

ARENA RESTART PROTOCOLS 2020/21

































































ARENA RESTART PROTOCOLS 2020/21



GUEST EXPERIENCE PROTOCOL

In preparation for the start of the 2020/21 NHL season and for the potential to welcome attendees ("Guests") back to the Club's Arena, subject to applicable requirements and recommendations from local, provincial/state and federal health authorities (including from the Centers for Disease Control ("CDC") and Public Health Agency of Canada ("PHAC")), this protocol (the "Guest Experience Protocol") is intended to provide for the uniform and consistent application of health and safety standards in order to operate in a manner aimed to reduce the spread of COVID-19. This Protocol is intended to supplement all applicable regulations, including additional restrictions (if any) that may be imposed by local, provincial/state, and federal health authorities. If the applicable local, provincial/state or federal regulations impose less stringent standards then are set forth in this Protocol (and related documents in and associated with the 2020/21 NHL Season COVID-19 Protocol), this Protocol will govern, unless expressly stated herein. To the extent that local, provincial/state or federal regulations impose more stringent standards than set forth in this Protocol (and related documents in and associated with the 2020/21 NHL Season COVID-19 Protocol), the Club/Arena should observe those more stringent protocols. Each Club/Arena shall consult with Club counsel to tailor this Guest Experience Protocol to comply with applicable local, provincial/state and federal health authorities.

Established violations of and/or lack of compliance with the requirements in this Guest Experience Protocol will subject Clubs and/or Arenas to sanctions, as set forth in the 2020/21 NHL Season COVID-19 Protocol, as applicable.

If/when the Club is permitted by local health authorities to open and have Guests, scaled planning by each Club is recommended and for each NHL Arena to prepare for multiple game execution scenarios, including: a) without Guests; b) at a physically distanced capacity (approximately 20%); and c) at full capacity.



GUEST EXPERIENCE PROTOCOL

A Participant Groups	6
B Entry Groups	9
1 Face Coverings	9
2 Health Screenings	9
3 Testing	9
C Ticketing	11
1 Ticketing Manifest	11
2 Ticketing Operations / Box Office	12
3 Membership	14
4 Premium Areas	14
D Guest Communication	15
1 Pre-Game / Arrival	15
2 In-Game	16
3 Post-Game	16
E Parking	16
F Arena Staffing	17
G Guest Circulation	18
1 Ingress / In-Venue - Ticketed Guests	18
2 Egress - Ticketed Guests	18
3 Other Circulation & Movement Restrictions of Ticketed Guests in Venue	19
H Promotions / Partner Activations	20
1 In-Arena Promotions	20
2 New Business Development Opportunities	20
3 Maximize Existing Partner Opportunities	20
4 Promotion & Partner Activation Involving Players / Club Personnel	21
5 Other Fan Engagement / Touchpoints	21
6 Game Programs	21



I Technology	22
1 Mobile Ordering	
2 Contactless POS System	22
3 Reverse ATMs	22
4 Mobile Wallet	22
5 Loaded Tickets	22
J Food & Beverage	23
1 Deployment of Services	23
2 Packing & Distribution	23
3 Consumption of Food & Beverage	24
4 Premium Areas	24
K Retail	25
L Restrooms	26
M Cleaning & Disinfecting Requirements	27
1 Prohibition on Entry to Front-of-House Areas Until Complete Disinfection is Complete	27
2 Cleaners and Disinfectants	27
3 Additional Disinfection Measures	29
4 Allocation of Responsibility	29
5 Frequency of Disinfection	30



A. PARTICIPANT GROUPS

In the 2020/21 NHL Season COVID-19 Protocol all participants are assigned to "Groups" based on their roles and responsibilities, on the one hand, and, on the other hand, the level of their required access to: (a) Player areas (hereafter, "Restricted Areas"), which include without limitation, locker rooms, team benches, penalty benches, on-ice, training rooms, rehabilitation areas, exam/procedure rooms, weight rooms, hydrotherapy rooms, equipment rooms, coaches rooms, strength and conditioning areas, laundry rooms, dressing rooms, areas of ingress and egress into the Club Facilities (including to and from the parking area), General Managers' work spaces and seating areas, On-Ice Official rooms, Off-Ice Officials work spaces and seating areas, and the corridors and paths of travel connecting each of the foregoing (to the greatest extent practicable); and (b) other areas (hereafter "Non-Restricted Areas").

This Guest Experience Protocol applies to individuals in Groups 4 and 5:

GROUP 4

Group 4 includes personnel who are never permitted in a Restricted Area or at Team practices and are only permitted in Non-Restricted Areas.

- Retail Staff (fan store; kiosks)
- F&B Staff (concessions)
- Guest Services
- Equipment and Product Vendors
- Ticket Takers/Ushers
- Cleaning Staff for Non-Restricted Areas
- Security Staff for Non-Restricted Areas
- Other Arena Staff
- Club Mascot
- Media
- National and Local Photographers
- Building maintenance
- Suite and Club Attendants
- Loading Dock Personnel; shipping and receiving
- Tech and IT Support Personnel not requiring access to Restricted Areas

GROUP 5

Group 5 includes individuals who are only permitted in public access areas of the Arena for the purpose of attending Games, to the extent such public attendance is permitted by the local health authority. Group 5 individuals shall have no interactions with any individuals in Groups 1-3 while at the Club facility.



- Fans
- Player Agents
- Player's Family Members and Guests

Because Groups 4 and 5 are restricted from having interactions in Groups 1-3 while at the Club Facility, information regarding Groups 1-3 is also set forth below:

Group 1 individuals include:

- Players
- Coaches, including Video Coaches
- Athletic Trainers (at least 2)
- Strength and Conditioning Coach(es)
- Equipment Managers (at least 2)
- Massage, chiropractic and other performance personnel
- Club Neuropsychologists (Training Camp and initial/follow-up evaluations only)
- Club's Physicians and dentists
- On-Ice Officials

Group 2A (Club) personnel include:

- General Managers and Assistant General Managers
- Other necessary Hockey Operations Personnel
- Club Public Relations/Communications/Social Media Personnel Limit of 4 individuals at any one time
- Club Transportation Personnel
- Club Travel Coordinators/Club Services Coordinator
- Club IT Support requiring access to Restricted Areas e.g., during interviews, etc.
- X-Ray Technician(s)
- Locker Room Attendants (if different from Club-engaged cleaning crews). Limit of 2 individuals per Club
- Security assigned to Restricted Areas
- COVID-19 Collection and Testing Personnel
- NHLPA Personnel designated as "Player Contact Representatives"

Group 2B (League) personnel include:

- Off-Ice Officials and IT support (Arena Technical Managers and Coordinators)
- PESP Collection and Testing Personnel
- Certain Essential League personnel (e.g., League Executives, Events, Security, etc.)
- Officiating Managers



Group 2C (Arena) personnel include:

- Limited number of representatives of national and local rightsholders
- Security assigned to Restricted Areas
- Ice maintenance personnel (ice shovelers and ice resurface crew)
- Arena Staff whose essential duties require transient interaction with Group 1 individuals
- Ambulance crew for Players
- Facility Compliance Officer

Group 3 personnel include, but are not limited to, the following individuals:

- Club Governors
- Club Business Executives such as Club Presidents
- Club Business staff not needing access to Players or those with access to close contact to the Players
- Game presentation personnel

 Not including ice maintenance shovelers referenced in Group 2C
- National, Local, and Club Broadcast Personnel (TV & Radio)
- Certain League Personnel (NHL Technical Operations and NHL Broadcast Personnel)
- Other Club Public Relations/Communications/Social Media Personnel
- Club Scouting Personnel
- NHLPA Personnel not designated as Player Contact Representatives
- Fire Marshal / Police
- First Aid Services/Medical personnel for Non-Restricted Area individuals (e.g., Ambulance crew for fans)
- Food and Beverage Personnel (for Groups 1-3 individuals)
- Cleaning Staff for Restricted Areas, including benches



B. ENTRY GROUPS

REQUIRED: All Guests over the age of two (2) years <u>will be required</u> to properly wear a face-covering (cloth or surgical type mask) at all times while in the Arena.

