



SAN FRANCISCO GIANTS SPRING TRAINING 2021

OPERATIONS PLAN

COVID-19 HEALTH AND SAFETY PROTOCOL

FEBRUARY 28-MARCH 27

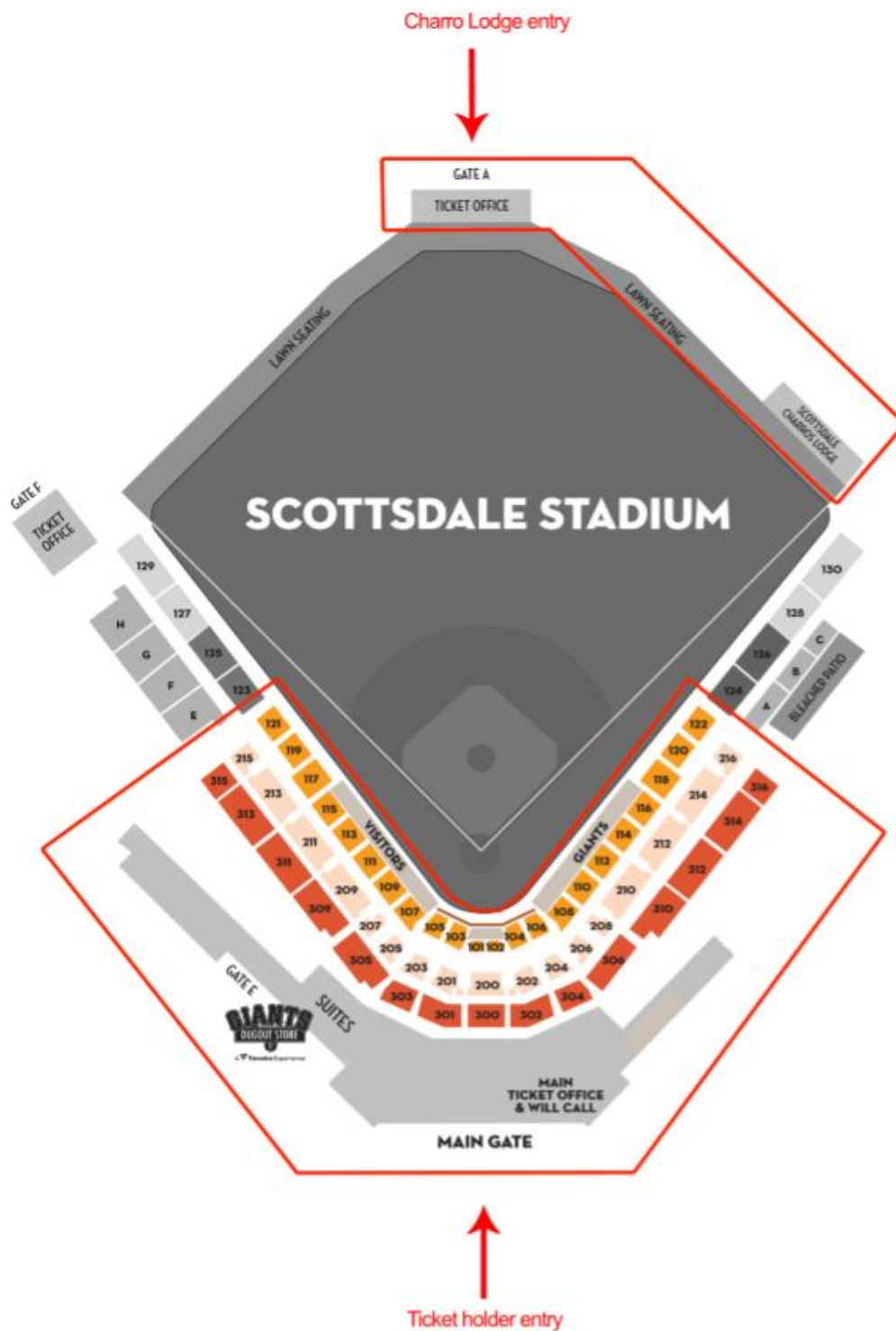
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SITE OVERVIEW

In accordance with CDC, Major League Baseball and local health authority guidelines, the following plan outlines the operating procedures for the 2021 San Francisco Giants Spring Training Season at Scottsdale Stadium. The health and safety of fans, ballpark staff and players is top priority. These procedures demonstrate a proactive approach, designed to ensure the safe execution of baseball while delivering a safe and successful experience for everyone involved.

