





GENERAL STATEMENT

On behalf of the Fayetteville Woodpeckers, Houston Astros Single-A affiliate, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending functions, events, and games at Segra Stadium. The outlined steps and initiatives are intended to preserve the safety of staff, players, fans, and guests.

The Woodpeckers will continue to follow the guidance of national, state, and local agencies, as well as the directives of its member leagues, to develop these policies and determine the appropriate time for hosting events at the ballpark. The input of local and regional health partners will also play a significant role in informing the below policies.

HEALTH & SAFETY

NO TOUCH POLICY

The Fayetteville Woodpeckers are focusing on a no touch policy. All staff and guests are encouraged to practice physical distancing while at the ballpark. While all aspects of the event day cannot be “no touch” all policies and procedures in this document are focused on reducing and eliminating touch points as much as possible.

TRAINING

Prior to returning to the ballpark to work an event, all employees will be required to complete a training that will cover, among other things, appropriate cleaning and disinfection, proper personal hygiene, social distancing, and symptoms of COVID-19.

FACE COVERING

Face coverings are required when onsite at Segra Stadium. Face covering requirements should be task-specific and include instruction on proper use. Cloth face coverings and facemasks are not respiratory protection, and this should be taken into consideration when evaluating an employee’s job function, location and PPE need.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Defined by the Occupational Safety and Health Administration, or OSHA, is “specialized clothing or equipment, worn by an employee for protection against infectious materials.”

PERSONAL HYGIENE

The Fayetteville Woodpeckers encourage all onsite personnel (this includes employees, broadcast, and media members) and guests to practice proper personal hygiene to help prevent the spread of COVID-19.



HAND WASHING

Washing hands can keep you healthy and prevent the spread of respiratory infections from one person to the next.

TOUCHING

Personnel and guests should refrain from touching their eyes, nose, ears, and mouth.

SNEEZING OR COUGHING

If one needs to sneeze or cough, the nose and mouth should be covered with the inner angle of their arm or a disposable handkerchief. Items used to cover a sneeze or cough should be disposed of immediately. Additional trashcans will be set throughout the ballpark for easy disposal. After sneezing or coughing, one should immediately wash their hands or use hand sanitizer.

PPE

EMPLOYEES

PPE will be distributed at employee check-in. Face coverings are required for all employees, media, and broadcast members when at the ballpark. Depending on their position, certain employees will be required to use gloves, while for other positions they are optional. Employees will be advised in advance by their department lead on what the required PPE is for their position.

PATRON PPE POLICY

All ballpark patrons will be **REQUIRED** to wear a face covering upon entry into the ballpark. Entry will be prohibited for those who do not comply. We will also enforce face coverings inside the ballpark when:

- Sitting at ticketed seat (unless actively eating or drinking)
- Moving around the stadium
- Using the restrooms
- Ordering food and beverage from concession areas
- Circulating through the interior of ventilated spaces

Patrons will not be required to wear masks when:

- Eating or drinking while actively seated at ticketed location



CLEANING PROCEDURES

Janiking is responsible for janitorial and housekeeping services at Segra Stadium. As noted in the introduction to this document, all employees will go through training prior to returning to work. All cleaning staff will receive additional information of the proper tools and techniques for updated cleaning and disinfecting procedures.

Cleaning staff will be increased throughout the ballpark and it will be cleaned and disinfected prior to and after each event. In addition, high touch areas will be cleaned and disinfected throughout the duration of an event. Janiking will clean and disinfect using EPA List N approved products that are approved for COVID-19 preventive care. The frequency of cleaning of these areas will be determined based on the guidance provided by the CDC.

In order to provide a larger selection of disinfectants and sanitizing options, the core chemical program has been expanded to utilize a combination of short and long dwell products with specific targeted uses. Adopting the use of multiple EPA List N products provides the ability to ensure multiple options for products meeting the EPA's criteria. Additionally, being able to target a specific application for different products allows us to utilize products with short dwell time (3 minutes) in high turnover, high touchpoint spaces such as common areas and restrooms during events, while using products with extended dwell times (5 minutes) when cleaning between events and during the cleaning of routine areas such as office spaces.

