

GUIDE TO REOPENING

ATLANTIC CITY CONVENTION CENTER

Together
AGAIN!



The Atlantic City Convention Center has always been committed to creating an environment where our staff, contractors, clients and attendees work in harmony and feel peace of mind and safety at all times. While developments over the past few months related to COVID-19 have created a multitude of unprecedented challenges, our team is working in unison with State of New Jersey Department of Health officials and following the guidelines set forth by the Centers for Disease Control (CDC) and World Health Organization (WHO). These current policies and procedures will allow the Atlantic City Convention Center to reopen with confidence and fulfill our commitment to our employees, partners, customers and guests.

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A MESSAGE FROM LEADERSHIP

One of the most important traits of a well-run convention center is the ability to adapt to any type of unscheduled event, unusual situation, and challenge or last-minute surprise without missing a beat. We have successfully achieved this a thousand times since our opening however, nothing could have prepared any of us for the magnitude and impact of COVID-19.

Like so many others, the unprecedented effects on the meetings and events industry over the past few months has brought current business levels to a halt. As a tourism engine for our region, it has severely limited our ability to drive economic impact to our local stakeholders, the city of Atlantic City, Atlantic County, the South Jersey region and even the State of New Jersey as a whole. Fortunately, it has not stopped us from preparing for our reopening.

In light of the dramatic changes to public health due to the COVID-19 pandemic, we have updated and enhanced many of our cleaning services and safety protocols to ensure the security and safety of everyone entering through our doors. Our entire team at the Atlantic City Convention Center has been tirelessly preparing with local, county and state officials to update our current operating protocols by creating and implementing new policies and guidelines to address the many new requirements set forth by the State of New Jersey Department of Health officials and the CDC. The health and safety of our employees, partners, customers and guests is our number one priority and our team is committed to upholding these required standards of cleanliness throughout our facility.

Continual updates will be provided within this document regularly as changes occur within CDC requirements and local and state recommendations. Important items to note within the plan include:

- Increased cleaning and sanitation guidelines throughout the facility
- Staff, subcontractor and vendor temperature screening, wellness checks and PPE
- GBAC (Global Bio risk Advisory Council) Star accreditation.
- Modified Floor plans and capacity charts
- Client "Preparedness" planning guidelines and increased Event Manager Assistance
- Modified Food and Beverage delivery/handling procedures and menu options

The efforts of this plan would not have been possible without the outstanding work of our ACCC staff, Spectra COVID-19 Task Force, State of New Jersey Department of Health, Casino Reinvestment Development Authority (CRDA) and the venue management industry, whose collaboration and information sharing during this difficult time has been unprecedented and inspirational.

Since opening in May of 1997, the Atlantic City Convention Center has been an economic catalyst for Atlantic City as well as the State of New Jersey. Throughout its tenure, we have hosted events ranging from small local meetings to international conferences, including attendees from all over the world, making us uniquely positioned to support our entire business and travel community from small businesses and local restaurants to casinos and hotels. Most importantly, it has created sustained employment for many who call Atlantic City and Atlantic County their home. While this tragic worldwide pandemic has severely challenged our abilities to achieve these goals, we are extremely confident the unprecedented efforts from so many will allow us once again to support our community, while keeping everyone who enters the ACCC as safe as possible.

We look forward to seeing you back with us one day soon.

Jim McDonald
General Manager
Atlantic City Convention Center
Spectra Venue Management

Jason Resetar
Assistant General Manager
Atlantic City Convention Center
Spectra Venue Management

INTRODUCTION-PLAN OVERVIEW

The Atlantic City Convention Center reopening plan “Together AGAIN!” is intended to be the guide book for staff, corporate and industry best practices, recommendations, and resources to safeguard the health and safety of our employees, customers, partners and guests. Specialized focus is placed on creating and implementing enhanced cleaning and disinfecting protocols, while adhering to CDC and WHO standards, while renewing confidence to those who enter the ACCC.

With essential support from Spectra’s Covid-19 Task Force spearheaded by leaders in operations, cleaning and sanitization, legal, risk management, human resources, sales, marketing, event management and communications, a holistic reopening strategy has been developed to guide facilities like the Atlantic City Convention Center as we prepare to reopen our doors.

Many guidelines mentioned within our plan are common worldwide practices recommended by prominent health officials and agencies. Our entire team and our partner vendors have done an outstanding job at taking these general guidelines and applying them to our regular business model in order to guarantee consistency and assure maximum safety for all.

With increased venue cleaning and sanitizing, updated departmental protocols, modified guidelines on physical distancing, and ongoing employee training, our reopening plan is designed to help mitigate employee and guest exposure to COVID-19 as well as

becoming the voice by which we educate and communicate with our staff, clients, attendees and community partners.



Please note: New Jersey state executive orders, and CDC and WHO guidelines used in this Reopening Plan are based on the release date of our plan and subject to change on a regular basis. This situation and provisions are likely to change over time. Our team will closely monitor government and world health organization mandates, along with public health advancements closely while continuing to communicate adjustments regarding ACCC protocols and procedures. Please keep in close contact with your ACCC representative for the latest information.

REOPENING TIMELINE

One of the major challenges today is the difficulty event organizers are facing when planning and scheduling an event under the current circumstances. To alleviate some of these concerns, we are committed to constant communication and updates to instill confidence among our many clients and their attendees, so they feel as comfortable as possible when booking and hosting future events at the ACCC. Our hope is to reopen very soon after our preparation is complete, subject to New Jersey state approval.

1. Before our opening date, our ACCC staff will continue to update the facility and prepare staff with the many new protocols mentioned in this reopening guide related to cleaning, sanitization, food and beverage, operations, event management, parking and workplace safety so all who enter feel extremely conformable and safe at all times.
2. Initial events upon reopening will be limited in size, attendance and flow in order to satisfy current capacity, physical distancing and state health and safety requirements.
3. As restrictions are lifted, larger events with increased attendance will be allowed at the ACCC as long as they satisfy current capacity, physical distancing and New Jersey state health and safety requirements.
4. We understand that the current situation will continue to be fluid and ever changing on a daily basis, so we will continue to provide the most up to date information to our clients related to our operating status throughout the fall and into 2021, or until such time as we may operate at normal capacity.



REOPENING PLAN SUMMARY

It is important to establish guidelines for the Atlantic City Convention Center, for its employees and our customers. This section will identify areas where additional planning and precautions are anticipated in order to produce safe events. As we gain experience and implement these guidelines, this section will be modified to reflect circumstances pertaining to those new situations. ACCC protocols will be shared with exhibitors and attendees who are responsible for conforming to these practices.

Each of the following points is a specific action or set of actions, which will be implemented as we reopen the Atlantic City Convention Center.

SAFE ENVIRONMENT

Cleaning and sanitization of our facilities will be based on the latest CDC, New Jersey State and other health related guidelines. High frequency cleaning and sterilization schedules will be implemented concentrating on high traffic areas and touchpoints.

SOCIAL DISTANCING

Proper guidelines for safe and physical distancing as well as appropriate attendance controls will be observed. All event floor plans will follow CDC recommendations and will be customizable and scalable.

PREVENTATIVE PRACTICES

Collective health protection will be emphasized through the addition of hand washing/sanitizing stations, appropriate personal protective equipment requirements and physical barriers where appropriate.



EDUCATION

Improved training for employees on new safety protocols and visible signage and floor stickers to guide guests on best social distancing recommendations will be implemented to ensure safety compliance and health standards.

STRONG COMMUNICATION

Increased focus on providing up to date information to employees, guests and event organizers will be important as will close collaboration and cooperation among key stakeholders. We are all in this together!

HELPFUL TIPS:

- Practice social distancing when around others
- Wear PPE whenever engaging with others
- Wash your hands and/or use hand sanitizer whenever available
- When coughing, cough into your elbow instead of using your hands



• DO YOUR PART



HEALTH & SAFETY

Safe Environment

We've updated our already high standards for cleanliness across the convention center, with an increased focus on specialized and innovative cleaning and disinfecting methods and with the introduction of a highly visible "CLEAN TEAM". In addition we have placed emphasis on high touch points and high traffic areas such as elevators and escalators, handrails, tables, door handles, and restrooms. Exhibit halls will be given an enhanced cleaning before, during and after each session and meeting rooms will be disinfected between each program.

