Team Member, Tenant or Vendor with a temperature measuring 100.4 (Fahrenheit) or above shall not be permitted to return to work until the sooner of: (a) they are seventy-two (72) hours fever-free without the use of fever-reducing medication, or (b) they receive a negative result from a COVID-19 test and do not have a fever measuring 100.4 (Fahrenheit) or above, or (c) they present a physician’s note permitting them to return to work.

For any Team Member, Tenant or Vendor presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough), Ocean shall follow its current process for managing Team Members, Tenants or Vendors who become severely ill on property (i.e., calling 911). Ocean will separate the Team Member, Tenant or Vendor and any persons travelling with him/her from other individuals and will take appropriate measures to minimize any contact a the ill Team Member, Tenant or Vendor may with any other individuals while waiting for medical personnel to arrive. Ocean shall activate its Case Notification protocol to conduct Contact Tracing.

A written policy is in place and all temperature scanning shall be conducted safely and respectfully, and in accordance with any applicable policy of Ocean and privacy laws and regulations.

**Case Notification.** If Ocean is alerted to a suspected or confirmed case of COVID-19 at the property, the Team Member, Tenant or Vendor will be directed toward appropriate medical care through our security department, who follow the direction of local health authorities. Ocean will conduct contact tracing (Part XIV: Contact Tracing) and will conduct an additional cleaning and disinfecting protocol of areas the Team Member, Tenant or Vendor had contact with during their visit or the areas a Team Member, Tenant or Vendor had contact with while at work. Ocean shall report any positive cases of COVID-19 to the New Jersey Division of Gaming Enforcement.

**Notice of Team Member Screening and Testing.** Prior to or upon their return to work, each Team Member shall be provided with a list of COVID-19 viral testing opportunities in Atlantic County. Further Ocean has posted information near the employee entrance and in the employee cafeteria showing COVID-19 viral testing facilities in Atlantic County.

**Back of the House Communication.** Signage and overhead announcements shall be present throughout the back of the house advising Team Members of the proper protocol while on property. The signage shall encourage the Team Members, Tenants and Vendors to commit to healthy hygiene practices and to monitor their own personal health. The protocols are as follows:

- hand washing as frequently as possible
- use of hand sanitizer placed strategically throughout the property (if hand washing is not available)
- covering coughs and sneezes
- use of a face covering to cover mouth and nose (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 consistent with COVID-19
- seek medical opinion if you are not feeling well
- report your medical condition to Ocean if you need assistance
- how to properly dispose of PPE
- stay home if you are sick or work from home if possible

**Personal Protective Equipment (PPE).** Team Members shall be required to wear company issued masks while on property. Tenants and Vendors shall be required to wear face coverings while on property. Dealers will be required to wear a mask and a face shield while working on their respective casino table games. Once plexiglass is installed on the casino table games, Dealers will only be required to wear a mask. If required, Team Members, Tenants, and Vendors may be asked to lower or remove face coverings temporarily to provide employment verification or identity. Gloves will be provided to Team Members whose responsibilities require them, including housekeeping and public area attendants and security officers in direct contact with Guests. Mandatory additional training on the use and disposal of all PPE will be provided.

**Physical Barrier.** Physical barriers, such as transparent plastic sneeze guards and partitions, shall be installed at high traffic workstations including the following: Casino cage/cashier, F&B and Retail cashier locations, hotel front desk and promotions booth.

**Social Distancing.** Team Members, Tenants and Vendors shall be required, when possible, to social distance at least 6-feet from each other while in the public areas of the property, break rooms, offices or shared spaces and security officers shall assist with enforcing social distancing protocols. Physical guides, such as decals on the floors shall be placed on the floors to remind Team Members, Tenants and Vendors to remain at least 6-feet apart when possible. Physical guides shall be placed in high traffic areas behind the house areas such as wardrobe, time clocks, elevators and the employee dining room. Whenever possible, departments will utilize staggered shift times and smaller pre-shift meetings to control volumes.

**Back of House Disinfectant Stations.** Disinfectant Stations offering the use of hand sanitizer and wipes shall be strategically placed in the back of house for use by Team Members, Tenants and Vendors when handwashing is not available. Additional Disinfectant Stations shall be placed in high traffic areas behind the house such as wardrobe, time clocks, elevators and the employee dining room.