In addition to cleaning supplies, Janiking will utilize electrostatic spraying. It will primarily be for use in high-risk areas to supplement the cleaning and disinfection processes outlined above.

HAND SANITIZING STATIONS

Hand sanitizing stations are located throughout Segra Stadium and in areas where high touch surfaces cannot be avoided, such as entry gates and elevators. All units are non-touch and sanitizer dispenses when a hand is placed underneath. The goal is to provide options throughout the ballpark to allow guests and staff the ability to practice proper hand hygiene when they do not have the ability to wash their hands.

FREQUENTLY TOUCHED SURFACES

Throughout the cleaning and disinfecting process, cleaning staff will pay special attention to frequently touched surfaces. The surfaces will be cleaned at a higher frequency throughout an event and during routine cleaning to help reduce the spread of COVID-19. During events, the use of a short dwell disinfectant will be used to wipe tables and chairs in common areas, handrails, restroom doors and fixtures, and other designated high touch points. Additionally, during routine cleaning, high touch areas such as desk drawer handles, desktop electronics, refrigerators, light switches, etc. are wiped down.



ADDITIONAL HEALTH & SAFETY MEASURES

SIGNAGE

Signage will be located throughout the ballpark to encourage and promote health and safety measures. The following signage will be used. Signage examples are in the Appendix at the end of the document.

- Handwashing Signage - Signage located in all the restrooms and at all sinks throughout the ballpark.
- PPE Proper Technique Signage -Signage located at employee PPE distribution points to show the proper techniques to putting on and removing PPE.
- Floor Marker Signage - Signage in place wherever floor markers are used in the ballpark to promote physical distancing.
- Elevator Capacity Signage - Signage used in elevators to indicate the capacity.
- Do Not Enter if Sick Signage - Signage instructing individuals that are feeling sick to not enter the ballpark.
- Infection Prevention Recommendations - Signage to show symptoms of COVID-19 and recommendations for infection prevention.

ELEVATORS

Elevators will be capped at a capacity of two people. Signage will be located at each entrance of the elevator noting the updated capacity. In addition, floor marking will be placed on the floor of the elevator to indicate where each guest should stand to maintain social distance. An assigned elevator attendant will be responsible for monitoring the number of guests occupying an elevator and will operate the elevator buttons to reduce guest contact. In addition to operating and monitoring access, the attendant will be responsible for disinfecting elevator buttons and other high touch surfaces with a short dwell time disinfectant.

STAIRWELLS

A staff member will be assigned to move throughout the stairwells to clean and disinfect all handrails and any door handles that are contained within the stairwell. Additionally, in locations where environmental conditions allow, doors will remain open to eliminate hand contact.



WATER FOUNTAINS

Water fountain stations around the ballpark will be disabled to reduce the spread of COVID-19. Signage will be placed at the fountain to ensure guests are aware they are closed.

STADIUM POLICIES & PROCEDURES

PRE-EVENT COMMUNICATION

The Fayetteville Woodpeckers will utilize the following methods to inform guests of the safety guidelines and protocols applicable to Segra Stadium:

- fayettevillewoodpeckers.com
- Social media channels, including Facebook, Twitter, and Instagram
- Email notifications (for those guests who opt-in)

The Fayetteville Woodpeckers will also utilize PA announcements and digital signage to remind guests of the health and safety protocols in effect throughout the Ballpark.

MAIN SEATING BOWL

The full seating capacity of Segra Stadium is 6,800 guests. The current state guidelines allow for 50% capacity of the venue which would be 3,400 guests. To keep guests physically distant while in their seats the capacity for events at Segra Stadium is 1,972. This is 1,743 guests in the seating bowl and 229 guests in premium and group seating areas. Overall, this is 29% capacity at the ballpark.

Standing room only tickets will not be sold. Tickets will be sold in groups of 2, 3, 4, 5 and 6 seating pods. Seating pods will be disbursed around the ballpark to create proper social distancing between each pod.

