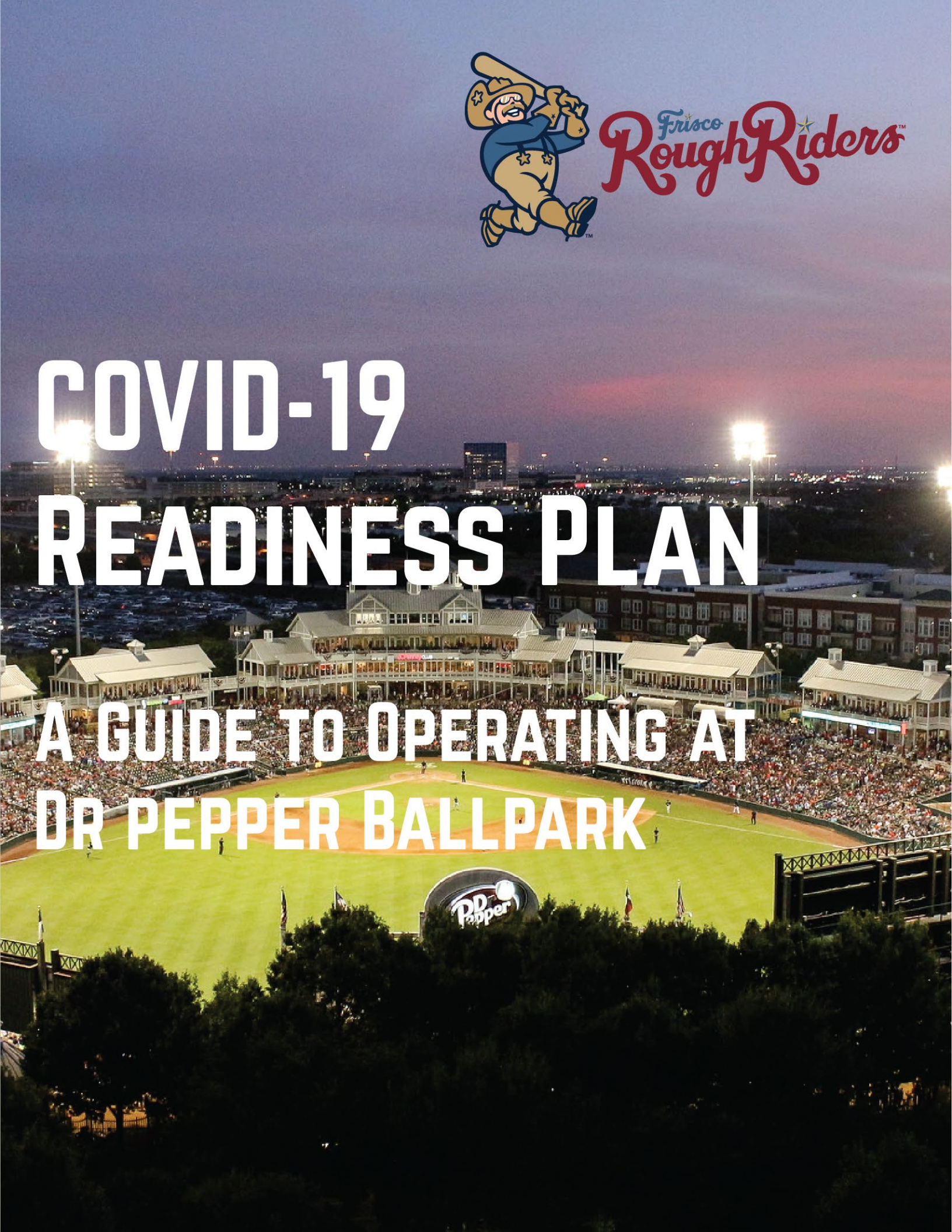




Frisco
Rough Riders[™]

COVID-19 READINESS PLAN

A GUIDE TO OPERATING AT DR PEPPER BALLPARK





General Statement

The practices identified below represent best practices to proactively invest and keep our community safe when attending events at Dr Pepper Ballpark. The outlined steps and initiatives are intended to preserve the safety of staff, players and guests.

Dr Pepper Ballpark staff will continue to follow the guidance of national, state and local agencies to develop these policies and to determine the appropriate time for hosting events of various scopes at Dr Pepper Ballpark. The input of local and regional medical and health partners will also play a significant role in informing the below policies.

Dr Pepper Ballpark continually strives to keep its standing as a premier, multi-purpose event venue to attract local visitors and guests from the nation and world.

