Reopening Plan

November 11, 2020
# Reopening Plan

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1. Introduction

As the focus on COVID-19 shifts from containment and mitigation strategies to exploring the reopening of economies and lifestyle pursuits, NRG Park has been developing its COVID-19 Reopening Plan to enable the venues to return to hosting events in the safest way possible.

The Harris County Sports & Convention Corporation (HCSCC) operates, manages, maintains and develops the 350-acre NRG Park complex on behalf of the Harris County government. NRG Stadium, NRG Center, NRG Arena and the Historic Astrodome are located at the complex which annually hosts over 5.5 million guests. Day to Day operations at the park are managed by ASM Global through its management agreement with the HCSCC.

NRG Park is home to the Houston Livestock Show and Rodeo™ and NFL Houston Texans and annually hosts over 500 events, including the Offshore Technology Conference, the Nutcracker Market, Houston Auto Show, Houston International Boat, Sport & Travel Show, and numerous FELD Entertainment events. This document intends to provide the overall policies and procedures in place for the wide variety of events taking place annually at NRG Park. Event-specific plans will be developed and submitted to local health authorities for review.

In developing the Reopening Plan, NRG Park has closely followed the guidance provided by federal, state, and local governmental agencies and health authorities, the ASM Global VenueShield program, CAA-ICON Advisory Services as well as industry guidance from national and international organizations. As new information or guidance becomes available from these sources, NRG Park will update and adjust the Reopening Plan as needed. The guiding principles used in the development of the plan include but are not limited to:

- **Social (Physical) Distancing**
  
  Maintain social distancing through reduced event capacities and physically distanced ingress, egress, seating, and circulation plans for all events and activities.

- **Face Coverings**
  
  NRG Park will adhere to all local ordinances regarding the use of face coverings for employees, contractors, and guests.

- **Health & Temperature Screening**
  
  All individuals are subject to Health Screening as a condition of entry to the complex. Employees are subject to temperature checks at check-in. Temperature checks for guests may be required based on recommendations from local health authorities and/or event requirements.

- **Enhanced Protective Measures**
  
  Enhanced protective measures include hand sanitizing stations deployed throughout the facilities, touchless payment options available at all points of sale, employees will wear PPE appropriate for assigned duties, and whenever possible, minimizing touchpoints for guests and employees.

- **Enhanced Cleaning and Disinfection**
  
  Frequently touched surfaces will be cleaned at a higher frequency throughout events to help prevent the spread of germs. NRG Park will closely follow the CDC and VenueShield

- **Communication, Education & Awareness**
  
  Inform guests and employees of the health and safety measures in place at NRG Park through signage, video and
recommendations for enhanced cleaning and disinfection procedures. audio messaging, social media, and the NRG Park and event websites.

1.1 Event Plan Submission

The purpose of this document is to establish the health and safety guidelines for events occurring at NRG Park exclusive of Houston Texans (Texans) games, LSSE Events and the Houston Livestock Show & Rodeo (HLSR). The Texans and HLSR will develop plans specific to the aforementioned events. All other events and activities occurring at NRG Park will be conducted following the guidelines established herein.
1.2 VenueShield

NRG Park is managed by ASM Global Parent, Inc. (ASM Global) on behalf of the Harris County Sports & Convention Corporation. ASM Global is the world’s leading venue management and services company, which has enabled NRG Park to tap into the expertise and experience of a global network of over 325 facilities in developing its Reopening Plan for NRG Park.

NRG Park has drawn on VenueShield, the global program developed exclusively by ASM Global, to prepare its customized, comprehensive plan for reopening. ASM Global subject matter experts have partnered with experts, health officials, and industry leaders in environmental hygiene, sanitization, and fulfillment on all facets of the VenueShield Program.

The program provides an evolving approach to the unique aspects of ASM Global-managed venues. It is guided by input from the company’s venue experts around the world, representing every venue type. The NRG Park Reopening Plan follows the six key VenueShield pillars:

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Public Awareness: An essential aspect of successful reactivation is making the public aware of the health and safety steps that will be taken by the venue to protect guests, employees, vendors, exhibitors, artists, and others attending events. VenueShield was created to provide information on best practices and new technologies for just this purpose: to enhance the safety of all associated with ASM Global venues. VenueShield is designed to be the core element of the venue’s Public Awareness Plan.

Technology & Equipment: As venues change their operations, procedures, and strategies due to COVID-19, venue managers will need to consider purchasing new technology and equipment for their venues. Disseminating all of these products may seem overwhelming for venues. To make this process easier, VenueShield has reviewed hundreds of products across the world to create a catalog of vetted VenueShield-identified technology and equipment products. Along with the detailed catalog, recommended product sourcing guidelines, and procurement options.

ASM Global’s VenueShield program is and will continue to be informed by organizations such as the Centers for Disease Control and Prevention (CDC), National Health Service (NHS), and World Health Organization (WHO). The worldwide VenueShield Task Force is continuing to refine and develop the VenueShield Program by collecting and monitoring data, researching new technology and products, and updating best practices.

“We realize that each one of our venues across the globe is an economic engine for its community, representing local tax revenues, travel revenues, and jobs. We look forward to reopening these local and regional economic foundations, stimulating local economies, and again delivering the entertainment experience that has defined us for decades.”

- Bob Newman, President and CEO ASM Global.
1.3 Houston Clean/Venue and Events

As the Houston/Harris County area continues to reopen, NRG Park has joined with our community partners in the formation of Houston Clean/Venues and Events to ensure guests can easily identify safety measures in place at venues and events in the community. The Houston Clean Venue and Events guidelines include:

- **Enhanced Protective Measures**: Venues and events will follow CDC recommendations, along with federal and local governmental requirements on the use of face coverings, gloves, hand washing, and sanitizing stations. These enhanced protective measures will be communicated via signage reminders at appropriate locations.

- **Physical Distancing**: Venues and events will make accommodations to allow for physical distancing (also called social distancing) in all areas where feasible, such as entries, seating areas, ticket windows, meeting rooms, exhibit halls, concourses, common areas, elevators, escalators, suites, retail stores, restrooms, dressing rooms, and locker rooms, concession stands, restaurants, and any other space people gather. The CDC's current physical distancing guidelines recommend staying at least six feet away from people not in your group.

- **Enhanced Cleaning & Disinfecting**: Venues and events will increase the frequency of cleaning and disinfecting in all areas, such as seating areas, restrooms, concourses, concession stands, lobbies, offices, locker rooms, dressing rooms, restaurants, retail outlets, kitchens, and any other high-traffic areas. High-frequency touchpoints such as handrails, door handles, push bars, knobs, elevator buttons, seating, tables, and other frequent touchpoints will be cleaned before, during, and after events employing appropriate cleaning and disinfection protocols and products.

- **Temperature Checks & Health Screening**: All staff will be subject to health, travel, and/or temperature checks before accessing the site, venue, or event. Guests may be subject to health screenings as a condition of entry. All health screenings will be performed in compliance with the current recommendations established by Harris County Health, Houston Health Department, the Texas Department of State Health Services, and the CDC. These recommendations are subject to change as the guidance changes.

- **Minimize Contact Touchpoints**: Where possible, venues and events will minimize contact touchpoints for guests and employees. Examples include touchless soap dispensers and hand sanitizing stations, no meet-and-greets or autograph signings, removing or propping open doors or having staff hold open doors, and using electronic ticketing.

- **Cashless Options**: Where possible, cashless options will be encouraged at points of sale for food & beverage, merchandise, and parking. Venues and events will also encourage the use of electronic ticketing.

- **Education & Communication**: Venues and events will communicate new health and safety protocols and expectations to guests and employees before arrival and on-site. Venues and events will continue to monitor local, regional, and national authorities for updated recommendations and will communicate changes to these guidelines to guests and employees as needed.

The Houston Clean program is a united effort to present consistent operating guidelines and standards and unify the individual efforts of participating venues and events to present consistent operational guidelines to visitors. These guidelines serve as a baseline commitment to practice recommended health safety protocols in alignment with orders issued by federal, state, and local officials, as well as the Center for Disease Control (CDC).
2. Environmental Hygiene

Guests, staff, and talent must be assured they are working and performing in a venue that has incorporated the highest standards of hygiene protocol. The VenueShield Environmental Hygiene program includes best in class practices related to cleaning and disinfecting public venues. ASM Global and AECOM, a leading infrastructure firm within the industry, have partnered together to create cleaning and disinfecting practices for ASM Global venues in response to the COVID-19 pandemic. These practices have been customized to create specific cleaning and disinfecting best practices for NRG Park.