- Face coverings shall completely cover the mouth and nose, fit snugly against the sides of the face, and shall be secured under the chin.
- Acceptable face coverings include medical grade masks or 3-layer cloth coverings (or at least two cloth layers with a filter).
- Gaiters are not permitted to function as face coverings.
- Bandanas are not permitted to function as face coverings.
- Use of a face shield does not eliminate the requirement to wear a face covering underneath.
- Face coverings which have exhalation valves or vents are prohibited.

To determine if there are any additional health agency requirements relating to what qualifies as an approved face-covering, consult the applicable local, provincial/state and federal health authorities, including:

- CDC: Coronavirus (COVID-19)
- PHAC: Non-Medical Masks & Face Coverings

Each NHL Arena should have a surplus of disposable masks and face shields available to distribute to Guests arriving at the venue without one, the cost of which is the responsibility of the Club and/or Arena or have available for purchase.

The *only exception* to the requirement to wear a face mask **at all times** is that Guests will be permitted to remove their face covering when actively eating or drinking, so long as appropriate physical distancing is maintained at all times, and in accordance with applicable local, provincial/state or federal regulations or as otherwise required under applicable law. See additional requirements that are imposed in these circumstances, as set forth in Section J(3), below.

In addition, Clubs/Arena shall comply with all applicable local, provincial/state or federal regulations, including the Americans with Disabilities Act ("ADA") as to whether an individual requires an accommodation for the face coverings requirement. Clubs/Arenas shall provide all individuals, including staff and Guests, with a contact person to reach out to for such accommodation request. For Guests, Clubs/Arenas shall consider whether to provide such information in advance of arrival at the Arena, for approval.



REQUIRED: The Club/Arena is required to implement a health screening protocol for Guests entering its Arena, via electronic means or otherwise, (and provide for a secondary screening and isolation area, as well as exit pathways, if needed), which is compliant with local, provincial/state, and federal health authorities, including certification that each such individual and their household members and close contacts:

- Are not newly experiencing any symptoms associated with COVID-19;
- Have not been diagnosed with COVID-19 in the past 14 days; and
- Have not been exposed to COVID-19 in the past 14 days, to their knowledge.

Depending on local restrictions (such as a travel quarantine in place), Clubs may seek to include additional screening questions related to recent travel to other States and/or Countries. All of the foregoing together referred to as "Screening Questions" shall be posted through prominent signage at all Arena entrances. To the extent the screening occurs on site (as opposed to prior to arrival via an app or other certification system), this process shall ensure for appropriate physical distancing between individuals in the queue for screening, and include proper signage and security to facilitate education and compliance.

Guests showing COVID-19 related symptoms shall not be permitted entry.

Clubs/NHL Arenas shall consult with legal counsel to review the wording and specific locations for such signage, based on local requirements.

Clubs/NHL Arenas considering incorporating testing procedures as part of a Guest screening protocol should consult with Club/Arena legal counsel and their local health authorities when developing related procedures, including the identification of acceptable tests (e.g., PCR or equivalent molecular test; antigen, LAMP), and applicable sampling time for receipt of results.

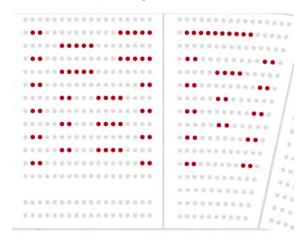
Please be advised that testing is not a complete solution to mitigate the risks associated with the spread of COVID-19 nor will it reduce or eliminate the need to remain diligent with implementing all required health and safety protocols.



C.TICKETING

REQUIRED: When opening its NHL Arena to Guests, if permitted by local governmental authorities, each Club shall construct its ticketing manifest to provide for the sale of tickets in groupings identified as "Pods" to accommodate family members, friends, and/or trusted acquaintances to attend together. The following factors are required by the Club when building the ticketing manifest:

- Local health regulations/quidelines may determine the maximum number of seats permitted in each Pod, but each should not include more than ten (10) seats. Please note that the smaller the Pod size, the easier it is to maintain Pod integrity.
- There must be a minimum six (6) foot radius distance between Pods to ensure appropriate physical distancing is maintained.
- The first row of permitted seating for Pods must be located a minimum of four (4) rows, but no less than twelve (12) feet back, from standard rink side seating, as well as away from any related Restricted Area pathways used by Group 1 individuals (as Group 1 is defined in the 2020/21 NHL Season COVID-19 Protocoll.
- The first seat located on one (1) side of each aisle (the same side, from the top of the section and down to the lowest row with permitted Guest seating) should be removed from the Club's ticketing manifest. Seats located directly across from the blocked seats on the same aisle may be used for ticketed Guests, subject to the adherence to the required Pod seating configurations included herein.
- Any seats located within twelve (12) feet (or the equivalent in rows and/or seats) of Restricted Areas must be removed from the Club's ticketing manifest, including seating located adjacent to vomitory railings, etc.



- See the example adjacent illustrating the required ticketing manifest adjustments outlined in this Section.
- Unused seats shall be secured with tape. zip ties, or other manner to maintain Pod integrity and minimize fan movement.
- When adjusting ticketing manifests for limited capacity scenarios, the Club will need to provide physically distanced locations for ADA accessible seating locations as required by local, provincial/state and federal laws.

In addition, the following factors should be considered when building the ticketing manifest:

• To offer ticketing manifest scalability as additional Guest capacity may be permitted, Clubs should consider various options to enhance ticket sales flexibility, such as resetting the related product mix available via full and partial membership plans, group and single ticket sales, and the identification of priorities for assigning seat locations.



When planning Pod locations, consider visual appearance consistency for game presentation/ broadcast purposes as well as for the potential of use of in-bowl tarp seat-covering signage.

Each Club should consult with its ticketing service provider to identify and adopt appropriate policies, practices and procedures intended to help mitigate potential health and safety risks, provide for a more seamless and contactless fan experience, restore fan confidence in attending games, and enable Clubs to have game attendee information as may be necessary for potential contact tracing purposes.