**Cleaning and Sanitizing.** Ocean shall clean, sanitize, and disinfect frequently touched surfaces and shared objects between use. Electrostatic sprayers, misters, EPA approved disinfectants that are qualified for use against SARS-CoV-2 or other innovations will be used in various areas with a cleaning emphasis on “high touch areas”. High touch hard surface areas and locker rooms shall be cleaned and disinfected regularly throughout the day. Ocean shall encourage Team Members to avoid use or sharing of items that are not easily cleaned, sanitized, or disinfected. Team Members shall wipe any pens, counters, or hard surfaces between shared between Team Member and a Guest. Cleaning and sanitizing shall occur at least once every four (4) hours.

**Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or when the equipment is transferred to another Team Member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen tools, engineering tools, cleaning equipment, keys, and all other direct contact items used throughout the property.

**Training.** All Team Members will be required to read and acknowledge our policy on COVID-19 Workplace Precautions and Proper Reporting. All Team Members shall receive training through Casino Essentials focusing on social distancing, proper handwashing, preventing the spread of germs, proper cleaning and sanitizing procedures and how to use PPE. Team Members will also be responsible for complying with their specific department procedures which will be communicated

through their supervisor. Further, all Team Members will have online access to physical and financial well-being tools provided through Ocean's Employee Assistance Program.

**Cleaning Procedures.** Copies of the cleaning procedures for the front of the house and the back of the house shall be posted at areas where Team Members regularly receive daily instruction regarding work duties and on bulletin boards where the operator regularly posts official communications with Team Members. Copies of the cleaning procedures shall be made available to Team Members.

**Restrooms.** Consistent with the cleaning and sanitizing requirements, the back of the house restrooms shall be cleaned and sanitized regularly throughout the day, and this includes counters, stalls, sinks, faucets, toilets, toilet paper dispensers, and door handles. Electric hand dryers will be disconnected in all restrooms.

**Back of the House Recovery Protocol.** In the event of a Team Member, Tenants or Vendor with a confirmed case of COVID-19, their workstation or work area will be removed from service to undergo a specific cleaning protocol by trained in house Team Members or a licensed third-party, if available. The workstation will not be returned to service until such cleaning is completed.

#### **Part IV: Hotel Front Desks, Guest Services Desks, Box Offices and Concierge Desk.**

For the welfare of our Guests, Team Members, Visitors, Tenants and Vendors, and in addition to Part I above, we commit to do the following at these specific areas on the property:

**Social Distancing.** Team Members shall work at every other workstation when possible. Physical guides, such as decals on the floors shall remind Guests to remain at least 6-feet apart while waiting in line.

**Cleaning.** Ocean shall clean, sanitize, and disinfect frequently touched surfaces and shared objects between use. Electrostatic sprayers, misters, EPA approved disinfectants that are qualified for use against SARS-CoV-2 or other innovations will be used in various areas with a cleaning emphasis on "high touch areas". In relation to this part, "high touch areas" shall include all front desk counters, desks, computer screens, keyboards, writing utensils, credit card readers, and other high touch surfaces with which Guests and Team Members have regular physical contact shall be cleaned and disinfected regularly. Recycled room key cards shall be disinfected prior to being issued to a new Guest. Ocean shall encourage Team Members to avoid use or sharing of items that are not easily cleaned, sanitized, or disinfected. Cleaning and sanitizing shall occur at least once every four (4) hours.

**Disinfectant Stations.** Disinfectant Stations offering the use of hand sanitizer or wipes shall be strategically placed for use by Guests, Team Members and Visitors when handwashing is not available.

#### **Part V: Elevators**

For the welfare of our Guests, Team Members, Visitors, Tenants and Vendors, and in addition to Part I above, we commit to do the following at these specific areas on the property:

**Social Distancing.** Signs will be placed in every elevator lobby to remind Guests of the suggested limit of four (4) Guests per elevator.

**Cleaning and Sanitizing Elevator and Elevator Lobby.** Ocean shall sanitize "high touch areas" in the elevator lobby area, wiping of buttons (inside and outside of elevator) and handrails. Electrostatic sprayers, misters, EPA approved disinfectants that are qualified for use against SARS-CoV-2 or other innovations will be used in various areas with a cleaning emphasis on "high touch areas". Cleaning and sanitizing shall occur at least once every four (4) hours.

