



COVID-19 READINESS PLAN

A GUIDE TO OPERATING WHATABURGER FIELD



GENERAL STATEMENT

On behalf of the Corpus Christi Hooks and Houston Astros, we want to thank our fans and partners for your steadfast support during these unprecedented and challenging times. Our community continues to stand together as we work to bring back prosperity and our way of life. Thank you for your support, courage and resolve to make a difference here in the Coastal Bend.

The procedures and requirements identified below represent the best practices to help keep our community safe. They also allow us to sustain operations for our patrons to attend special events, future games and other functions at Whataburger Field. Through these initiatives, we hope to preserve the safety of our staff, players and guests in 2020 and beyond. The Hooks have and will continue to strictly follow the guidance of national, state and local agencies, as well as the directives of the Texas League and Minor League Baseball, to develop these policies and to determine the appropriate mechanisms for hosting events of various scopes at our ballpark.

BALLPARK SANITATION

- A.** Increased regularity and scope of pre- and post-event washdowns and cleanings.
- B.** Enhanced in-event sanitation protocol executed by Stadium Clean Team
- C.** The Hooks will consider disinfectant-spraying for no-wipe cleaning of ballpark surfaces.
- D.** Hand sanitizing stations for public and employee use throughout the ballpark.
- E.** The Hooks will add the use of ionizers and/or disinfectant foggers in enclosed ballpark areas

STAFFING POLICIES

- A.** Temperature check for all part-time, full-time, contracted third-party staff members, and interns prior to entering the ballpark.
- B.** All part-time, full-time, contracted third-party staff members, and interns will be required to complete a Whataburger Field Entrance Procedure Checklist
- C.** All fan-facing staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies.
- D.** Staff will be instructed to make the following changes to fan-facing interactions, without limitation:
 - 1.** Prohibit handshaking and physical contact with guests and other employees.
 - 2.** Employees will be required to wear protective gloves and masks when handing items to fans.
 - 3.** Prior to the start of each shift, and continuing when appropriate, employees will be required to wash their hands and put on a new pair of gloves.
- E.** Ongoing training to educate staff on new, updated guidelines and procedures.

CASHLESS PAYMENT

The Hooks will progress toward operating a cashless facility, including in the areas of food/beverage, ticketing, parking and merchandise. This will limit direct contact between employees and guests.

SOCIALLY DISTANT SEATING

- A.** The Hooks will re-create its existing facility seating manifest to allow for proper distancing, thus decreasing overall ballpark capacity.
- B.** Rows and seats will remain vacant to maintain proper distancing between familial parties.
- C.** Group and hospitality areas will operate with reduced capacity to promote proper distancing.
- D.** GA seating will be reduced and pre-positioned to promote social distancing. We ask our fans not to move these seats upon entering the ballpark to make sure we maintain safe distancing.

WHATABURGER FIELD ENTRY

- A.** All patrons may be subject to health screenings prior to entry, which may include temperature checks.
- B.** The Hooks will work with local in-stadium security and law enforcement to encourage proper distancing upon entry, including, without limitation, walkways and sidewalks leading to ballpark entrances.
- C.** Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- D.** Additional gates may be utilized to create more space amongst customers entering the ballpark.

TICKET PURCHASE / SERVICING

- A.** Select ticket windows will be closed to ensure proper distancing between patrons.
- B.** As a general practice, no tickets will be printed and handed on-site. Instead, box office personnel will email tickets to a customer's device.
- C.** Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- D.** Season ticket and group/hospitality customers will have the option of contactless ticket distribution; all subsequent exchanges or additional ticket requests will be conducted electronically.
- E.** Ticket takers will be equipped with proper PPE and will be instructed to exercise touch free ticket taking interaction. We ask our fans to please prepare and display all tickets before they get to the nearest ticket taker. This will allow for a smooth transaction and quicker queue times for our fans.

CLEAR BAG POLICY

Due to the heightened health concerns the Hooks encourage fans to leave all bags at home, but the following items will be allowed into Whataburger Field:

- A.** Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12, or
- B.** No buckles, grommets/hardware or décor can be concealing any part of the bag. The bag literally must be all clear.
- C.** One-gallon clear plastic freezer bag (Ziplock bag or similar).
- D.** Logo can only be on one side of the bag.
- E.** Small clutch bags, which cannot exceed 4.5" x 6.5" in size, with or without a handle or strap can be taken into the stadium with one of the clear plastic bags.