Policies

1. Cashless Payments

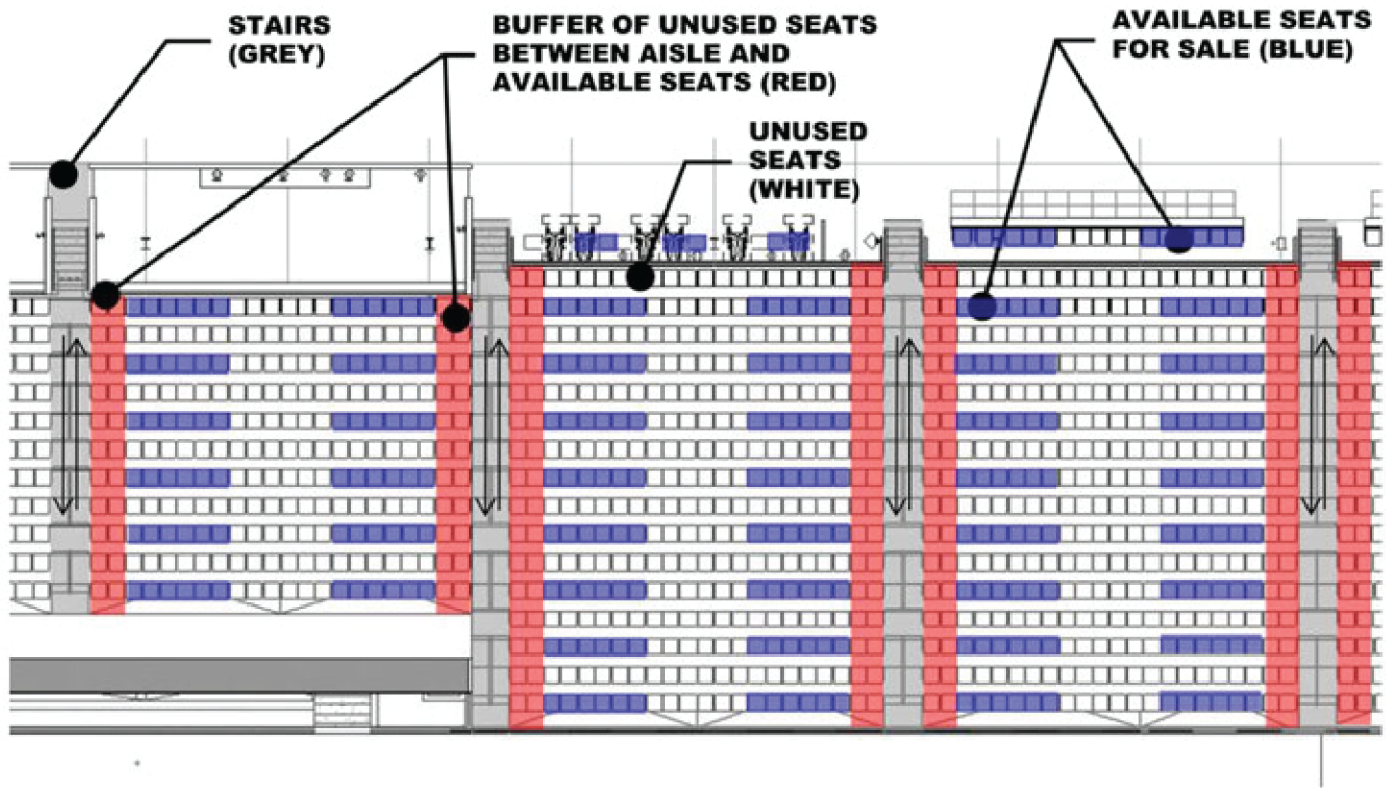
- A. Dr Pepper Ballpark will work toward limiting cash transfers, including in the areas of parking, food/beverage, and merchandise. This will limit direct contact between employees and guests.

2. Ballpark Sanitation

- A. Increased regularity and scope of washdowns and cleanings inside the ballpark.
- B. Increased disinfectant wipe down cleanings of high-touch ballpark surfaces.
- C. Added hand sanitizing stations for public and employee use around the ballpark.

3. Socially Distant Seating

- A. Re-create existing facility seating manifest to allow for proper distancing.
- 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.