Considerations include the following:

- Digital/mobile delivery of game tickets for all Guests.
- Installation of ticket scanning technology solutions at all entry points (e.g., pedestals, "tap. and go" entry system, turnstiles with ticket scanning integration, security pod pedestals, etc.) to enable Guests to self-scan and provide an appropriate physical distance for ticket takers from customers entering the Arena.
- Encourage guests to download in advance of the game the applicable Club/Arena app in order to access relevant game attendance information, including face-covering requirement as detailed in Section A(1) (and the consequences of non-compliance, including expulsion from the Arena); health and safety messaging, including warnings about the risks of COVID-19 pre-admittance health screening procedures; contactless features such as mobile wallet (including digital ticket), mobile ordering, venue map (with sections and Premium Areas highlighted), etc.
- For NHL Arena game day sales, the on-site availability of QR code transaction capability and related signage to enable Guests to purchase tickets digitally and receive via immediate mobile delivery to minimize Box Office lines, especially where the on-site ticket pick up "Will Call" Box Office location is eliminated, and when printed tickets are not being offered.
- Subject to applicable laws and regulations, developing an appropriate ticket transfer and/or resale transaction protocol to ensure Pod integrity is maintained (e.g., instituting a Club buy-back option for individual tickets, maintaining sufficient seat relocation inventory on game day, etc.).
- Consider installing Plexiglass dividers at all Box Office windows, providing a barrier between Guests accompanied by the placement of physical distancing information signage. Additional safety measures may include operating every other window and limiting Box Office hours.
- **REQUIRED**: Communication of COVID-19 related warnings, and health and safety information which can be reinforced through the purchase transaction flow process, including providing for the ticket purchaser to expressly acknowledge related Terms & Conditions (e.g., assumption of risk/waivers, etc.). Specific warnings should include:
 - Awareness of the risks of COVID-19 and the possibility of exposure in public settings; and
 - Guests shall not attend if they 1) are experiencing COVID-19 symptoms, 2) have been diagnosed with COVID-19 in the past 14 days or 3) have been exposed to someone who has been diagnosed with COVID-19 in the past 14 days 4) or are subject to a mandatory quarantine pursuant to local, provincial/state, and federal health authorities.



• **REQUIRED**: Due to the COVID-19 pandemic, Clubs are required to adopt the following minimum 2020/21 Ticket-back Language for all tickets, including for digital/mobile enabled ticket delivery, subject to consultation with Club counsel and/or local counsel regarding any applicable local requirements (i.e. laws, regulations, or other rules) in the Club's market. Should such local requirements and/or other Club-specific business considerations necessitate that this language be circumscribed and/or materially altered, as opposed to supplemented, Club counsel shall contact Jia Wang, Associate Counsel, NHL Enterprises

2020/2021 NHL SEASON TICKETBACK

THIS TICKET ("TICKET") IS A REVOCABLE LICENSE. BY PURCHASING AND/OR USING TICKETS TO AN NHL GAME, HOLDER OF THIS TICKET AGREES THAT (1) USE OF SUCH TICKETS AND ADMISSION TO THE ARENA, STADIUM, OR VENUE ("VENUE") IDENTIFIED IN THE TICKET IS CONDITIONED UPON HOLDER'S AGREEMENT TO THE TERMS AND CONDITIONS SET FORTH BELOW, AND (2) HOLDER WILL INFORM ANY GUESTS, COMPANIONS, OR OTHER PERSONS WHO WILL BE USING TICKETS PURCHASED BY OR RECEIVED FROM HOLDER THAT AS TICKET HOLDERS THEMSELVES, THEIR OWN USE OF SUCH TICKETS AND ADMISSION TO THE VENUE ARE ALSO CONDITIONED UPON THEIR AGREEMENT TO THE TERMS AND CONDITIONS BELOW.

TO THE EXTENT ENFORCEABLE IN THE APPLICABLE JURISDICTION, HOLDER, VENUE, AND NHL AGREE THAT ALL DISPUTES ARISING FROM THESE TERMS AND CONDITIONS SHALL BE LITIGATED IN COURT OR ARBITRATED ON AN INDIVIDUAL BASIS AND WAIVE ANY RIGHT TO LITIGATE IN COURT OR ARBITRATE ANY CLAIM AS A CLASS ACTION, REPRESENTATIVE ACTION, OR CLASS ARBITRATION; AND, IF THE HOLDER DOES NOT CONSENT TO THIS CLAUSE, THE HOLDER MUST IMMEDIATELY LEAVE OR NOT ENTER THE VENUE.

SAFETY WARNING AND RELEASE/COMPLIANCE WITH NHL POLICIES

WARNING! DESPITE ENHANCED SPECTATOR SHIELDING MEASURES, PUCKS STILL MAY FLY INTO THE SPECTATOR AREA. SERIOUS INJURY CAN OCCUR. STAY ALERT AT ALL TIMES INCLUDING DURING WARMUP AND AFTER PLAY STOPS. IF STRUCK, IMMEDIATELY ASK USHER FOR DIRECTIONS TO MEDICAL STATION. HOLDER, ON BEHALF OF HOLDER AND ANY PERSON ACCOMPANYING HOLDER, INCLUDING MINOR(S), VOLUNTARILY ASSUMES ALL RISKS OF PROPERTY LOSS AND PERSONAL INJURY, ILLNESS AND ALL OTHER HAZARDS RELATED TO THE GAME AND ATTENDING THE VENUE FOR WHICH A TICKET IS ISSUED, WHETHER OCCURRING PRIOR TO, DURING OR AFTER THE GAME, INCLUDING SPECIFICALLY BUT NOT EXCLUSIVELY, THE DANGER OF INJURY BY HOCKEY PUCKS, STICKS AND OTHER EQUIPMENT, BY SPECTATORS OR PLAYERS, OR BY THROWN OBJECTS, AS WELL AS EFFECTS RELATED TO THE NOVEL CORONAVIRUS, COVID-19, WHICH HAS BEEN DECLARED A WORLDWIDE PANDEMIC BY THE WORLD HEALTH ORGANIZATION, IS EXTREMELY CONTAGIOUS, AND IS BELIEVED TO BE SPREAD MAINLY FROM PERSON-TO-PERSON CONTACT AND THE RISK OF WHICH CANNOT BE ELIMINATED BY PRECAUTIONS, AND AGREES THAT THE NATIONAL HOCKEY LEAGUE, THE VENUE, THE NHL MEMBER CLUBS, NHL ENTERPRISES, L.P., NHL ENTERPRISES CANADA, L.P., THE NHLPA (INCLUDING CURRENT AND FORMER PLAYERS) AND EACH OF THEIR RESPECTIVE AFFILIATES, PARENTS, SUBSIDIARIES, AGENCIES, DEPARTMENTS, SUBDIVISIONS, RELATED ENTITIES, OWNERS, GOVERNORS, TRUSTEES, OFFICERS, DIRECTORS, PARTNERS, SHAREHOLDERS, MEMBERS, PRINCIPALS, EMPLOYEES AND AGENTS (COLLECTIVELY, THE "NHL") ARE EXPRESSLY RELEASED FROM ANY AND ALL CLAIMS ARISING FROM OR RELATING TO SUCH CAUSES OR OTHERWISE OCCURRING AT OR IN CONNECTION WITH THE GAME, INCLUDING SPECIFICALLY BUT NOT EXCLUSIVELY CLAIMS ARISING FROM OR RELATING TO THE NEGLIGENCE OF THE NHL.

HOLDER SHALL REVIEW CAREFULLY, AND ABIDE BY, THE POLICIES OF THE NHL, INCLUDING WITHOUT LIMITATION THE NHL FAN CODE OF CONDUCT, THE FAN GUIDE FOR THE EVENT AND ANY VENUE POLICIES, PROTOCOLS, OR PROCEDURES THE NHL MAY REQUIRE COMPLIANCE WITH OR VERIFICATION OF PRIOR TO OR AS A CONDITION OF ADMISSION TO THE VENUE, INCLUDING THOSE INTENDED TO PREVENT AND/OR CONTROL THE SPREAD OF COVID-19 THROUGH PERSONAL PRECAUTIONS, SOCIAL DISTANCING MEASURES, AND/OR CONTACT TRACING ("NHL POLICIES"). NHL RESERVES THE RIGHT TO REFUSE ADMISSION OR EJECT ANY PERSON THAT FAILS TO ABIDE BY ANY NHL POLICIES. NHL RESERVES THE RIGHT TO MODIFY ANY NHL POLICIES WITHOUT NOTICE. IN THE EVENT ANY PROVISION OF THIS TICKET SHALL BE DEEMED TO BE INVALID, ILLEGAL, OR UNENFORCEABLE BY A COURT OF LAW OR AUTHORIZED ARBITRATOR, THE VALIDITY, LEGALITY, AND ENFORCEABILITY OF THE REMAINING PROVISIONS SHALL NOT IN ANY WAY BE AFFECTED OR IMPAIRED THEREBY.

