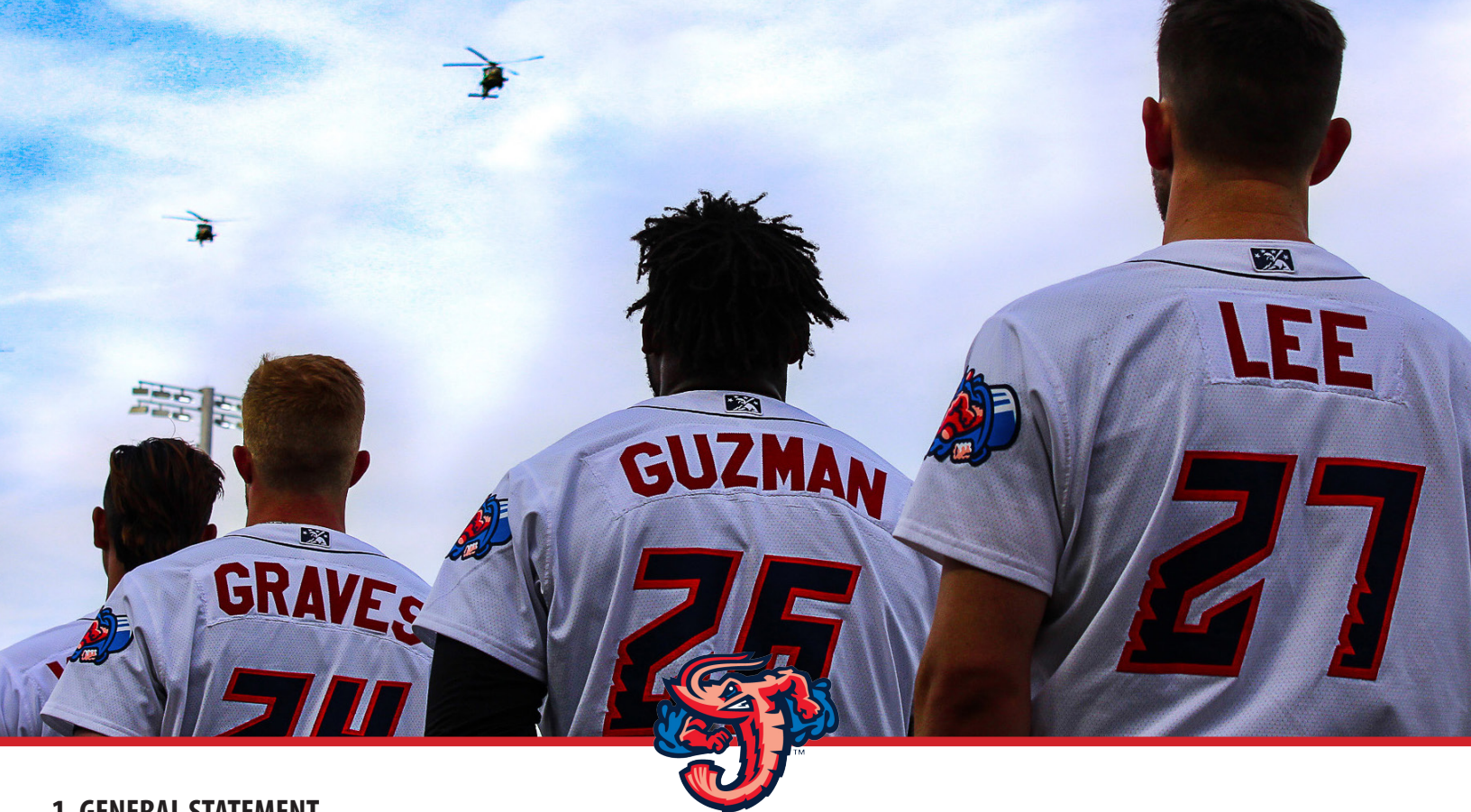




# RE-OPENING PROTOCOLS

A GUIDE TO OPERATING 121 FINANCIAL BALLPARK





## 1. GENERAL STATEMENT

On behalf of the Jacksonville Jumbo Shrimp, the Triple-A affiliate of the Miami Marlins, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending functions, events, and games at 121 Financial Ballpark, in preparation for the 2021 season. The outlined steps and initiatives are intended to ensure the safety of staff, players, fans, and guests.

The Jumbo Shrimp will continue to follow the guidance of national, state, and local health and safety agencies, as well as the directives of Major League Baseball, the Miami Marlins, Minor League Baseball and ASM Global, to develop these policies and to determine the appropriate time for hosting events of various sizes and scopes at 121 Financial Ballpark. The input of local medical and health partners will also play a significant role in the continued development and implementation of the policies and best practices that follow.

## 2. CASHLESS PAYMENT

- A.** The Jumbo Shrimp currently have a cashless option at each of its points of sale, including the areas of ticketing, food and beverage, and merchandise. We are working toward becoming a contactless payment facility. Both options limit direct contact between employees and guests.

## 3. SOCIAL DISTANCING AND FACE COVERINGS

- A.** To allow for proper social distancing, the Jumbo Shrimp will limit the number of tickets in each individual seating section, thus decreasing the overall capacity of 121 Financial Ballpark.
- B.** Certain rows and seats will be strategically left vacant to create proper social distancing space between unaffiliated parties.
- C.** Group and hospitality areas will operate with reduced capacity to allow and promote proper social distancing.
- D.** Fans will be encouraged to practice social distancing when entering, leaving, and during the duration of any event at 121 Financial Ballpark.
- E.** Per City of Jacksonville mandate, guests attending events will be required to wear face coverings upon entry to the facility and while moving about common areas. Guests may remove face coverings when they arrive at their socially distanced seating area, while stationary and will be required to wear them while moving about the facility.



