

# COVID-19 SAFETY ACTION PLAN

**DISCLAIMER:** Re-opening plans are subject to change. For additional details, please refer to the TCU Place Re-Opening Plan.



## Employee Screening

Mandatory survey screening will be required by staff prior to the start of their shift. Employees considered unfit to work will be instructed to immediately return home and contact authorities.



## Employee Training

All employees will receive training on pandemic prevention practices in order to protect themselves and all other building users. This includes customer service while social distancing, proper sanitization techniques, guest interaction etiquette and emergency response protocol.



## Facility Cleanliness & Hand Sanitizer Stations

TCU Place has implemented an enhanced cleaning protocol. Occupied rooms will be cleaned once every 30 minutes. Touchless hand sanitizer stations will be placed throughout the facility. Please refer to TCU's Sanitization Guidelines.



## Building Systems

Prior to reopening, building operators will complete a variety of checks, tasks, and assessments to ensure a healthy and safe environment. Filtration systems are updated to all recommended guidelines to ensure protection against airborne contaminants.



## Control Unnecessary Access

Facility restrictions will be put in place to limit any unnecessary building access. An event greeter will be present to maintain and monitor these restrictions.



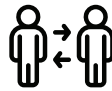
## Masks

Applicable TCU Place staff will be required to wear face masks. Guests are encouraged to bring their own but are not mandatory.



## Temperature Screening

Temperature screening devices and procedures will be made available to all events upon request.



## Social Distancing Guidelines

Floor plans, aisle widths, room capacities, and service provider practices will be reviewed regularly to ensure compliance with government and social distancing guidelines. Floorplans provided upon request.



## Crowd Direction/Signage

One-way aisles and entry/exit points will be clearly marked to help manage traffic. Visible directional signage will assist in crowd direction.



## Protective Barriers

Protective barriers will be installed where social distancing guidelines cannot be maintained.



## Restrooms

Controls and restrictions will be put in place to ensure capacity levels are not breached. Visitors will be directed towards facility restrooms with touchless fixtures. Occupied rooms will be cleaned once every 30 minutes.



## Shipping/Receiving

Deliveries will be routed through areas that will minimize contact with the larger building population. Recommended sanitization protocol will be utilized for handling/discarding of all shipments.



## Registration

TCU Place staff will encourage clients to utilize advanced, online registration procedures which will minimize onsite contact.



## Catering

All necessary steps are being taken to ensure our catering team is following mandated guidelines, arming their staff with necessary training and implementing an enhanced cleaning/disinfecting schedule. Healthy options and quality food will be offered using safely-packaged items, or by an approved service that meets all safety regulations.



### Beverage Service

All items behind bar will be protected from exposure to customers and cross-contamination. Protective barriers, expanded bar spacing, and face masks will be enforced for the safety of our guests if social distancing guidelines cannot be met.



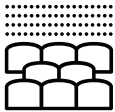
### Point of Sale Transactions

Contactless point of sale transactions will be strongly encouraged throughout the building; cash will be discouraged.



### Audiovisual Protocol

Our technicians will discourage the use of shared equipment for staff and clients; where unavoidable, sanitization protocol will be enforced between users. Hybrid audiovisual event packages are available.



### Sid Buckwold Theatre

Auditorium seating structure will be designed and sold with enforced social distancing requirements. Rows and sections will be restricted from public purchase, and larger groups will only be sold with box office assistance.



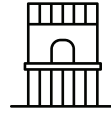
### Quarantine Area

TCU will provide a dedicated quarantine area should anyone develop symptoms of COVID-19.



### Contact Tracing

Contact tracing will be the responsibility of the client and will be required. TCU Place can provide contact tracing options



### Trade Show

Loading and setup times will be staggered to maintain social distancing guidelines. Trade show booths will be limited to 2 people per booth.



### Post-Event Sanitization

Following an event, staff, equipped with appropriate PPE, will sanitize all equipment and common areas. Sanitized equipment will be stored in a "clean" room with restricted access.

**For additional details, please refer to the TCU Place Re-Opening Plan.**

# CUSTOMER JOURNEY



**PLEASE PRACTICE SOCIAL DISTANCING**