Fans will be restricted to the areas shown in the red boxes on the site map below. Fans attend the game at the Charro Lodge will be restricted to access via gate A and must stay within the Lodge footprint for the duration of the game.



SCHEDULE OF GAMES



presented by  Dignity Health®



SUN

MON

TUES

WED

THURS

FRI

SAT

FEBRUARY | MARCH

28 LAA	1 TEX	2 LAD	3	4 CWS	5 SD	6 KC
7 CIN	8 ARI	9 MIL	10 CHC	11 LAA	12 COL	13 CLE
14 ARI	15 KC	16 TEX	17 COL	18 SEA	19 CIN	20
21 LAD	22 CWS	23 CLE	24 SD	25 MIL	26 CHC	27 SEA
28 OAK	29 OAK	WATCH THE GIANTS ON: ♦ NBC Sports Bay Area ♦ KNTV All times are Mountain Standard Time, MST.				

FOR INFO ON GAME AVAILABILITY AND PRICES, VISIT

SFGIANTS.COM/SPRING

 HOME  AWAY 2/9/21

VISA 



ATTENDEE POLICY

Up to 1,000 ticket holders will be admitted per game.

Scottsdale Stadium and the San Francisco Giants will adopt a socially distanced seating model throughout its entire venue.

- All seats will be sold in Pods, ranging in sizes from 2-6.
- All Pods are positioned a minimum of six (6) feet from other pods in any direction and will be staggered in a checkerboard pattern.
- Ticket holders are expressly forbidden from reselling portions of a seat Pod to others and Scottsdale Stadium and San Francisco Giants reserve the right to rescind admission to any fan caught doing so.
- Suites will not be utilized for fans for the 2021 season.

2021 Seated Manifest for: 1000 Seating Capacity: 11,723 Available Seats (as percentage): 9%

Capacity Charro Lodge (included in total ballpark capacity)

2021 Seated Manifest: 170 Seating Capacity: 661 Available Seats (as percentage): 25%

Seating Layout – Sample Section

Row					FIELD					FIELD							
A		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
B		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
C		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
D		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
E		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
F		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
WC	1WC	2WC				3WC	4WC			5WC	6WC			7WC	8WC		
	AVAILABLE SEAT																

ENTRY GATES & SCREENING PROCESS

Ticket holders will be directed to enter via Home Plate Gate or Gate A. Gates E and F will not be open for entry. Gates will open one (1) hour prior to first pitch. General ticket holders may enter through the Home Plate Gate only and Charro Lodge ticket holders may enter through Gate A only. There will be signage around the exterior of the stadium directing fans to the appropriate entrance. If a fan attempts to enter through the wrong gate, staff will direct them around the stadium to the appropriate entrance.

Gates will be staffed by a combination of Giants and ProEm staff. Giants will provide greeters, gate captains and ticket scanners, while ProEm will provide security at the magnetometers.

Screening Process

As part of our commitment to health and safety, the Giants have partnered with Health Pass by CLEAR to make game day entry at Scottsdale Stadium seamless. Prior to entering the stadium, all staff, vendors, media and fans 13 and older will be required to complete an app-based health screening.