**Disinfectant Stations.** Disinfectant Stations offering the use of hand sanitizer or wipes shall be strategically placed for use by Guests, Team Members, Visitors, and Vendors when handwashing is not available.

#### **Part VI: Guest Rooms**

For the welfare of our Team Members and hotel Guests, we commit to do the following:

**Cleaning and Sanitizing Guest Rooms.** Ocean’s already stringent cleaning and disinfecting protocols have been recently upgraded to reflect the current situation, specifically the use of cleaning products that are effective against viruses and bacteria. Wide Range II EPA-certified disinfectants that are qualified for use against SARS-CoV-2 shall be used to clean Guest Rooms, including “high-touch” items like hard surfaces, counters, television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-suite control panels, light switches, Guest Room door locks, and thermostats. During the declared state of emergency Ocean will not incentivize hotel guests to decline daily housekeeping services. Guests checking in will be informed that if they would like to decline in-room housekeeping they should illuminate the do not disturb button located next to their door. Cleaning and sanitizing shall occur at the conclusion of a Guest stay on the property.

**Equipment.** Tools and equipment will be cleaned and sanitized consistent with this part before the start of each shift and at the end of each shift and before the tools or equipment is transferred to a new Team Member. The tools and equipment to be cleaned and sanitized include carts, trolleys, cleaning equipment and all other equipment or products in direct contact with a Team Member.

**Linen.** Ocean will continue to wash all linen at a high temperature and with appropriate cleaning products in accordance with CDC guidelines and in order to eliminate any possible viral and bacterial pathogens. Linens and towels will not be changed until checkout unless requested by Guest. Additional pillows and blankets stored in the Guest room closets will be removed and available upon Guest request.

**Glassware & Utensils.** Coffee makers, pens and marketing materials, shall be removed from rooms; disposable glassware will be used in-room.

**Guest Room Recovery Protocol.** In the event of a Guest with a suspected case of COVID-19, their Guest room will be removed from service to undergo a specific cleaning protocol by trained in house Team Members or a licensed third-party, if available. The workstation will not be returned to service until such cleaning is completed.

## **Part VII: Public Areas**

For the welfare of our Guests, Team Members, Tenants, Visitors, and Vendors, and in addition to Part I above, we commit to do the following:

**Cleaning and Sanitizing Public Areas.** Ocean’s already stringent cleaning and disinfecting protocols have been recently upgraded to reflect the current situation, specifically the use of cleaning products that are effective against viruses and bacteria. Wide Range II EPA-certified disinfectants that are qualified for use against SARS-CoV-2 shall be used in the Public Areas and the frequency of cleaning and disinfecting by dedicated staff shall be increased in all Public Areas with an emphasis on “high-touch” surfaces including front desk counters, bell desks, elevators buttons, door handles, hard surfaces, counters, chairs, tables, electronic kiosks, escalator and stair handrails. Cleaning and sanitizing shall occur at least once every four (4) hours.

**Electrostatic Sprayers.** Electrostatic sprayers or misters and other innovations will be used in the Public Areas with a cleaning emphasis on “high touch areas”.

**Restrooms.** Consistent with the cleaning and sanitizing requirement in this part, the front-of-house restrooms are cleaned and sanitized and this includes wiping down counters and stalls. Electric hand dryers will be disconnected in all restrooms. High touch surfaces in public restrooms that are in use shall be cleaned and disinfected regularly throughout the day, including sinks, faucets, toilets, toilet paper dispensers, and door handles. Cleaning and sanitizing shall occur at least once every four (4) hours.

**Disinfectant Stations.** Disinfectant Stations offering the use of hand sanitizer or wipes shall be strategically placed throughout the Public Areas for use by Guests, Team Members, Visitors, and Vendors when handwashing is not available.

**Scooters.** Scooters shall be cleaned and sanitized with a Wide Range II EPA-certified disinfectant that is qualified for use against SARS-CoV-2. Each Scooter shall be cleaned prior to use by a Guest and after the Scooter is returned by the Guest.

