



OCEAN CENTER

RECOVERY AND RESILIENCY GUIDELINES

The Ocean Center is closely monitoring policy changes from the Centers for Disease Control and Prevention (CDC), Volusia County Government, state and federal mandates to make changes to this working document as necessary from recommended protocols.



OCEAN CENTER RECOVERY GUIDELINES

At the Volusia County Ocean Center (OC), we care deeply about our employees, community, clients and guests. When we modified operations in March, we did so in the best interest of our community and clients. The OC shares the state's goals of implementing measures that mitigate and reduce the spread of COVID-19 by enhanced sanitation and social distancing protocols.

This plan presents what we will do to keep our guests, employees, and community safe. Each division and Service Partner may have their own customized set of procedures, even more detailed than the summary presented here. This plan relies on the best available science and research on sanitization methods, in consultation with Volusia County's Health Services Department.

We will continue to refine and update this plan as our experts provide us more advice, and we will work with each client to review their event and attendee guidelines.

OCEAN CENTER SAFE RECOVERY PROGRAM

The Ocean Center (OC) presents the following guidelines to keep our guests, employees, and community safe during scheduled trade shows, conventions and events as we incrementally host modified events.

The OC will implement the following steps for a phased approach:

1. Follow Volusia County Governments' [Relaunch Volusia Plan](#) for the phased reopening of facilities and services.
2. Observing reduced occupancy at the OC, physical distancing measures and following event gathering recommendations under the [current CDC](#), county, [state](#) and [federal guidelines](#).
3. Adherence to the phased approach of federal [regional gating criteria](#) before proceeding to incrementally host modified events with transparent information accessible to the public and clients on the OC website.
4. Assuming that we are still in line with the scientific benchmarks, slowly begin to host modified events in phases with new and extensive safety measures. Monitor the data daily. If we need to, marginally pull back or move forward.
5. OC employees will be wearing masks and gloves, depending on their work assignments. Wearing a mask and gloves is uncomfortable; but it allows the OC to host events and increases the safety of our guests and employees. All employees will go through a temperature screening before starting their shift.



HEALTH AND SAFETY GUIDELINES

The health and safety of our employees and guests is our number one priority. These guidelines pertain to all OC employees and Service Partners.

Physical Distancing

The OC Event Coordinator will work with the Event Planner on the guidelines for each specific event. In public areas, practice physical distancing by standing at least six feet away from other groups of people while standing in lines, or moving around the property. Table rounds, chairs, seating areas and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All meeting rooms will comply with local or state mandated occupancy limits. Non-contracted spaces will be monitored by security.

Hand Sanitizers

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as entrances, stairs, elevator, escalator landings in OC public spaces.

Public Spaces and Communal Front of the House Areas

The OC Operations staff conducts daily cleaning of all door handles throughout the building. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including countertops, escalators, elevators, and elevator buttons, vending machines, door handles, public bathrooms, ATMs, stair and escalator handrails, all seating areas and tables.

Front of the House Signage

Health and hygiene reminders will be placed throughout the property including the proper way to wear, handle and dispose of masks. Electronic signs will also be used for messaging and communication.

Back of the House Areas

The frequency of cleaning and sanitizing will be increased in high traffic back of house areas, with an emphasis on the employee break rooms, employee entrances, control rooms, employee restrooms, loading docks, offices, kitchens, service desks and training classrooms.

Back of the House Signage

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, appropriate use of gloves (in positions deemed appropriate by medical experts), hand washing guidance, appropriate sneezing and coughing protocols, and reminders to not touch their face.

Case Notification

If we are alerted to a presumptive case of COVID-19 at the OC, we will work with Volusia County Human Resources Dept. and the Florida Department of Health to follow the appropriate actions recommended.

EMPLOYEE'S RESPONSIBILITIES

OC Employees are vital for an effective sanitation and health program.

Employee Health Concerns

All employees' temperatures are checked on a daily basis. 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 of the symptoms of COVID-19 on property are instructed to immediately notify their manager.

