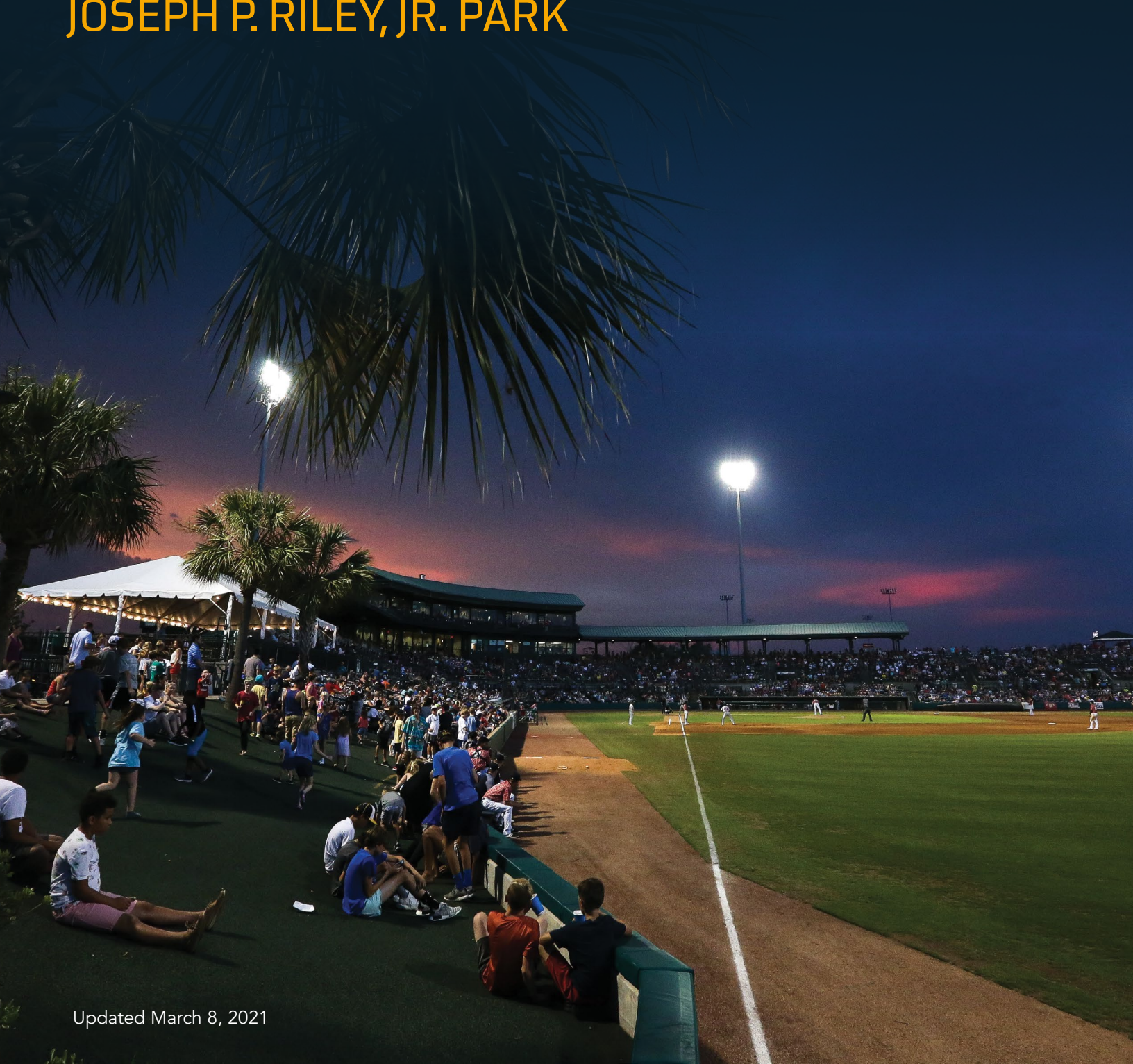


COVID-19 READINESS PLAN

A GUIDE TO OPERATING
JOSEPH P. RILEY, JR. PARK





GENERAL STATEMENT

The Charleston RiverDogs have prepared this document to assist with navigating the new policies and best practices for operating at Joseph P. Riley, Jr. Park within the environment of the COVID-19 epidemic for ticketed events. The contents herein are intended to preserve the safety of staff, players, fans and other patrons as the case may be, and they supersede any prior instruction by the Team.

The RiverDogs will continue to follow the guidance of national, state and local governments and agencies, as well as the directives of Major League Baseball and the Tampa Bay Rays, to develop and update these policies. The input of local, regional medical and health partners will also play a significant role in the continued development of the below policies and best practices. As necessary and appropriate, these guidelines, policies and best practices may be changed and/or modified.