### **Part VIII: Facilities**

For the welfare of our Guests, Team Members, Tenants, Visitors, and Vendors, we commit to do the following:

**Fresh Air: Air Filters.** Throughout Ocean, including the entertainment venues, the frequency of air filter replacement and HVAC system cleaning has been increased. High efficiency MERV 15 filters shall be used in the HVAC systems. In addition, we have maximized our fresh-air intake to increase external air flow into the building. Ocean is committed to using fresh external air and does not use recycled airflow. Air filters have been replaced in every room. HEPA air filters are used in all vacuum cleaners used in guest rooms.

**Ventilation.** Ocean shall test all ventilation systems for proper operation and shall increase circulation of outdoor air as much as possible.

**LED UV Cleaning Technology.** The property will utilize LED UV-C Anti-Bacterial technology on high traffic escalator handrails at the Casino entrance.

### **Part IX: Casino & Ancillary Departments**

For the welfare of our Guests, Team Members, Tenants, Visitors and Vendors, and in addition to Part I above, we commit to do the following:

**Cleaning and Sanitizing the Casino & Ancillary Departments.** Ocean's already stringent cleaning and disinfecting protocols have been recently upgraded to reflect the current situation, specifically the use of specific cleaning products that are effective against viruses and bacteria. Wide Range II EPA-certified disinfectants that are qualified for use against SARS-CoV-2 shall be used in the Casino and ancillary departments and the frequency of cleaning and disinfecting by dedicated staff shall be increased in the Casino and ancillary departments with an emphasis on "high-touch" surfaces including table game areas, desks, hard surfaces, counters, tables, slot machines, electronic kiosks, ATM, and chairs. Supervisors and managers are responsible for cleaning the Casino and the ancillary departments. When in operation, Ocean shall clean and sanitize the following:

- Slot workstations to be sanitized at least once every four (4) hours
- Slot machines to be sanitized at least once every four (4) hours
- Table game rail and chairs to be sanitized at least once every four (4) hours
- Cards will be changed out at least once every four (4) hours
- Dealers to sanitize dice for each new shooter
- Supervisors to sanitize the outside of shufflers at least once every four (4) hours
- Roulette wheel head, ball and dolly sanitized at least once every four (4) hours
- Supervisor to sanitize the Chipper Champ at least once every four (4) hours
- Pai Gow tiles will be changed out at least once every four (4) hours
- Pit Podiums to be sanitized by table games supervisor at least once every four (4) hours
- Visual limits and Elo units to be sanitized at least once every four (4) hours
- Baccarat discard pile and blackjack discard holders to be sanitized by supervisor at least once every four (4) hours
- Dealers to sanitize token boxes at least once every four (4) hours.
- Hard surfaces that are regularly utilized in each count room shall be cleaned with EPA registered disinfectants after the completion of each count.

**Plexiglass.** Ocean shall install plexiglass on table games by July 16, 2020.

**Disinfectant Stations.** Disinfectant Stations offering the use of hand sanitizer and wipes shall be strategically placed throughout the Casino and ancillary departments for use by Guests, Team Members, Visitors, and Vendors when

handwashing is not available. Hand sanitizer will be available to Guests at each game, Guests will be encouraged to use prior to play.

**Electrostatic Sprayers.** Electrostatic sprayers, misters or other innovations will be used in the Casino and ancillary departments with a cleaning emphasis on “high touch areas”.