Cleaning Product List:

All items listed below are preferred and will be used as long as products are available. If listed products are not available, alternative CDC/EPA approved products will be utilized that offer the same or better results.

| | |
|--------------------|---|
| CDC Guidelines | EPA/NEA approved products 60-90% alcohol bases product rated to kill 5 pathogens - (Covid-19, Influenza, Norovirus, Ebola, MRSA) |
| Approved Products | PurTabs by Eva Clean HaloMist Virex II 256 Micro Chem Plus |
| Suggested Sprayers | EMIST 360 CLOROX 360 VICTORY INNOVATIONS PROTEXUS |

The ACCC is currently pursuing the **Global Biorisk Advisory Council (GBAC) Star™** Facility accreditation, the industry's only outbreak prevention, response and recovery accreditation for facilities. Accreditation is expected by the end of the 2020.

Under the guidance of GBAC's scientific advisory board, the most stringent protocols for cleaning, disinfection and infectious disease prevention are implemented within the facility. Following a risk assessment, the program establishes mitigation strategies through the use of scientifically approved protocols, equipment, chemicals and training, which are continually measured, audited and improved, to ensure a facility's readiness for biorisk situations. The program will verify that the ACCC implements best practices to prepare for, respond to and recover from outbreaks and pandemics.

Indoor Air Quality, Filtration and HVAC Maintenance

The ACCC will continue to operate with higher rates of air filtration, ventilation and fresh air intake. New High Efficiency MERV 13 Filters have been installed and will be maintained for all HVAC equipment. The ACCC will establish new protocols to increase HEPA filter longevity.

The building will aim to maintain comfort levels between 68+ and 72+ Degrees Fahrenheit and 40-60% relative humidity depending on season, to reduce viral transmission. Frequency for cleaning of HVAC equipment, ductwork and supply and return grills throughout the operating year will be increased.

SOCIAL DISTANCING

Great emphasis will be placed on managing space capacity and reducing areas of congestion. By incentivizing off-site and on-line registration, staggering arrival times and implementing expanded exhibit hall areas with wider aisles and one way traffic, we are adjusting experiences to allow for physical distancing, a key measure reinforced

Attendance Monitor, will be charged with counting those entering and exiting any exhibit, conference or meeting space and will manage total occupancy with oversight by event organizer. Occupancy of public spaces and food service areas will be managed by the Atlantic City Convention Center staff.



by the CDC. This includes physical distancing in common areas, exhibit halls and meeting rooms. Additionally, physical barriers will be installed in areas where physical distancing may be difficult to maintain, like information booths and concession areas.

Controlling the number of people in any location is key to ensuring attendees and exhibitors can maintain adequate physical distancing. When possible, a separate entrance and exit door will be necessary for each event to capture an accurate and real time head count. This will ensure we are following crowd density standards based on the industry standard of **28.3 sq. ft.** per person in each event space which follows current CDC Social Distancing Guidelines and International Association for Venue Managers (IAVM) framework for crowd density. This will be monitored by the event organizer.

Physical distance floor markings will be provided by event planners for any areas where waiting or congregating is likely or necessary. This includes, but not limited to registration, box offices, vendor check-in, etc.

Measures to promote physical distancing will be put in place at the entrance to the ACCC, around registration areas, in restrooms and other common spaces throughout the building. Please note, when multiple events are being held at the ACCC, additional measures or modifications may be required. Consult your Event Manager to discuss.

Specifically, for Trade shows/Consumer shows at capacity, attendees will adhere to a “one out-one in” policy to gain access into the designated event space. This process would be managed by the event organizer. Extended hours may also need to be considered.

Elevator capacities will be limited to maximum of 2 individuals or a family of 4 at one time. Signage Markers will be located on the floor to identify standing locations inside in the elevator.

PREVENTATIVE PRACTICES

Effective immediately, all persons entering ACCC are subject to a health screening and increased safety measures upon arrival to the facility. Attendees, exhibitors, delegates, staff or visitors who do not follow suggested safety protocol will forfeit right of access and must leave facility.

Health Screening

All employees, visitors to the Administrative offices, and subcontractors will be temperature screened on arrival at the ACCC's admission point(s).

All will be required to wear masks and respond to the following questions:

QUESTION #1: Have you traveled internationally in the last 14 days?

QUESTION #2 To the best of your knowledge, during the last 14 days, have you violated any government mandates or guidelines effective in New Jersey related to COVID-19 protection measures, such as stay-at-home orders, guidelines related to social distancing, wearing face coverings in public places, etc.?

QUESTION #3 Have you been in close contact with an individual who tested positive or has a test pending for COVID-19?

QUESTION #4 Are you experiencing any symptoms of feeling unwell such as fever, cough, sore throat, runny nose, shortness of breath, chills, body aches, headache, muscle pain, or new loss of taste or smell?

Any person responding in the affirmative to any of these questions will not be admitted into the building and will be advised to leave the premises and consult their medical provider. On temperature screening, any person with a temperature higher than 100.4°F will be sent to a private, climate-controlled area (if possible) to wait at least 10 minutes for secondary temperature screening and consultation. If the second attempt indicates no fever, the person shall be permitted to enter the venue. If the second attempt also indicates a fever, the person will be sent home immediately and advised to seek medical attention.

Any person refusing to undergo a temperature screen or answer the screening questions will be denied entry to the venue.

Hand Sanitizing & Washing Stations

Sanitizing stations will be provided by the ACCC at all entry and exit points and in close proximity to bathroom exits, event space entrances, food service areas, lobby areas, entrances, elevators, escalator landings and employee entrances based on product availability.

Washing stations are available in all restrooms which feature touchless soap dispensers, sink faucets, toilet fixtures, urinal fixtures. The touch-free designs reduce cross-contamination and encourage better hygiene. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All restrooms will be frequently and thoroughly disinfected during event hours.

Hygiene and Transmission Prevention

New Jersey state executive order #163 requires anyone entering into the facility must wear a mask or will not be granted access to the venue.

Regular hand washing with soap and water will be encouraged with signage throughout the facility and particularly within restrooms. Appropriate hand sanitization stations will be stationed throughout the ACCC. Upon request, instructional flyers may be provided on effective hand washing and good respiratory practice to event planners to provide their customers and staff. All ACCC employees will receive additional training and instruction on sanitizing as well as, access to additional PPE should it be required, necessary, or requested.

The ACCC will supply PPE's for its employees, labor force and subcontractors. PPE's for an event organizer's staff, exhibitors, attendees and other personnel will be the responsibility of the event organizer.



Education

Highly visible signage and floor stickers will be placed throughout the convention center as well as within the exhibit halls and meeting rooms to remind and guide conference attendees on best social distancing recommendations. Employees for Spectra and Meet AC, as well as all sub-contractors will receive additional training on both, new safety measures and the importance of personal health responsibility.

Signage

The ACCC will provide signage to inform visitors of physical distancing protocols and promote good hygiene. COVID-19 physical distancing signage and floor markings will be placed in prominent positions at entrances, restrooms and catering areas.



Communication

Because we collectively share a responsibility for our community, all new building health related protocols and safety measures will be distributed to all stakeholders, staff, conference delegates, exhibitors and vendors prior to the beginning of all events, so everyone can also be prepared to do their part. New roaming Information Teams will be active throughout the conference to explain our new procedures, answer questions, and encourage everyone to follow measures to promote the well-being of us all.

COVID-19 Response Plan

Prior to an event, event organizers and your ACCC Event Manager will work together to create a joint COVID-19 Response Plan for the specific event. It will include a risk assessment, which will address the level of risk associated with activities of the event. For example, where and how event activities might expose employees, exhibitors, or attendees to COVID-19.

EMPLOYEE RESPONSIBILITIES

With the spread of COVID-19, we must remain vigilant in mitigating exposure in the workplace. Every employee should feel safe in their work environment and know how to execute our company plan to safely return to the workplace and back to hosting events.

COVID-19 Training

All employees will receive adequate training on COVID-19 safety and sanitation protocols. Training that is more comprehensive will be provided for our team.

Daily Pre-Shift & Timekeeping

Pre-shift employee meetings will be conducted in areas that allow for appropriate physical distancing. Larger departments will stagger employee arrival times to minimize number of employees on-site. Employees will be required to sanitize their hands after clocking in.

Employee Health Concerns

Employees are instructed to stay home if they do not feel well and to contact their manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees who are exhibiting any COVID-19 symptoms are instructed to immediately notify their manager.

Employee Hygiene

All employees have been instructed to wash their hands often with soap and water for at least 20 seconds. In addition, employees will use either an alcohol-based hand sanitizer with at least 70% alcohol or an ethanol-based hand sanitizer with at least 60% alcohol. Sanitizing stations will be available throughout employee areas.

Employee Workspaces

The use of shared employee spaces will decrease as we practice physical distancing and flexible work arrangements. Increased cleaning and sanitizing in high traffic areas will occur regularly.