#### 4. BALLPARK SANITATION

- A. Increased regularity and scope of ballpark washdowns and cleanings. Ballpark standards brought forth by the 2018 branding efforts of “Cleanest Ballpark in MiLB” will be enhanced.
- B. The Jumbo Shrimp are exploring the possibility of disinfectant-spraying for no-wipe cleaning of ballpark surfaces.
- C. While 121 Financial Ballpark currently has **22** auto-dispensing hand sanitizing stations installed throughout the ballpark, the Jumbo Shrimp will add additional stations including mobile units that may be placed strategically around the facility depending on the footprint of the event.

#### 5. STAFFING POLICIES

- A. Temperature checks prior to entry of the facility will be mandatory for all part-time, full-time, contracted third-party staff members, and interns. An individual with a reading of 100.4 or higher will be refused entry to the facility.
- B. All fan-facing staff members will be required to wear protective face coverings, as outlined by current guidelines for best practices.
- C. Staff will be instructed to make the following changes to fan-facing interactions, without limitation:
  - i. Prohibit handshaking and physical contact with guests and other employees.
  - ii. Employees will be required to wear protective gloves and face coverings when handing items to guests.
  - iii. 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.
- D. Ongoing training to educate and update staff on new guidelines and procedures.

#### 6. FOOD AND BEVERAGE POLICIES

- A. All employees will be required to wear face coverings and gloves.
- B. Gloves to be changed on a frequency schedule.
- C. Employees will socially distance in all possible situation.
- D. Food service preparation areas will have sanitization schedules.
- E. No self-service food, beverage, or condiment stations throughout the facility.
- F. We will continue exploring additional food and beverage enhancements to protect staff and guests throughout the food purchase and serving process.

#### 7. COMMUNICATION / MESSAGING

- A. Posted placards with “Stop the Spread” and “COVID 19” information on them will be posted in areas with high visibility to guests, employees, and team personnel.
- B. Other awareness and instructional signage posted throughout 121 Financial Ballpark.
- C. Frequent video and public address announcements to promote proper cleanliness, distancing, and additional health and wellness directives for guests.

#### 8. 121 FINANCIAL BALLPARK ENTRY & EXIT

- A. The Jumbo Shrimp will encourage proper distancing upon entry including walkways and sidewalks leading to ballpark entrances.
- B. Stanchions and/or spacing markers will promote proper distancing between guests waiting in lines.
- C. When applicable, additional entry/exit points will be utilized to create more space among guests entering and exiting 121 Financial Ballpark.
- D. Event exit strategy to promote proper distancing between guest.





## 9. TICKET PURCHASE / SERVICING

- A. Select ticket windows will be closed to ensure proper distancing.
- B. Printed tickets will be limited and only utilized when necessary with print-at-home and online/mobile tickets being strongly encouraged.
- C. Stanchions and/or spacing markers will promote proper distancing between guests waiting in lines.

## 10. FAN EXPERIENCE

### A. Kid's Zone

- i. The Jumbo Shrimp will not operate traditional Kid's Zone attractions including the jump castle and giant slide.
- ii. Other Attractions that allow for appropriate social distancing will be subject to heightened safety and sanitation standards.

### B. Concourse Flow

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

### C. Restrooms

- i. Doors will be propped open and will remain open for touchless entry and exit.
- ii. Restrooms will be sanitized frequently with disinfectant along all surfaces on a regular basis.
- iii. Jumbo Shrimp will work in conjunction ASM Global to evaluate touchless enhancements, including motion-sensor dispensers and flush valves throughout 121 Financial Ballpark

### D. Souvenir Store

- i. The Jumbo Shrimp will limit the number of guests and employees permitted in the souvenir store based on current social distancing guidelines.

### E. Promotions / On-Field Activities

- i. Autograph sessions will not be permitted
- ii. Players will not be permitted to throw baseballs or other items in to seating areas.
- iii. Between-inning promotions will abide by social distancing guidelines.
- iv. On-field activities including, but not limited to, ceremonial first pitches, National Anthem performances, and recognitions will require proper distancing and may require face coverings or protective guards over the microphone, and limit number of participants.

## 11. CLUBHOUSE & ON-FIELD PERSONNEL

- A. In order to ensure all players and baseball support staff are placed in the safest conditions possible, the Jumbo Shrimp will work with Major League Baseball, the Miami Marlins, Minor League Baseball, and ASM Global to implement the following standards:
  - i. Increased cleaning sanitation in the home and visitor clubhouses.
  - ii. The Jumbo Shrimp will implement restrictions on clubhouse access
  - iii. Buffet-style food service will be discontinued, and all utensils will be pre-packaged.
  - iv. Limitations on the use of commonly "spit" items, including, but not limited to, seeds, gum, and peanuts.
  - v. Hand sanitizer units are in the home and visitor dugouts.
- B. The Jumbo Shrimp will follow the guidance of Major League Baseball, the Miami Marlins, and Minor League Baseball regarding player and on-field personnel health and safety, including travel, fan/media interaction and dugout/field access.

