

COVID-19 READINESS PLAN

A Guide to Operating Jackson[®] Field[™]





GENERAL STATEMENT

The Lansing Lugnuts, High A affiliate of the Oakland A's, have studied the practices listed below to proactively invest and keep our fans safe when attending events at Jackson Field in preparation for the 2021 season. The practices we have identified below will maximize the likelihood of safety for all of our guests, employees, volunteers and vendors.

We will follow the guidance of our local and state health agencies as well as industry standards set within Major League Baseball, to develop these standards and to determine the appropriate time for hosting events. We will also look to our partners at Sparrow Medical center and experts at the Ingham County Health Department to play a significant role in helping us develop the Jackson® Field™ COVID-19 Policy.

ADMINISTRATIVE CONTROLS

General Manager and Director of Stadium Events will serve as team leaders for our COVID-19 Response team. They will provide COVID-19 training and best practices in the areas of:

- Appropriate use of PPE
- Steps an employee must take to notify on symptoms
- How to interact safely with guests
- How to enforce safety precautions for guests
- How to report unsafe work conditions

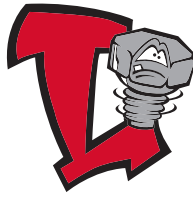


CASHLESS PAYMENT

The Lugnuts will work to provide as many opportunities for cashless/non touch transactions. Although it may not be possible to go 100% cashless/touchless we will look to minimize it as much as possible.

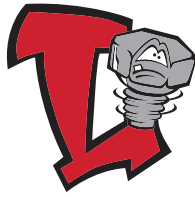
BALLPARK SANITIZATION

- Increased frequency of sterilization throughout the stadium with new state-of-the art Fog Ionization Sterilization Equipment.
- Disinfectant cleaning stations and personnel throughout the ballpark.
- Added hand sanitizing stations throughout the stadium.
- Personnel specifically dedicated to sterilization of bathrooms throughout the entire event each night.
- Masks for those who forget, lose or damage theirs during the event at Guest Services.
- A Sterilization Health Tip minute featuring a message from Sparrow will be played every hour at the stadium. Fans will be encouraged to use the sterilization stations whenever they approach them.



SOCIALLY DISTANT SEATING

- The Lugnuts will adhere to capacity limitations that are agreed upon with the Michigan Department of Health and Human Services.
- The Lugnuts will not have anyone sitting directly in front of you or next to you.
- We will reduce the capacity in group area so social distancing can easily be observed.
- Seating bowl will be sold in 'pods' of up to 6 and ushers will direct and enforce socially distant seating.



STAFFING POLICIES

- Temp check will be given daily to all part-time and full staff with the Lugnuts.
- Staff will be required to wear regulation face coverings with food services additionally wearing gloves all times.
- Staff will be instructed to make the following changes to fan-facing interactions:
 - Prohibit handshaking and high fives.
 - Wear regular face masks properly at all times.
 - Prior to clocking in all employees must not only wash their hands but use sanitizer. Each staff member will be instructed to sanitize each hour they are on duty (called Sanitization Breaks).
- Employees who fail a temp check must sit for 5 minutes and be re-tested prior to entry.
- Should an employee test positive with COVID-19, the individual may return to work when one of the two of the following criteria are met: at least 10 days of symptom onset (or 20 days for those with more severe illness or those who are severely immunocompromised) and at least (24 hours) have passed since (resolution of fever without the use of fever-reducing medications) and other symptoms have improved.
- Partners will be required to conduct a daily questionnaire screening protocol for their employees. This will include any sponsorship partners who may have an in-stadium activation, outside vendors or any other applicable guest.

LUGNUTS/ATHLETICS ON FIELD PERSONNEL

In order to ensure all players are placed in the safest conditions the Lugnuts and Athletics will implement the following strict standards:

- Prohibit high fives and hand shaking with fans and teammates
- Use of Fog Ionization sterilization regularly in the clubhouses
- Players will be instructed not to autograph or handle items from fans.
- Spit items including seeds, gum and peanuts are not to be used on the field, in the dugout or in the clubhouse under any circumstances.
- The Lugnuts will follow the policies of MLB pertaining to the Health and Safety of on field staff. This will apply to all travel, fan and media interaction with on-field personnel.



JACKSON® FIELD™ ENTRY / EXIT

- East Gate entrance will be used specifically for ENTRY, while West Gate entrance will be specifically used for EXIT. Signage and directional arrows will be placed to direct guests.
- Upon the end of the game/event, guests will be dismissed for exiting via ticketed section or other category to limit grouping at the exit.
- Only essential personal items will be allowed into the venue. Guests may be asked to return items to their vehicle if they are deemed unsafe for entry. [Security Guidelines >](#)
- The Lugnuts will work with local health departments and law enforcement to encourage all suggested social distancing including entrances, concourses and sidewalks.
- Stanchions and space markers will promote proper distancing.
- Additional gates for entry may be used – including those in left field, right field, and The View.
- Security checks will be touchless.