Personal Protective Equipment (PPE)

Appropriate masks and gloves will be worn by all employees based on their role and responsibilities. Training on use and disposal of all PPE will be mandatory. Employees entering the ACCC will be provided a facemask and be required to wear that mask while on property. Gloves will be provided to employees as determined.

Wellness Screening Program

Employees will be screened daily for COVID-19 symptoms and temperatures over 100.4°F. Employees confirmed to have symptoms or a temperature over 100.4°F will not be allowed to enter the property and will be immediately directed to appropriate medical care.

VENUE REQUIREMENTS & ROOM SET-UP CHANGES

Attendance Capacity

Currently, the ACCC is monitoring and following the current indoor gathering restrictions established by New Jersey State Executive Order. Final capacity numbers are subject to State of New Jersey and State of New Jersey Department of Health approval.

Attendance Controls

It is recommended for all exhibitors and attendees to pre-register for an event if required by event organizer. This will allow for control of the number of people who may attend at one time. Attendees will be required to select their anticipated time of arrival to avoid exceeding the capacity of the space.

Layout and Design of Exhibit Spaces and Registration Areas

Event Managers will work with our customers on the guidelines required for all aspects of the event layout, program and attendees. All floor plans will be subject to the ACCC approval and will be designed to remove areas where physical distancing might prove difficult. Additional approval may be required by the Fire Marshal.

All exhibitors and attendees should be encouraged to register online with minimal on-site registration activity. Any on-site registration areas must comply with the ACCC's approved floor plan guidelines and will require physical distancing markers in all areas where attendees line up. Barriers such as sneeze guards may be required in these locations especially where event staff may be physically close to visitors.

Registration counters should be positioned at least 6 ft. apart. Self-service badging systems should be touchless for guests to scan pre-printed barcodes, print badges automatically and select badges holders or clips without the risk of cross contamination.

Depending upon capacities, event organizers should discuss with their event manager a pedestrian traffic flow plan for attendees, which may include a one-way system in aisles. All aisles will be a minimum of 15 ft. wide unless defined as one way in which case,

they may be 10 ft. wide. Preference will be for exhibits to be as open as possible, using vinyl or hard walls with a minimum height of 72" separating each booth from adjoining exhibits when viable.

Guidelines for Meeting Rooms

Seminars, conferences, meetings and presentation areas should be large enough for seating to be placed at 6 ft. intervals and access to the seating area does not include pinch points. Room set options will be provided by your event manager. Smaller meeting rooms should conform to space use requirements and physical distancing guidelines. The ACCC's meeting room furniture and equipment sets (tables, chairs, podiums and risers) will be cleaned and disinfected either the beginning or end of each event day.

BUILDING POLICIES & SAFETY PROTOCOLS

Coordination with Health Agencies & Local Partners

To make sure that, because of the variations of state, county, and local mandates, we are following the recommendations, rules, and regulations at the most restrictive level.

Through the CRDA, Spectra has identified a State of New Jersey Department of Health representative to serve as an official liaison in support of venue re-opening efforts.

Additionally, we have identified an official representative from AtlantiCare to assist with collaboration of new health and safety protocols.

- Follow safety recommendations from local, state, and national organizations such as the CDC, State of New Jersey Department of Health and local health departments.
- Coordinate and communicate with State of New Jersey/Atlantic County Division of Public Health/CRDA. Obtain approval from the contract administrator before hosting any event in the facility.

Outside Contractors

- Ensure building policies are followed accordingly by all event contractors, exhibitors and vendors.
- Review implemented building protocols/procedures for loading dock, deliveries, exhibitors, sponsor tables, etc.

Overall Guest Initiatives

Encourage guests through signage, PA announcements, video messaging, and staff instruction to self-practice social distancing by standing at least six (6) feet away from other groups of people not traveling with them while standing in lines, using elevators, or moving around the property.

All elevators will be individually manned with operators during all event hours. Capacity of each front of house elevator will be strictly enforced and based on 6ft. social distancing guidelines, will not exceed 2 individuals or a family of 4 per car.

Building Infrastructure

- Hand sanitizing stations will be readily available with a visible presence and maintained throughout the building.
- Installation of plexiglass partitions, shields, or other forms of separation at guest interaction areas to include parking lot cashier booths, entry ticketing locations, and concession stands at point-of-sale locations.
- For all public restrooms, fully touchless restroom appliances including soap dispensers, automatic flush toilets, urinals, and automatic sinks will be installed to reduce cross contamination.
- For front-of-house signage, health and hygiene reminders throughout the venue including the proper way to wear, handle and dispose of masks and gloves.
 - Secure open entrance, exhibit hall and meeting room doors to decrease guest contact.
 - Additional signage:
 - Hand washing signage in all restrooms.
 - Signage at entrances that states that prohibits entrance by anyone with a fever or symptoms of COVID-19.
 - Posted room capacity in all exhibit halls, meeting rooms and restrooms to reflect current accepted standards.
 - General information signage directing guests to employ physical distancing measures.

Cleaning & Sanitizing

To put all guests, staff, and performers at ease when it comes to making sure the facility has been cleaned in the proper manner and in accordance with newly established best practices.

The number one goal will be to have a highly visible and consistent cleaning and sanitation process in all areas of the building. This goal will be achieved through a combination of strategic postings, efficiently planned duties, hardworking team members and bright noticeable uniforms.

- Installation of hand sanitizer dispensers to all public areas. Implement checklists for Pre event, during event, after event (see checklist)
- Make staff visible for events
- Checklist for overnight shift
- Use of proper chemicals that meet CDC guidelines (see example product list)
- Additional staffing levels for events (multiple locations with checklist and log books)
- Elevator and escalator attendants to regularly wipe down buttons and rails, inside and outside.

Public Area Management, Traffic Movement & Capacity

A pedestrian traffic flow plan will be established for before, during, and after an event in order to encourage the use of social distancing. To encourage all guests to utilize this plan, posted guidelines and use of physical barriers will be used to support staff.

- Manage traffic flow from parking garage and front of building into atrium.
- Form lines to allow guest to use stairwells not just escalators
- Establish one way traffic flow in exhibit halls and meeting room levels.
- Monitoring Teams will be used to direct and promote social distancing
- Floor markings and arrow signage to better direct traffic flow.
- Tensa barriers and Bike rack will be used where appropriate

Capacity:

Following current CDC Social Distancing Guidelines, International Association for Venue Managers (IAVM) has created a framework for crowd density as follows:

Based on 6ft social distancing, the physical distancing requirements equates to approximately 28 sq. ft. per person. Using this standard, the maximum number of event attendees when physical distancing is mandated, equals the gross square footage of an event area divided by the number of square feet required per person.

Final capacity numbers are subject to State of New Jersey and State of New Jersey Department of Health approval.

Guest Ingress & Egress

To move guests in a safe and orderly manner to and through entrances, proper signage, guest queuing, and adequate staff oversight will assist the transition from guests arriving onsite at the venue to the entry doors while encouraging social distancing. Arrival may be via personal vehicle, public transposition, drop-offs, or foot traffic.

- Garage Entrance Doors
- Having an attendant hold door open for guest or consider having door stops or kick stands at all doors to help with contactless entry
- Designate separate breezeway entry doors for ingress and egress.
- Installation of additional directional signage.
- Additional parking attendants and cashiers will be scheduled to help maximize social distancing.

- Front Entrance Doors
- Having an attendant hold door open for guest or consider having door stops or kick stands at all doors to help with contactless entry
- Additional informational and directional signage to instruct people the new rules and regulations.
- Designate separate doors for ingress and egress at every door bank.

Parking Lots

To ensure the safety of our guests and visitors, all ACCC employees will wear proper PPE including but not limited to Face Masks and Gloves. In efforts to maximize social distancing directional and informational signage will need to be posted at numerous areas in all parking location. Provide hand sanitizer to guest and employees, as well as provide sanitizer wipes to employees so they can do their part to wipe down high traffic and contact areas.

- Adding informational signage to instruct people the new rules and regulation as well as directional signage.
- Additional staff directing people where they should park to help maximize social distancing.
- Post a guard at entrance gate to limit guest contact with operation button or ticket button.
- Work to incorporate contactless payment opportunities like google pay, apple pay or through Ticketmaster as customer options. Cash always accepted.
- Add sneeze guards for employees
- Post ride share location
- Allocation put 6ft apart stickers on floor to maximize social distancing



FOOD & BEVERAGE POLICIES & SAFETY PROTOCOLS

The below items provide a high level overview for food and beverage operations. We have developed and implemented the following appropriate policies and guidelines to ensure the safety and well-being of our staff, guests and clients.