### **Social Distancing.**

- **Capacity.** The goal of this Capacity section is to limit the total aggregate number of Guests in the gaming areas of the casino hotel facility (e.g., casino, simulcasting facility, sports wagering areas, poker room, etc.) to no more than twenty-five percent (25%) of the total aggregate occupancy limits for such gaming areas as established by the New Jersey Department of Community Affairs and Atlantic City Fire Department. This goal will be achieved through the provisions contained in these protocols, in particular those regarding the requirements for physical distancing of Guests in all gaming areas, restrictions on the number of persons at gaming tables, and the limitations on the availability of slot machines.
- **Slots: Seating. (a)** Slot machines will be arranged to allow for separation between Guests. In most areas, this will require one (1) vacant position between slot machines and vacant positions will be placed out of order and seats will be removed and **(b)** every game in a carousel configuration shall remain operational since there is already physical separation between gaming machines, such that the seat of the gaming machine is separated from the seat of the next closest gaming machine by at least a distance equal to the width of the gaming machine.
- **Table Games: Seating.** The following conditions shall apply to table games: (a) the table games of roulette and craps are approved for play beginning July 2, 2020 if plexiglass barriers are installed at each respective table game, (b) play will be limited to allow for separation between Guests and every other seat will be removed to limit players on a game, (c) maximum three (3) players per side at a craps table, (d) maximum four (4) players at a big baccarat table, and (e) maximum of four (4) players per roulette table, (g) maximum four (4) players per poker table, and (h) maximum three (3) players per blackjack table and, (i) every other seat at any game type not detailed above. Casino supervisors and managers will remind Guests not to congregate in groups around the table. Dealers to verbally give breaks instead of “tapping in” and maintain appropriate separation.
- **Ancillary Departments (Cashier, Players Club, Gift Redemption Center & Sportsbook). (a)** Team Members shall work at every other workstation when possible, **(b)** physical guides, such as decals on the floors shall be placed on the floors to remind Guests or Visitors remain at least 6-feet apart while waiting in line, **(c)** Team Members shall clean, sanitize, and disinfect frequently touched surfaces and shared objects between use, **(d)** encourage Team Members to avoid use or sharing of items that are not easily cleaned, sanitized, or disinfected, **(e)** Team Members shall wipe any pens, counters, or hard surfaces shared between Team Member, Guest or a Visitor, and **(f)** physical barriers, such as transparent plastic sneeze guards and partitions, shall be installed at workstations where maintaining physical distance of 6-feet is not possible because the physical limitations of the workstations.
- **Casino Cage.** Guests shall be required to briefly lower or remove their face covering when approaching the casino cage to permit the surveillance department to capture a picture of the Guest.
- **Count Rooms.** Ocean shall supply Team Members in count rooms with gloves and require that they wear masks. Hand sanitizer dispensers or sanitizing wipes shall be available within each count room. Hard surfaces that are regularly utilized in each count room shall be cleaned and disinfected with EPA Registered Disinfectants after the completion of each count.

### **Part X: Restaurants & Bars**

For the welfare of our Guests, Team Members, Tenants, Visitors and Vendors, and in addition to Part I above, we commit to do the following:

**No Consumption of Food and Beverage Indoors.** Pursuant to Executive Order No. 158 (2020) upon the initial reopening of the Ocean, the consumption of food and beverages will not be permitted in any indoor area, including the casino, open to the public on the property of Ocean.

**Employee Cafeteria: DISH.** The employee cafeteria shall provide individualized packaged food and beverages to the Team Members. IT will remove every other computer in the internet cafe to provide for social distancing.

**Room Service.** Room Service will be modified with deliveries made to the door only and all food and drink shall be in disposable packaging. To minimize contact between Guests and Team Members, the server will not enter the room.

### **Part XI: Resort Amenities**

For the welfare of our Guests, Team Members, Tenants, Visitors and Vendors, and in addition to Part I above, we commit to do the following:

**Sportsbook.** Sportsbook shall follow all protocols within the Program while open to the public.

**Pool & Spa:** (a) pool seating will be configured to allow for at least 6-feet of separation between groups, (b) enhanced cleaning and sanitizing of all high traffic areas shall be consistent with the cleaning and sanitizing requirements in Part VII referenced above, (c) swimming pool surfaces are treated with an anti-viral/anti-bacterial treatment daily, and (d) spa service will re-open in accordance with state guidelines, and (e) the use of face coverings is encouraged as feasible, while outside the pool. Guests should not wear face coverings while in the water as it may become difficult to breathe when wet.

**Fitness Center.** The fitness center shall re-open in accordance with state guidelines.

**Promotions/Tournaments.** No promotions or tournaments shall be conducted that require Guests or Visitors to cluster and which cannot be conducted in accordance with physical distancing required by then-current government order.

**Meetings & Conventions.** Ocean will compel appropriate social distancing by spacing chairs and limiting meeting room occupancy during meetings and conventions. Consistent with the cleaning and sanitizing requirement in Part VII referenced above, high touch hard surfaces in meeting rooms that are in use, including table-tops and chairs, shall be cleaned and disinfected regularly, no less than prior to any new group's use of a meeting room.