Individuals will be required to download the CLEAR app and create a CLEAR account. On game days, individuals will access the app and complete a health survey by answering the following questions:

1. Do you have reason to believe that you, or anyone with whom you've had close contact, may have been exposed to COVID-19 in the past two weeks?
2. Do you have reason to believe that you, or anyone with whom you've had close contact, may have interacted with any individual who is in self-quarantine or self-isolation due to a potential or confirmed case of COVID-19 in the past two weeks?
3. In the past 14 days, have you or anyone you live with experienced any of the following symptoms: Shortness of breath or difficulty breathing, cough (new onset or worsening), fever (felt feverish or warm), headache, chills, sore or scratchy throat,

new loss of taste or smell, muscle pain, nasal congestion, runny nose, nausea or vomiting, diarrhea, gastrointestinal distress or upset stomach, fatigue or weakness, swelling of the toes or lower extremities, chest tightness or pain, swollen lymph nodes or glands, abdominal pain, rash or “COVID” toes

The answers to these questions will generate a GREEN or RED health pass on their mobile device. Individuals will show the pass to stadium staff at the entry gates to determine eligibility for entry. If the pass is GREEN, individuals MAY enter the stadium. If the pass is RED, individuals MAY NOT enter the stadium. Temperatures will not be taken.

There will be an alternative screening line with a written health screen for individuals that do not have a smart phone and are unable to complete the health screen via the app.

POD ENFORCEMENT

- All seats not assigned to Pods will be zip tied so the seat bottom is in an upright position. Signage will be displayed that says “Seat Unavailable. Please sit only in your assigned seats.”
- Only Pod seats available for sale will remain accessible for seating.
- Guest Services staff will monitor all seating sections to enforce Pod seating requirements.
- Scottsdale Stadium staff will inspect zip tied seats on a daily basis and replace zip ties when necessary.

BUFFER ZONE

- At minimum, the buffer zone between the dugout and surrounding ticketed seats will be as follows:
 - o Twelve (12) feet from the front edge of the dugout roof
 - o Six (6) feet around the bullpens. The bullpens at Scottsdale Stadium provide more than thirteen
 - o (13) feet of vertical space between the dugout floor and the fan concourse above.
- Scottsdale Stadium staff will not be permitted in the designated Buffer Zone areas. To ensure that ticket holders do not have access to the areas, a rope line will be placed around the perimeter of the Buffer Zone in the seating bowl and each bullpen. In addition, Guest Services staff will monitor activity within their dedicated seating sections and around the bullpens.

BAG POLICY

- Scottsdale Stadium will permit only medical and diaper bags brought into the facility. Floor graphics will indicate where the ticket holder should stand while their bag is being searched and a plexiglass partition will separate the ticket holder from security staff performing the search. A wand search of the bag will be conducted for prohibited items.

FACE COVERINGS

- All attendees ages two (2) and older will be required to wear a face covering which covers their nose and mouth at all times other than when actively eating or drinking in their ticketed seat. Acceptable face coverings will be form fitting to the face and fully cover the nose and chin. Half-face shields are not permitted as it does not adequately cover the nose and mouth.
- Scottsdale Stadium staff will be required to wear a face covering which covers their nose and mouth at all times.
- If a mask cannot be worn due to a medical condition than a full-face face shield must be worn. ADA and Medical conditions still require the wearing of a full-face shield covering the nose and mouth.

PHYSICAL DISTANCE ENFORCEMENT

To enforce physical distancing requirements, Scottsdale Stadium will use a multi-faceted approach to communicate with ticket holders.