Detailed information on NRG Parks' environmental hygiene best practices is provided in the NRG Park Environmental Hygiene Plan. The plan covers general cleaning and disinfection protocols and space-specific protocols/SOPs. Additionally, the Environmental Hygiene Plan includes four standalone protocols/SOPs that provide guidance for unique circumstances: re-occupancy after full closure, re-occupancy after high-risk alternate use, disinfection procedures during special operations, and mechanical systems. A listing of the protocols/SOPs is included in the plan provided at the end of this section.

2.1 General Precautions

All individuals entering NRG Park are required to take general precautions and assume responsibility for their health and safety by staying home when sick, regularly washing hands, maintaining physical distance from others, and practicing cough and sneeze etiquette.

2.1.1 Stay Home When Sick

All individuals are required to stay home if they are not feeling well, self-check their temperature before leaving for NRG Park, and stay home if they have a temperature of 100.0, or greater, have a known exposure to COVID-19, or are presenting any of the symptoms commonly associated with COVID-19.
2.1.2 Handwashing
Handwashing facilities with soap and water and hand sanitizer stations will be readily accessible throughout the complex. All individuals are encouraged to wash their hands at arrival and frequently throughout their stay for a minimum of 20 seconds using soap and water and avoid touching eyes, nose, and mouth with unwashed hands.

- Hand hygiene signage will be placed in all restrooms in English and Spanish encouraging proper handwashing techniques including washing hands for a minimum of 20 seconds and avoid touching eyes, nose and mouth with unwashed hands.

2.1.3 Social (Physical) Distancing
All individuals are encouraged to maintain a minimum 6-foot (2 meters) distance between individuals whenever possible. Avoid handshaking, hugging, and other forms of close personal contact.

2.1.4 Cover coughs and sneezes
All individuals are encouraged to cover their mouth and nose with a tissue when coughing or sneezing or use the inside of your elbow and do not spit. Throw used tissues in the trash. Immediately wash your hands with soap and water for at least 20 seconds; if soap and water are not readily available, clean hands with a hand sanitizer that contains at least '60% ethyl alcohol or 70% isopropyl alcohol.

2.2 Personal Protective Equipment
ASM Global will select appropriate PPE and provide it to workers following OSHA’s PPE standards (29 CFR 1910 Subpart I) and ASM Global SOP 02.02.13.01 Personal Protective Equipment. All staff will receive training relative to the appropriate use of the PPE. Contractors are responsible for administering their own compliant PPE program. For employees engaged in COVID-19 related activities (e.g. individuals who are in with direct contact with persons who have known or suspected exposure to COVID-19), the following is the minimum required PPE:

- Disposable nitrile gloves
- Face Shield
- Safety glasses
- An N95 (or higher) NIOSH-rated respirator
- Disposable Gown
- Additional PPE may be required after a job hazard analysis, or task risk assessment has been completed
- ASM will work with event organizers to coordinate PPE requirements for all working staff

2.3 NRG Park Enhanced Cleaning and Disinfecting Best Practices
Surfaces, especially high-touch surfaces, will be frequently disinfected to prevent virus transmission, which has been shown to survive on hard non-porous surfaces for more than three days. The NRG Park Environmental Hygiene Plan includes specific cleaning and disinfection protocols. Event-specific cleaning and disinfection plans will be implemented based on event requirements, following the guidelines below.

- Regularly clean and disinfect any frequently touched surfaces, such as doorknobs, elevator buttons, tables and chairs, vending machines, light switches, handrails and any items that come into contact with customers and employees.
- Clean and disinfect restrooms before the start of each event and hourly throughout the event.
• Clean and disinfect any area used for dining (table, etc.) before each use, including the disinfecting of tables, chairs, stalls, and countertops.
• Clean and disinfect the seating bowl before each use.
• Clean and disinfect meeting rooms including seating, tables, and other portable equipment before each use.
• Clean and disinfect upholstered seating and fabric surfaces before each use.
• Clean & disinfect locker rooms, dressing rooms, and other back of house areas before each use or change in the user group.
• Clean and disinfect wheelchairs before each use.
• Employees conducting disinfection services will wear appropriate PPE including but not limited to face masks, face shields, gloves, eye protection, disposal gowns, and additional PPE as may be required.
• Trash collection in all public areas will be scheduled based on anticipated event requirements.
• Supply offices, break rooms and conference rooms with disinfectant wipes for as-needed cleaning.

2.4 Contractor Plans

Contractors may be used to clean and disinfect areas where significant contamination has taken place. Contractors must meet ASM Global safety criteria (ASM Global SOP 02.02.19 Contractor Safety) and be knowledgeable of cleaning and disinfection procedures. All contractors must provide a decontamination and disinfection plan before starting work.

Some decontamination work may involve more than one person working close to another person; each case will be assessed as to risk before beginning the work activities.

2.5 Disinfectants

EPA List N: Disinfectants will be used (in accordance with the Texas Hazard Communication Act) for all disinfecting following the manufacturer’s instructions to ensure viral material is sufficiently deactivated.

2.6 Documentation

A log of cleaning and sanitization activities will be maintained for all events.

2.7 Training

All workers who use cleaning and disinfecting SOPs will be trained in applicable EHS programs. Contractors and vendors are responsible for training their employees. Additionally, all employees will be provided with basic awareness training on SARS-CoV-2 and COVID-19.

2.8 Waste

All disposable supplies from routine cleaning and disinfection, such as cloths, disinfecting wipes, and PPE, must be disposed of in sealed or closeable containers.

All disposable supplies from cleaning and disinfecting containing suspected or assumed sources of SARS-CoV-2, such as vomit, blood, or mucous, will be disposed of as biological waste following federal, state, and local regulations. Materials will be collected and stored in red biohazard bags and rigid containers. Containers must be wiped with disinfectant before being removed from the site of disinfection.
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3. Venue Policy Changes

3.1 Social Distancing

Guests and staff should maintain a 6-foot (2 meters) separation between themselves and other individuals.

- Maintain social distancing in all public space’s concourses and lobbies. Avoid crowded places where it may be challenging to stay at least 6 feet away from others who are not from their household or group.
- If in a crowded space, try to keep 6 feet of space between yourself and others at all times, and wear a face covering.
- Pay attention to any physical guides, such as tape markings on floors or signs on walls, directing attendees to remain at least 6 feet apart from each other in lines or at other times.
- Allow other people 6 feet of space when you pass by them in both indoor and outdoor settings.
- Event staff will monitor social distancing throughout the event to ensure compliance.
- Signage will be posted at all event entries and throughout the event space to reinforce social distancing.
- Adhere to capacity restrictions as may be assigned to individual spaces throughout the facilities.

3.2 Face Coverings

All individuals are required to adhere to all local ordinances regarding the use of face coverings while attending events or working at NRG Park.

- Guests should provide their own face coverings and wear them at all times.
- Face coverings will be available for purchase at event entries.
- Guests may remove their face covering while eating or drinking, but this should be done while socially distanced and away from other guests.
- All face coverings should:
  o Fully cover the nose and mouth and secure under the chin of the guest
  o Fit correctly and not be loose around the sides
  o Be secured to the guest’s face and allow for the guest to remain hands-free
  o Contain two or more layers
  o Be worn by people two years and older
  o NOT be worn by children younger than two, people who have trouble breathing, or people who cannot remove the mask without assistance
- Event staff will monitor face mask wearing throughout the event to ensure compliance.
- Signage will be posted at all event entries and throughout the event space to reinforce face mask wearing.
- Face Coverings are required at all times at service desks, registration desks, event entries and other areas where working personnel are in direct contact with guests and/or exhibitors. Eating at drinking at service desks, registration desks and event entries is prohibited.

3.3 Hand Sanitizer

Guests are allowed to bring a small (3 oz or less) personal container of hand sanitizer to the venue.