Sanitation and Cleaning

- Increased frequency of cleaning high-touch areas
- All portable, fixed & subcontractor locations will have either a permanent or a temporary hand washing station equipped with water, hand soap and paper towels
- Hand sanitizer will be provided at every location/ POS
- Prior to each scheduled event we will designate an appropriate number of staff members to sanitize frequently touched surfaces in the main kitchen and all opened locations
- We will designate an appropriate number of staff members to sanitize frequently touches surfaces in the public space during event hours
- Display frequent hand washing signage following CDC guidance, Physical Distancing and food code

Deliveries and Product Supply Chain

- Limited access to the kitchen for essential employees only.
- All vendors and delivery personal are required to undergo a temperature screening prior to entering the building
- Delivery drivers MUST wash hands prior to entering kitchen
- F&B staff will transfer all produce from cardboard to Lexan containers to prevent cross contamination
- Temperatures recorded on all protein & frozen items transferred from cardboard to Lexan containers
- All warehouse boxes will be wiped/sprayed with a sanitizer prior to storing in warehouse
- Products will be thoroughly washed before preparation

Concessions

- Point of Sales (POS) will be spaced six (6) feet apart & plexiglass shields will be place at each POS
- Provide additional Cashless Payments options with Cash always accepted.
- Cashiers themselves will not handle food or beverages.
- Pre-Packaged food items will be used wherever possible. If not possible, then menu will be evaluated and adjusted accordingly
 - Hot Dogs, hot sandwiches & burgers will be fully pre-wrapped
 - Pre-Made salads & sandwiches will be in a fully contained, sealed, labeled container and/or bag
 - Snack Items such as pretzels and popcorn will be served in sealed bag or container
- Only serve bottled and canned beverages.
- Change grab-and-go options so employees hand food to the guest instead of the guest possibly touching other food in the display case
- All condiment areas have been removed & will be handed out by our team members
- Disposable cutlery pre-wrapped kits will be handed out by the front-line staff member
- All Items in concessions will be served by placing the item on the bar/table for the guest to pick up. Nothing will be handed directly to the guest.
- Remove all condiment stations from the concourse and public areas and only have condiment packets available at each stand.
- Provide paper wrapped straws to guests who purchase beverages

BANQUET & CATERING SERVICES

BUFFET FUNCTIONS

Guidelines and Safety Precautions

- Excess tables and chairs to be removed for social distancing
- Door pulls to be added to reduce guest touch points
- All team members in PPE (Gloves and Facemasks)
- Disposable plate ware and utensils
- Drink service to be “to go” style
- There will be no “On Table” set up, i.e. glassware, salt & pepper, centerpieces.

Room Set Up

- 72” round tables will be set for a maximum of eight (8) guests
- 60” and 66” round tables will be set for a maximum of six (6) guests
- All tables will be set six (6) feet apart (from chair backs)
- Buffets will be set up 10-feet from guest tables
- Buffets allow for enough room for guests to safely stand in line
- Directional tape to be used to denote six (6) foot spacing

Buffet Menu Recommendations

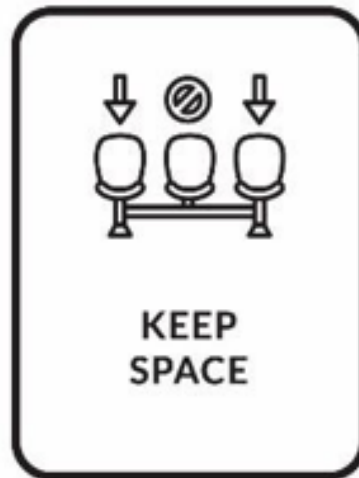
- All Cold Buffet options will be transitioned to a “Lunch Box” Style
- All Hot Buffet will be served by team members, with a sneeze shields in place
- Beverage stations will be single service items pre-wrapped in tamper-resistant packaging
- Coffee stations will be set-up barista style with service staff pouring a cup of coffee and providing guest with a napkin and stir stick. Single portion coffee creamer and sugar will be provided by service staff
- Snacks will be individual portioned items served in tamper-resistant packaging
- Small plate style service will be used for carving and action stations to limit food product exposure.
- Butler-passed hors d’oeuvres will be eliminated, unless passed on individual serving vessels, option of stations
- Cheese/fruit/display stations will all be individually plated

Plated Function Menu Recommendations

- All meals will be plated with plate covers
- All action/stationary stations will be small plate style service should be used for carving and action stations to limit food product exposure
- Coffee, iced tea and water will all be serviced and brought to the tables. Single portion coffee creamer and sugar will be provided by service staff
- No bussing station or trashcans visible in guest area. All dishes and silverware will be taken immediately to kitchen for washing