TICKET PURCHASE/SERVICING

- Select ticket windows will be closed to ensure proper distancing.
- Minimal tickets will be printed and handed on site-Tickets will be e-mailed to customer devices or mailed.
- Spacing markers will be in place for all 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.



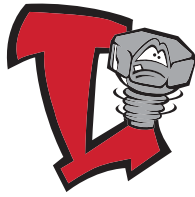
FAN EXPERIENCE

Guest Policies

- All attendees age 2 years and older must wear a face covering their nose and mouth at all times, on ballpark property other than when actively eating or drinking in their ticketed seat. This applies all seating locations and must be actively enforced. Fans without a mask will have the option to get a disposable one at the gate and also available at Guest Services.
- Guests who are symptomatic or shows signs of illness will be asked to leave. Stadium ticket refund policies will remain in effect.
- Per MLB guidelines a buffer zone of 12ft will be instituted from any place on the field where players spend time. This includes but not limited to; the Dugouts, Bullpen and areas behind home plate.

Big Lug's Playground presented by Blue Cross Blue Shield

- The Lugnuts will not operate traditional Big Lug's Playground presented by Blue Cross Blue Shield attractions that cannot ensure a safe environment for the kids and their families. This may include some or all inflatables.
- All other elements of the Big Lug's Playground will be subject to local Health department rules and regulation.
- Any attractions used will be cleaned and sterilized using the state-of-the-art Fog Ionization systems the Lugnuts have invested in.



FAN EXPERIENCE

Restrooms

- Doors will be propped open for touchless entry and exit.
- Sanitized with Fog Ionization daily as well as disinfected with surface and enzyme solution to be applied prior to each game.
- The Lugnuts have worked in conjunction with its various partnerships to enhance touchless dispenser options wherever possible.
- Every other sink and urinal station will be disabled to allow for proper distancing.

Team Store

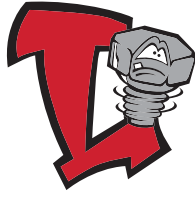
- The Lugnuts shall limit the number of people allowed inside the team store to 8 people at one time.
- Nuts & Bolts hours of operation are Monday – Friday, 11am – 3pm on non-gamedays.
- Masks and/or face coverings will be required to enter.
- Stanchions and/or taped spacing markers will promote proper distancing between customers waiting in line and walking through the store.
- Fan will be encouraged to only touch merchandise they intend to purchase to limit potential contamination.
- Sneeze guard has been installed at the checkout counter to provide a barrier between guests and staff during checkout procedure.

Promotions/On-Field Activities

- Autographs not permitted with players or on-field personnel anywhere inside or outside of Jackson[®] Field[™].
- Players should not throw baseballs into the stands.
- There will be no on-field promotions at this time.
- All on-field activities such as nation anthems, first pitches will be conducted with heightened social distancing guidelines which shall include: wearing protective masks and gloves and tossing a first pitch to another family member instead of any players. With respect to the national anthem, all anthems will be recorded and live renditions will not be done in the short term.

Medical Services by Sparrow

- The Lugnuts will work closely with Sparrow Medical Center to implement stringent protocols in place for medical services at Jackson[®] Field[™].
- We will meet with Sparrow on a regular basis to update any new policies.
- The Sparrow First Aid Station will be outfitted with COVID-19 in mind and will meet and exceed all local health code requirements.



FOOD AND BEVERAGE POLICIES

The Lugnuts' Food and Beverage department will work closely with our consulting partner, Pro Sports Catering, to develop a safe and consistent operating plan while complying with all CDC and Ingham County Health Department food service restrictions and recommendations.

- Food and Beverage staff will be required to follow any and all previous check-in policies explained in this document.
- Employees will wear appropriate PPE and comply with the hand-washing policy throughout the entirety of their shift.
- All self-service stations (beverage, condiment, etc.) will be suspended until further notice.
- All food service locations will be cleaned and sanitized before, during and after events in compliance with the Ingham County Health Department's recommendation.
- Mobile ordering will be a part of our Food and Beverage offering. Details to come.

COMMUNICATION/MESSAGING

- Posted "Stop the Spread", "COVID-19", "Traffic Pattern" and signage in areas with high visibility to fans, employees and team on-field personal. Sign(s) will also be posted at event entrance(s) informing guests not to enter if they are or have recently been sick.
- Other awareness and instructional signage posted throughout the ballpark.
- Frequent video and PA's will promote proper cleanliness, distancing and similar health practices for customers. Use of concourse TV's and kiosks will be used as well.
- The Lugnuts, in conjunction with Sparrow Medical Center and our local Health Department, will create social media and e-blast awareness campaigns on best practices for fans and guests visiting Jackson[®] Field[™].



FACILITY PROTOCOLS

Guest/Staff Positive Test

- In the event of a confirmed positive test with a guest or staff members, officials at the Ingham County Health Department will receive notification.
- Guests/Staff with expected exposure will be notified.
- Venue will be closed until deep cleaning is done in accordance with the CDC's Cleaning and Disinfection for Community Facilities.
- Signage will be posted online, via email and on doors notifying guests of temporary closure and deep cleaning being done.