- Hand sanitizer will be available for purchase before entry.
3.4 Hand Sanitizing Stations

Hand sanitizer stations will be readily available and highly visible on both the exterior and interior of the facilities and easily accessible to guests. Touchless hand sanitizing stations will be located in high traffic areas (i.e. lobbies, concourses, at the entrance to public restrooms, public entry doors, concession stands, retail outlets, elevators and escalators and dining areas. Guest Services personnel will:

- Frequently monitor and confirm that an adequate supply of hand sanitizers is available
- Ensure sufficient refills are available for upcoming event activity
- Check and refill hand sanitizing stations throughout the events.
- Hand sanitizing stations will contain a minimum of either 60% ethyl alcohol (ethanol) or 70% isopropyl alcohol (isopropanol).
- Products found to contain Methanol or 1-Propanol will not be used.

3.5 Health Screening

Although health screening requirements may vary based on the event, guests will be subject to health screening as a condition of entry.

- If appropriate, guests will receive email notifications of health and travel screening requirements before arrival at the event.
- Health screening requirements will be posted at all event entry points for use as appropriate.
- Health Screening questionnaire will be based on CDC and local health authority guidelines and subsequent updates thereto. Questionnaire will include:
  - In the last 14 days have you experienced any of the following symptoms that cannot be attributed to another health condition, shortness of breath, frequent coughing, flushed face/chills/fever, vomiting/diarrhea, sore throat, or profound fatigue.
  - In the last 14 days have you experienced muscle or body aches that you cannot attribute to another health condition or a specific activity such as physical exercise?
  - Within the last 14-days, have you had a temperature at or above 100.0° or the sense of having a fever?
  - Within the last 14 days, have you had close contact, without the use of appropriate PPE, with someone who is currently sick with suspected or confirmed COVID-19? (Note: Close contact is defined as within 6 feet for more than 10 consecutive minutes)

- Individual answering YES to any of the questions above will not be allowed into the event space unless determined otherwise by a medical professional.
- Health screening requirements may vary based on event requirements.
3.6 Gloves

Guests may wear gloves while attending events, but it is not recommended for guests to do so, per CDC guidelines.

3.7 Bag Policy & Prohibited Items

A bag policy will be established for each event.

- Bag policy, prohibited items, and search procedures signs will be posted at all event entry points.
- Bag search process will be no-touch, bags will be placed on a tray with a disposable cover. Cover will be replaced after each use.
- Security personnel will use an “Search Tool” to inspect bags and sanitize the search tool after each use.

3.8 Drinking Fountains

All drinking fountains will be disabled and covered to prevent the possible spread of COVID-19.

- Water in paper cups will be available at all open concession stands at no cost.

3.9 Designated Smoking Areas

All designated smoking areas within NRG Stadium will be closed, and smoking will be prohibited on stadium ramps.
The guest’s journey will be programmed to allow guests to arrive at an environment that promotes an expedient process and places social distancing at the forefront. Throughout the guest journey, there are aspects of the planning where guest participation and communication are paramount.

4.1 Pre-Event

4.1.1 Advance Ticket Sales
- All advance ticket sales will be conducted online utilizing electronic ticketing whenever possible.
- NRG Park's advance sales ticket windows will remain closed for the foreseeable future.
- All ticket purchases will include notification of event health, safety, and security procedures in English and Spanish.
- Prepaid parking will be available in association with online ticket sales.

4.1.2 Registration
- Online registration will be available for events requiring guest registration (e.g., conventions, tradeshows, meetings, and seminars).

4.1.3 Communications
- When possible, event day email reminders in English and Spanish will be sent to all guests, encouraging them to:
  - Take their temperature before leaving for the event
- Stay home if they are not feeling well and encourage their family/group to stay home as well
- Advise those who have had close contact with a person diagnosed with COVID-19 to stay home, self-monitor for symptoms, and follow CDC guidance if symptoms develop
- Contact the box office for ticket resolution if deciding to stay home due to illness
- How to contact guest services via text or phone for assistance during the event
- Health & Safety Policies
- Wear face coverings/masks while attending events
- Venue entry gate
- Recommended arrival time
- Driving directions and recommended parking gate
- Taxi, limousine & rideshare drop-off and pick-up locations
- Bag Policy
- Information regarding accessible parking, venue access, and services for guests with disabilities
- Information on Covid-19 Testing and the Importance of getting tested.

4.2 Guest Arrival

Guests may arrive by personal vehicles, public transport, or on foot. The use of public transportation versus personal vehicle will vary from event to event. Furthermore, trends related to the proportion of guests using public versus private transportation are anticipated to change over time, depending on the course of the COVID-19 pandemic.

All guests arriving, regardless of method, will be instructed to observe social distancing in all outdoor areas.

- Signage will be placed at all pedestrian and parking gates in English and Spanish reminding guests to observe social distancing, face-covering requirements, and condition of entry policies.
- Hand sanitizing stations will be available at all pedestrian entries to the site when opened.

4.2.1 Parking

Increased emphasis will be placed on streamlining the guest arrival process, starting with the parking experience.

4.2.1.1 Parking Operations

- Contactless payment systems will be used whenever possible.
- Cashless payment options will be available at all parking gates accepting payment.
- Scannable parking passes will be used for all prepaid/working parking passes. Parking passes will not be stubbed.
- Following gate entry, guests will be directed to specific parking lots based on proximity to their event and recommended point of entry.
- Parking staff will maintain 6’ social distancing from all individuals and wear the appropriate PPE for their assignments.
  - Cashiers will wear face coverings and face shields.
  - Parking staff will wear face coverings and maintain 6’ social distancing from guests.
- Social distancing reminders in English and Spanish will be posted in parking areas and along pathways.
4.2.1.2 Valet Parking

- Valet parking operations will be conducted following the DSHS guidance “Valet Parking Services” issued on 7/3/2020.

4.2.1.3 Arrival via Public Transportation

- NRG park will coordinate with METRO on social distancing queuing systems for guests and employees accessing the venues via METRO-Bus, METRO-Lift, and METRO-Rail.

4.2.1.4 Arrival via Taxi, Limousine, Shuttle & Rideshare

- Drop-off and pick-up locations will be established based on event requirements.
- Drop-off and pick-up locations will be closely monitored to ensure social distancing.
- Social distancing queuing systems will be provided at pick-up and drop-off locations.
- Signage will be placed at all pick-up and drop-off locations reminding guests to observe social distancing, face-covering requirements, and any other conditions of entry policies.

4.2.1.5 Arrival via Charter Bus or Coach

- Buses will park in assigned parking spaces; passengers will disembark and load at the same assigned space.
- Signage will be placed along the path to the venue, reminding guests to observe social distancing, face-covering requirements, and any other conditions of entry policies.

4.2.2 Outside Activities

4.2.2.1 Sponsor Activations

- All staff executing the activation area on behalf of a sponsor will wear face coverings and/or PPE appropriate for activities.
- No open foods or beverages will be distributed. If foods are distributed, they must be individually wrapped/packaged. Activation staff will wear gloves if distributing items.
- Activations will be static and should not encourage guest participation.
- Social distancing spacing/queuing markers will be provided at all activation areas.
- Hand sanitization stations will be available at all activation areas.
- Activation staff will clean and disinfect any touched surfaces after each use.
- Activations that enhance/educate the health & safety of guests are strongly encouraged.
- When promotional items are distributed, sponsors will be encouraged to distribute personal hand sanitizer, masks and/or thermometers to reinforce health and safety messaging.

4.2.2.2 Tailgating

- Tailgate group capacity is limited to six (6) individuals.
- Tailgate area is limited to one parking space.
- Tailgate area may not extend into drive lanes or pedestrian pathways.
- Two clear parking spaces will be maintained between each tailgate area.
- Tailgaters should maintain 6’ social distancing with all individuals outside of the tailgate group.
- Face covering is required except when eating or drinking within the tailgate area.
• Provide social distancing queuing lines, hand sanitizing stations, and sanitizing wipes at tailgate port-a-cans. Clean and disinfect port-a-cans after each use.
• Tailgate groups must pre-register before the event and event organizer will maintain a log of all individuals who may have close contact with tailgate groups.
• No games, such as ball toss, will be allowed in the tailgate area to ensure that guests don’t enter another group’s tailgate spot.