Welcome back
WE'RE OPEN
◀ PLEASE KEEP SAFE SOCIAL DISTANCE ▶



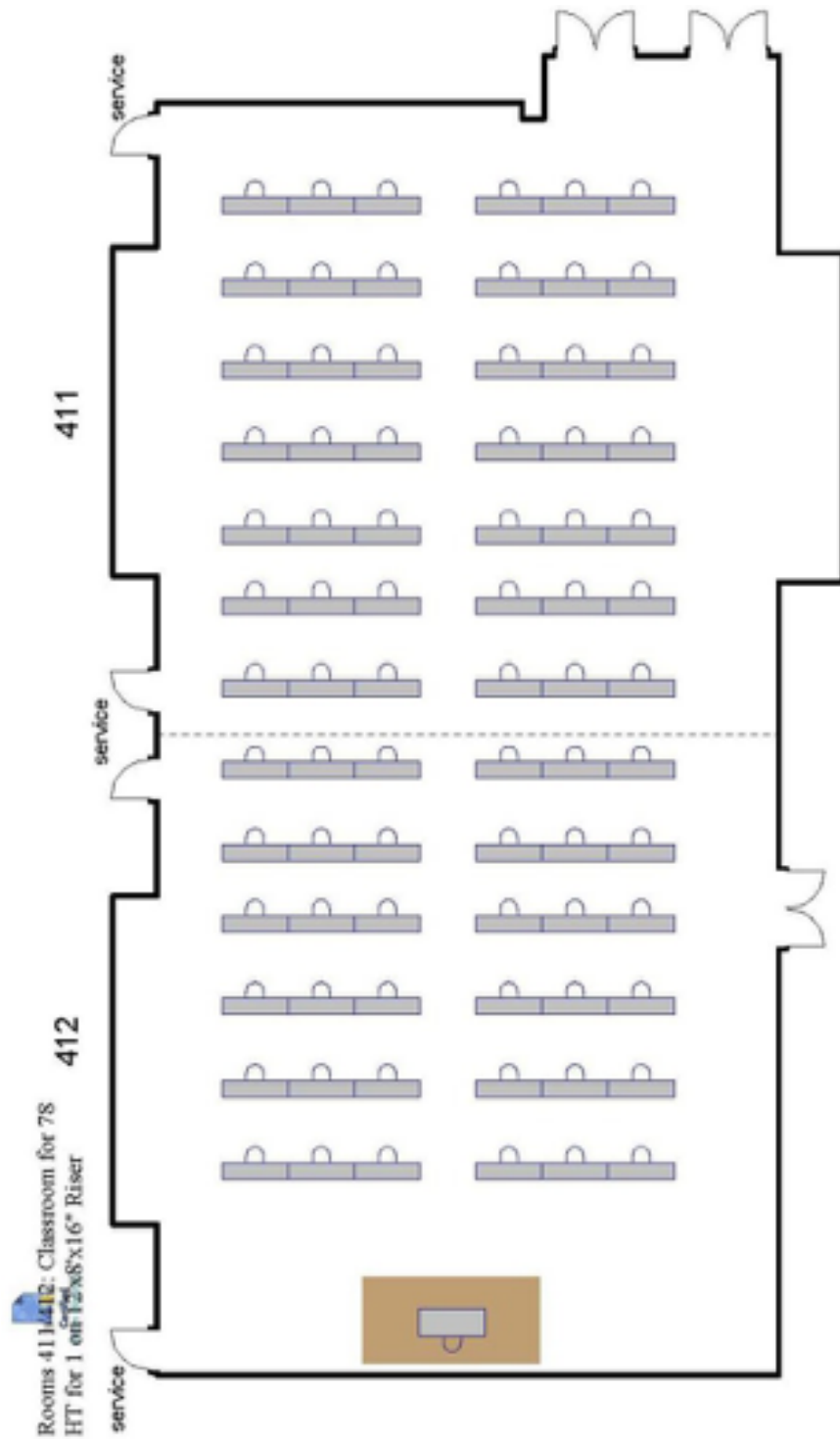
SAMPLE MEETING ROOM DIAGRAM

**Meeting
Room #**
411/412

**Total
Square Footage**
7,668

**Previous
Classroom Capacity**
360

Total Capacity
6 ft. Social Dist.
271



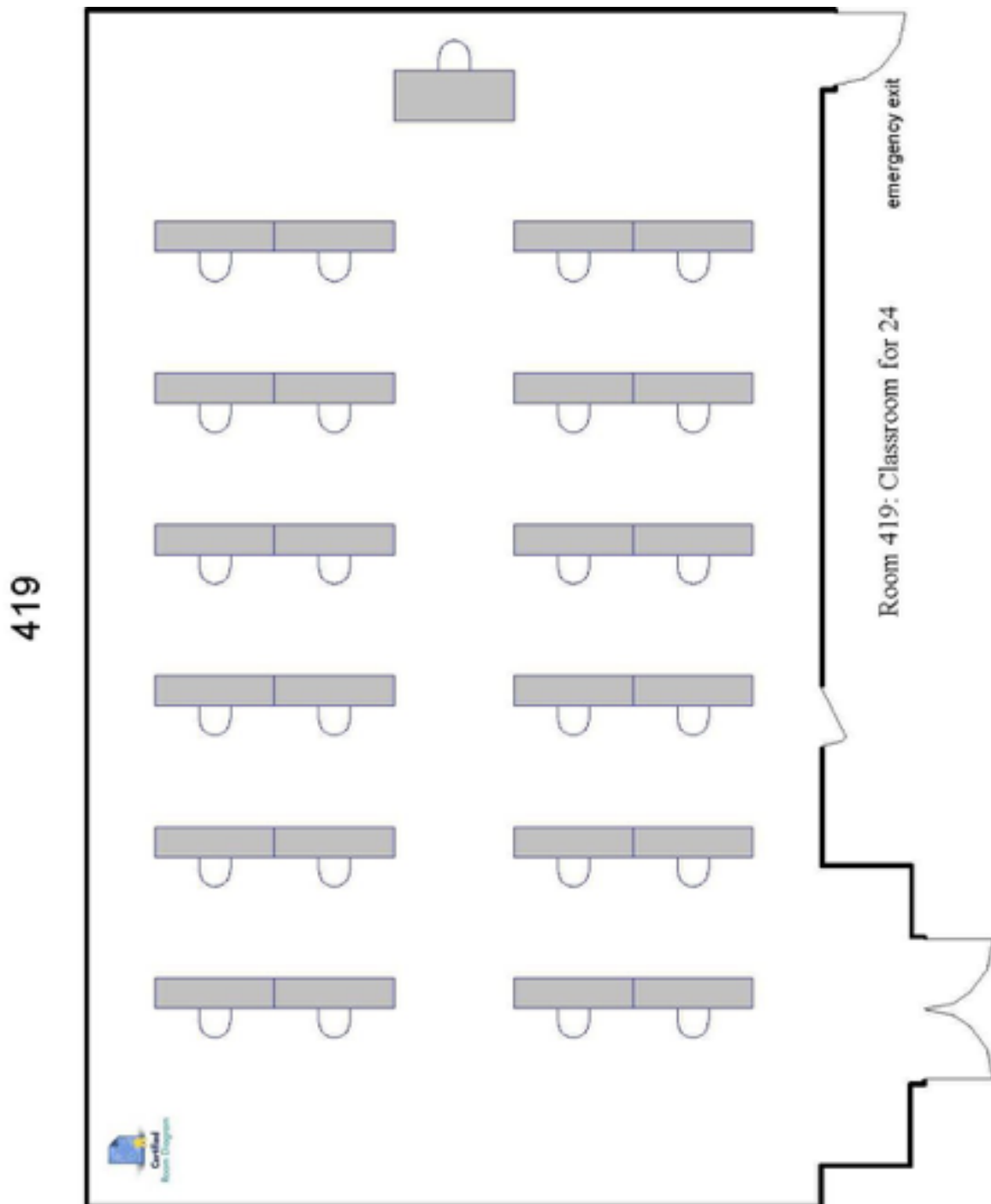
SAMPLE MEETING ROOM DIAGRAM

**Meeting
Room #
419**

**Total
Square Footage
2,394**

**Previous
Classroom Capacity
130**

**Total Capacity
6 ft. Social Dist.
85**



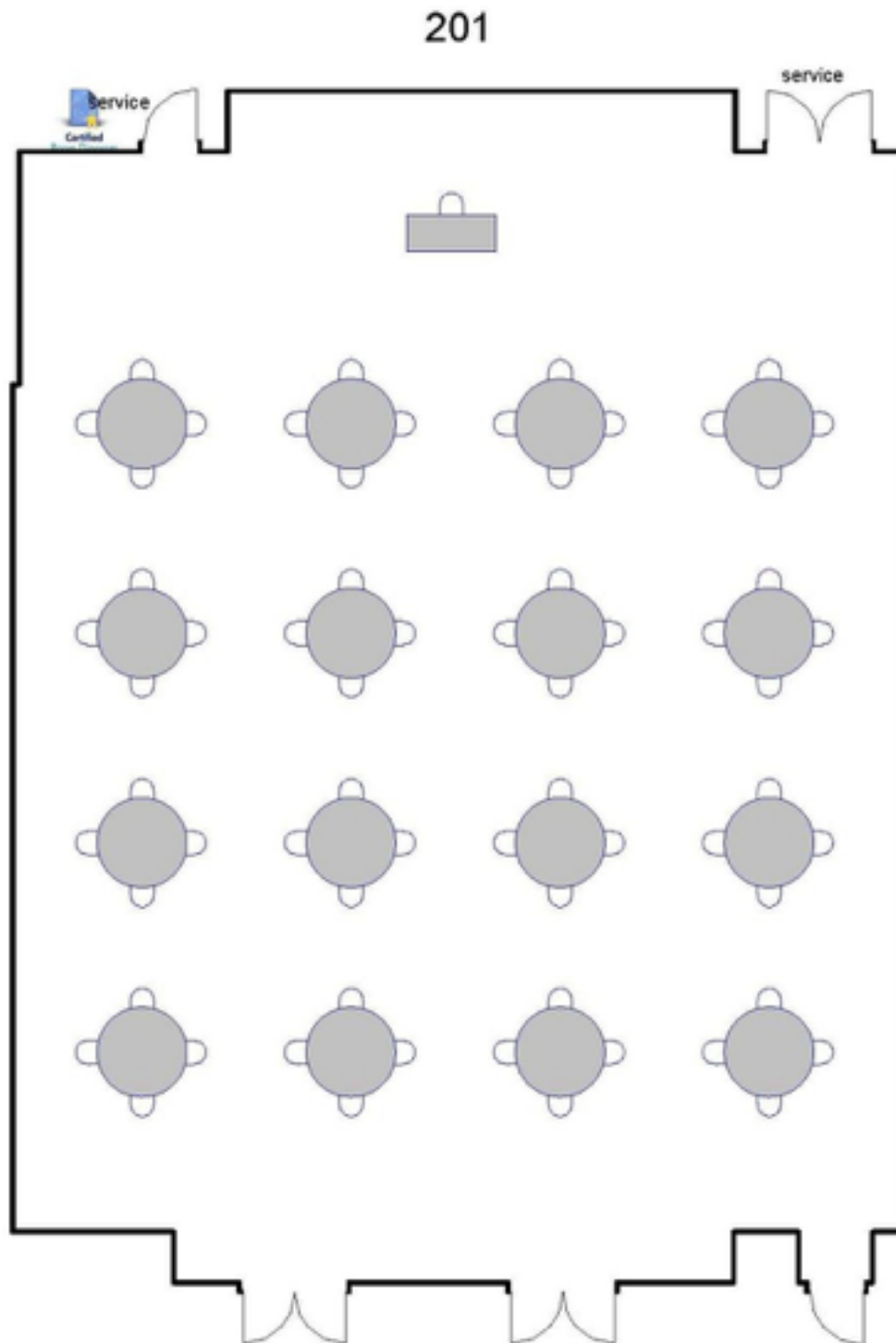
SAMPLE MEETING ROOM DIAGRAM

**Meeting
Room #**
201

**Total
Square Footage**
4,989

**Previous
Classroom Capacity**
240

Total Capacity
6 ft. Social Dist.
176



Room 201: 16 rounds of 4= 64

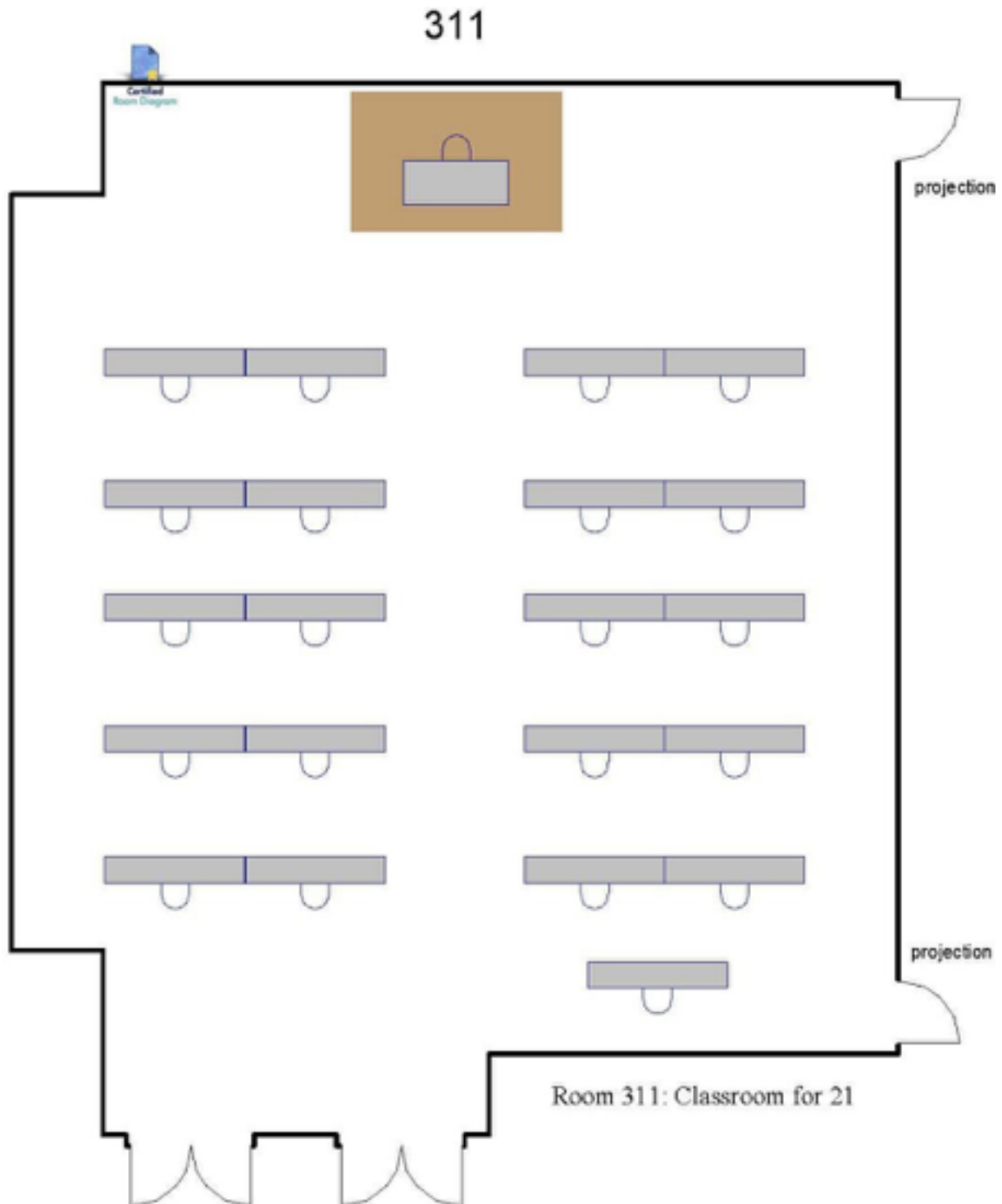
SAMPLE MEETING ROOM DIAGRAM

**Meeting
Room #
311**

**Total
Square Footage
3,819**

**Previous
Classroom Capacity
202**

**Total Capacity
6 ft. Social Dist.
134**



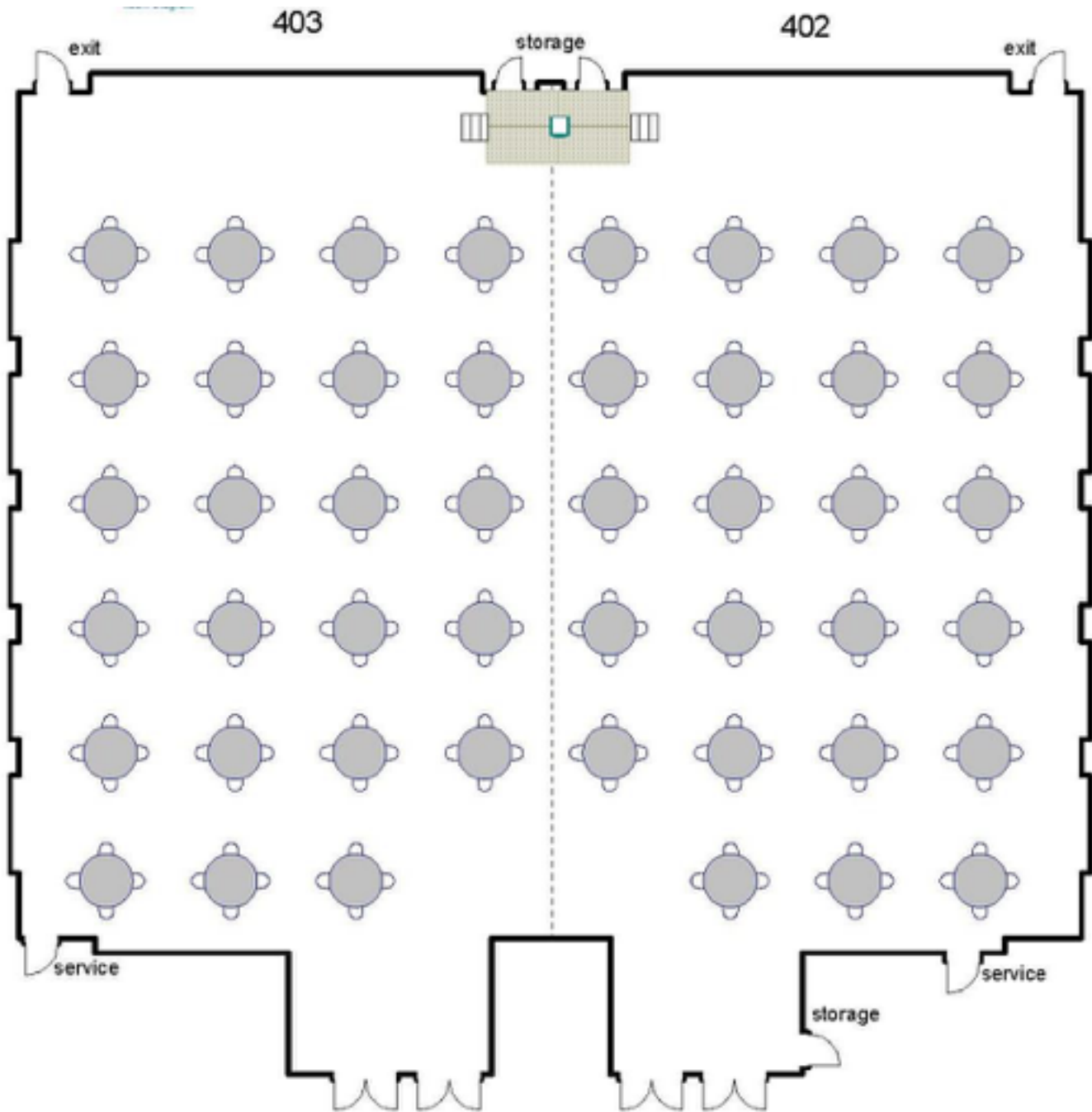
SAMPLE MEETING ROOM DIAGRAM

**Meeting
Room #
402/403**

**Total
Square Footage
11,880**

**Previous
Classroom Capacity
528**

**Total Capacity
6 ft. Social Dist.
419**



Rooms 402, 403; 46 rounds of 4= 184

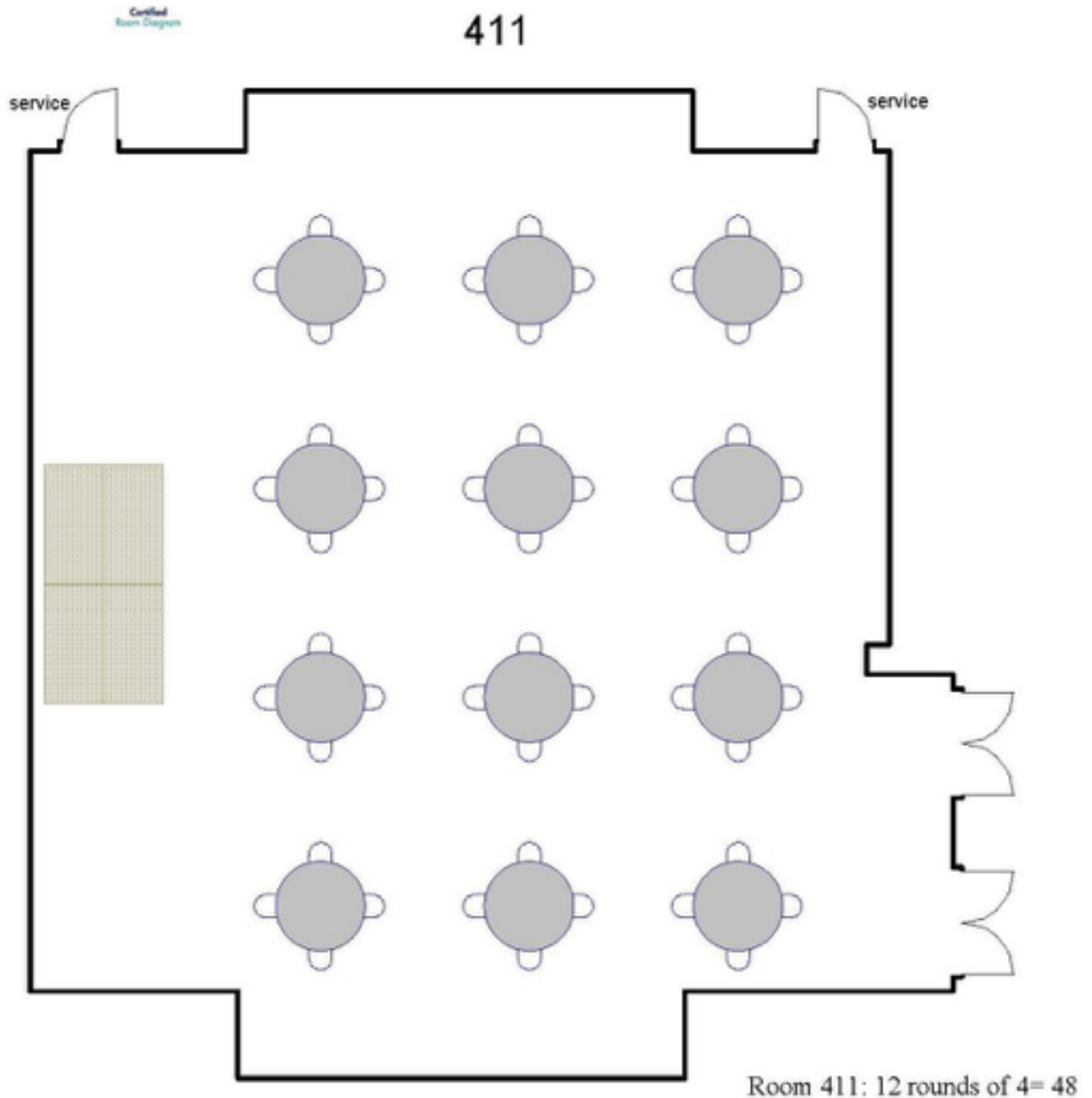
SAMPLE MEETING ROOM DIAGRAM

**Meeting
Room #**
411

**Total
Square Footage**
4,020

**Previous
Classroom Capacity**
180

Total Capacity
6 ft. Social Dist.
142



PUBLIC AREA CLEANING LEVELS

| | |
|--|------------------|
| | High Frequency |
| | Medium Frequency |
| | Low Frequency |

Task is repeated throughout the day
 Task is done 2-4 times a day
 Task is done at least once a day

PORTE COCHERE

| Tasks | First | Last | Date/Time |
|----------------------------|-------|------|-----------|
| Wipe Exterior Door Handles | | | |