4. Staffing

- A. Temperature & Symptom checks for all full-time, part-time, and contracted third-party staff members prior to entering the ballpark.
 - i. Any staff member will be immediately sent home at the first sign of illness recognized.
- B. All staff members shall be encouraged to wear protective masks, as necessitated by current guidelines and best practices policies.
- C. Staff will be instructed to make the following changes to guest-facing interactions, without limitation:
 - i. Prohibit handshaking and physical contact with guests and other employees.
 - ii. Prior to the start of each shift, and continuing when appropriate, employees will be encouraged to frequently wash their hands.
 - iii. Ongoing training to educate staff on new, updated guidelines and procedures.



5. Dr Pepper Ballpark Entrance/Exit

- A.** Stanchions will be spaced out, according to CDC protocols, and additional personnel will be present to assist guests in staying properly distanced upon entering the facility.
- B.** Entry gate lines will be widened to create more distance between guests.
- C.** There will be a designated entrance gates and designated exit gates.
- D.** Seating location will determine which gate guests are encouraged to enter.

6. Ticket Purchase/Service

- A.** Select ticket windows will be closed to ensure proper distancing between patrons.
- B.** Box office personnel will encourage the use of mobile ticketing to reduce the use of in-hand tickets.
- C.** Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- D.** Season ticket and group customers will have the option of contactless ticket distribution; all subsequent exchanges or additional ticket requests will be encouraged to remain contactless.
- E.** All ticket windows and counters are to be sprayed before and after each event, and wiped down every hour during an event.

7. Fan Experience

Note: For the continued safety of all guests attending events at Dr Pepper Ballpark, the use of a face mask/face shield is encouraged.

A. Kid's Zone

- i. Inflatables and standalone playground to be closed until attractions can be safely opened.

B. Concourse Flow

- i. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines on the main concourse.

C. Restrooms

- i. All concourse level bathroom entry doors to be propped open during events (excluding the family restroom).
- ii. Queue lines to be placed outside of each restroom.
- iii. Restrooms sanitized frequently with disinfectant along all surfaces.
- iv. Usher attending outside each restroom to monitor overcrowding.

D. Lazy River

- i. Inner tubes will not be provided.
- ii. Sanitizer stations will be stationed at the entrances and bars.
- iii. Surfaces will be sanitized frequently.

E. Team Store

- i. Encourage cashless transactions.
- ii. Specifically marked entrance and exit for guests.
- iii. Limit the number of customers in the store at a time.
- iv. Sanitization of the store at least every half hour.
- v. Sanitizer stations located throughout the store as well as disinfectant wipes upon entry.
- vi. Guests are allowed to try items on, but it is strongly suggested to wash any purchases.





E. Usher/Ticket Takers

- i.** Ushers will be located throughout the concourse to continue the flow of traffic and cut down on stationary pods of guests.
- ii.** Railings to be frequently wiped.
- iii.** Ushers prohibited from touching fans tickets when seat checking; fans will be required to show tickets.
- iiii.** Ushers will be discouraged from passing out any marketing or fundraising articles.

F. Cleaning Crew

- i.** Crew required to wear gloves at all times and change their gloves every 30 minutes.
- ii.** Continuously wipe down drink railings and tables around the concourse.
- iii.** Frequently sanitize all tables and dining areas in all group areas.
- iv.** Daily checklists in each bathroom with a cleaning supervisor signing off to ensure it has been thoroughly inspected every 30 minutes throughout the event.

G. Medical Services

- i.** Dr Pepper Ballpark will work closely with its community medical partners to implement stringent protocols in place for medical services at all Dr Pepper Ballpark events.
- ii.** All public safety members will have temperature checks and screening before working.

H. Addressing Concerns

- i.** A staff member will be designated to be responsible for responding to Covid-19 concerns.

8. Food & Beverage

- A.** All employees will be required to wear protective masks and gloves.
- B.** Stanchions spaced in concession lines to promote proper distancing between customers waiting in line.
- C.** No dining or picnic table allowed to have more than six (6) patrons throughout all areas of facility.
- D.** Tables in all hospitality areas to be at least 6' apart from each other.
- E.** All condiments provided upon request only and in prepackaged packets.
- F.** Group Area Adjustments:
 - i.** Prewrapped cutlery.
 - ii.** Food served by a staff member wearing a protective mask and gloves.
 - iii.** Will be wiped down with disinfectant before and upon the completion of serving.

9. Communication & Messaging

- A.** Posted "COVID-19" 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.** Social media & e-blast awareness campaigns on best practices for fans and guests visiting Dr Pepper Ballpark.
- E.** Signage placed in all restrooms to remind fans to thoroughly clean and sanitize their hands after visiting the restrooms.