NAME/LIKENESS RELEASE

BY USING THE TICKET(S) AND ATTENDING THE GAME, HOLDER, ON BEHALF OF HOLDER AND ANY PERSON ACCOMPANYING HOLDER, INCLUDING MINOR(S), GRANTS THE NATIONAL HOCKEY LEAGUE AND ITS MEMBER CLUBS, THE VENUE, NHL ENTERPRISES, L.P., NHL ENTERPRISES CANADA, L.P., AND EACH OF THEIR RESPECTIVE AFFILIATES (COLLECTIVELY THE "NHL ENTITIES") PERMISSION TO RECORD HIS/HER IMAGE, NAME, VOICE, LIKENESS, ACTIONS AND/OR STATEMENTS IN ANY IMAGE, FOOTAGE, OR DISPLAY, WHETHER LIVE OR RECORDED, WHICH MAY BE TAKEN AT THE GAME OR AT THE VENUE, AND TO THE USE OF SAME BY THE NHL ENTITIES AT ANY TIME, FOR ANY PURPOSE (INCLUDING ADVERTISING OR PROMOTIONAL PURPOSES), AND IN ANY MEDIA NOW KNOWN OR SUBSEQUENTLY DEVELOPED WITHOUT ADDITIONAL COMPENSATION. THE NHL ENTITIES RESERVE THE RIGHT TO MODIFY ANY NHL POLICIES, INCLUDING THIS RELEASE, WITHOUT NOTICE.

UNAUTHORIZED COMMERCIAL USE OF TICKET / UNAUTHORIZED TRANSMISSION.

GAME TICKETS MAY NOT BE USED FOR ADVERTISING, PROMOTION (INCLUDING CONTESTS AND SWEEPSTAKES) OR OTHER COMMERCIAL PUR-POSES WITHOUT PRIOR WRITTEN CONSENT OF THE NHL AND/OR THE APPLICABLE NHL MEMBER CLUB. ANY NON-EDITORIAL OR COMMERCIAL USE OF ANY NHL OR NHL CLUB MARK IS PROHIBITED WITHOUT PRIOR WRITTEN APPROVAL OF THE NHL. ANY UNAUTHORIZED TRANSMISSION, PICTURE OR OTHER DEPICTION OR DESCRIPTION OF ANY GAME ACTION, GAME INFORMATION OR OTHER VENUE ACTIVITY IS PROHIBITED WITHOUT PRIOR WRITTEN APPROVAL OF THE NHL. NHL RESERVES THE RIGHT TO MODIFY ANY NHL POLICIES WITHOUT NOTICE.



When NHL Arena capacity is limited, the Club should determine a process to prioritize ticket purchase opportunities and options by membership category (e.g., season ticket and partial plan members, etc.). Additionally, to offer its membership flexibility for the 2020/21 season, the Club may elect to consider adopting further enhancements, adjustments and practices, including employing a combination of the following examples or other approaches:

- For Season Ticket Membership benefits:
 - Ticket discounts.
 - "Park Your Membership" options, which roll over to the 2021/22 season.
 - Replace standard benefits with additional programs and/or virtual benefits that continue to engage season ticket members.
- Payment Options
 - Plan due-date adjustments (2020/21 and 2021/22).
 - Interest for membership funds being held on account.
 - Credits/refunds for Guests (or entire Pods) that don't pass health screening.
 - Enable "Pay as you Play" options.
 - Institute flexible options for funds collected for games that are sold out or played without Guests, (e.g., credits applied to future games/refunds).

REQUIRED: Policies relating to Luxury Suites, Club seating sections, Premium Clubs, NHL Arena bars/restaurants, Loge Boxes, Theater Boxes, Table Tops and other hospitality spaces (collectively identified as "Premium Areas"), shall be subject to appropriate physical distancing protocols (e.g., Pod seating, six (6) foot physical distance radius for seat assignments, removal of unused seats/ tables/chairs, occupancy restrictions monitored by NHL Arena staff, etc.).

Access to Premium Areas may also be subject to applicable local, provincial/state, and federal health authorities and quidelines related to mass gatherings. Clubs are encouraged to work with local governmental and health authorities to identify the allowable capacity within these spaces.

REQUIRED: For Premium Area accessibility through Restricted Areas that cannot be redirected, the Club must submit to the League, for prior approval, a Guest Access Plan for each area, including providing planned diagram(s) outlining proposed circulation flow for all individuals who will be in each area (e.g., Guests, back-of-house and Club personnel, etc.); the proposed number of and estimated time(s) for each access during a game window (including for pre, intermissions, and post-game): and identification of barriers and control points, etc. Submissions to the League should be sent to J.R. Boyle who will then coordinate the internal review with other League departments. Submissions shall also address whether either or both of the following will also be adopted:



- A prohibition on quest access to Restricted Area hallways/vomitories when being used by Group 1, Group 2, and/or Group 3 individuals; and establish minimum periods of time before/after for Premium Area ingress/egress.
- The installation of barriers (e.g., temporary walls, plexiglass partitions, etc.), to prevent contact between Guests and individuals in Groups 1, 2, and 3. The barrier must be floor to ceiling.

For all Food & Beverage guidelines associated with Premium Areas, please refer to Section J(4).

D. GUEST COMMUNICATION

REQUIRED: In consultation with counsel, the Club/NHL Arena shall develop a comprehensive, quickly activated and adaptable Guest communications plan, incorporating relevant League, local, provincial/state and federal health requirements and recommendations, including, without limitation, warnings about the risks of COVID-19, with a strategic and tiered approach that addresses pre-game/arrival, on-site/in-game, and post-game messaging. Sample signage is provided herein.

Required specifics shall include:

- Encourage the advance purchase of tickets in accordance with the ticketing quidelines referenced above.
- Implement a "Know Before You Go" campaign/guide executed in both written and video formats, leveraging a variety of channels with frequency in distribution (e.g., email, social, website, text, app), news media, and community influencers to communicate warnings about the risks associated with COVID-19, the related new Arena protocols and enhancements, including face-covering and physical distancing requirements (and prominent notices that non-compliance will result in immediate removal from the Arena), Arena pre-admittance health screening procedures, etc.
- Identify the warnings and the importance of compliance with health and safety practices, with associated links to relevant health authority information resources. The warning shall advise Guests they shall not attend if any of the following applies:
 - They are experiencing COVID-19 symptoms.
 - They have been diagnosed with COVID-19 in the past 14 days.
 - They have been exposed to someone who has been diagnosed with COVID-19 in the past 14 days.
 - They are subject to a mandatory quarantine pursuant to local, provincial/state, and federal health authorities.
- Employ multiple communication touchpoints with Guests including all related information above, within the week of and leading up to game day in order to provide relevant updates.