4.3 Entry into Venue

4.3.1 Queuing

• Entry locations and quantity and length of queuing lines will be established based on event requirements.
• Quantity and length of queuing lines at each entry will be established to minimize wait-times and maintain social distancing.
• All queuing lanes will have social distancing markers and lane delineators to aid guests in maintaining social distancing. Dedicated Event Staff will monitor queuing lanes to enforce social distancing, when needed.
• Queuing lanes may be configured to accommodate families/groups in addition to single individuals to help reduce the size of the queuing area.
• Social distancing and health and safety signs in English and Spanish will be posted at all entry queues.
• Touchless hand sanitizing stations will be available at each public entry.

4.3.2 Staged Entry

• Based on event requirements and logistics, a staged entry process may be implemented to manage the arrival and processing of guests, reduce crowding, and support social distancing.
• The staged entry process, if required, will be detailed in event-specific plans.
• In general, the staged entry process will:
  o Allocate groups to selected arrival windows.
  o Schedule arrival times into segments and evenly distribute guest arrival to avoid congestion at entry points.
  o Notify guests of arrival times either through the ticketing system (i.e., Ticketmaster), SMS texting associated with mobile tickets or through a virtual queue system.
  o Guests arriving before their designated arrival time will be asked to remain in their vehicles or directed to waiting areas near their designated entry.

4.3.3 Terms and Conditions of Entry into Venue

• Signage will be posted at each entry point in English and Spanish, defining the terms and conditions of entry into the venue. Messaging will include:
These terms will be updated on all platforms, including venue signage, ticket sale sites, and venue websites to provide a further communication tool for customers.

4.3.3.1   Health Screening

- Guests will be subject to health screening as a condition of entry.
- Whenever possible, guests will complete health screening online before departure for the event.
- Signage will be posted in English and Spanish at all entry gates, informing guests of the event health and safety requirements, if applicable.

4.3.3.2   Temperature Checks

- All guests are encouraged to self-check their temperature before departure for an event and to stay home if their temperature is 100.0° or greater or if they are taking fever-reducing medication.
- Temperature checks, will be conducted under the following guidelines:
  - Temperature readings will be conducted by Event Staff using handheld infrared thermometers.
  - Staff conducting temperature checks will wear face covering, face shield and gloves.
  - Guests registering a temperature greater than 100.0° will be directed to a secondary screening location and allowed a cooling-off period (without medication) of up to 15 minutes before retaking their temperature. Secondary temperature readings may be taken by qualified medical personnel using a disposable oral thermometer.
  - A cool-down area will be provided at each entry gate whenever temperature checks are conducted.
4.3.4 Security Screening

Security screening typically occurs before entering the venue and screening processes vary based on event requirements. Security screening includes bag checks and security checks. Bag and security check procedures will be established based on event requirements.

4.3.4.1 Bag Check

- Bag checks, when required, will be conducted using a limited touch search. Guests will hold the bag open to allow security personnel to inspect the bag contents with a search tool. If contents require further examination, guests will be asked to remove contents.
- If a hand search is required, security personnel will change gloves following each search.
- Security personnel will be provided with appropriate PPE.
- Bag and No-bag queuing lines will be provided to expedite the screening process and reduce wait times.
- 6’ separation will be maintained between all bag check positions.
- Prohibited items, bag policy, and bag size signage will be posted at each entry.

4.3.4.2 Security Check

- Security checks, when required, will be performed utilizing a freestanding magnetometer and the “Yo-Yo” screening process to minimize contact between guests and security personnel. The “Yo-Yo” screening process requires guests to pass through the magnetometer repeatedly until all alarms are cleared.
- Divesting tables will be used for items removed by guests during the screening process. Divesting tables will be disinfected after each use.
- 6’ separation will be maintained between all bag check positions.
- Security personnel will be provided with appropriate PPE, including a face mask, face shield, and gloves.
- Hand sanitizing stations will be available following security screening.
- Security personnel will be provided with appropriate PPE.
- An accessible checkpoint(s) will be provided at each entry.
- Guests who cannot be processed through a magnetometer due to medical reasons (heart defibrillator, etc.) will be asked to go through a “pat-down” search. Security personnel will ask for verbal authorization and ensure they are wearing the appropriate PPE. Pat-down will be conducted by the same-sex worker. Guests will be required to wear a face-covering or face shield during pat-down. Security personnel conducting a “pat-down” will wear face covering, face shield and gloves. Gloves will be replaced after each “pat-down”.

4.3.5 Ticket Scanning & Accreditation

4.3.5.1 Ticket Scanning

- Ticket taking protocols, when required, will be established based on event requirements and detailed in event plans.
- Mobile ticketing will be encouraged for all events, whenever possible.
- All ticket taking will be no-touch and configured to minimize contact between event staff and guests.
• Mobile tickets, hard tickets, and credit cards will be scanned using handheld scanners. Guests will hold mobile tickets and hard tickets for scanning to ensure the no-touch process. Event staff will hold the scanner and allow guests to swipe/insert for credit card validation.
• Drop-boxes will be provided for guest ticket disposal.
• Event staff scanning tickets will be provided with appropriate PPE.
• 6’ separation will be maintained between all ticket taking positions.
• Following ticket scanning, guests will be reminded to wash hands upon entering the venue.
• Hand sanitizing stations will be available following ticket scanning.
• Guests will be directed to ticket windows to resolve ticketing issues.

4.3.5.2 Registration

• Registration protocols and counter locations, when required, will be established based on event requirements and detailed in event plans.
• Whenever possible, event registration will be conducted online.
• Whenever possible, event badges/credentials will be distributed via mail or electronically for print at home.
• Sanitizing wipes will be available at all self-registration kiosks.
• Physical screening will be provided at all registration desks.
• 6’ separation will be maintained between all registration desks.
• Registration staff will wear appropriate PPE.
• Accessible registration desks will be available at all registration counters.

4.3.5.3 Wristband Distribution

• Wristband distribution will be a no-touch process.
• Guests will affix their wristband in the presence of event staff distributing the wristbands.
• Whenever possible, physical screening will be provided at wristband distribution locations.
• 6’ separation will be maintained between all wristband distribution positions.
• Event staff distributing wristbands will wear face covering and gloves.

4.3.5.4 Program Distribution

Programs will be distributed in a contact-free manner.

- Whenever possible, programs will be available online.
- If hard copies are required, programs will be distributed on a table, card racks, or placed on seating.
- Physical screening will be provided at all program sales positions.
- Event staff engaged in program sales will wear face covering and gloves and remain 6-feet apart from Guests where possible.

4.4 Public Circulation & Amenities

Public circulation within the facility provides unique challenges, given the current circumstances. Social distancing best practices will be implemented at/around amenities where guests tend to gather. These implementation elements include:

• Educate guests regarding their responsibility to remain socially distanced while attending events.
• Reduce portable concession and merchandise locations to facilitate social distancing and circulation.
Eliminate concession “hawkers.”

Provide queue lanes and social distancing markers for concessions and merchandise locations, guest services booths, ATMs, restrooms, and other areas guests tend to gather.

Utilize personnel to communicate and promote social distancing

Communicate social distancing requirements through the use of signage, digital media and audio announcements in all public spaces.

4.4.1 Entry Doors

- Provide Event Staff or use hardware (where allowable) to hold open high traffic doors to reduce touchpoints
- Provide social distancing queuing at all entry doors where guests gather before entry.
- Post signs in English and Spanish at entrances and throughout the facilities, reminding guests and employees to wash hands-on entry, stay home when sick, face covering required, hand hygiene, social distancing, and respiratory etiquette.
- Touchless hand sanitizer will be provided at all public entries.

4.4.2 Public Restrooms

- Place social distancing markers and queuing delineators at entrances to public restrooms, including family restroom locations.
- Post face covering required, hand hygiene, respiratory etiquette, and social distancing signage in all restrooms.
- Whenever possible designate separate entrances and exits to restrooms.
- Restroom occupancy will be limited to the number of available water closets (stalls) and urinals within the restrooms to maintain social distancing.
- Waiting or queuing within the restroom at social distancing markers only.
- When necessary, post attendants outside the restroom to continually monitor capacity and maintain social distancing.
- 6’ separation at all water closets(stalls), lavatories and urinals, turn off and cover adjacent fixtures as needed to maintain social distancing requirements.
- Operate restroom exhaust at 100% of capacity.
- Provide touch-less hand sanitizer at the entrance to each restroom.
- Provide toilet seat covers at each stall.
- Prop open restroom doors during events to reduce touchpoints.