- Ingress
 - o Displayed signage on the exterior of the stadium will remind ticket holders to follow social distancing protocols.
- Security Screening
 - o As ticket holders arrive at the Scottsdale Stadium Home Plate Gate, only four (4) of six (6) entry lanes will be used.
 - o As ticket holders arrive at the Scottsdale Stadium Gate A, two (2) entry lanes will be used.
 - o Stanchions will be utilized and social distancing graphics will be placed on the ground to promote six (6) feet of distancing between all ticket holders and Security staff will control the flow of traffic to ensure this distance continues as ticket holders enter through the facility's magnetometers.
 - o Prior to passing through the magnetometers, ticket holders will need to empty their pockets of metal materials, place those materials in a holding bin, then self-remove those materials after walking through the magnetometer.
 - o A separate entrance with a magnetometer will be utilized for vendors, staff, etc.
- During Batting Practice
 - o If batting practice occurs on the main field after gates have opened, ticket holders will be able to view the activity on the field from their assigned seats.
 - o To ensure that ticket holders do not access the Buffer Zone to mingle with players or attempt to receive autographs, event staff will stand on the fan side of the Buffer Zone throughout batting practice, removing ticket holders from the area who attempt to enter. It is also important to note that the backstop netting at Scottsdale Stadium travels from foul pole to foul pole, already limiting interaction with those on-field.
 - o Public address announcements and video board graphics will promote social distancing and assist in enforcing the above measures.
- Egress
 - o Two (2) additional gates (Gate B and Gate E) will be opened and staffed to allow for easy flow during egress.
 - o All elevators will have maximum ridership of two (2) ticket holders, if not part of the same Pod. Guest Services staff will enforce capacity restrictions at each of the facility's three (3) elevators.
 - o At the conclusion of the game, ticket holders remaining will be dismissed by section of the ballpark.
 - Ticket holders sitting between first base and third base will be directed to exit the gate closest to their seat location (Gate E, Gate B, or the Home Plate Gate).
 - Ticket holders in the Charro Lodge will proceed directly towards the Gate A exit.
 - o Scottsdale Stadium will utilize the public address and video board systems to communicate to ticket holders.

CONCESSION AND RETAIL LINES

- Limited concessions will be open on the main concourse behind Homeplate.
- All points of sale will be spaced at least six (6) feet apart.
- Floor graphics including 'STAND HERE' decals and arrows will be used to enforce social distancing measures.
- Plexiglass will be placed between all points of sale staff and ticket holders.
- In-seat vending will not be available.
- Cashless transactions will be available wherever possible.

STAFFING PLAN

GIANTS STAFF

Green Dots On the Map:

- (1) Home Plate Gate Captain
- (1) Home Plate Gate Greeter
- (4) Home Plate Gate Scanners
- (2) Gate A Scanners
- (2) Guest Services Desk (monitor elevator and front stairs to Press Level)
- (1) Gate A Captain
- (1) Gate A Greeter
- (11) Inner Seating Bowl Ushers
- (2) End of Concourse Security
- (1) VCH Door Security
- (1) Gate E Security
- (1) Back Stairs to Press Security
- (1) Vendor Gate Table (located on west end of Home Plate Gate)
- (1) Gate B Security
- (1) Suite Level security
- (1) Charro Lodge Security

Not on the Map:

- (5) Box Office Staff
- (4) Front Parking Security
- (2) Back Parking Security
- (2) Incident Response Rovers
- (2) Breakers

Total Staff: 47

PROEM STAFF

Blue Dots On the Map:

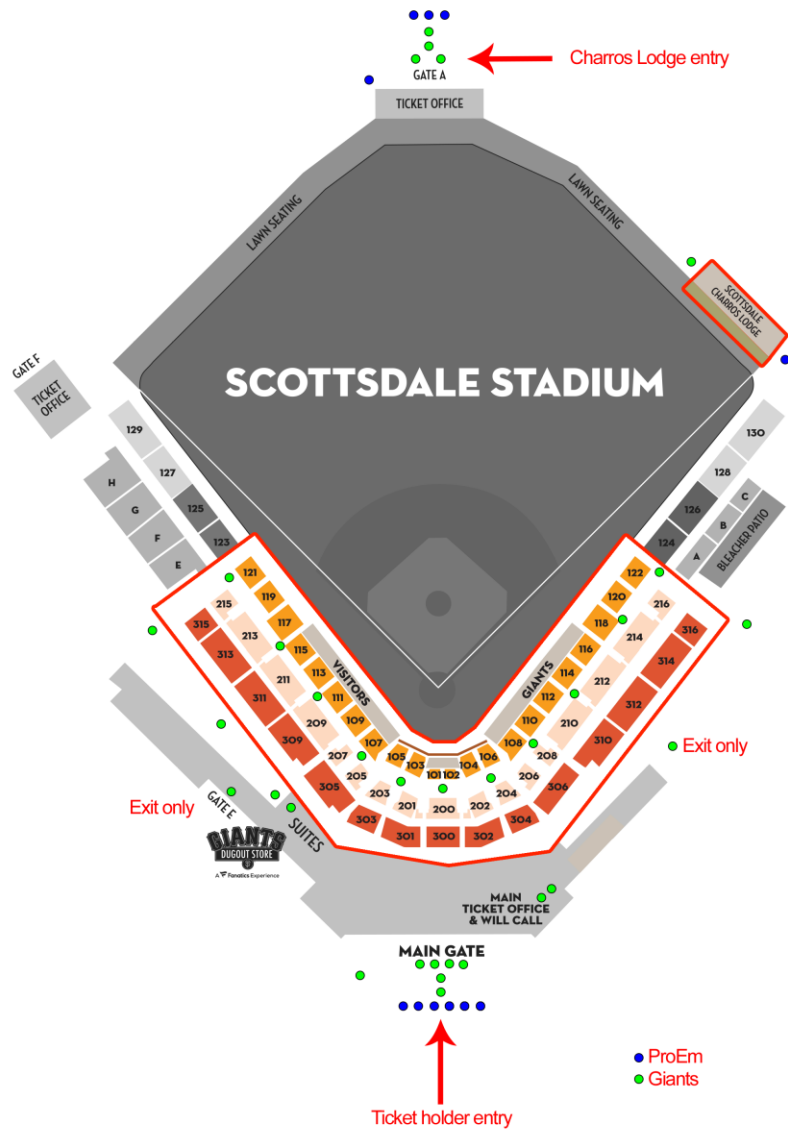
- (6) Security for mags and bags at Home Plate Gate
- (3) Security for mags and bags at Gate A

Not on the Map:

- (1) Supervisor

Total Staff: 10

Attendees must comply with face covering and social distancing requirements. Ushers in the seating bowl will carry signs as a visual reminder and issue an initial warning. If additional enforcement is required, a supervisor will be called to address the situation. Any attendee refusing to wear a mask or follow any other established protocols will be instructed to leave the facility by Scottsdale PD.



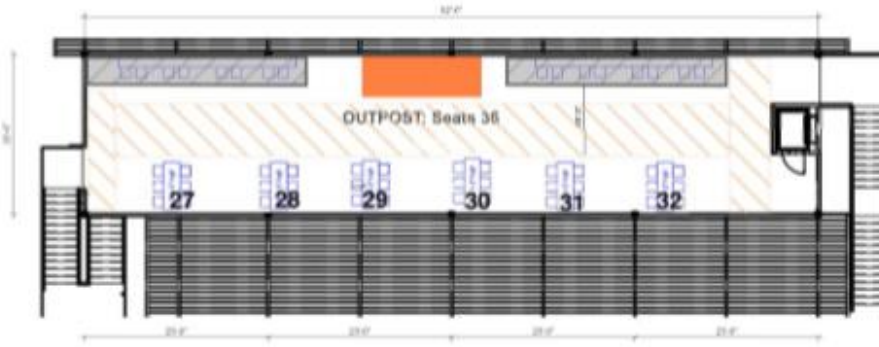
CHARRO LODGE

Charro Lodge Public Health & Safety Operations Plan We will be adhering to the CDC and AZDHS guidelines during Spring Training as our goal is to keep everyone safe.