**Valet Parking.** Valet parking services will be suspended until further notice.

**Entertainment & Nightlife.** Operation in HQ and Ovation Hall will be suspended until further notice.

#### **Retail (Ocean Owned Stores).**

- **Social Distancing.** Physical guides, such as decals on the floors will be placed to remind Guests or Visitors to remain at least 6-feet apart while waiting in line.
- **Cleaning.** Consistent with the cleaning and sanitizing requirement in Part VII referenced above, Ocean shall clean, sanitize, and disinfect frequently touched surfaces and shared objects between use. Ocean shall encourage Team Members to avoid use or sharing of items that are not easily cleaned, sanitized, or disinfected. Wipe any pens, counters, or hard surfaces shared between Team Member and a Guest. Cleaning and sanitizing shall at least once every four (4) hours.
- **Touchless Payment Options.** Team Members shall use touchless payment options as much as possible, when available. Guests and Team Members to exchange cash or card payments by placing on a receipt tray or on the counter rather than by hand.
- **Physical Barrier.** Physical barriers, such as transparent plastic sneeze guards and partitions, shall be installed at in the retail outlets where maintaining physical distance of 6-feet is difficult.

- **Disinfectant Stations.** Disinfectant Stations offering the use of hand sanitizer shall be strategically placed in the retail outlets for use by Guests, Team Members and Visitors when handwashing is not available.

## **Part XII: Security**

For the welfare of our Guests, Team Members, Tenants, Visitors and Vendors, and in addition to Part I above, we commit to do the following:

**Enforcement.** Security is charged with the function of enforcing the Program. The focus of the enforcement shall be as follows: (a) temperature scans for Team Members, (b) social distancing and (c) PPE.

**Case Notification.** If Ocean is alerted to a suspected or confirmed case of COVID-19 at the property, the Guest, Team Member, Tenant or Visitor will be directed toward appropriate medical care through our security department, who follow the direction of local health authorities. Ocean will conduct contact tracing (Part XIV: Contact Tracing) and will conduct an additional cleaning and disinfecting protocol of areas the Guest or Visitor had contact with during their visit or the areas a Team Member had contact with while at work. Ocean shall report any positive cases of COVID-19 to the New Jersey Division of Gaming Enforcement.

## **Part XIII: 3<sup>rd</sup> Party Tenants & Vendors**

For the welfare of our Guests, Team Members, Tenants, Visitors and Vendors, and in addition to Part I above, we shall encourage our Tenants and Vendors to commit to do the following:

**Overview.** Tenants and Vendors who are frequently on property shall be provided with a copy of Ocean's Program and shall be instructed to follow the Program to the extent applicable to the Tenant's operation and Vendor's presence on the property, including, but not limited to, performing temperature checks of their employees or requiring their employees to submit to temperature checks by the Ocean prior to entering the property. In addition, Tenants and Vendors of the property shall be required to comply with any government order, guidelines, or requirement applicable to their respective businesses (i.e., restaurant, retail, etc.).

**No Consumption of Food and Beverage Indoors.** Pursuant to Executive Order No. 158 (2020) upon the initial reopening of the Ocean, the consumption of food and beverages will not be permitted in any indoor area controlled by a Tenant or Vendor.

**Thermal Screening.** Ocean shall conduct non-invasive temperature scans at employee entry point, to measure the temperature of each employee of Tenant or Vendor prior to entering the property. An individual measuring 100.4 (Fahrenheit) or above after two (2) attempts, spaced at least ten (10) minutes apart, will be advised that they will not be permitted into the Premises and that they should seek medical advice.

**Touchless Payment Options.** Ocean shall encourage Tenants and Vendors to utilize touchless payment options as much as possible, when available. Tenant's and Vendor's employees and Customers are encouraged to exchange cash or card payments by placing on a receipt tray or on the counter rather than by hand.

**Shared Equipment.** Ocean shall encourage the Tenant and the Vendor to clean and sanitize shared tools and equipment, before each shift and anytime the equipment is transferred to a new employee, this includes payment terminals.