4.4.3 Vertical Transportation

Vertical transportation includes passenger elevators, freight elevators, escalators, and stairs. Best practices related to social distancing and environmental hygiene are provided.
4.4.3.1 Passenger Elevators

- Place social distancing markers and queuing delineators at all elevator landings.
- Place social distancing markers in the four corners of standard size passenger elevators. Place social distancing markers spaced 6’ apart in freight and large passenger elevators.
- Limit the number of persons accessing elevators to a maximum of four (4) individuals for standard size elevators.
- Prioritize elevator usage for guests and employees with accessibility concerns.
- Post signage encouraging guests to practice respiratory etiquette, hand hygiene, and wear a face covering while using an elevator.
- Provide hand sanitizer at each elevator lobby adjacent to the call button.
- Post elevator operators at each elevator landing to monitor access, capacity, social distancing, and destination.
- Prop open doors to elevator lobbies to reduce touchpoints.
- Post signage in English and Spanish encouraging use of stairs/escalators, wherever possible.

4.4.3.2 Freight Elevators

- Limit the number of persons accessing elevators to a maximum of six (6) individuals.
- Post an elevator operator with appropriate PPE in the elevator.
- Provide social distancing markers at each elevator landing.
- Post signage encouraging guests to practice respiratory etiquette, hand hygiene, and wear a face covering while using an elevator.
- Workers should wear gloves when handling equipment and cargo to prevent surface contamination.
- Provide hand sanitizer at each elevator lobby adjacent to call buttons.

4.4.3.3 Escalators

- Post-event staff at the top or bottom of each escalator to control access.
- Place social distancing markers and/or queuing delineators at each escalator landing.
- Provide touchless hand sanitizer at the top and bottom of each escalator.
- Schedule regular and frequent cleaning and disinfecting of escalator handrail.
- Place signage/social distancing markers at each escalator advising users to maintain six-step separation.

4.4.3.4 Stairs

- Post signs advising guests to maintain at least five steps between individuals/groups.
- Clean and disinfect staircase handrails before the event, immediately after the start of the event, and before the conclusion of the event.

4.4.4 Concession Stands

- Place social distancing markers and/or queuing delineators at all fixed and portable concession points of sale (POS).
- Touchless/cashless options will be available at all points of sale.
- Clean and disinfect points of sale after each transaction.
- Maintain 6’ separation between all concession points of sale.
- Provide physical screening at all concession points of sale.
- Provide hand sanitizer near each concession area.
4.4.5 Merchandise Areas

Merchandise areas, including the team stores and fixed and portable sales outlets, will be operated in compliance with local health and safety social distancing and capacity guidelines.

- Place social distancing markers and/or queuing delineators at all fixed and portable merchandise points of sale (POS).
- The payment process will be performed without the cashier handling the merchandise (customer displays barcode) and touchless payment.
- A bag and receipt will be offered to the guest. Guest will bag their merchandise to reduce cross-contamination.
- Merchandise returns will be facilitated by mail.
- Associates will not restock merchandise while fans are present.
- Touchless/cashless and cash options will be available at all points of sale.
- Clean and disinfect points of sale after each transaction.
- Maintain 6’ separation between all merchandise points of sale.
- Reduce the capacity of all merchandise areas to 25% of rated capacity.
- Provide physical screening at all merchandise points of sale.
- Provide hand sanitizer near each merchandise area.
- Post signage encouraging guests to practice social distancing, respiratory etiquette, hand hygiene, and wear a face covering while shopping.
- When necessary, post staff to monitor capacity restrictions and encourage social distancing.
- See Section 6 for further information on Food & Beverage and Merchandise operations.

4.4.6 Clubs

Club areas include the Chairman’s Club, Director’s Club, Champions Club, and the East and West Clubs in NRG Stadium.

- Reduce bar seating to 25% of existing capacity.
- Reduce seated dining areas to 25% of existing capacity.
- Reduce casual seating to 25% of existing capacity.
- Limit seating groups to four (4) guests with 6’ separation between groups.
- No dining tables of more than four (4) people within the same group with 6’ separation between tables.
- Dining tables will be cleaned and sanitized after each use.
- Post signage encouraging guests to practice social distancing, respiratory etiquette, hand hygiene, and wear a face covering at the entrances to all club areas and all dining and bar areas and at each dining table.

4.4.7 Private Suites

- Capacity of private suites will be limited to the lessor of 50% of original listed capacity or 10 individuals within the same group.
- Suite holders are responsible for verifying that all guests meet the event health and safety requirements and inviting only family members and known individuals to the suite.
- Suite tickets may not be transferred or resold individually.

See Section 6: Food & Beverage and Retail Operations for additional information.
• Suite guests are subject to any applicable event Health & Security Screening requirements as a condition of entry.
• Contact information for all individuals within a suite will be collected for the purposes of contact tracing, if needed.
• Post signage encouraging guests to practice social distancing, respiratory etiquette, hand hygiene, and wear a face covering in all private suites.
• Provide hand sanitizer in each private suite.

4.4.8 Party Suites

• Capacity and locations of party suites will be limited to 50% of original listed occupancy.
• Place social distancing markers and/or queuing delineators at the entrance to each party suite in use.
• Limit suite access to maintain social distancing and prevent overcrowding.
• Reduce bar seating to 25% of existing capacity and maintain 6’ social distancing.
• Reduce casual seating to 25% of existing capacity and maintain 6’ social distancing.
• No dining tables of more than four (4) people within the same group with 6’ separation between tables.
• Dining tables will be cleaned and sanitized after each use.
• Suite guests are subject to any applicable event Health & Security Screening requirements as a condition of entry.
• Contact information for all individuals within a suite will be collected for the purposes of contact tracing, if needed.
• Post signage encouraging guests to practice social distancing, respiratory etiquette, hand hygiene, and wear a face covering in all party suites and at all dining tables.
• Provide hand sanitizer in each party suite.
• Party suite tickets will be sold in pods in the associated seating areas, with a maximum group size of six (6) individuals. Seating pods will be socially distanced, based on general seating rules.

4.4.9 Guest Services Booths

• Encourage guests to contact Guest Services via text or phone to minimize person to person transactions.
• Place social distancing markers and/or queuing delineators at all Guest Services Booths.
• Maintain 6’ separation between Guest Services transaction counters.
• Provide physical screening at all Guest Services booths.
• Provide hand sanitizer near each Guest Services booth.

4.4.10 First Aid Rooms

• First aid services at NRG Park are provided through a subcontract with Harris County Emergency Corps (HCEC). HCEC provides event medical personnel, ambulance services and staffs and operates all first aid rooms.
• Individuals seeking treatment at first aid rooms will receive a temperature check and health screening before entering the first aid room. Guests with a temperature of 100.0° or higher, failing to pass the health screening or exhibiting symptoms of COVID-19, will be directed to an isolation room before treatment. When conditions permit, individuals will be escorted from the facility and asked to contact their doctor for treatment.
• First aid rooms will be cleaned and disinfected continuously throughout the event and after each patient.
• All guests and staff seeking medical assistance in the first aid rooms will be screened outside of the first aid room. However, should the patient present with a life-threatening emergency we will be moving the patient immediately into the first aid room.

• All guests and staff seeking medical assistance in the first aid room will be given an initial health screening (temperature check and symptom questionnaire). Should the individual meet the criteria for a suspected COVID positive case, we will offer the individual transport to the hospital. If the individual wants to be transported to the hospital, this information will be relayed to Command and the individual will wait, if possible, outside of the first aid room for the ambulance transport team.

• Ambulance crews will be positioned to reduce/remove the exposure of patients, guests and staff.

• HCEC has verified with the Texas Department of State Health Services that we are allowed to share with the Infection Control Officer (or designee) the patient’s information (contact information, seat information, family still on-site, etc.) in order to facilitate contact tracing. As COVID19 is a public health concern we are able to share this information without violating the HIPAA Law. This affords us the ability to limit the number of individuals that need to make in-person contact with the patient.

• For patients that want to be transported to the hospital AND present with COVID positive signs and symptoms, HCEC medics will be the only ones in direct contact with the patient.