| Wipe Interior Door Handles | | | |
| Pan and Broom | | | |
| Check Trash | | | |
| Wipe Trash Cans | | | |
| Check Smoking Urns | | | |
| Clean Glass | | | |
| Mop Floor | | | |

PARKING GARAGE/BREEZEWAY

| Tasks | First | Last | Date/Time |
|-------------------------------------|-------|------|-----------|
| Wipe Exterior Door Handles | | | |
| Wipe Interior Door Handles | | | |
| Wipe Breezeway Rails | | | |
| Pan and Broom | | | |
| Check Trash | | | |
| Wipe Trash Cans | | | |
| Check Fluid Level of Hand Sanitizer | | | |
| Clean Glass | | | |
| Mop Floor | | | |

ATRIUM LEVEL 1

| Tasks | First | Last | Date/Time |
|---|-------|------|-----------|
| Wipe Exterior Door Handles | | | |
| Wipe Interior Door Handles | | | |
| Wipe Elevator Buttons on each floor | | | |
| Wipe Doors Inside/Outside of Elevators | | | |
| Wipe Escalator Rails | | | |
| Wipe Seating and Tables in Public Areas | | | |
| Wipe Stairway Rails | | | |
| Pan and Broom | | | |
| Check Trash | | | |
| Wipe Trash Cans | | | |
| Check Fluid Level of Hand Sanitizer | | | |
| Vacuum Area Rug | | | |
| Clean Glass | | | |
| Scrub Floor | | | |
| Clean Escalator Landing & Trends | | | |
| Clean Escalator Glass | | | |

| | |
|--|------------------|
| | High Frequency |
| | Medium Frequency |
| | Low Frequency |

Task is repeated throughout the day

Task is done 2-4 times a day

Task is done at least once a day

PRE-FUNCTION LEVEL 2

| Tasks | First | Last | Date/Time |
|---|-------|------|-----------|
| Wipe Exterior Door Handles | | | |
| Wipe Interior Door Handles | | | |
| Wipe Elevator Buttons on each floor | | | |
| Wipe Doors Inside/Outside of Elevators | | | |
| Wipe Escalator Rails | | | |