FAN EXPERIENCE

A. KIDS ZONE

1. The Hooks will not operate traditional Kids Zone attractions such as bounce houses, Little League field or basketball court.
2. Other attractions that allow for proper distancing will be subject to heightened safety standards, including disinfecting between users and proper distancing while waiting in line.
3. Kids Zone patrons may be asked to periodically clear the area for sanitation of play equipment.

B. CONCOURSE FLOW

1. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines in the team store, stadium concessions and restrooms.
2. Fans will be asked to follow any directional signage as patron flow may be limited on a per event basis.
3. In the event of rainstorms, or other situations requiring customers to find cover, the Hooks will expand access to covered areas to ensure proper distancing.

C. RESTROOMS

1. Doors will be propped open to encourage touchless entry/exit. One entry, one exit will be in effect.
2. Restrooms will be sanitized frequently with disinfectant along all surfaces and an enzyme solution will be applied to all surfaces at the conclusion of each homestand.
3. The Hooks will work in conjunction with its various partners to evaluate touchless enhancements, including motion motion-sensor dispensers and flush valves
4. Every other sink and urinal stations will be disabled to allow for proper distancing.

D. HOOK, LINE & SINKER STORE

1. The Hooks will limit the number of people allowed inside the store based on current social distancing guidelines.
2. Stanchions and/or spacing markers will promote proper distancing between customers waiting in line and walking through the store.
3. Patrons are encouraged to touch only items intended for purchase. Staff can assist with identifying sizes and inventory.

E. PROMOTIONS/ON-FIELD ACTIVITIES

1. Autograph sessions with players will not be permitted.
2. Players will not be permitted to throw baseballs or other items into seating areas.
3. All between-inning promotions will abide by proper distancing guidelines.
4. On-field activities such as Ceremonial First Pitches will be conducted with heightened restrictions which shall include, without limitation, proper distancing, the wearing of protective gloves and/or masks and tossing to a family member as opposed to a player.

F. MEDICAL SERVICES

1. The Hooks will work closely with its community medical partners to implement stringent protocols in place for medical services at all ballpark events.

FOOD AND BEVERAGE POLICIES

The Hooks will partner with our concessionaire company, Aramark, in developing protocols to be put into place as it pertains to the Hooks' food and beverage operation:

- A.** All employees will be required to wear protective masks and gloves.
- B.** Additional staff positions will be hired specifically to disinfect surfaces before, during and after events.
- C.** Employees will serve all fans from buffets and condiment stations. Condiments and similar items will be served using pre-packaged servings as opposed to communal servings.
- D.** Additional in-seat delivery services will be available to alleviate congestion and encourage social distancing. Download the sEATz app for in-seat F&B order options.

COMMUNICATION / MESSAGING

- A.** Posted specific instructional and/or requirement signage in areas with high visibility to fans, employees, and team personnel.
- B.** Other awareness and instructional signage posted throughout the ballpark.
- C.** Frequent video and public address announcements will promote proper cleanliness, distancing, and similar health practices for customers.
- D.** The Hooks will create social media & e-blast awareness campaigns on best practices for fans and guests visiting Whataburger Field.

CLUBHOUSE & ON-FIELD PERSONNEL

- A.** To ensure all players are placed in the safest conditions the Hooks will work with Major League Baseball, the Houston Astros and/or the Texas League to implement the following standards:
 - 1.** Increased cleanliness in the home and visiting clubhouses.
 - 2.** Additional restrictions on clubhouse access – media and front office staff are likely to be prohibited.
 - 3.** Buffet-style food service will be discontinued, and all utensils must be pre-packaged.
 - 4.** Limitations on the use of commonly “spit” items, including, but not limited to seeds, gum and peanuts.
- B.** The Hooks will follow the guidance of Major League Baseball, the Houston Astros and/or the Texas League regarding player and on-field personnel health and safety, including travel fan/media interaction, dugouts, weight room, training room, etc.