• For patients that refuse transport to the hospital via ambulance, HCEC’s standard patient refusal form will be signed prior to the patient being escorted away from the first aid room. We will also make the determination, based on patient presentation, if our medics will escort the patient alongside CSC to the exit or isolation room. We have encountered patients in the past that are having medical emergencies yet refuse to go to the hospital via ambulance. By law, we are not allowed to force someone to go to the hospital if they have capacity to refuse transport.

• For all suspected COVID19 positive patients that we evaluate/interact with, HCEC’s Manager-on-Duty will be responsible for collecting the individual’s information and relaying that information.

4.4.11 Isolation Rooms

• Prior to entering any Isolation Room and whenever an individual’s conditions permit, all individuals will be encouraged to exit the site and consult a medical professional for further evaluation.

• An isolation room (Hot Zone) will be designated for each event.
  o Isolation room(s) may be available inside the event venue, but whenever possible isolation rooms will be located outside the venue.
  o An exterior isolation room will be provided for events requiring health and security screening as a condition of entry to the venue.

• Separate isolation rooms may be provided for guests and staff.

• Isolation rooms will have hard surface flooring and furnishings.

• Isolation rooms and Warm Zones will be cleaned and disinfected after each use.

• Seating in isolation rooms will be socially distanced at 6’ or greater, whenever possible isolation rooms will be limited to one individual.

• Interior isolation rooms will have a minimum of one (1) air conditioning vent. Whenever possible, Insolation rooms will be outfitted with a portable HEPA filter sized appropriately for the space.

• Isolation rooms and all furnishings will be disinfected after each use.

• Individuals will be limited to a maximum of wait time of 30 minutes in isolation rooms.

• All supplies will be procured prior to the event and stored outside the isolation area.

• Isolation rooms will be located 15’ to 20’ from event entries or testing site (Cold Zone)

• Personnel working in the Isolation Room (Hot Zone) PPE will wear appropriate PPE including, face shields, KN95 masks, gowns, gloves, shoe coverings and hair covers.
• Disposal of materials from any Hot Zone will be placed in red biohazard trash bags. At the conclusion of operations, red biohazard bags will be ‘goose-neck’ tied (not using zip ties or other materials) and the exterior of the bag will be disinfected. Red biohazard bags will be disposed of through a qualified agency.
• A Warm Zone will be located 15’ to 20’ from any Hot Zone or Cold Zone for PPE removal and disposal.

4.5 Event Spaces

4.5.1 Fixed and Portable Seating Areas

• Event seating capacity and seating manifests will be submitted in the event plan.
• Seating capacity will be based on the current DSHS guidelines. The current DSHS guidelines allow for up to 50% of the existing seating capacity while maintaining 6’ social distancing between groups. Applying social distancing requirements typically results in seating capacities for fixed seating of less than 25% of capacity. In all cases, seating capacity will be limited to the maximum seating allowable with social distancing or as otherwise permissible under local health authority guidelines.

4.5.2 Exhibit Halls & Meeting Rooms

In all cases, event plans for exhibit hall and meeting rooms will be developed to maintain 6’ social distancing following current DSHS guidelines. Exhibit halls and meeting rooms can be configured for a wide variety of event configurations and uses. The most common uses of exhibit halls and meeting rooms include; exhibition space for conventions, trade shows and consumer shows, meetings and banquets, and entertainment events.
• All event configurations will be set up in compliance with social distancing requirements.
• Exhibit Hall maximum capacity will be calculated based on 1,200 people per 100,000 sq. ft. of gross exhibit space.
• Separate entrances and exits designated for exhibit halls and meeting rooms, whenever possible.
• Meeting Room maximum capacity will be calculated based on the meeting room gross square footage divided by 32 sq. ft.
• Exhibit Booth aisles will have a minimum 10’ wide aisle and designation for one-way travel. Two-way traffic will be allowed for aisles 16’ in width or greater.
• Aisles will be a minimum of 6’ in width between all furnishings for all theater, classroom, and banquet set-ups.
• Classroom seating will be one (1) chair per 6’ table.
Typical Classroom Seating Layout

- Theater seating for conferences and meetings will have 6’ aisles between groups of chairs, with a maximum group of six (6) seats for groups or families. Unknown guests may not sit in adjacent seating; maintain 6’ separation between unknown guests.
- Banquet seating will be limited to three (3) seats per 6’ round table for individuals. Banquet seating is limited to six (6) seats per 6’ round table for families and groups.

Typical Banquet Seating Layout

4.6 Disability Accommodations

- Maintain appropriate ratios of accessible seating for reduced capacity events.
- Maintain social distancing at all accessible seating locations.
- Accessible entry gates will be available at all entries.
- Staff working Guest Services booths will have face coverings with clear vision panels to facilitate lip-reading.
- Guests with disabilities will have priority access at all elevators.
- Signage for the visually impaired will be available at entries and guest services booths.
- Sign language PSA’s will be available on the NRG Park website.

4.7 Guest Departure

After an event, guests will be asked to exit the facility in a manner that promotes social distancing. Exiting plans will be included in the event plan.

4.7.1 Exiting

- Provide social distancing queuing for departing guests as needed.
- Eliminate pinch-points on concourses and along pathways to facilitate guest movements.
• Provide audio and video instructions in English and Spanish to maintain social distancing throughout egress.

4.7.2 Staged Exiting

• Whenever possible, consider staged exiting to promote social distancing.
• Guests will be released by section and row, beginning with those closest to the exits.
• Zone concourses for exiting to distribute crowd flow evenly.
• Videoboard and PA announcer will assist in facilitating staged exiting.
• Fans will look to their section usher to determine when it is their turn to leave.

4.7.3 Emergency Exit Plans

If an emergency evacuation of a facility is necessary, emergency egress plans will follow NRG Park's standard emergency exiting procedures. To ensure the safe movement of guests, evacuation procedures include:

• Relaying emergency and evacuation procedures in the form of announcements or televised video presentations on monitors, LCD screens, or other video devices.
• Ensuring that directions are easy to understand and use clear graphics.
• Regularly monitor guest areas during an event to ensure occupant loads and seating plans are enforced and maintained.
• Regularly monitor the venue for aisle and exit obstructions and other inherent hazards.
5. Event Operations

5.1 Back of House Spaces

Back of house spaces include dressing rooms, locker rooms, media workroom, production offices, press seating and lounge, box office, and other support areas that are not generally accessible by guests.

- Social distancing will be practiced in all back of house spaces. When necessary, physical screening may be used to separate workstations.
- Back of house spaces occupied for an event will be disinfected before each use.
- Back of house spaces will be limited to essential staff.

5.2 Box Office Operations

- Physical screening will be provided at all ticket windows.
- Social distancing queuing will be provided at all ticket windows.

5.2.1 Ticket Sales

- All events are encouraged to use electronic ticketing and ticket scanning whenever possible.
- Tickets will be grouped in pods of up to eight (8) seats.
- Guests must purchase all tickets in the seating pod, and only members of the same family or group may sit in the pod.
- Tickets in the ticket pod may be transferred individually to members of the purchaser’s group, or the entire ticket pod may be transferred intact to another group.
- Individuals or groups not attending together cannot sit in adjacent seating.
- Each seating row will be limited to two (2) pods. Limiting each row to two (2) pods allows guests access to their row from separate sides and eliminates guests crossing on the same row.
- The diagrams below provide examples of fixed and portable seating configurations based on the guidelines established above. Seating manifests will be submitted for approval with each event plan.
Ticket purchasers will receive notification of the risk of COVID-19 and are required to assume all risks related to COVID-19 when attending an event at NRG Park. Below is a sample of the warning and assumption of the risk.

