



Charleston RiverDogs COVID-19 Action Plan

The Charleston RiverDogs (hereinafter the “RiverDogs” or the “Team”) have prepared this document to assist you with navigating the new policies and best practices for operating at Joseph P. Riley, Jr. Park (hereinafter “Riley Park” or the “Ballpark”) within the environment of the COVID-19 epidemic for ticketed events and smaller hospitality gatherings. 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 agencies, as well as the directives of MLB, the its Major League affiliate and MiLB, to develop these policies and to determine the appropriate time for hosting events of various scopes at Riley Park. 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. Should that occur, the Team will communicate all changes to you in writing.

Please note that nothing in this document should be construed to create an employment contract or otherwise confer contractual rights.

I. Segra Club Operations

A. Cleaning Procedures

- **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.
- **Washdowns:** The RiverDogs will invest 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.
- **Restrooms:** Restrooms will be cleaned with top-of-the-line cleaning equipment and products on a daily basis and throughout events. Restrooms will have capacity limits and be monitored, on the exterior, to encourage social distancing.
- **Walking Paths/Stairwells/Elevators:** High traffic and confined spaces will be cleaned with top-of-the-line cleaning equipment and products on a routine basis and throughout events, with a particular focus on high touch surfaces in an effort to ensure the health and safety of Riley Park patrons and staff. Maximum capacity for the elevators shall be four (4) individuals, and the Team will put floor markers within the elevator to demonstrate proper social distancing.
- **Event Cleaning Operations:** All staff engaging in cleaning of the Ballpark will be required to wear protective gloves and masks at all times.
 - **Pre- Event Cleaning**
 - The Segra Club will be cleaned before and after each hosting in the hospitality space.
 - All utilized bathrooms will be cleaned and stocked before each event.





- Any equipment used for security check-in and crowd control will be sanitized before each game/event.
- All outdoor club seats will be routinely sanitized using event volume and timing as a guide.
- **Event Cleaning**
 - Members of the operations staff assigned to bathrooms will perform the following, without limitation:
 - ◇ Wipe down all sinks throughout each event.
 - ◇ Use spray-on disinfecting chemicals on sinks and toilets in all bathrooms.
 - ◇ Assist fans/patrons, as needed.
 - ◇ Frequent replacement of toilet tissue and paper towels.
 - ◇ Empty and thoroughly clean garbage cans.
 - ◇ Wipe down and thoroughly clean mirrors and soap areas.
 - ◇ Ensure that all restrooms are monitored for social distancing throughout each event.
 - Members of the operations staff assigned to other areas in or around the Club during the event will perform the following, without limitation:
 - ◇ Empty and thoroughly clean garbage cans.
 - ◇ Frequently wipe down and thoroughly clean railings.
 - ◇ Assist fans/patrons, as needed.
 - ◇ RiverDogs staff members will assist in monitoring social distancing and flow.
 - ◇ Check hand sanitizer dispensers and refill when empty.
 - ◇ Various other duties to ensure general cleanliness at all times.
- **Post-Event Cleanup**
 - Post-event clean-up will commence immediately following the departure of guests, during which time all members of the team will be required to wear protective gloves and masks.
 - Garbage will be promptly picked up. All loose garbage bags and garbage cans will be taken to the compactor.
 - Members of the operations team will use spray-on disinfecting chemicals on all heavily trafficked and high-touch areas, and bathroom toilet and sinks.
 - The Segra Club will be fully cleaned and disinfected following each event based on a cleaning schedule created in tandem with industry leading cleaning partners.
- **Chemicals used in the preceding measures**
 - The RiverDogs will use commercial grade disinfectants, degreasers and enzymes when engaged in the daily cleaning of Riley Park, the specifics of which are to be located in the MSDS master sheet inside the Operations Office.
- **Staff/Guest Sanitation Amenities:** The RiverDogs will have sanitizing stations available and encouraged for guests to use.