- **Masks/face coverings.** All attendees ages two (2) and older will be required to wear a face covering which covers their nose and mouth at all times other than when actively eating or drinking in their ticketed seat. Acceptable face coverings will be form fitting to the face and fully cover the nose and chin. Half-face shields are not permitted as it does not adequately cover the nose and mouth. Scottsdale Stadium staff will be required to wear a face covering which covers their nose and mouth at all times. If a mask cannot be worn due to a medical condition than a full-face face shield must be worn. ADA and Medical conditions still require the wearing of a full-face shield covering the nose and mouth.
- **Physical distancing.** People will be reminded to stay 6' apart from others for proper physical distancing via on property sign(s), ticket messaging and pre-game email communications.
- **Enforcement.** Face coverings/masks and physical distancing policy will be enforced by PRO EM (3) and the Scottsdale Charro Hosts (16). Enforcement will occur for the duration of the event – this includes before, during, and following the event when exiting.
- **Hand sanitizer/washing hands.** Hand sanitizers will be available through out the lodge. In addition, public restrooms are available to the north.
- **Staff.** PRO EM Staff (2) will be on site assisting with ID checks for guests over 21. They will assist with customer service and questions by guests.
- **Stay home if you are sick.** All security, staff, and employees will be required to stay home if they feel sick or if they have a fever. All security, staff, and employees will wear masks, and maintain /monitor 6' physical distance to patrons.
- **Charro Lodge Entrances** will have decals on the ground to assist with proper spacing for line queuing as well as signage reminding people to keep their masks on and stay 6' apart from others. Signage will be throughout the entire Charro Lodge footprint regarding physical distancing, proper hygiene and potential COVID -19 symptoms will be Scottsdale Charro branded. These signs will be posted on columns, fencing, railings, etc.
- **Lawn section.** Upon activation of the lawn section, 3 larger A-Frame signs at the edge of the grass lawn will be informing guest of the CDC/City of Scottsdale – Scottsdale Stadium/Charro Lodge safety guidelines as well as the process to obtain a reserved lawn circle for the members of their season table party. • High touch areas. Bar Staff will be responsible for handling the sanitation of high touch areas within the Lodge (tabletops, bar tops, railings, etc.)
- **Safety enforcement.** PRO EM Security & Staff will be directed to manage entry with facemask compliance in order to enter the Charro Lodge.
- Scottsdale Charros will assist with guest seating arrangements and will guide season table guests to their assigned tables.