**COVID-19 is a contagious disease that can lead to illness and death.** While NRG Park has taken enhanced health and safety measures as recommended by the CDC, an inherent risk of exposure to COVID-19 exists regardless of precautions taken in any public place, including NRG Park. In an effort to reduce the spread of COVID-19 and for everyone’s safety, you must comply with posted instructions and government orders related to COVID-19 while at NRG Park. **BY PURCHASING TICKETS TO AND/OR ATTENDING AN EVENT AT NRG PARK, YOU AND ANY GUESTS VOLUNTARILY ASSUME ALL RISK RELATED TO COVID-19 AND/OR MUTATIONS THEREOF AND AGREE TO RELEASE, WAIVE AND DISCHARGE HARRIS COUNTY, HARRIS COUNTY SPORTS & CONVENTION CORPORATION, ASM GLOBAL AND THEIR AFFILIATES, DIRECTORS, OFFICERS, EMPLOYEES, CONTRACTORS AND LICENSEES FROM ANY AND ALL LIABILITY, LOSS, CLAIM OR DEMAND ARISING FROM OR RELATED TO EXPOSURE TO OR CONTRACTION OF A COMMUNICABLE DISEASE, INCLUDING, BUT NOT LIMITED TO COVID-19.**
5.3 **Event Organizers**

- Event organizers must conduct business at NRG Park with full regard for public safety and in conformity with all rules and regulations for facility users, including without limitation the COVID-19 Event Rules, attached hereto as Appendix A.
- Event organizers will submit an Event Operations Plan for their event. Event Operations Plans will include:
  - Event Floor Plans
  - Attendance projections
  - Event Schedule
  - Social Distancing Plan
  - Plans for tracking attendance for contact tracing
  - Signage Plan
  - Payment Options
  - Hygiene & Sanitization Plan
  - Plan to accommodate vulnerable/high-risk attendees
  - Ticketing/Registration Plan
  - Guest/Attendee communications plan
- Event organizers may conduct health screening and temperature checks for artists, athletes, performers, and participants.
- Activities that require COVID-19 testing for athletes, artists, performers, speakers, exhibitors or participants will be conducted in compliance with the rules and regulations of the organizing body and governmental authorities.
- Event organizers must comply with all elements of the NRG Park Reopening Plan and the Event Operations Plan.
- Reasonable measures will be taken to restrict contact between participants, employees, and guests.

5.4 **Exhibitions, Consumer Shows, and Meetings**

- Observe social distancing in all exhibit halls, meeting rooms, and pre-function areas.
- Stagger arrival times to maintain social distancing at entries and in lobbies and corridors whenever possible.
- Encourage online registration, ticket sales, and service orders.
- Stagger session start-times and break-times to allow for better flow of attendees in the public areas.
- Create longer breaks (minimum of 30 minutes) between sessions to allow facility staff sufficient time to sanitize the podiums, chairs, and tables after each use.
- Monitor exhibit hall, meeting room, and restroom capacity.
- Install physical screening at all service desks and registration desks.
- Exhibitors will be encouraged to have hand sanitizer available at their booths.

5.5 **Exhibitor Services**

- All exhibitors will be encouraged to order services online.
- Physical screening will be provided at all service desk locations.
- Equipment will be sanitized before each use.

5.6 **Participants**

- Participants, including artists, performers, athletes, drivers, riders, and other event participants are subject to health screening and temperature checks to obtain access to the site and facilities.
• Any space occupied by participants will be cleaned and disinfected before use.

5.7 Transportation & Motor Coach Services

• Event organizers will work closely with transportation and motor coach services to ensure compliance with the CDC guidelines and other regulatory agencies related to transportation services.

5.8 Outdoor Events & Activities

• Outdoor events and activities conducted as standalone events or in association with indoor events will be conducted following the guidance provided herein.
6. Food Service & Retail Operations

Aramark, our contracted industry-leading food & beverage partner, has developed best practices guidelines with the utmost focus on health and safety. To ensure guest and employee safety, Aramark aims for their approach to go above and beyond government requirements. Guidelines include the following:

- Adherence to FDA best practices
- Social distancing, cleaning/disinfecting, PPE, and hygiene guidelines will be followed in foodservice and retail areas
- Hand sanitizer abundantly available
- Pre-made meals wherever possible; self-serve buffet/communal meals prohibited
- Disposable utensils & single-use condiments only
- Cashless payment options at all points of sale
- Food handled by the fewest number of workers/guests as possible
- Robust employee protocols, including:
  - Touchless ID verification
  - Required face coverings
  - Employee health screening and temperature checks

6.1 Health and Safety Considerations

- Employees engaged in food distribution and retail operations will wear appropriate PPE.
- Sanitation procedures will be clear and obvious.
- PPE for all team members will be provided based on state, OSHA, and CDC recommendations and guidelines.
6.2 Food and Beverage Operations

6.2.1 Carts & Tables
- Single-serve containers
- Self-serve buffets and landing stations prohibited
- All plates to be chef or server-manned and delivered to the guest where appropriate

6.2.2 Communications
- Guest messaging before each event to reinforce consumer confidence in operations
- Promote cashless payment options
- Written and web-based staff communication and training will include:
  - Face Covering Required
  - Hand hygiene
  - Cough and Sneeze Etiquette
  - Stay home when sick
  - COVID-19 Awareness

6.2.3 Concessions
- Reduced number of points of sale per location to allow for social distancing inside and outside of stand location
- Queuing marks on the ground outside of stand to designate proper guest spacing
- No self-service beverage stations, when available, beverage stations will be staffed, and guests will be provided with a new cup for refills.
- No hawking in the seating bowl

6.2.4 Catering & Premium Spaces
- No self-serve buffets or salad bars
- The suite attendant will prepare all plates and beverages in the suite and hand to guests.
- Club level in-seat service will continue in the stadium; however, all orders will be placed by a mobile app and not directly with a server. The guest has the option to pick up the food from a designated concession stand or have it delivered to their seat.

6.2.5 Service Ware
- Single-serve containers for all food, snacks, and desserts
- Pre-wrapped serving utensils / no shared utensils
- Pre-packaged condiments and toppings, no open-air containers

6.2.6 Subcontractors
- All subcontractors will adhere to the operational guidelines established herein.

6.3 Retail Operations
- All retail operations will follow the DSHS & CDC guidelines for retail operations.
- Social distancing at all retail outlets
- 6’ separation at all points for sale
- Queuing lines at the entrance to all retail outlets
- Designated entrances and exits to retail outlets, whenever possible.
7. Workforce Safety

Protecting the health and safety of staff and volunteers working at NRG Park is a critical piece of reopening. Our facilities and events depend on reliable and talented individuals to complete their assignments in a timely and efficient manner. Individuals need to feel confident that venue management is taking all the necessary steps to protect them from potential exposure while they are working hard to support memorable experiences for guests. Everyone at the complex needs to work together to establish a culture of safety for co-workers, users, partners, and guests.

The best practices summarized below are all intended to minimize the possible transmission of COVID-19 to guests, employees, and volunteers.

- Stay home if you are not feeling well, have symptoms or have had a known exposure to COVID-19.
- Practice social distancing.
- Practice good hand hygiene.
- Wear PPE appropriate for assigned duties.
- Clean and disinfect surfaces as needed.

7.1 Pre-Event Communications

Event day email reminders will be sent to working personnel, advising them that before leaving for work, they should (1) check their temperature, (2) complete the online health screening, (3) stay home if sick, have a fever, or did not pass the health screening, and (4) notify their supervisor when staying home.
7.2 Employee Check-in

- Designate employee check-in areas separate from guest entries.
- Provide social distancing queuing at all employee check-in counters, uniform/equipment distribution, and control points.
- Install plexiglass shields at all employee check-in counters and uniform distribution points.
- Implement procedures for contactless equipment check out/check-in process.
- Provide touch-less time clocks.

7.3 Employee Health Screening

All working personnel will undergo health screening and temperature checks before entering the facilities. Working personnel include event staff, stagehands, production crews, media, show management, and other individuals engaged in the move-in, operation, and move-out of an event.

Working personnel who do not pass the health screening or temperature check will be asked to return home and instructed to contact their supervisor, human resources, or their employer for further instructions.