- Place prominent and frequent messaging via Club/venue app, concourse IPTV and LED, center-hung scoreboard and other signage prominently placed throughout the NHL Arena to provide Guests with clear information, including warnings about the risks of COVID-19; reminders about required health and safety protocols (e.g., face-coverings, physical distancing requirements and expulsion notice for non-compliance, etc.); and best practices for hand and respiratory hygiene and sanitization, etc.
- Employ informational signage to help guide traffic flow (including wayfinding and queuing) signage, elevator/escalator/stair capacities, etc.).
- Institute PSA's via in-game announcer to frequently remind Guests of face covering compliance, hand washing, physical distancing and other messaging, as needed.
- Establish in-game text/app alert program to enable Guests to anonymously report complaints including PPE non-compliance.

- Provide egress directions via center-hung scoreboard, in-bowl LED signage, concourse LED and IPTV, text, and app notification.
- Share updates about contact tracing post-event, if necessary.

E. PARKING

With the understanding that each NHL Arena's parking configuration is different, and that some are not owned or operated by the Club or an affiliated entity, below are factors to consider when reviewing measures to provide a more seamless flow for Guests attending games. Considerations should include but not be limited to:

- Promoting the advance sales of parking through the Club ticketing provider and/or thirdparty mobile parking solution.
- Posting prominent signage within and outside parking areas with warnings about the risks of COVID-19, the new physical distancing/safety requirements and protocols and notice about the consequences of non-compliance, including removal from the Arena. The warning should advise Guests they should not park and/or attend the event if any of the following applies:
 - They are experiencing COVID-19 symptoms.
 - They have been diagnosed with COVID-19 in the past 14 days.
 - They have been exposed to someone who has been diagnosed with COVID-19 in the past 14 days.
 - They are subject to a mandatory quarantine pursuant to local, provincial/state, and federal health authorities.



- Adding cash-free handheld terminals or other touchless/frictionless parking solutions.
- Requiring parking attendants to wear face-coverings and plastic protective gloves for Club/ Arena owned and/or operated by a third-party on behalf of the Club/Arena.
- REQUIRED: Having separate and designated parking areas for each Group, including Players, Arena staff, and Guests.
- Eliminating valet service and tailgating.

ARENA STAFFING

REQUIRED: Staffing levels, if buildings open with Guests, shall exceed standard capacity calculations commensurate with typical gameday operations. To address this, the Club/Arena shall develop and implement a staffing plan to provide for the appropriate numbers of Guest management, customer service, and security personnel necessary to facilitate the Arena's gameday Guest circulation plans, compliance of face-covering and physical distancing protocols, and all other COVID-19 related health and safety measures as required by the League and the applicable local, provincial/state and federal health authorities.

For example, if maximum capacity is 20% of the full capacity due to physical distancing, Clubs/ Arena should plan on having at least 50% of the level of staff they would have for a full capacity.

REQUIRED: All Arena personnel, including gameday staff, whether employed by the Club/Arena or through a third-party, are required to wear face-coverings at all times in accordance with local health agency requirements and protocols outlined above. Arenas are required to have an extra supply of face coverings on hand to provide to staff.

Clubs/Arenas shall consider creating staffing "Pods", to the extent manageable, to limit staff groups from interacting (full time and event staff) so that the effect of a positive COVID-19 case, if any, among Club/Arena employees, is more contained.



G. GUEST CIRCULATION

REQUIRED: Subject to Arena staffing and related security protocols as provided for in Section E, the Club/NHL Arena shall develop a Guest management plan to ensure compliance with protocols, minimize traffic congregation, eliminate choke points, and to ensure safe ingress/egress. Considerations should include:

- REQUIRED: Enforcement of the mandatory face-covering requirement upon entry, and in venue by establishing a compliance management protocol including an escalation process for Club personnel, gameday staff and security to address Guest non-compliance, including removal from the Arena.
- Establish designated entrances based on seat location.
- Staggered arrivals if feasible, based upon whatever plan the Club deems is most important (e.g., preference of season ticket membership levels, groups, by seat location, etc.).
- Monitoring of stair, elevator, and escalator capacity limits.
- Painting the third stair or escalator step a different color to clearly identify physical distancing markers.
- REQUIRED: The allowance of bags for Guests at NHL Arenas is prohibited unless the Arena utilizes an X-Ray machine to screen bags upon entry, including purses and clutches. All Guests approved to enter with bags must adhere to any additional policies established by the Arena Security Director or their designee.
- REQUIRED: Employing a clear bag policy is not a replacement for the use of X-Ray machines.
- REQUIRED: All Walk-Through Metal Detector (WTMD) alarms must be cleared via the YO-YO technique (i.e., the TSA method of stepping back through the WTMD to conduct secondary screening as opposed to using a hand wand). Hand wands should be maintained by security supervisors and utilized when required to screen individuals claiming (medical or other) reasons, that the use of a WTMD is not desirable or possible. All items must be divested. Employing a "Hands-Up" method of screening individuals is prohibited.

- Coordinated egress out of seating areas by even and odd sections following the conclusion of the game or any post game activities taking place in the Arena, including the dismissal of Guests row-by-row at the direction of gameday staff and ushers.
- Limiting fan movement (potentially with zones) when exiting to limit unnecessary congregation on concourses.
- Monitoring stair, elevator, and escalator capacity limits.
- Designated exit pathways depending on seat location.
- Communication/signage as noted in "Guest Communication" section about related protocols.



3. OTHER CIRCULATION & MOVEMENT RESTRICTIONS OF TICKETED GUESTS IN-VENUE ////////

- REQUIRED: When managing vomitory occupant physical distancing capacity, including in-game, the Club/Arena shall add floor markers to clearly identify Guest queue line placement.
- REQUIRED: Having the necessary number of gameday staff in place for each location, including ushers and security personnel, to prevent the congregation of Guests in vomitories during stoppages of play.
- **REQUIRED**: Ensuring queue lines are clearly laid out and eliminate cross-paths.
- REQUIRED: Assigning and monitoring appropriate pathways to, and capacities for, escalators, elevators, stairs, and restrooms in order to manage compliance with physical distancing requirements.
- Creating additional Information / Guest Services areas to prevent them from being a choke point.
- Creating specific lines at Information / Guest Services areas based on topic to create organized and streamlined communication.
- Assigning dedicated roaming staff throughout the venue for the duration of the event to answer questions, direct Guests, monitor and field complaints about PPE compliance, and implement as necessary, the appropriate escalation processes as required by Section F.
- All NHL Arena personnel should be mindful of choke points, which are locations where circumstances cause individuals to congregate in a non-physically distanced manner.
- **REQUIRED**: Each Arena must have a plan to address these circumstances or any other spontaneous gatherings that may occur. All Arena personnel must be educated and as appropriate, involved in the mitigation of these situations, as applicable, by either taking corrective action or reporting it to supervisors or to the Arena command center for follow up.

Arena security personnel should break up any gatherings to ensure physical distancing protocols are adhered to.



H. PROMOTIONS / PARTNER ACTIVATIONS

Clubs may need to limit the number and types of in-venue promotions and partner activations that can be conducted in order to comply with health and safety regulations and quidelines.