CHARRO LODGE LAYOUT

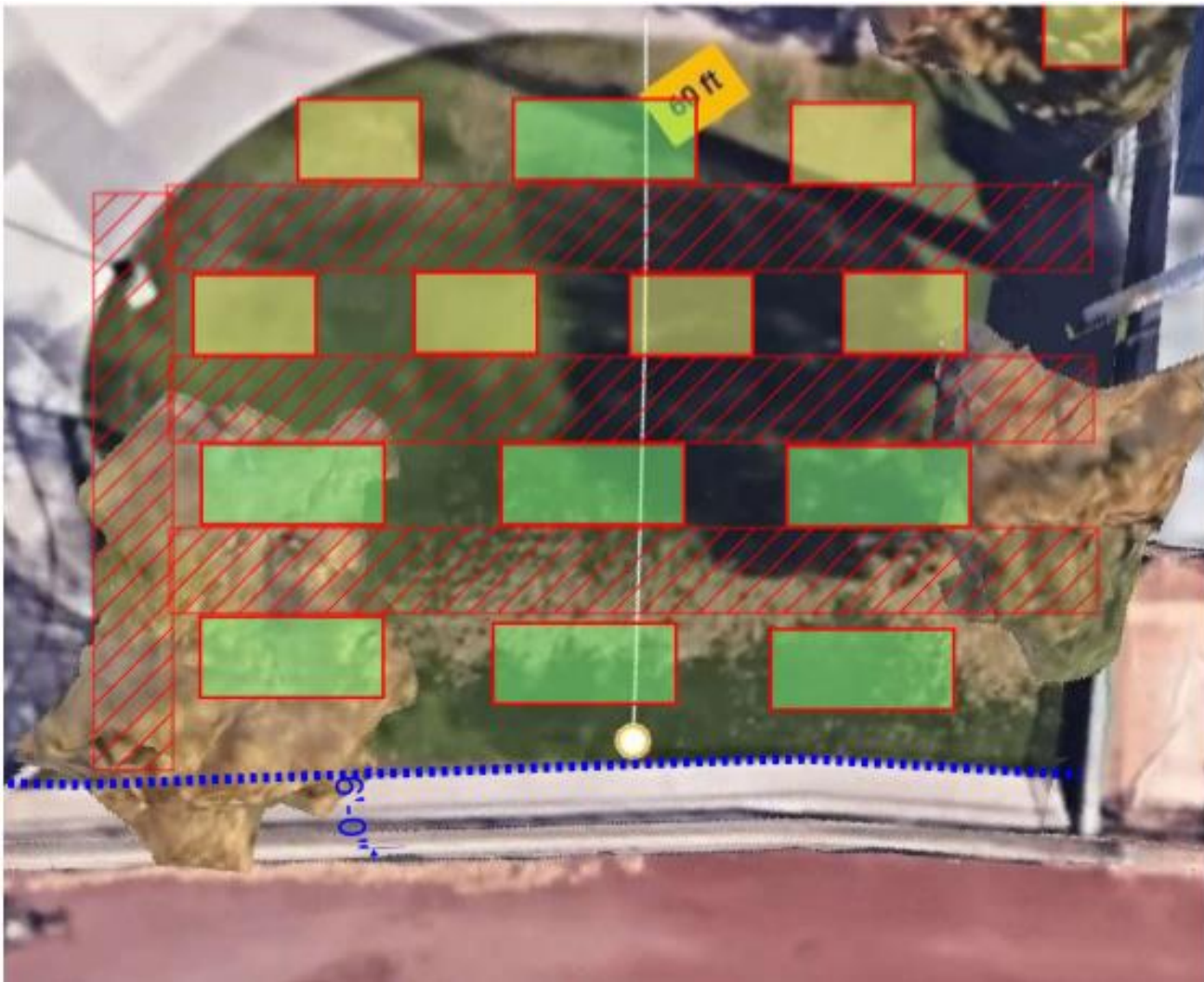
CHARRO
LODGE
OUTPOST



CHARRO
LODGE
CORRAL



-  6' Egress Path
-  Restricted Areas
-  Rope Barrier
-  Lattice Fencing



CHARRO LODGE STAFFING PLAN

Charro Staff/Members

- 1 Director of Operations
 - 1 Baseball Chair
 - 1 Sales Chair
 - 1 F&B Chair
 - 1 A.M. Game Day Ops
 - 1 P.M. Game Day Ops
 - 1 A.M. Charro In Charge
 - 1 P.M. Charro In Charge
 - 2 North Entrance Greeter
 - 1 South Entrance Greeter
 - 2 Outpost Host
 - 1 Saloon Host
 - 1 Lower Corral Host
 - 4 Upper Corral Host
- Total 19

Charro Lodge Bar Staff –

- 1 Manager

- 1 Outpost Bartender
 - 1 Saloon Bartender
 - 2 Corral Bartender(s)
 - 2 Corral Servers
 - 1 Lower Corral Server
 - 1 Lawn Server
- Total 9

Pro EM Security

- Pro EM Staff
 - 2 ID Check 21+
 - 3 Safety guideline enforcement
- Total 5

PRESS LEVEL

Media will be required to pick up a daily credential from the Vendor Gate (no season credentials will be issued).

Access to the Press Level will be restricted to credentialed Giants staff and media only. Security and Guest Services will monitor the three access points to the Press Level from the Concourse to check for credentials.

Only Giants front office personnel will have access to the offices on the east side of the Press Level, which will be monitored by front office staff.

Credentialed media and Giants media relations staff may access the Broadcast Booths and Press Box. Media relations staff will enforce protocols in these areas. Food and beverage will not be served on the Press Level.

