



COVID-19 READINESS PLAN





General Statement

THE PRACTICES LISTED IN THIS DOCUMENT 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 GUEST, PLAYERS AND STAFF.

ONEOK FIELD STAFF WILL CONTINUE TO FOLLOW THE GUIDANCE OF NATIONAL, STATE AND LOCAL 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. Cashless Payments

A. ONEOK FIELD WILL WORK TOWARD OPERATING CASHLESS FACILITIES, INCLUDING IN THE AREAS OF TICKET, FOOD & BEVERAGE, AND MERCHANDISE. THIS WILL LIMIT DIRECT CONTACT BETWEEN EMPLOYEES AND GUESTS.

2. Ballpark Sanitation

- A. INCREASED REGULARITY AND SCOPE OF WASH DOWNS 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. USHERS WILL SEAT GROUPS IN THE SEATING BOWL ON A FIRST-COME, FIRST-SERVED BASIS, SPACING 3 SEATS BETWEEN PARTIES TO ALLOW FOR PROPER DISTANCING.**
- B. EVERY OTHER ROW 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 STAFF AND PART-TIME WORKERS PRIOR TO ENTERING THE BALLPARK.**
 - I. ANY STAFF MEMBER WILL BE IMMEDIATELY SENT HOME AT THE FIRST SIGN OF RECOGNIZED ILLNESS.**
- B. ALL STAFF MEMBERS SHALL BE REQUIRED 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 REQUIRED TO FREQUENTLY WASH THEIR HANDS.**
 - III. ONGOING TRAINING TO EDUCATE STAFF ON NEW, UPDATED GUIDELINES AND PROCEDURES**



5. ONEOK Field Entrance/Exit

- A. SPACING MARKERS WILL PROMOTE PROPER DISTANCING BETWEEN CUSTOMERS WAITING IN LINES. 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. DESIGNATED ENTRY AND EXIT GATES (OIL DERRICK & 1ST BASE PLAZA) TO ELIMINATE CLOSE INTERACTIONS BETWEEN FANS**

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. SPACING MARKERS WILL PROMOTE PROPER DISTANCING BETWEEN CUSTOMERS WAITING IN LINES.**
- D. SEASON TICKET AND GROUP/HOSPITALITY 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 FREQUENTLY DURING AN EVENT.**
- F. ONE TICKET WINDOW WILL BE DESIGNATED FOR CASH SALES. ALL OTHER WINDOWS WILL BE CREDIT CARDS ONLY.**



7. Fan Experience

A. Kid's Zone

- I. **INFLATABLES TO BE CLOSED DOWN UNTIL ATTRACTIONS CAN BE SAFELY OPENED.**

B. CONCOURSE FLOW

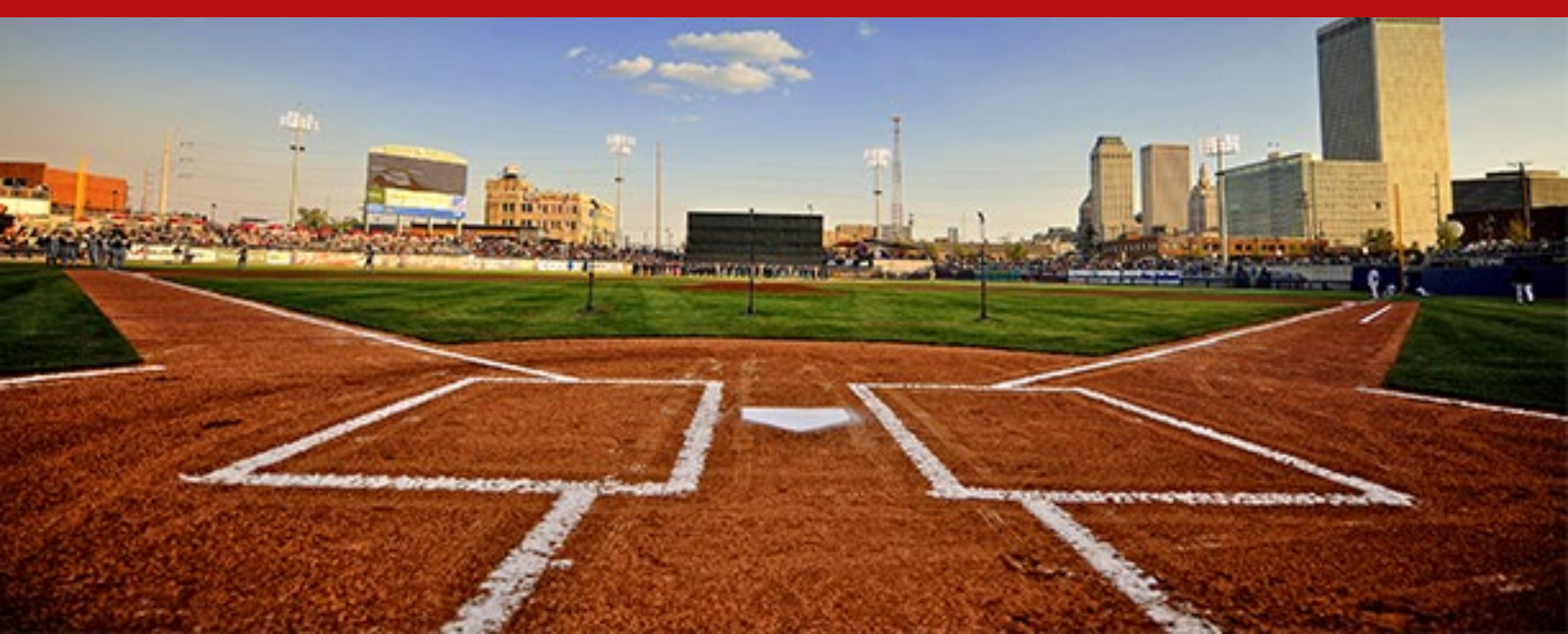
- I. **STANCHIONS AND/OR SPACING MARKERS WILL PROMOTE PROPER DISTANCING BETWEEN CUSTOMERS WAITING IN LINES ON THE MAIN CONCOURSE.**
- II. **IN THE EVENT OF RAINSTORMS OR OTHER SITUATIONS REQUIRING CUSTOMERS TO FIND COVER, THERE WILL BE EXPANDED ACCESS TO COVERED AREAS TO ENSURE PROPER DISTANCING.**

