



COVID-19 READINESS PLAN





GENERAL STATEMENT

The practices listed in these documents represent practical, best efforts to proactively invest and keep our community safe when attending events at ONEOK Field. The outlined steps and initiatives are intended to preserve the safety of our guests, players and staff.

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

ONEOK Field 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. FACE COVERINGS

- » All attendees age two years and older must wear a face covering over their nose and mouth at all times on ballpark property other than when actively eating or drinking at their ticketed seating location.

2. CASHLESS PAYMENTS

- » ONEOK Field will convert to a cashless facility in early 2021, meaning all transactions will be digital beginning in May 2021. This policy is inclusive of tickets, food & beverages, and merchandise and will limit direct contact between employees and guests. Two Reverse ATMs will be available to fans in the stadium to convert cash to VISA debit cards.





3. BALLPARK SANITATION

- » HVAC Ionization filter system installed for many indoor, climate-controlled spaces.
- » Drillers staff will clean and disinfect all areas of the ballpark accessed by fans at regular intervals using processes and products approved by the CDC and EPA for use against COVID-19.
- » ONEOK Field will make hand sanitizer stations widely available throughout the ballpark.

4. SOCIALLY DISTANT SEATING

- » All attendees will be assigned seating pods in the seating bowl to assure proper social distancing. Pods will be assigned in familial parties of 2, 4, 6, 8 and 10 seats each.
- » Pods will be assigned with vacant seating with clearance left and right of approximately 4-5 ft.
- » Other seating areas inside the ballpark will also be restricted to 4-5 ft clearance between familial parties until further notice.

5. STAFFING

- » Temperature and symptom checks for all employees upon arrival prior to each event.
 - Any employee will be immediately sent home at the first sign of illness.
- » All employees will be required to wear a face covering over their nose and mouth at all times on ballpark property.
- » Employees will be instructed to make the following changes to guest-employee interactions, without limitation until further notice:
 - Prohibit handshaking and physical contact with guests and other employees.
 - Prior to the start of each shift, employees will be required to wash their hands and continue handwashing during the event as necessary.
 - Ongoing training to educate staff on new, updated guidelines and procedures.





6. ONEOK FIELD ENTRANCE/EXIT

- » Spacing markers on the ground will promote proper distancing between customers waiting in lines. Additional personnel will assist attendees with proper social distancing at ingress and egress.
- » Entry gates will be widened to create more distance between guests.
- » Designated entry and exit gates to eliminate close interactions between fans.
- » Home plate entrance and fenced parking will be closed to the public in order to protect on-field personnel.

7. TICKET PURCHASE/SERVICE

- » Every other ticket window will be closed for social distancing between patrons.
- » Box office personnel will encourage the use of mobile ticketing to reduce the use of printed tickets.
- » Spacing markers on the ground will promote social distancing while waiting in lines.
- » All ticket customers will primarily have contactless/digital ticket distribution; all subsequent exchanges or additional ticket requests will remain contactless/digital.
- » Most windows will be credit & debit cards only. Cash option window will be limited to one line only.

8. FAN EXPERIENCE

- » Concourse Traffic
 - Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines on the main concourse.
 - In the event of rainstorms or other situations requiring customers to find cover, there will be expanded access to the covered areas to ensure proper distancing.
 - If there is insufficient covered space for distancing inside the ballpark, fans will be permitted to leave & re-enter the ballpark.





FAN EXPERIENCE (CONT)

- » Restrooms
 - All concourse level restroom entry doors to remain open during event (excluding the family restroom).
 - Restrooms sanitized frequently with disinfectant.
 - Hands sanitizer dispensing units outside of each restroom.
- » Hornsby's Hangout Inflatable Area
 - Inflatables to be closed until further notice.
- » Team Store
 - Cashless transactions only.
 - Specifically marked entrance and exit for guests.
 - Limit the number of customers in the store at one time.
 - Increased sanitation of store during events.
 - Hand sanitizer stations located throughout the store.
- » Autographs
 - To protect players and staff, autographs will not be permitted to begin the 2021 season.
- » Usher/Ticket Takers
 - Ushers will be located throughout the concourse to direct the flow of traffic.
 - Fans will be required to show tickets/digital tickets.
 - Ushers prohibited from touching fans tickets when seat checking.
- » Cleaning Crew
 - Increased wipe down of drink railings and tables around the concourse.
 - Frequently sanitize all tables and dining areas throughout ballpark.
 - Increased sanitation of elevators.





FAN EXPERIENCE (CONT)

- » Medical Services
 - ONEOK Field will work closely with its community medical partners to implement stringent protocols for medical services at all ONEOK Field events.

9. FOOD & BEVERAGE

- » All transactions are cashless/digital.
- » Only every other concessions line will be open to provide proper social distancing.
- » All concessions employees will be required to wear face coverings and gloves.
- » Spacing markers on the ground will be used in concession lines to encourage social distancing.
- » All condiments provided in prepackaged packets upon request.
- » All utensils in concessions stands will be provided upon request
- » Hospitality areas to have:
 - Food served by a concessions staff member wearing face covering and gloves.
 - Tables and chairs to be wiped down with disinfectant before and upon completion of serving.

10. REVERSE ATM

- » Installed two (2) Reverse ATMs - located on first and third base concourses.
- » How to use:
 - Insert cash into Reverse ATM
 - A debit card for the same amount of cash entered is dispensed
 - Card is valid everywhere at ONEOK Field
 - Card is also valid at any retailer that accepts VISA
 - The Drillers will pay for all transaction fees on behalf of all customers through at least June 2021.
- » All transactions at ONEOK Field must be via a credit card (VISA, Mastercard and Discover) or a debit card, with the exception of the ticket office.





11. COMMUNICATION & MESSAGING

- » Posted CDC and “COVID-19” signage in areas with high visibility to fans, employees and team personnel.
- » Customized Health Department video to be played nightly on stadium videoboard.
- » Other awareness and instructional signage posted throughout the ballpark.
- » Frequent video and public address announcements will promote proper cleanliness, distancing and similar health practices for customers.
- » Social media & e-blast awareness campaigns on best practices for fans and guests visiting ONEOK Field.
- » Signage placed in all restrooms to remind fans to thoroughly clean and sanitize their hands after visiting the restrooms.