| Wipe Seating and Tables in Public Areas | | | |
| Wipe Stairway Rails | | | |
| Pan and Broom | | | |
| Check Trash | | | |
| Wipe Trash Cans | | | |
| Check Fluid Level of Hand Sanitizer | | | |
| Vacuum Area Rug | | | |
| Clean Glass | | | |
| Clean Escalator Landing & Trends | | | |
| Clean Escalator Glass | | | |

MEETING ROOM LEVEL 3

| Tasks | First | Last | Date/Time |
|---|-------|------|-----------|
| Wipe Exterior Door Handles | | | |
| Wipe Interior Door Handles | | | |
| Wipe Elevator Buttons on each floor | | | |
| Wipe Doors Inside/Outside of Elevators | | | |
| Wipe Escalator Rails | | | |
| Wipe Seating and Tables in Public Areas | | | |
| Wipe Stairway Rails | | | |
| Pan and Broom | | | |
| Check Trash | | | |
| Wipe Trash Cans | | | |
| Check Fluid Level of Hand Sanitizer | | | |
| Vacuum Area Rug | | | |
| Clean Glass | | | |
| Clean Escalator Landing & Trends | | | |
| Clean Escalator Glass | | | |

| | |
|--|------------------|
| | High Frequency |
| | Medium Frequency |
| | Low Frequency |

Task is repeated throughout the day

Task is done 2-4 times a day

Task is done at least once a day

MEETING ROOM LEVEL4

| Tasks | First | Last | Date/Time |
|---|-------|------|-----------|
| Wipe Exterior Door Handles | | | |
| Wipe Interior Door Handles | | | |
| Wipe Elevator Buttons on each floor | | | |
| Wipe Doors Inside/Outside of Elevators | | | |
| Wipe Escalator Rails | | | |
| Wipe Seating and Tables in Public Areas | | | |
| Wipe Stairway Rails | | | |
| Pan and Broom | | | |
| Check Trash | | | |
| Wipe Trash Cans | | | |
| Check Fluid Level of Hand Sanitizer | | | |
| Vacuum Area Rug | | | |
| Clean Glass | | | |
| Clean Escalator Landing & Trends | | | |
| Clean Escalator Glass | | | |