COVID-19 Training

Employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including environmental services, food and beverage, event operations, exhibitor services and security.



Personal Protective Equipment (PPE)

Appropriate masks and gloves will be worn by employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the OC will be provided with a facemask and be encouraged to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined, including Operations and any public area attendants and Security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger divisions will stagger employee arrival times to minimize traffic volume in back-of-house corridors and service elevators. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

SANITATION AND CLEANING PROTOCOLS

The top priority for the OC is protecting employees, clients and the community. An essential element of our sanitation strategy includes the introduction of two forward-thinking cleaning solutions and the continued use of industrial strength scrubbing machines for exhibit halls. The OC uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Industrial Grade Scrubbing Machines

The OC utilizes industrial powered machines to sanitize and scrub exhibit hall floors across the building. These heavy-duty floor scrubbers are engineered with innovative features and substantial scrubbing power for heavy-duty, edge-to-edge cleaning in exhibit halls. The machine electrically infuses water with oxygen bubbles to create highly oxygenated water to attack and break down the dirt into small particles that is easily pulled away by the scrubber's pad –without the use of harsh cleaners.

Hand Washing Areas

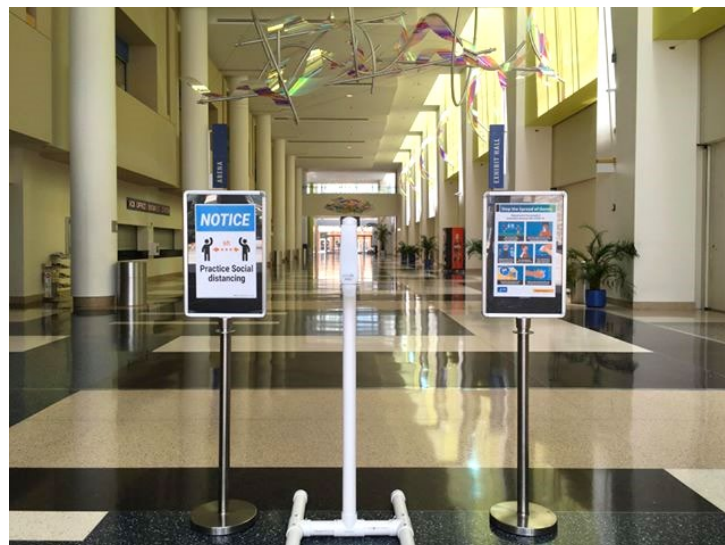
All of our restrooms are equipped with germicidal antibacterial soap. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All OC employees have been instructed to wash their hands, or use hand sanitizer when a sink is not available.

Hand Sanitizing

In addition to the built in restroom hand sanitizers, the OC has added 20 additional free standing hand sanitizer stations that can be relocated around the building.

OC Administration Office

Employees will utilize very well-spaced workstations to ensure separation between employees whenever possible.



June 2, 2020



SPECTRA

SPECTRA FOOD SERVICE POLICIES

- Spectra has created a National Response Team to focus on safety, purchasing and servicing guests in a new environment.
- Spectra Food Services will continue to monitor and plan for its return to work. All equipment will be sanitized daily.
- Spectra will follow all mandated CDC, federal, state, and local sanitation guidelines and/or restrictions for service stations, service carts, beverage stations, counters, handrails, dining tables, bar tops and trays.
- Employees entering the facility will be screened based on the Volusia County policies at designated locations.
- Employees will be required to wear masks and gloves when preparing or handling ready to eat foods.
- Spectra has created new catering menus featuring a wide selection of individually packaged meals, tapas style menus and barista style service.
- Spectra has streamlined their concessions operations to promote quick turnaround time, reduce touch points and keep guests moving.
- Touchless POS terminals will be sanitized between each use and before and after each shift.
- Spectra will provide stanchions, directional signage, line control tape, sneeze guards and/or adequate guest barriers.
- New receiving protocols are being implemented as directed by state guidelines.



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