Suggested alternative activation options to consider include:

- Enhanced use of partner branded digital/mobile promotions.
- Where feasible, convert existing in-arena or in-person promotions to digital formats.
- Creation of unique LED executions with gaming technology partners, and offer digital payment platforms.
- Use of tablet/app/website/text/QR code for activation pre-registration, enable giveaways, and to offer partner discounts.
- Utilize unused partner-branded hospitality spaces to stage contactless partner activations to drive incremental signage impression value.
- Promote contactless giveaways (e.g., pre-game placement of premiums on seats, in cup. holders, at physically distanced distribution tables in concourse areas, etc.).
- Inclusion of concession partner products in all open stands and suites to help preserve serving and pouring rights value, and where applicable, provide in-venue discount offers.
- Increased use of center-hung scoreboard/LED for promotions, branded in-game presentation and digital content.
- Utilize pregame or game day fan communication tools to outline new processes, branded promotions, activations, and required technology in the reimagined game-day experience.

Fulfilling partner contractual obligations as well as generating new partner revenue will be a challenge for Clubs during the upcoming season. To enhance new revenue and retention strategies, the League will provide Clubs with recommendations on the deployment of new in-venue assets, the execution of which may be feasible with reduced capacity, (e.g., tarp seat cover signage, etc.). Additionally, the League is permitting the deployment of a select number of new partnership assets which will be available for Club activation solely during the 2020/21 NHL season. Information on the availability and deployment of these potential assets have been provided to Clubs under separate cover.

Clubs are also encouraged to maximize the use of available partner asset opportunities which are not dependent on in-arena execution. These revenue generating opportunities include but are not limited to:



- Virtual signage integration during Club home and away local/regional telecast games.
- The ability to use certain NHL Player rights for promotions by Clubs and their marketing partners under the Group License Agreement.
- Approved Club use of up to two (2) Local Promotional Territory extensions available per season.

REQUIRED: Promotional activities involving Players and Club Personnel (including Player and Club sponsorships) are permitted only to the extent approved by the local health authorities, and in the case they are approved, shall be limited to those with strict precautionary measures in place, including but not limited to, the following:

- Strict adherence to physical distancing of more than six feet (2 meters) from any thirdparty individuals;
- All participants shall wear face coverings at all times, with the limited exception of short duration (1-2 minute) segments where the Player is speaking or skating;
- Remote cameras and boom or remote microphones shall be utilized to the greatest extent possible;
- All health screening measures as set for in this Protocol shall be adhered to; and
- The Club Compliance Officer shall be present at all times to ensure compliance with the above preventative measures.
- A Player's concerns about COVID-related risk arising out of participation in the promotion shall be deemed a reasonable basis upon which to decline participation.

REQUIRED: To reduce the risk of the spread of COVID-19 and promote health and safety, there are a number of fan engagement and touchpoint opportunities that typically occur in Restricted Areas which are prohibited until further notice. These include the elimination of "fist-bump" lines; the allowance of Guests on Club benches and penalty boxes; locker room visits, and Player autograph signings and photo opportunities. Interactions with the Club mascot, cheer crew personnel, alumni and other Club promotional personnel may only be conducted in a safe and physically distanced manner.

Clubs/Arenas that distribute game programs should consider discontinuing the production of physical programs for the 2020/21 NHL season and distribute the content via digital platforms.



I. TECHNOLOGY

NHL Arenas should consider deploying the following technologies to create a more touchless and frictionless experience. Examples include:

- Allows for Guests to order and pay for Food & Beverage and Retail merchandise via mobile device and pick up at designated area.
- Marketing via center-hung scoreboard, in-bowl LED signage, concourse LED and IPTV. and QR codes on walls / seat backs / beverage cup holder inserts.
- Available via multiple providers such as Appetize or Venuetize (NHL preferred pricing vendors) for web-based or Arena app-based integration.

- Allows for Guests to order and pay for Food & Beverage and Retail merchandise via self-serve kiosk and pick up at designated area or go through a self-checkout terminal after collecting items.
- Available via multiple POS providers.
- Recommended to include hand sanitizer for Guests to use before and after process and/or the kiosk/terminal should be wiped down on a regular basis.

- Which provides a prepaid debit card that ticketed Guests can use inside NHL Arenas on Food & Beverage and Retail merchandise in return for cash.
- Subject to each Club's local restrictions relating to availability of cash accepting points of sale.
- Available via multiple providers such as Cash2Card (NHL preferred pricing vendor).

- Guests can preload credit card information into platform on mobile device or fan ID card to pay for Food & Beverage and retail merchandise in NHL Arenas.
- Available via multiple providers such as Appetize or Venuetize (NHL preferred pricing vendors) for web-based or Arena app-based integration.

 NHL Arenas can preload Food & Beverage and Retail merchandise credits on Guests' tickets that can be redeemed at concession stands throughout NHL Arenas.



J. FOOD & BEVERAGE

NHL Arenas should consider preparing their Food & Beverage services to account for adjustments to the allowed seating capacity of the building. That includes:

- Considering the number of concessions stands that are open for events with the consideration that while having more stands open might lead to extra expense, it could also promote better physical distancing.
- Limiting the number of points of sale that are open at each concession stand to promote physical distancing requirements with the understanding that due to physical distancing standards, there might be fewer employees needed to operate typical concession stands.
- Increasing the amount of credit card and mobile payments-only points of sale to facilitate a touchless fan experience.
- Installation of clear physical barriers such as plexiglass at points of sale in between Guests and service personnel.
- Limiting the number of menu options that are available in order to create a guicker process that prevents delays from creating crowding in the concourse area and addressing the potential that due to physical distancing standards, there may be fewer employees to operate in the other areas of the concession stand.
- Limiting or removing portables from the concourse to allow for physically distanced fan flow.
- Increasing the number of "Grab and Go" markets, including "just walk out" concepts.
- Using signage and floor markers to communicate physical distance requirements.
- Eliminating the use of hawkers providing Food & Beverage to seated guests in the bowl.
- Using protective plastic gloves to serve Guests.
- Communicating pre-game (via email, text, physical) and in-arena (center-hung scoreboard, in-bowl LED signage, concourse LED and IPTV) regarding food service changes.

As per CDC and PHAC suggested protocols, NHL Arenas should employ the following packaging and distribution techniques:

- **REQUIRED:** Using pre-packaged individual cutlery, straws, and condiments.
- Creating pre-packaged portions with clam shell style closed boxes or similar products.
- Discontinuing the use of large shared condiment dispensers used for self-service.
- Affixing lids on top of draft beer and fountain sodas.
- Avoiding the use of any self-serve food or drink options.
- Discontinue refill programs for food or drink options.



REQUIRED: Each NHL Arena shall follow local health authority regulations and guidelines when determining permissible food and beverage consumption locations and circumstances in the Arena.

If the Arena is considering prohibiting food and beverages within the seating bowl, there must be sufficient designated concourse consumption areas established which also provide for required physical distancing compliance.

Food and beverage consumption, if permitted, is the only limited exception during which Guests are permitted to remove their face coverings, and only during the period of active consumption. When Guests are not actively consuming their food or beverage, face covering must be promptly put back on.

Arenas shall have signage prominently displayed around all dedicated food and beverage consumption areas, and shall have security personnel in place to monitor compliance and enforce face covering regulations.

In addition to the above items that can also be utilized in Premium Areas, NHL Arenas should also consider the following:

- Buffets
 - Eliminating the use of self-serve buffets.
 - Increasing the use of staff served buffets.
 - Increasing the use of pre-plated and pre-packed small portions.
- Action Stations
 - Installing clear physical barrier such as plexiglass in between Guests & service personnel.
- In-Seat Service
 - REQUIRED: Servers must wear PPE to distribute orders.
 - Eliminating the use of in-seat service in the arena bowl to prevent items being passed across row between Guests that aren't part of the same Pod.
 - Use can be maintained for Loge Boxes, Theater Boxes, and Table Tops.
- Restaurants/Bars
 - Provide one-time use, disposable menus for Guests to use.
- Other Considerations
 - Using markers on floors to indicate physical distance requirements.
 - Collecting Food & Beverage orders in advance of game.
 - Creating a cleaning schedule for reusable serving utensils, plates, and cloth napkins or eliminating their use.
 - Eliminating the use of passed food items on trays or any other non-sealed shareable snack item.