7.4 Contact Tracing

- Employers will conduct workplace contact tracing in the event an employee tests positive and has been present at the worksite.
- All Employers will maintain a log of working employee that will include arrival and departure times and assignments.
- Each employers Human Resource Manager/Department will report all presumptive positive cases following the Harris County Public Health guidelines.
- Employers will consider the employee's privacy and will only share information related to the fact others may have had direct contact with a positive case of COVID-19.
- If an employee tests positive for COVID-19 or presents as a presumptive positive case, other employees who had direct contact with that individual should be informed and asked to self-isolate for 14 days from the day of the contact. Leave of absence or quarantine protocols will be provided for employees who may be forced to self-isolate due to contact with a positive case in the workplace.
- Employees are required to inform their supervisors or human resources department if they have been in close contact with someone who tests positive or has symptoms of COVID-19 or flu-like symptoms and encourage the employee to stay home and self-isolate for 14 days from the day of contact.
7.5 **Breakrooms**

- Seating and capacity will be reduced to 25% of original listed capacity
- Social distancing markers will be placed to break rooms as need to maintain social distancing
- Dining tables and seating will be disinfected after each use.
- Employees will be encouraged to utilize outdoor seating areas for breaks and/or meals while at the workplace.

7.6 **PPE**

ASM Global will select appropriate PPE and provide it to workers in accordance with OSHA’s PPE standards (29 CFR 1910 Subpart I) and ASM Global SOP 02.02.13.01 Personal Protective Equipment. All staff will receive training relative to appropriate use of the PPE. If the recommended PPE and engineering controls are not provided, fail, or not used as designed, personnel should contact their immediate supervisor as soon as practical.

- Contractors are responsible for administering their own compliant PPE program.
- No face mask, face cover or respirator (N95/KN95 or other) that has an exhalation valve/vent or other opening to release the user’s exhaled air are to be used. These exhalation vents defeat the purpose of the mask/face cover containing the user’s droplets.

7.7 **Training**

All employees returning to work will be trained on the new operational processes in place in response to the COVID-19 pandemic. Training will include stadium access by guests, social distancing, circulation, use of public areas, food and beverage operations, etc. With the goal of educating our staff to the fullest extent possible regarding COVID-19, the following topics will be presented by a health care professional or the designated Infection Mitigation Coordinator.

- Signs & Symptoms of COVID-19 Employees should not report to work if they have any signs or symptoms of or have been in close contact with a person diagnosed with COVID-19.
- Purpose of the Health Questionnaire
- Social Distancing Measures including Elevator/Escalator Protocols
- Sharing Common Spaces / Interaction with Others
- Personal Hygiene
- Use and disposal of PPE
- The importance of getting tested and where to find testing locations.
Technology and equipment are at the forefront in the development of NRG Park’s plans, procedures, and strategies in response to COVID-19. While we continue to evaluate additional technology and equipment, the products listed below are in place to enhance health and safety measures throughout the complex.

8.1 Cashless/Touch-Less Payment & Ordering

- **Freedom Pay** – Unit attaches to existing POS which facilitates contactless payment. Guest will swipe, tap or insert their card into the device eliminating the need for the cashier to touch their card. This will be on ALL POS.

- **Mashgin** – Mashgin is a touchless technology where guests place their items on the Mashgin unit. With the use of about 20 cameras in the unit the Mashgin recognizes the items and tallies the total. Customer then utilizes a freedom pay device to execute payment.
• **Appetize – Self Order Kiosk** – These are self-ordering Kiosks where the guest places their order and then goes to the pickup window to get their order. Guest pays using a Freedom Pay device attached to the Kiosk.

• **SeatZ** – Mobile ordering platform. Guests will make an order from their phone utilizing an imbedded link in the Texans App. Club level ONLY guests will have an option to have their order delivered or picked up. Depending on which option they choose will determine which menu is available. All payment takes place within the App.

### 8.2 Filtration

• Filters for all air handling units in NRG Stadium, NRG Center and NRG Arena are being upgraded to high efficiency MERV-13 filters.
8.3 Hand Sanitizing Stations

Premium Sanitizer Station is a heavy-duty sanitizer stand with a customizable faceplate, and includes a touchless automatic refillable dispenser with drip tray. Its weight and attractive design allow for prominent placement and high-volume usage, which invites and encourages hand hygiene. Ideal for high-traffic areas such as entryways, walkways, and concourses.
8.4 Infrared Thermometers
Noncontact infrared thermometers will be used to measure the forehead temperature without touching the skin.

8.5 Lavatory and Urinal Covers
To promote social distancing in restrooms, closed fixtures will be covered using JanWrap self-adhering covers.
8.6 Seat Banding

Closed fixed seating in both NRG Stadium and NRG Arena will be held in the closed position with banding straps.

8.7 Video Displays

Video displays throughout the complex will be used for guest and employee messaging.
8.8 Video Management System

NRG Park’s video management system features face mask recognition, people counting, contact tracing and social distancing monitoring, detection and analytics technology. These features will be used throughout the complex to monitor guest and staff activities.

- Set rules that count people as they enter or exit a premise across multiple cameras
- External Application captures the alerts
- Whenever a threshold is met, an alert can be sent to access control solutions, security staff, VMS, or any other destination

- Count people as they enter or exit across multiple cameras
- Understand occupancy detail over time and location
9. Public Awareness

9.1 Guest and Employee Education and Training

NRG Park is committed to ensuring that our facilities are as safe as possible. The following guidelines will illustrate the measures taken to educate, help, and protect the health of our employees and guests to the fullest extent possible:

- Employees will be required to complete thorough training regarding the updated hygiene standards and practices. The areas of training will include cleaning protocols and proper personal hygiene steps to protect themselves.
- Employees will practice routine cleaning and disinfecting of frequently touched objects and surfaces such as workstations, keyboards, and telephones and refrain from using each other’s phones, desks, offices, or other work tools and equipment when possible.
- Employees will receive regular communications advising them of any ongoing developments and the protocols that ASM Global-NRG Park has put in place to manage COVID-19.
- Regularly communicate with local authorities (Harris County Public Health, Harris County Office of Emergency Management, City of Houston Health Department) and keep guests and employees updated on the latest developments on the continued efforts against COVID-19.
- Ensure all messaging to employees and guests is aligned and communicated with local and state government leaders and public health officials
- Educate the general public, guests, and employees on how to prevent viral transmission while attending events and in day-to-day life.
- Communicate with guests that all individuals at higher risk for COVID-19 complications should consider not attending events.

9.2 Restoring Consumer Confidence

The following strategies serve as a template for communicating to guests, workers, and media the “game plan” for reopening NRG Park. The messages provided to the general public and staff is imperative in
creating a welcoming, safe atmosphere and giving people the confidence to return. Our main goal is to minimize the anxiety about the unknown from the moment the plan is announced.

- Place signage in parking entrances, facility entrance, high traffic areas and throughout the complex, reminding guests and employees to stay home when sick, practice good hand hygiene, wear a face covering, social distancing, and respiratory etiquette.
- Home page presence on the NRG Park website with detailed information on cleaning and disinfection programs, new programs implemented at NRG Park to enhance guest safety, certifications for cleaning, health and safety programs, and health and wellness informational resources.
- Engage with consumers and guests via social media on response updates and changes to business operations. These messages will be delivered in the days and weeks before events and reinforced on-site once guests arrive.
- Include PSA videos on social media platforms.
- Utilize digital boards such as 610 Marquee with health protocol messaging.
- Create a guest messaging system (phone, app, text) that would allow guests to report health, safety, or cleanliness concerns to management.
- Establish disinfecting teams in unique uniforms to increase awareness of enhanced cleaning efforts.
- Ensure hand sanitizer and disinfecting products are highly visible.
- Provide messaging and signage in English and Spanish.

WE’RE READY FOR YOU!

*Here’s what you need to know to be ready for us*

9.3 Public Awareness Plan

One of the essential parts of VenueShield is communicating to all stakeholders that NRG Park has adopted appropriate safety measures for reopening the complex. To reopen successfully, guests need to feel comfortable with NRG Park’s health and safety measures. A key component of getting this message to guests and other stakeholders is the Public Awareness Plan. The NRG Park Public Awareness Plan:
• Identifies all key stakeholders and the best methods to reach each stakeholder group with targeted messaging. Media outlets used for messaging include, digital and social media, print, radio and television.
• Aligns with marketing efforts of our tenants and event organizers to deliver consistent and clear messaging for all events.
• Incorporates public service announcements from local health authorities and governmental agencies to support ongoing community health efforts.
• Includes research and surveys to determine how messaging is received and provides a formal process for soliciting feedback from our stakeholders.
• Ensures guests and employees that, NRG Park is following all pertinent governmental requirements and guidelines for reopening.
• Informs guests of the new health and safety measures in place including touchless tools, employee training and guidelines for attending events.