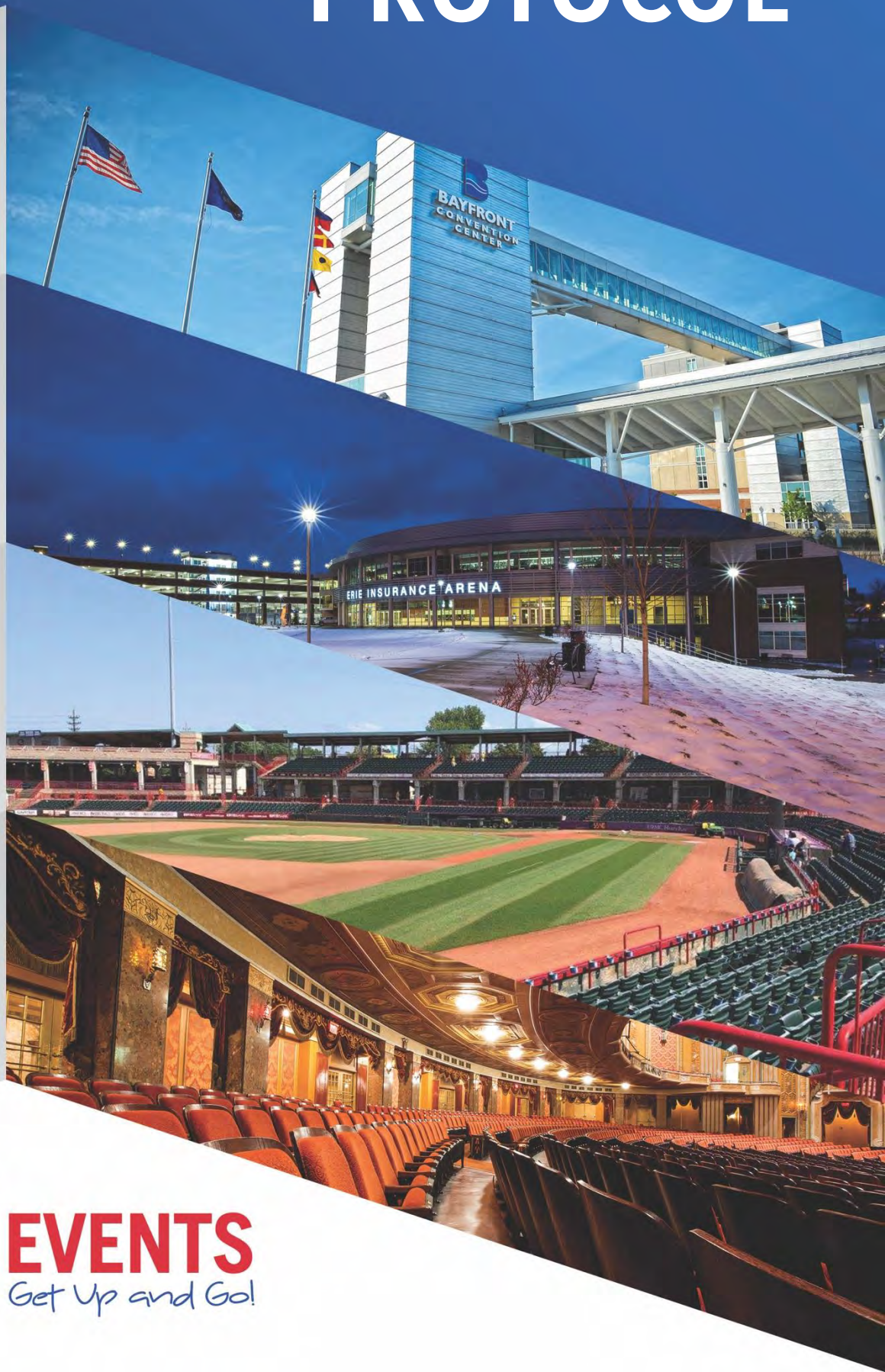


RETURN TO ACTIVITY PROTOCOL



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EXECUTIVE SUMMARY

The mission of Erie Events is to provide world-class convention and entertainment venues throughout the region to visitors and residents, their families and friends. Erie Events strives to present a diverse selection of performing arts and sporting events not just to residents of our own community, but also to meeting and convention visitors, travelers and vacationers.

The important and worthwhile role we play in our community has been temporarily sidelined due to the implications of a global pandemic. In March of 2020, we made the difficult decision to suspend programming and since then have only hosted a small fraction of the events we normally host in a year. As we prepare and plan for a broader re-opening of our facilities, safety remains our number one concern. In fact, as an organization that hosts large gatherings, we have always put safety as a top priority. Our experience in that area, along with guidance from the CDC, and local and state health departments has been our guiding force in creating this document.

The specific goal of this document is to provide a consistent framework for our venues, clients, and other constituents to resume operations and event activity. Our staff has researched and reviewed numerous guidelines and resources regarding resuming operations within the event and hospitality sectors as well as other industries to develop this plan. Our re-opening task force team continues to remain involved

with local authorities and industry work groups to ensure the very best practices are implemented.

This document provides direction to staff and clients in order to methodically resume programming our facilities with events and performances. The underlying principle throughout this document is to maintain the health and safety of the staff, clients and patrons of Erie Events. A very small number of essential staff members have continued to work on site under general state and federal guidelines of social distancing. This document creates a more structured framework of responsibilities and procedures as we begin to welcome several more staff members and more consistent event activity.