- Affixing QR code on table, seatback or beverage cup holder to create mobile ordering process.
- Increasing use of pre-batch/mixed cocktails.
- Using only pre-packaged items on dessert carts.

K. RETAIL

NHL Arenas shall prepare the Retail outlets they operate and/or manage through a third-party concessionaire, to account for operations adjustments reflective of and responsive to the allowed capacity of the building. Such preparation includes the following:

- REQUIRED: Adhering to local ordinances on permitted store capacities to reflect the maximum number of Guests allowed into each retail location based on its square footage and monitoring the flow of fan movement within each walk-in store in order to meet required physical distancing standards.
- Walk-up stands/kiosks should likewise ensure that queue lines are set up to account for physical distancing requirements both within the queue itself and in relation to any concourse flow in the adjacent area.
- Adjusting overall retail location strategy to balance the number of Retail outlets that are open for events with consideration for the increased operating costs of opening more locations versus allowing for better distribution of fan traffic through more locations.
- Retail location plan should also account for reduction/removal of any portable locations which encumber concourse space/flow.
- Limiting the number of points of sale that are open at each retail location to help maintain physical distancing requirements at the counter on both the customer side and the staff side.
- Installation of clear physical barrier such as plexiglass at points-of-sale in between Guests and service personnel.
- Using markers on floors to indicate physical distance requirements.
- Eliminating the use of merchandise hawkers to limit interaction with seated guests in the bowl.
- Closing fitting rooms, restricting wearable items from being tried on, and discouraging any excessive/unnecessary handling of merchandise in advance of purchasing.
- Revising return policies or instituting updated procedures to guarantine or disinfect returned merchandise before it is returned to the sales floor.
- Quarantining and/or disinfecting used hangers.
- Using protective plastic gloves to restock the merchandise.
- Considering the use of mobile order pick-up options to reduce the number of Guests who visit store locations/handle merchandise. Clubs will be permitted to create and promote an in-venue enabled browser or app-based retail experience for making purchases that can be fulfilled to designated pick-up locations or in-seat delivery. Clubs will not be allowed to send mobile ordered merchandise to a Guests outside of the Arena.



- Repurpose concourse space that may have been freed up by other business groups (e.g. sponsor activation areas) to set up pick-up counters for mobile orders.
- Creating self-bagging set up on customer side of cash-wrap to allow Guests to bag their own purchases.
- **REQUIRED**: Mandating that merchandise purchased at a retail location owned by the Club/ Arena that is located before security must still go through the same X-Ray machine screening process as other bags held by Guests.
- **REQUIRED**: The following procedures must be followed for game-used merchandise prior to being offered for sale or being distributed to third parties (e.g., charitable organizations, etc.):
 - Worn items (jerseys, gloves, etc.):
 - » Ensure item is completely dry.
 - Once dry, allow it to hang for five (5) to seven (7) days.
 - » Consider the use of UV-C light disinfection of the item (via a UV chamber or mobile UV-C machine).
 - Unworn items (equipment, including pucks, sticks, etc.):
 - » Clubs shall use detergent-based cleaners and EPA registered List-N detergent/ disinfectants that will remove bacteria like MRSA from surfaces and kill common viruses like mumps, measles, cold, coronavirus, and influenza viruses.

.. RESTROOMS

Subject to compliance with local ordinances, NHL Arenas should employ the following additional health, sanitization and safety protocols:

- Using measures to remove touchpoints for opening restroom stall doors to the extent feasible.
- Limiting the capacity of each restroom area.
- Using markers on floors to indicate physical distance requirements.
- Consider installing touchless appliances such as faucets, paper towel dispensers, hand dryers, toilets, urinals.
- Staff Face Coverings.



M. CLEANING AND DISINFECTING REQUIREMENTS

This section sets forth the considerations and requirements for the cleaning and disinfecting of the Guest Experience, Food & Beverage, Retail and Media spaces, (collectively "Front-of-House Areas") to help prevent the spread of infections among Guests, Arena personnel, including those identified as members of Groups 2-5.

Front-of-House Areas include, without limitation: Concession stands, Premium Areas, (as defined in this Protocol), which includes: Luxury Suites, Club seating sections, Premium Clubs, Arena bars/restaurants, Loge Boxes, Theater Boxes, Table Tops, and other hospitality spaces (and their related food service preparation areas); areas of Guest ingress and egress into the Arena (including to and from the parking area); box office; Arena bowl; retail outlets, including walkup stands/ kiosks, restrooms, and all paths of travel connecting each of the foregoing, including concourses, stairways, elevators, escalators, vomitories.

REQUIRED: To help reduce the spread of infectious diseases and viruses, the Club/Arena is responsible for ensuring that the Front-of-House Areas are properly disinfected by Arena cleaning crews in accordance with this information and local, provincial/state and federal regulations and recommendations.

REQUIRED: Prior to the start of the 2020/21 NHL season, the Club shall review this information with Arena management, the Facility Compliance Officer, and Arena cleaning personnel. Specific attention should be paid to clarifying which person or group is responsible for the cleaning and disinfecting of each of the associated Front-of-House Areas. The Facility Compliance Officer should designate a number of Arena personnel as Sanitization Ambassadors to assist with monitoring for compliance and to answer any questions from other Arena personnel.

1. PROHIBITION ON ENTRY TO FRONT-OF-HOUSE AREAS UNTIL DISINFECTION IS COMPLETE ////

REQUIRED: In order to properly ensure thorough and complete disinfection of rooms after a prior event, game or use, Guests are prohibited from entering Front-of-House Areas until complete disinfecting has occurred. The Club/Arena is responsible for establishing processes, which may include the posting of Security personnel, to ensure compliance.

REQUIRED: Clubs are required to thoroughly clean and disinfect all areas addressed throughout this document, with a particular focus on "high touch, high risk" surfaces.

- Non-porous materials should undergo disinfection using liquid chemical disinfectants as outlined in Non-Porous Materials, below.
- Porous materials should be laundered as outlined in the Additional Disinfection Measures. section, below.
- Avoid use of porous materials that cannot be laundered (e.g., wood, marble).



NON-POROUS MATERIALS

REQUIRED: To disinfect non-porous materials in these areas, Clubs shall use detergent-based cleaners and EPA registered List-N detergent/disinfectants that will remove bacteria like MRSA from surfaces and kill common viruses like mumps, measles, cold, coronavirus, and influenza viruses.

- List N: Disinfectants for Coronavirus (COVID-19)
- More information is also available on the CDC and Health Canada websites:

CDC: Cleaning and Disinfection

Health Canada: List of disinfectants with evidence for use against COVID-19

REQUIRED: All cleaners and disinfectants must be used in accordance with the product label and manufacturer's recommendations. For example:

- Does surface need to be cleaned before using the disinfectant?
- What is the contact time? (i.e., the amount of time the disinfectant must remain wet on the surface)?
- Does the product need to be diluted with water?

Ready-to-use (RTU) disinfectants instead of ones that require dilution can remove one source of inconsistency. Ideally, the choice of disinfectant should be coordinated so that a single disinfectant is used throughout the facility.