SUITES

Suites will operate at 100% capacity for the 2021 season. Enhanced cleaning methods will be used in each suite which include pre-game and post-game electrostatic spraying. Both buffet style and prepackaged food and beverage will be made available at the choice of the suite holder.

AEVEX VETERANS CLUB LOUNGE

The capacity of the AEVEX Veterans Club has been reduced to 50% of the posted capacity. Guests must present a valid ticket to gain access. The layout of the room has been updated to allow for proper physical distancing of tables and chairs.

CASHLESS PAYMENT

The Woodpeckers and Professional Sports Catering are going cashless at every point of sale for the 2021 season. The stadium will be equipped with a cash to card machine at no expense to the user.



CLEAR BAG POLICY

Due to the heightened health concerns, the Woodpeckers encourage fans to leave all bags at home, but the following items will be allowed into Segra Stadium:

- Bags that are clear, plastic, vinyl or PVC and do not exceed 12" x 6" x 12"
- No buckles, grommets/hardware or decor can be concealing any part of the bag.
- One-gallon clear plastic freezer bag (ziplock bag or similar).
- Logo(s) are allowed on ONLY one side of the bag.
- 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 inside a clear plastic bag.

Exceptions to the size requirements and clear bag procedure only apply to diaper bags, medically necessary items, and media personnel items (with valid credentials) that have been thoroughly searched prior to admittance.

MEDIA

All members of the media must apply for a daily credential for each event that they intend to cover. Each application must be submitted at least 24 hours prior to the event so that the Fayetteville Woodpeckers can appropriately plan for physically distanced seating in the press areas.

Media personnel will not be permitted to leave their designated work area. Access throughout the ballpark will be restricted based on the type of work each media member is conducting. All seats and restrooms in the press box will be assigned. Each media member will receive their designated seat and restroom assignment prior to their arrival to the ballpark. Seats will be at least six (6) feet apart to maintain proper social distancing.

There will be no media dining room. Media members are encouraged to bring their own food and beverages to the ballpark but will have the ability to purchase food through mobile ordering. All media members will be required to eat their food at their assigned workstation. All media personnel will be provided a personal hygiene kit to utilize at their workspace but will be encouraged to bring their own personal hygiene products.

FACILITY OPERATIONS

SEGRA STADIUM ENTRY

- Select entrances will be closed during the 2021 season to allow proper distancing for fans and employees upon entering the ballpark. The Woodpeckers highly recommend arriving early to avoid long wait times.
- Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- Additional gates may be utilized to create more space amongst customers entering the ballpark.
- Segra Stadium will continue to utilize a magnetometer screening process upon entering the ballpark. This will allow our patrons and staff to interact through the screening process while maintaining appropriate social distancing.



TICKET PURCHASING/SERVICING

- Select ticket windows will be closed to ensure proper distancing between patrons.
- Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- 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.
- Ticket takers will be equipped with proper PPE and will be instructed to exercise touch free ticket taking interaction.
- Guests will present their ticket to the guest services employee to get scanned. The guest will hold the ticket while the employee scans it to ensure that it is a no touch process. Once the guest's ticket is scanned, they can enter the ballpark.

CONCOURSE

- The entire ballpark concourse will be used for events. To reduce face-to-face contact among guests, the Fayetteville Woodpeckers will place directional signage to indicate one-way traffic flow patterns in certain areas of the ballpark.
- Throughout the ballpark there are many common areas that experience the congregation of guests during events, such as community dining spaces, interactive activation areas, raffle locations, and guest assistance locations. To enhance safety in these areas, floor markers will be used for queuing, and tables and chairs will be spaced accordingly to promote social distancing.
- Where appropriate, ballpark doors have been modified to allow for hands-free operation. Additionally, in locations where environmental conditions allow, doors will remain open to eliminate hand contact.
- Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines in the team store, stadium concessions and restrooms.
- All water fountains inside of Segra Stadium have been disabled to eliminate a common touch point between patrons.