C. RESTROOMS

- I. **ALL CONCOURSE LEVEL BATHROOM ENTRY DOORS TO BE PROPPED OPEN DURING EVENTS (EXCLUDING THE FAMILY RESTROOM).**
- II. **EVERY OTHER URINAL/TOILET STALL WILL BE BLOCKED OFF AND CLOSED/COVERED.**
- III. **RESTROOMS SANITIZED FREQUENTLY WITH DISINFECTANT ALONG ALL SURFACES.**
- IV. **HANDS FREE SANITIZER DISPENSING UNITS OUTSIDE OF EACH FACILITY RESTROOM FOR FANS.**

D. TEAM STORE

- I. **CASHLESS TRANSACTIONS ENCOURAGED**
- II. **SPECIFICALLY MARKED ENTRANCE AND EXIT FOR GUESTS.**
- III. **LIMIT THE NUMBER OF CUSTOMERS IN THE STORE AT ONE TIME.**
- IV. **INCREASED SANITATION OF STORE DURING EVENTS.**
- V. **SANITIZER STATIONS LOCATED THROUGHOUT THE STORE.**





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. USHERS PROHIBITED FROM TOUCHING FANS TICKETS WHEN SEAT CHECKING; FAN'S WILL BE REQUIRED TO SHOW TICKETS.**

F. Cleaning Crew

- I. INCREASED WIPE DOWN OF DRINK RAILINGS AND TABLES AROUND THE CONCOURSE.**
- II. FREQUENTLY SANITIZE ALL TABLES AND DINING AREAS THROUGHOUT BALLPARK.**
- III. INCREASED SANITATION OF ELEVATORS.**

G. Medical Services

- I. ONEOK FIELD WILL WORK CLOSELY WITH ITS COMMUNITY MEDICAL PARTNERS TO IMPLEMENT STRINGENT PROTOCOLS IN PLACE FOR MEDICAL SERVICES AT ALL ONEOK FIELD EVENTS.**





8. Food & Beverage

- A. ALL CONCESSIONS EMPLOYEES WILL BE REQUIRED TO WEAR PROTECTIVE MASKS.**
- B. SPACING MARKERS WILL BE USED IN CONCESSION LINES TO PROMOTE PROPER DISTANCING.**
- C. ALL CONDIMENTS PROVIDED UPON REQUEST ONLY AND IN PREPACKAGED PACKETS.**
- D. HOSPITALITY AREAS TO HAVE:**
 - I. PRE-WRAPPED CUTLERY AND DISPOSABLE PLATES.**
 - II. FOOD SERVED BY A CONCESSIONS STAFF MEMBER WEARING A PROTECTIVE MASK AND GLOVES (THIS EXCLUDES THE SUITE LEVEL).**
 - III. BE WIPED DOWN WITH DISINFECTANT AND A MICROFIBER RAG BEFORE AND UPON THE COMPLETION OF SERVING.**

9. Communication & Messaging

- A. POSTED CDC AND "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 ONEOK FIELD.**
- E. SIGNAGE PLACED IN ALL RESTROOMS TO REMIND FANS TO THOROUGHLY CLEAN AND SANITIZE THEIR HANDS AFTER VISITING THE RESTROOMS.**