APPLICATION METHODS, SYSTEMS AND OTHER PRODUCTS

It is strongly recommended to use an electrostatic sprayer as an adjunct to normal daily cleaning to enhance application of disinfectants, particularly on hard-to-reach surfaces (e.g., restroom stalls, Arena bowl seats).

Application of disinfectants using microfiber cloths provides additional benefit, as the cloths facilitate dirt and pathogen removal. If a quaternary ammonium-containing disinfectant is used, apply the disinfectant with a microfiber cloth to ensure appropriate concentration of disinfectant is applied to the surface.

The additional benefit of other specialized disinfection methods, systems and products remains to be established (or could carry potential risk of harm). Clubs should consider the following when evaluating other specialized disinfection systems:

- Square footage and volume of space.
- Potentially harmful byproducts.
- Staff safety.
- Level of training required.
- Potential damage to surfaces over time, and maintenance required.
- · While many novel application methods, systems and products demonstrate the ability to kill pathogens in laboratory-based experimental conditions, emphasis should be placed on "real world" data and consideration of what a method, system or product will add to baseline practices.



LAUNDRY

The following considerations should be taken into account by in-house cleaning personnel for Front-of-House Areas or relayed to third-parties who are responsible for performing the cleaning:

- REQUIRED: Porous materials must be laundered between uses.
- **REQUIRED**: All individuals shall wear gloves while handling laundry, and shall change such gloves after handling dirty laundry.
- The Arena should work with their professional laundry contractor to ensure that an appropriate laundry disinfectant is included in each load.
- The Arena should develop protocols and strategies to ensure that clean laundry does not come into contact with surfaces contaminated by dirty laundry (e.g., clean and dirty bins, clean and dirty areas in the laundry room).
- Laundry bins should be disinfected between uses, particularly after unloading a "dirty" bin.
- Laundry areas should be disinfected between loads.

GUEST TOUCHPOINTS

Arenas should put hand sanitizing stations at every area in which a Guest is potentially required to touch a high contact surface. Those areas include:

- Path of Travel (concourses, stairways, elevators, escalators, vomitories)
- Food & Beverage self-order kiosks and points of sale
- Retail self-order kiosks and points of sale
- Reverse ATMs
- Restrooms

CARPETS

• **REQUIRED**: Vacuum at least once a day, in accordance with CDC guidance. Guidance: Cleaning and Disinfecting Your Facility

REQUIRED: Arena cleaning crews are responsible for all aspects of cleaning and disinfecting, including trash disposal, the vacuuming of rugs, mopping the floor in all Front-of-House Areas, includina:

- Box Office
- Guest ingress, egress, atrium areas
- Security checkpoints
- Path of Travel (concourses, stairways, elevators, escalators, vomitories)
- Arena bowl
- Premium Areas (Club Seats, Premium Clubs, Luxury Suites, Restaurants, Loge Boxes, Theater Boxes, and other hospitality spaces)



- Food & Beverage Areas (Permanent and Portable locations)
- Retail Locations
- Restrooms

Other personnel such as Food Service operations staff (for Food & Beverage areas), Retail operations staff (Retail locations) and Guest Services (concourse) should be engaged in cleaning and disinfecting of their respective areas as outlined above.

Additional policies and considerations include:

- REQUIRED: Staff that are tasked with cleaning Front-of-House Areas are identified as individuals in Group 4, and as such, must not come in contact with Groups 1-3.
- Having cleaning staff wear bright and recognizable uniforms in order to be highly visible when performing cleaning and sanitization protocols.
- Ensuring that specific attention is paid to clarifying which person or group is responsible for the cleaning and disinfecting the Front-of-House Areas.

In consultation with your local facility management janitorial services, Front-of-House Areas at the Arena should undergo cleaning and disinfection based on the type of areas and surfaces while also taking into account the amount of traffic that each area and surface sees on a daily basis. Arenas should create their own cleaning and disinfecting plan to clean their Front-of-House areas in a satisfactory manner.

- High-risk areas and high-touch surfaces seeing heavy amounts of traffic should be disinfected every hour while taking into account the cleaning product's instructions for contact time. Those seeing less traffic should be planned to be cleaned regularly in each Arena's protocols.
- Medium-risk areas and medium-touch surfaces seeing heavy amounts of traffic should be disinfected every other hour while taking into account the cleaning product's instructions for contact time. Those seeing less traffic should be planned to be cleaned regularly in each Arena's protocols.
- Low-risk areas and low-touch surfaces seeing heavy amounts of traffic should be disinfected overnight while taking into account the cleaning product's instructions for contact time. Those seeing less traffic should be planned to be cleaned regularly in each Arena's protocol.



SAMPLE SIGNAGE APPENDIX

VERSION 1 - DECEMBER 2020 31



COVID-19 WARNING

In connection with the 2020-21 NHL season, we have taken enhanced health and safety measures intended to mitigate the risk of exposure to COVID-19. Despite the protocols and requirements the we have put in place, no precautions can eliminate the risk of exposure to COVID-19.

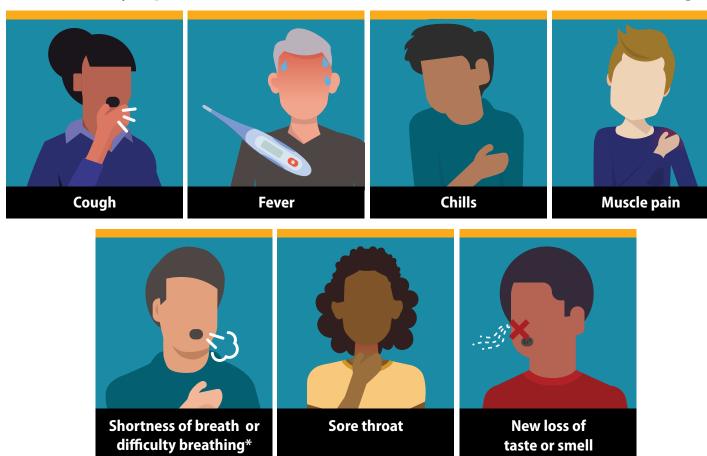
Traveling to and from, visiting, and/or providing services in and around the arena may lead to a risk of exposure to COVID-19.

COVID-19 is highly contagious and there is an inherent risk of exposure to COVID-19 in any place where people are present. COVID-19 can lead to severe illness and death. While people of all ages and health conditions have been adversely affected by COVID-19, certain people have been identified by public health authorities as having greater risk based on age and underlying medical conditions. Exposure to COVID-19 can result in being subject to quarantine requirements.

Please do your part by complying with our health and safety rules and let's keep each other safe and healthy.

Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

*Seek medical care immediately if someone has emergency warning signs of COVID-19.

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion

- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.





How to Protect Yourself and Others

Know how it spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- The best way to prevent illness is to avoid being exposed to this virus.
- The virus is thought to spread mainly from person-to-person.
 - » Between people who are in close contact with one another (within about 6 feet).
 - » Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - » These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - » Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Everyone should

Clean your hands often



- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Avoid close contact



- · Stay home if you are sick.
- Avoid close contact with people who are sick.
- Put distance between yourself and other people.
 - » Remember that some people without symptoms may be able to spread virus.
 - » This is especially important for **people who are at higher risk of getting very sick.** <u>www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html</u>





Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



















DO choose masks that



Have two or more layers of washable, breathable fabric



Completely cover your nose and mouth



Fit snugly against the sides of your face and don't have gaps