Meeting Room Cleaning & Disinfection Schedule

Wednesday November 18, 2020

| | | | |
|-----|----------|----------|------------------|
| 301 | 9:00AM | 10:40 AM | Quick Clean |
| 301 | 2:00 PM | 3:40 PM | |
| 302 | 12:00 PM | 2:00 PM | Quick Clean |
| 302 | 2:15 PM | 3:00 PM | Changeover |
| 302 | 3:45 PM | 5:15 PM | |
| 303 | 9:00AM | 12:00 PM | Quick Clean |
| 303 | 3:45 PM | 5:15 PM | |
| 304 | 10:45 AM | 11:45 AM | Quick Clean |
| 304 | 3:45 PM | 5:15 PM | |
| 305 | 9:00AM | 3:00 PM | Quick Clean |
| 305 | 5:15 PM | 6:00 PM | |
| 306 | 10:00 AM | 12:00 PM | |
| 307 | 9:00 AM | 1:00 PM | |
| 308 | 10:45 AM | 12:00 PM | Quick Clean |
| 308 | 3:45 PM | 5:15 PM | |
| 309 | 9:00 AM | 10:40 AM | |
| 310 | 10:30 AM | 12:00 PM | |
| 311 | 9:00 AM | 10:40AM | Quick Clean |
| 311 | 12:00 PM | 12:50 PM | |
| 312 | 10:45 AM | 12:00 PM | Quick Clean |
| 312 | 2:00 PM | 3:40 PM | |
| 313 | 9:00 AM | 10:30 AM | Quick Clean |
| 313 | 10:45 AM | 11:15 AM | Changeover |
| 313 | 2:00 PM | 3:40 PM | |
| 314 | 10:00 AM | 11:30 AM | Quick Clean |
| 314 | 1:15 PM | 2:30 PM | Quick Clean |
| 314 | 4:00 PM | 5:00 PM | |
| 315 | 9:00 AM | 11:00 AM | Quick Clean |
| 315 | 1:00 PM | 1:50 PM | |
| 316 | 12:00 PM | 12:50 PM | Quick Clean |
| 316 | 3:30 PM | 5:00 PM | |
| 317 | 12:00 PM | 12:50 PM | Quick Clean |
| 317 | 3:00 PM | 5:00 PM | |
| 318 | 10:00 AM | 12:00 PM | |
| 319 | 12:45 PM | 1:45 PM | |
| 320 | 1:00 PM | 2:30 PM | Quick Clean |
| 320 | 2:45 PM | 4:15 PM | |
| 321 | 9:00 AM | 5:00 PM | |
| 322 | 10:30 AM | 12:00 PM | Quick Clean |
| 322 | 3:30 PM | 5:00 PM | |
| 402 | 2:00 PM | 3:40 PM | |
| 402 | 10:45 AM | 12:00 PM | Quick Clean |
| 403 | 3:45 PM | 5:15 PM | |
| 404 | 9:00 AM | 10:40 AM | Quick Clean |
| 404 | 11:00 AM | 12:00 PM | Changeover |
| 404 | 1:30 PM | 2:50 PM | Night Changeover |
| 405 | 9:00 AM | 10:30 AM | Quick Clean |
| 405 | 12:00 PM | 12:50 PM | |
| 406 | 1:00 PM | 1:50 PM | |
| 410 | 2:00 PM | 3:40 PM | |
| 411 | 9:00 AM | 10:40AM | Quick Clean |
| 411 | 2:00 PM | 2:50 PM | |
| 412 | 9:00 AM | 10:40 AM | Quick Clean |
| 412 | 3:45 PM | 5:15 PM | |
| 413 | 9:30 AM | 12:00 PM | Quick Clean |
| 413 | 2:15 PM | 4:55 PM | Night Changeover |
| 414 | 9:00AM | 10:45AM | Quick Clean |

| | | | |
|---------|----------|----------|------------------|
| 414 | 2:00 AM | 5:00 PM | |
| 415 | 9:00 AM | 10:40 AM | Quick Clean |
| 415 | 3:00 PM | 3:50 PM | |
| 416 | 10:45 PM | 12:00 PM | |
| 417 | 2:00 PM | 3:40 PM | |
| 418 | 10:45AM | 12:00 PM | Quick Clean |
| 418 | 2:30 PM | 4:00 PM | |
| 419 | 10:45 AM | 12:00 PM | Quick Clean |
| 419 | 3:45 PM | 5:15 PM | |
| 420 | 1:00 PM | 2:30 PM | |
| 421 | 9:00 AM | 10:45 AM | Quick Clean |
| 421 | 10:45 AM | 12:00 PM | Quick Clean |
| 421 | 2:00 PM | 3:40 PM | Quick Clean |
| 201/202 | 10:45 PM | 12:00 PM | Quick Clean |
| 201/202 | 2:00 AM | 3:40 PM | |
| 408/409 | 10:45 AM | 12:00 PM | Quick Clean |
| 408/409 | 2:00 AM | 3:40 PM | Night Changeover |

At the end of day all rooms will need to have all equipment in rooms wiped down including door handles as well as Clorox 360 machine will need to be used and doors locked until the next session.

WHAT IS A QUICK CLEAN?

During a "quick clean" remove all trash, all equipment in the room should be wiped down, this includes tables chairs, podium rails and door knobs, after the wipe down, we will use the Clorox 360 machine to spray whole room, walls and doors.

Quick Clean Checklist:

Remove all 8 tables unless skirted

Wipe down podium

Wipe down door and door knob

Spray Clorox 360 machine in whole room spraying walls, tables, chairs, podium, doors and trash cans

NEED AT LEAST 5 MIN DRY TIME TO CLOROX 360

WHAT IS A NIGHT CHANGEOVER?

Rooms will go through a changeover for the next day, after sessions are done, remove all trash from room equipment will need to be wiped down and cleaned before it is put away in storage. Once new equipment is brought out again everything will get wiped down and then we will use Clorox 360 machine in room.

Changeover Checklist:

Remove all trash from room

Remove skirts from table and wipe down tables

Wipe down all chairs

Wipe down podium

Spray Clorox 360 machine on all equipment before removed

Flip room from current set up to what is needed next

Wipe down new tables

Wipe down new chairs

Wipe down anything else new coming into room

Spray Clorox 360 machine on new equipment as well as doors, door knobs and trash cans

NEED AT LEAST 5 MIN DRY TIME TO CLOROX 360

WHAT TO DO AT END OF NIGHT?

At the end of each night cleaners will go in each room that was used that day and remove all trash, wipe down all tables, chairs, podiums, door and door handles. Once completed they will use the Clorox 360 machine to spray entire room and all equipment in room as well as trash can walls, doors and door handles.

End of Night Checklist:

Remove all trash

Remove all 8 tables unless skirted

Wipe down podium

Wipe down door and door knob

Spray Clorox 360 machine in whole room spraying walls, tables, chairs, podium, doors and trash cans

NEED AT LEAST 5 MIN DRY TIME TO CLOROX 360

Frequently Asked Questions

Atlantic City Convention Center

1. What New Sanitation Measures Are Being Taken At The Atlantic City Convention Center?

- The ACCC has implemented the following sanitation measures for the reopening of our facility, each with the health and safety of our employees, clients and visitors in mind.
- We have more than doubled our sanitizing efforts throughout the facility
- Hand sanitizers will be located throughout the facility in common spaces available to all visitors.
- Employees responsible for cleaning and sanitizing the Convention Center are undergoing training as part of the facility requirements for GBAC Certification.
- Touch points in public spaces including railings, door knobs, escalators, elevator buttons and restrooms will be cleaned more frequently, ongoing, basis.

2. Will ACCC provide hand sanitizers in exhibit and meeting rooms?

- No the ACCC will not be placing hand sanitizers throughout exhibit space and meeting rooms. Event Planners / Clients are responsible for providing hand sanitizers in contracted space. The ACCC will supply hand sanitizers throughout the facility in common spaces, entry and exit points and restrooms.

3. Do You Know If Temperature Checks Will Be Required For The Foreseeable Future For Events At The Atlantic City Convention Center?

- Currently all employees and subcontractors are required to be screened prior to entering the facility. Event Planners / Clients are required to temperature check all exhibitors and attendees prior to entering the facility. Please contact your Event Manager for updates.

4. What Are The PPE Requirements To Enter The Atlantic City Convention Center?

- Following New Jersey Executive Order #163, anyone entering the facility must wear a mask or will not be granted access into the venue.
- PPE for Event Planners, exhibitors and event attendees is the responsibility of the event organizer. The ACCC will not be providing PPE for visitors.

5. What Communication Strategies Will Be Deployed To Remind All Entering The Facility as Reminders for Social Distancing and Hygiene?

- Visitors to the ACCC will be reminded through signage reminders regarding social distancing and hygiene while in the facility. Signage and reminders will be placed strategically throughout the facility in high volume locations like entry points, restrooms, concession stands, elevators and escalators to reinforce policies and guidelines.

6. How will movement in the facility, floor layouts and meeting rooms to conform to social distancing guidelines?

- We are currently updating traffic flow patterns, floor layouts and meeting room capacities to conform to CDC and State of New Jersey Department of Health Guidelines.
- Every event coming to the ACCC is unique. We encourage Event Planners to connect with your Event Manager to customize a plan according to your event needs.



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