BALLPARK OPERATIONS

- A. Staff/Guest Sanitation Amenities:** The RiverDogs have added hand-sanitizing stations throughout Riley Park, including at gates, concession stands, and restroom entrances.
- B. Face Coverings:** All patrons older than 2 years old will be required to wear a mask covering both mouth and nose at all times, except when actively eating or drinking in the patron's seat. Mask protocols will be enforced by ushers and other RiverDogs staff, and any patron deemed not in compliance will be removed from the facility.
- C. Cashless Purchasing:** The RiverDogs will install cashless options at all major points of sale in or about the Ballpark. This will be achieved through the investment in touchless units that will connect to and will provide fans the ability to tap or insert their credit card without interpersonal bodily interaction. Furthermore, the RiverDogs will introduce new technology that will allow for fans to order food and beverage on mobile devices for pickup or delivery in an effort to reduce lines at concession stands.
- D. Paperless Ticketing:** The RiverDogs' ticket operation will go to a paperless system, where all ticket purchases and account management will be done through its web-based system.
- E. No Bag Policy:** In an effort to eliminate bag checks, the RiverDogs will implement a No Bag Policy for all guests, except for small purses, medical bags and diaper bags.



STAFFING POLICIES

- A. All staff members shall be required to wear masks.
- B. Staff members will be required to assess and report their own well-being prior to beginning a shift, and will be required to stay home if not feeling well.
- C. Staff will be instructed to make the following changes to attendee-facing interactions, without limitation:
 - I. Prohibit handshaking and physical contact with guests and other employees.
 - II. Employees will be required to wear masks when handing items to attendees.
 - III. Prior to the start of each shift, and continuing when appropriate, employees will be required to wash their hands.
- D. Ongoing training to educate staff on new, updated guidelines and procedures.

TICKETING & SEATING CHART

Ballpark capacity will be reduced to begin the 2021 season, providing a pathway for the RiverDogs to maximize social distancing via the limitation of tickets per seating section and reduction in the maximums of private spaces. The Team will implement the restrictions as set forth below in an effort to ensure the comfort and safety of our fans. The RiverDogs will follow all seating protocols as set by MLB or local governmental agencies, as applicable. Using the below social distancing guidelines, the proposed ballpark capacity to begin the season is 2,196 fans – approximately 29.7% of total capacity.

- A. The ballpark seating chart will utilize "pod" seating of no more than 6 seats together. Each pod will be distanced from each adjacent pod by 6 feet.
- B. Ushers and other staff will be trained on addressing social distancing within seating sections and making sure fans within each seating section are comfortable.
- C. In order to purchase tickets, fans will be required to agree to and abide by COVID-related terms and conditions.
- D. The ballpark seating chart will adhere to Major League Baseball protocols as it relates to providing safe distance between fans and player/on-field staff.

CAPACITY LIMITATIONS

- A. **Hospitality Areas:** Open-air picnic areas will be limited to 50% capacity. The Segra Club at Riley Park will be limited to approximately 44% capacity. Individual suites will be limited to the number of external seats on each balcony (approximately 40%).
- B. **Restrooms:** Restrooms will be limited to 50% capacity, and will promote social distancing within those spaces.
- C. **Merchandise Store:** The team store will be limited to 50% capacity at all times.

COMMUNICATION / MESSAGING

- A. Posted "Stop the Spread" and "COVID-19" signage in areas with high visibility to attendees, 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 RiverDogs will create social media & e-blast awareness campaigns on best practices for attendees and guests visiting Joseph P. Riley, Jr. Park.



CLEANING & SANITIZING PROTOCOLS

- A. Comprehensive Sanitation:** The RiverDogs will implement a fully-developed Operations Cleaning Guide which shall include set up and tear down cleaning, routine cleaning and maintenance, and game day/event cleaning.
- B. Ballpark Washdowns:** The RiverDogs have invested in top-of-the-line cleaning equipment and products to be used on porous surfaces including, without limitation, concrete walls, walkways and seating. This shall be a standard process that will be repeated throughout the season beginning prior to Opening Day.
- C. Restrooms:** Restrooms will be cleaned with top-of-the-line cleaning equipment and products on a daily basis and throughout ballgames/events. Doors to the restrooms shall be propped open to encourage touchless entry and exit.
- D. Walking Paths/Stairwells/Elevators:** High traffic and confined spaces will be thoroughly cleaned with top-of-the-line cleaning equipment and products on a routine basis and throughout ballgames/events, with a particular focus on high touch surfaces in an effort to ensure the health and safety of Riley Park patrons and staff. Elevator capacity shall be limited to one family.
- E. Game Day and Event Cleaning Operations:** All staff engaging in cleaning of the Ballpark will be required to wear protective gloves and masks at all times.