II. RiverDogs/Catering Staff Policies

- A. Staff Entering the Ballpark:** To ensure the safety of all staff and others performing work at the Segra Club, please adhere to the following procedures:
- Temperatures will be checked at a designated area prior to entering the Ballpark.
 - Forehead thermometers will be used in checking staff member's temperatures. If a staff member's temperature is deemed exceedingly high, he/she will not be permitted to enter the Ballpark and be instructed to return home.
 - Staff who were directed to care for themselves at home may return to work under the following conditions:
 - One (1) days (24 hours) removed of full resolution of fever, without the use of fever reducing medication;
 - Improvement in respiratory symptoms (e.g. cough, shortness of breath); and
 - At least seven (7) days have passed since the onset of any symptoms.
 - Notwithstanding the foregoing, the RiverDogs will follow CDC recommendations on fevers and adequate lengths of absence from work.
 - Staff arrival will be staggered, and entrance locations will be separated to not create backlogs of staff. CDC recommended social distancing will be enforced with all staff waiting to be checked for entry.
 - Hand sanitizers will be dedicated to staff entry points and staff will be required to utilize prior to entry.
 - Upon entry, staff will be required to put on protective face masks.
- B. Masks:** During the entirety of their shift and presence in or around the Ballpark all staff will be required to wear protective face masks.
- A. Illness:** At the first sign of illness, staff and others performing work at Riley Park will be required to take a leave of absence until cleared by a doctor to return to work. Jobs will not be at risk due to illness. Staff shall report any symptoms of illness immediately to their superior.
- As deemed necessary, the RiverDogs will follow CDC based exclusion and return guidelines (separate document).
 - In the instance of suspected or confirmed cases of COVID-19, the RiverDogs will close off areas visited by the ill person. After waiting 24 hours (or as long as practical), cleaning staff, whether in-house or operated by a third party, will clean and disinfect all areas used by the ill person, focusing especially on frequently touched surfaces.
- B. Dress Code/Hygiene:** Prior to the season, the Team will communicate proper hygiene and changes, if any, to the normal dress code.
- C. Interaction with Guests:** Interactions with guests will follow the guidelines set forth by governmental agencies including, without limitation, the CDC. These guidelines will include, without limitation:





- No handshakes, hugs or other forms of physical touching.
- Gloves to be worn when taking and/or giving an item to a guest.
- Practice recommended social distancing whenever possible.

D. Employee Travel: Travel outside of the United States will be discouraged. If a staff member travels or has traveled to a CDC highlighted country or state, he/she will be asked to take a sabbatical from work until cleared by a doctor or by time. Jobs will not be at risk due to taking such a sabbatical.

III. General Ballpark Operations

Following the path of a fan through all possible operational touchpoints from arrival to departure, the RiverDogs have implemented the below changes deemed necessary to mitigate risk.

A. Sidewalks/Paths Leading to Ballpark Entrances: The RiverDogs will post social distancing signage in various spots in or about Riley Park including, without limitation, the parking lot. Fans and guests will be encouraged to practice social distance as they approach the Ballpark.

B. Entry Gates/Security: The entry gate is a high traffic, high density area of the Ballpark during peak times and is an important touchpoint for the mitigation of risk.

C. Exit Gates/Lighting: The RiverDogs will open additional exit gates, and staff will be positioned to best control the flow of fans exiting the Ballpark. The RiverDogs will utilize the video board and public address announcements to direct fans to the proper exit, when necessary.

D. Fan Health Check:

- Fans entering Riley Park may be subject to a health screening.
- Guests/Fans will be asked to wear a mask while in the ballpark and not engaged in activities excluding use.

E. Medical Services:

- The RiverDogs will work closely with its community medical partners to implement stringent protocols for medical services at all Riley Park events.
- In the event of any COVID-related incident, the Team and its medical personnel will respond quickly so that exposed areas are thoroughly sanitized.