RESTROOMS

- Doors will be propped open to encourage touchless entry/exit.
- Restrooms will be sanitized frequently with EPA registered disinfectant along all surfaces at the conclusion of each homestand.
- Segra Stadium is equipped with touch-free urinals and water closets. In an effort to keep common touch points touch-free, motion soap dispensers have replaced every pump dispenser in the ballpark.

MEDICAL SERVICES

- The Woodpeckers will work closely with its community medical partners to implement stringent protocols in place for medical services at all ballpark events.
- Hands-only CPR will be practiced in 2021 by Fayetteville Fire and Rescue; the stadium's First Aid provider.



PROMOTIONAL ITEMS

- All promotional items will be disinfected prior to distribution.
- Promotional item distribution points will be set up in areas that provide efficient guest movement and speedy handling of the item.
- Floor markers will be utilized to promote social distancing.
- Individuals distributing promotional items will wear appropriate PPE and manage the item in a way that minimizes and/or eliminates direct contact with each guest.

IN-GAME ENTERTAINMENT

- Autograph sessions with players will not be permitted.
- Players will not be permitted to throw baseballs or other items into seating areas.
- All promotional talent will wear appropriate PPE and will adhere to social distancing guidelines. Autographs from and photographs with promotional talent will not be permitted, and guests will not be permitted to participate in any on-field entertainment.
- The Fayetteville Woodpeckers will only operate themed nights, such as Friday Night Fireworks, if it is able to adhere to all safety protocols and social distancing guidelines.

THE BIRDS' NEST TEAM STORE

- The Woodpeckers will limit the number of people allowed inside the team store based on current social distancing guidelines.
- Stencions and/or spacing markers will promote proper distancing between customers waiting in line and walking through the store.
- Patrons will no longer have to enter their pin or sign after inserting their card into the reader at the front counter.
- The Birds' Nest Team Store is currently operating in a cashless environment.

MELLOW MUSHROOM KIDS ZONE

- The Mellow Mushroom Kids Zone will be open for the 2021 Season and will operate at 50% capacity
- The use of bouncing and climbing inflatables will not be permitted.
- Fayetteville Woodpeckers employees will be properly stationed to help enforce social distancing and conduct frequent sanitation of the area and attractions within.

PROFESSIONAL SPORTS CATERING

REOPENING HEALTH AND SAFETY GUIDANCE

"Welcoming Safely" is our blueprint for optimal safety operating plans at each location. It is designed, executed and monitored by location leadership to instill confidence in guests to enjoy and experience true hospitality, from quality and variety to anticipatory convenience and all the thoughtful details.



Levy's comprehensive Reopening Health & Safety Guidance was established by our internal safety and sanitation experts, led by the Risk Management department, in consultation with health agencies and local and health departments in each market. The guidance below is intended to inform action plans that are specific to each market and location, and should be customized based on the most recent local health guidelines and conditions of guest attendance.

FACE MASK USAGE

All team members are required to wear a disposable or cloth face mask at all times. An adequate number of face masks will be provided to all team members. Proper training will be provided to all team members on how to properly wear a face mask.

HANDWASHING PROCEDURES

All team members will use the proper handwashing procedure to clean their hands and exposed arms. This includes rinsing hands and arms under clean, running warm water, applying an adequate amount of soap, rubbing hands together vigorously for at least 20 seconds and drying hands with a disposable paper towel. After washing hands, team members will wear disposable plastic gloves to keep their hands clean. Also, team members must clean their hands immediately before engaging in food preparation, after using the restroom, upon entering or returning to the kitchen or other food handling areas and when switching between working with raw food and working with ready-to-eat food.

CASH-FREE CONCESSIONS

The Woodpeckers and Professional Sports Catering are going cashless at every point of sale for the 2021 season. The stadium will be equipped with a cash to card machine at no expense to the user.

CONDIMENT CARTS/PREPACKAGED CONDIMENTS

For the 2021 season, all condiment carts will be eliminated from the concourse. Instead, prepackaged condiments will be given out at the point of sale.

CONCESSIONS LOCATIONS

To promote social distancing, floor stickers will be installed at every point of sale inside of Segra Stadium. These floor markers will be 6ft apart based on CDC guidelines.