Broadcast staff must receive a credential in order to enter the stadium.

RESTROOMS

RESTROOM CONTROLS

With capacity at 25% or less, lines at restrooms are not anticipated. Stadium Staff will open two sets of restrooms on the main concourse building, and one set in center field.

- Entry and exit doors will be clearly signed and propped open to reduce touchpoints
- Urinals: every two urinals will be blocked off and marked with signage to allow for social distance between patrons.
- Sinks: the center faucet will be blocked off and marked with signage to allow for social distance between patrons.
- Signage will be placed in the restrooms and above the sinks informing patrons of proper handwashing.
- Stickers will be placed behind each sink and at entry points to demonstrate needed distance if a line should form.

Sanitation

- All restrooms will be cleaned, stocked, and disinfected prior to each event and will remain locked until gates open. Restrooms will be cleaned and checked a minimum of once every hour to ensure cleaning standards are maintained.

SIGNAGE PLAN

Exterior:

- Path near library lot
 - o Double sided A-Frame w/ Side A: Charros left arrow & General Entry Forward arrow & Side B: Charros right arrow & General Entry U-Turn arrow
- Gate A
 - o Charro Lodge Ticket Entry Only / General Ticket Entry at Home Plate Gate
 - o No Bag Policy
 - o Double sided A-Frame w/ Mask Up & Nice to see you from a distance on both sides
 - o STAND HERE (floor decals at screening lines)
 - o Do not enter if you have the following symptoms (@ health screen)
- Home Plate Gate
 - o (2) Double sided A-Frame w/ Mask Up & Nice to see you from a distance on both sides
 - o (2) No Bag Policy
 - o Vendor/Employee Entrance Only (@ Vendor entrance)
 - o STAND HERE (floor decals at screening lines)
 - o Do not enter if you have the following symptoms (@ health screen)
 - o General Ticket Entry Only / Charro Lodge Entrance at Gate A

Interior:

- Gate A Elevator
 - o Please only ride with your pod
- Concourse / Seats / Concessions / Retail
 - o Mask Up (smaller signs at each retail/F&B POS)
 - o Nice to see you from a distance
 - o Mask Up lollipop signs (for seating bowl ushers)
 - o Arrows and Distancing markers (floor decals)
 - o STAND HERE markers (floor decals)
- Restrooms
 - o City Handwashing Signs
- Press Level Elevator
 - o Please only ride with your pod
- Press Level
 - o Mask Up
 - o Nice to see you from a distance
 - o Arrows and Distancing markers (floor decals)
 - o Offices: Giants Front Office Personnel Only
 - o Double Doors: Media & Broadcast Personnel Only

STADIUM EXTERIOR

A-FRAMES



GATES / CONCESSIONS / RETAIL / CONCOURSE

FLOOR DECALS



CONCOURSE / CONCESSIONS / SEATING BOWL / PRESS LEVEL



SANITATION & CLEANING

Scottsdale Stadium contracts with ISS facility services. ISS will be responsible for sanitation and cleaning of the stadium will open for spring training games. ISS will staff a crew of 8 to handle cleaning and sanitation on all game days. This crew will be responsible for trash pick up, cleanliness throughout concourse and stadium bowl, elevators, and stairwells in the path of travel for staff and fans.

HYGIENE CREW

ISS will staff a dedicated hygiene Crew that will be solely responsible for sanitizing restrooms and high touch areas through out the stadium. The size of the crew will change depending on size of the crowd and will be at minimum one male and one female crew member.

Crew will be responsible for areas within the stadium seating bowl, railings in the Charro Lodge, elevators, stairwells and sanitation of restrooms on the concourse and press level, security tables at gates All of these areas will be sanitized a minimum of once per hour.

FOOD & BEVERAGE PLAN

SEE ATTACHED F&B Plan from Delaware North Companies, dba Arizona Sports Service