F. Hospitality Areas/Capacity:

- **Suites**
 - The RiverDogs will reduce the suite capacity to a maximum of 10 guests per suite (smaller) and 20 guests per suite (larger).
 - If necessary and when able, the RiverDogs will provide full and partial suite ticket holders with adjacent suites to accommodate full groups.





- **Segra Club**
 - The RiverDogs will reduce the capacity to a maximum of 80 guests in the space.

G. ADA Seating:

- There will be no changes to current ADA seating arrangement and ticket sales. As necessary and appropriate, ADA seating arrangements may be changed and/or modified.

IV. Food & Beverage

A. F&B Employee Protocol

- All employees will report any travel that they have taken or plan to take for the time period of January through December of 2020 to the Food and Beverage Management team prior to starting employment.
- All employees will take temperature readings prior to each work day. Should an employee's temperature indicate the presence of a fever or other onset of illness, he/she will not be permitted to work. Employees who feel sick and/or presenting symptoms of sickness are not to come to work and, instead, are required to contact Food and Beverage Management team. If an employee develops signs of illness while at the Ballpark, he/she must immediately report to the Food and Beverage Management team; onsite medical staff will determine the correct actions that must be taken at that time.
- Employees who have exhibited symptoms of illness will be instructed to remain away from work until clearance by a medical doctor.

B. Signage

- Hand sinks will be updated with signage that reflects the proper hygiene and hand washing protocol for employees and guests.
- All hand sanitizing stations will have signage that include instructions for proper use.
- Signage in and around the triple bay sinks will include instructions for proper use.
- Additional signage shall instruct employees on the proper safety dress code (e.g., protective gloves and masks) and how to limit customer contact.

C. Points of Contact

- Cooks and food handlers, bartenders, cashiers, condiment stand attendants, and supervisors will be required to wear protective gloves and masks at all times while at the Ballpark. Gloves and masks shall be changed whenever a different job function is performed. Employees will be required to wash and/or sanitize their hands after the removal of old gloves and prior to putting on new gloves. The number of different job functions per food and beverage employee will be limited in an effort to ensure cleanliness/completeness for each task.
- Cooks and food handlers, bartenders, cashiers, and supervisors will disinfect their person at designated areas during, before and after each event.





- Frequent cleaning and sanitation, using required EPA approved chemicals, of all food and beverage equipment including, without limitation, counter tops, tables, and cash registers.
- Attendants will staff condiment stands and serve only prepackaged condiments.

D. Suites

- All wait staff and food runners will wear protective gloves and masks during the event.
- A hand sanitizing unit will be available in or around suites.
- Either a personal buffet will be set up in each suite, or guests can preorder items on a personalized menu. event ordering will be limited and discouraged.
- Condiments will be prepackaged and delivered directly from club kitchen. Prepackaged condiments are to be distributed only upon request.
- An assigned attendant will frequently disinfect doors, handles, chairs, and tables before, during and after the event.

E. Segra Club

- All wait staff and food runners will wear protective gloves and masks during the event.
- A hand sanitizing unit will be available in or around club entrances.
- A manned food station will be set up for food service, or guests can preorder items on a personalized menu.
- Condiments will be prepackaged and delivered directly from club kitchen..
- An attendant will disinfect doors, handles, chairs, and tables before during and after the event, and in conjunction with the cleaning protocols noted above.
- The RiverDogs will assist catering partners in the implementations of their respective safety and cleanliness policies and procedures for all events operated by them in the space.

V. Action Plan Awareness:

A. Messaging: Messaging in Riley Park and through our internal and external marketing efforts will be extremely important for this year. It will bring peace to the minds of our fans and a comfort that might get some to return. Messaging shall include, without limitation:

- Videos and other visuals and/or public address announcements reflecting:
 - Safety measures and best practices (e.g. hand washing, social distancing)
 - Highlights of upcoming promotions and other types of fan engagement
 - Transparency of the changes made in or around Riley Park or to the Team's safety protocols.

B. COVID-19 Disclaimers: In order to attend an event, every fan/guest must agree to abide by specified COVID-related terms and conditions.