**Social Distancing: Seating.** (a) physical guides, such as decals on the floors shall be placed on the floors to remind Customers of Tenant to remain at least 6-feet apart while waiting in line, (d) employees to remind Customers of physical distancing at each entry, waiting areas and queues, and (c) a physical barrier will be placed at any cashier to protect Customers and the employees of Tenant.

## **Part XIV: Contact Tracing**

For the welfare of our Guests, Team Members, Tenants, Visitors and Vendors, and in addition to Part I above, we shall encourage our Tenants and Vendors to commit to do the following:

**Overview.** Subject to any government requirements regarding contact tracing that shall supersede any provision of this Part, in addition to the procedures for responding to an individual who exhibits COVID-19 symptoms or a confirmed diagnosis of COVID-19, the following contact tracing procedures shall be followed by Ocean concerning any confirmed COVID-19 cases:

**Contact Tracing: Guest or Visitor.** When Ocean is advised that a Guest (or Visitor) was tested and determined to be COVID-19 positive and was in the Ocean during a period when he/she may have been infectious to others:

- Security personnel or other Team Member assigned by the Ocean and/or third-party contact tracing service will collect Guest information including name, names of those sharing their hotel room, and close contact Guests in their traveling party, and details about the Guest's or Visitor's activities at the Ocean (for possible contact tracing and enhanced cleaning) and will generate a report.
- The incident report will include the information above as well as the Guest's home address, room number (if applicable), date of COVID-19 diagnosis, and whether the Guest was transported for medical care. The incident report will be updated as new information becomes available.
- The Ocean will take reasonable efforts to help determine the areas traveled by a Guest while on Ocean and Team Members with whom the Guest may have had close, prolonged contact (within 6-ft for 10 minutes or more). Such efforts may include the use of resources such as surveillance system, player card/customer management system and Guest interviews. Alternatively, the Ocean may engage a qualified third-party contact tracing service for contact tracing purposes.
- Any Team Members who have been in close, prolonged contact with the Guest will be directed to the screening procedures provided for in the casino hotel complex's reopening protocols, and will be quarantined for the required time period as direct by the local Department of Health and/or in accordance with the then/current CDC guidelines (i.e., quarantine for fourteen (14) days or such other period as may be recommended by the CDC at the time of such occurrence)
- Any high-contact areas where the Guest was known to have had extended contact will be cleaned and sanitized.

**Contact Tracing: Team Member.** When Ocean is advised that a Team Member was tested and determined to be COVID-19 positive and was in the Ocean during a period when the Team Member may have been infectious to others:

- The security personnel or other Team Member assigned by the Ocean and/or third-party contact tracing service will collect all pertinent information and will generate a report.
- The incident report will include: (a) Team Member's name, ID number, and contact information; (b) date of COVID-19 diagnosis, if applicable; and (c) Team Members or Guests with whom the Team Member believes that he/she had close, prolonged contact while he or she was exhibiting symptoms of COVID-19 and the circumstances and locations of any such contact; and iv. whether the Team Member was transported for medical care.
- The incident report will be updated as new information becomes available.
- The security personnel, other Team Member assigned by the Ocean, and/or third-party contact tracing service will take reasonable efforts to help determine if any Team Members or guests have been in close, prolonged contact with the reporting Team Member which investigation may include reviewing: (a) the Team Member's work schedule; (b) documentation that would provide encounters, such as work logs, work locations; and (c) security or surveillance footage where available and as needed.

- Any Team Member determined to have been in close, prolonged contact with the Team Member will be directed to the screening procedures provided for in the casino hotel's reopening protocols, and will be quarantined for the required time period as directed by the local Department of Health and/or in accordance with then-current CDC guidelines (i.e. quarantine for fourteen (14) days or such other period as may be recommended by the CDC at the time of such occurrence).
- Any Team Member who has a confirmed diagnosis of COVID-19 shall report the occurrence to the Team Member's immediate supervisor.

**Reports.** All reports shall be maintained by the Ocean security department and made available to the Division of Gaming Enforcement and state and/or local health officials and their designees, including contact tracers, upon their request.

**Cooperation.** Ocean's security personnel, other Team Members assigned by the Ocean and/or third-party contact tracing service shall be available to coordinate with state and/or local health officials and their designees, including contact tracers, to provide or collect further information as described in Sections 1 and 2 above related to Team Members or guests who were determined to be COVID-19 positive.