For ease of use, we have divided this plan based on our venues. While the first section addresses essential elements for our various departments to return to work, each subsequent section deals with our four venues individually. Our protocols and this document will continue to be observed and updated as needed based on new developments and changes to local, state and federal guidelines.

A photograph of two women in business attire and face masks standing on a high-rise office balcony. The woman on the left is wearing a white blazer and dark trousers, while the woman on the right is wearing a dark blue button-down shirt and dark trousers, holding a notebook. They are both wearing black face masks. The balcony has a glass railing and a view of a city harbor with many boats and buildings in the background. A large blue diagonal graphic is overlaid on the bottom right of the image.

RETURNING TO ONSITE WORKPLACE

RETURNING TO ONSITE WORKPLACE

1.1 Remote Work Opportunities

Telework or remote work requests will be handled on a case-by-case basis. While not all positions will be eligible, all requests for temporary telecommuting should be submitted to a supervisor or manager for consideration.

1.2 Recalling Furloughed Employees

Employees will be recalled to the same position they held prior to being placed on a temporary furlough. Managers will reach out to employees to make arrangements for them to return to work on a specific date.

The safety and health of employees is a top priority. Erie Events will take every effort to reduce transmission of the virus among employees, sustain healthy business operations and maintain a healthy work environment. This includes:

- Requiring sick employees to stay home.
- Establishing practices which support social distancing.
- Increasing ventilation, cleaning and sanitizing in the workplace.
- Implementing customized, flexible and supportive policies and practices whenever appropriate.

If employees do not return on the effective date of recall, it will be determined that they are no longer interested in employment and have voluntarily terminated employment. If there are any circumstances which may prevent an employee from returning to work on their date of recall, they should contact the Human Resources Manager at 814-480-6056.

No employee will be allowed to return to work without first completing specific training on COVID-19 safety and sanitation protocols. Completed training documents will be stored in the employee's file.

1.3 Employee Health

Erie Events will take immediate and pro-active steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of Erie Events to operate effectively and ensure that all essential services are continuously provided, while maintaining a safe workplace.

Erie Events is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak.

Erie Events will ensure a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, breakrooms, conference rooms, door handles, transaction trays, railings, etc. Cleaning wipes and/or sanitizer will be provided for high-touch areas.

All employees shall cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious — frequent hand washing with warm, soapy water for at least 20 seconds; covering mouth when sneezing or coughing, and discarding used tissues in wastebaskets. Hand sanitizers have been installed throughout the workplace and in common areas for employee use.

Work areas and staffing levels will promote the ability to maintain a six-foot distancing protocol in all areas based upon Health Department and Centers for Disease Control (CDC) regulations.

The Erie Events Infectious Disease Control Policy can be found in the Appendix of this document.

1.4 Daily Health Screens

A daily temperature screening is job related and is a safe business necessity.

Erie Events is requiring employees to have their body temperature measured daily before beginning their shift. If an employee's temperature is over 100.4 they will be sent home to monitor symptoms.

Staff will report to work via separate entrance and may be screened by questionnaire; and if given approval, they will have access to their office/desk/work area to begin their duties.

1.5 COVID-19 Testing

Human Resources will provide detailed instructions on how to obtain a COVID-19 test when appropriate.

1.6 Response to a Positive COVID-19 Result

Employees will need to contact their direct supervisor and Human Resources if they test positive for COVID-19.

Symptoms may include:

- Fever
- Dry cough
- Fatigue
- Aches and pains
- Sore throat
- Diarrhea
- Conjunctivitis
- Headache
- Loss of taste or smell
- A rash on skin, or discoloration of fingers or toes
- Difficulty breathing or shortness of breath
- Chest pain or pressure
- Dysarthria

Employees should seek immediate medical attention if they have serious symptoms. It is advised to call before visiting a doctor or health care facility.

The Erie Events Response Protocols Flow Chart for COVID-19 can be found in the Appendix of this document.

1.7 Monitor, Quarantine and Isolation Guidelines

Quarantine is used to keep someone who might have been exposed to COVID-19 away from others. On average it takes 5–6 days from when someone is infected with the virus for symptoms to appear, however it may take up to 10 days. As the situation relating to the COVID-19 pandemic continues to evolve, this protocol will be evaluated and may change as conditions warrant.

1.8 Returning to Work from Quarantine or Isolation

Employees may be required to quarantine if exposed to COVID-19. Employees may return to work once the following conditions have been met:

- Quarantine can end after Day 10 without testing if the employee has experienced no symptoms, but the employee must continue daily monitoring for symptoms until Day 10 or
- Quarantine can end after Day 7 if a person has experienced no symptoms and received a negative COVID-19 test result on Day 5 or later, but the employee must continue daily monitoring for symptoms until Day 10.

Employees will be required to isolate if he/she tests positive for COVID-19. Employees may return to work once the following conditions have been met:

- Employees will need to isolate and stay home for at least 10 days after symptoms onset AND fever free for 24 hours.

1.9 Personal Protective Equipment (Employees)

Erie Events requires all employees to conduct themselves in a manner that reflects safe practices with the highest standards of conduct and in accordance with all Health Department and CDC regulations.

All Employees and any person entering Erie Events facilities are required to wear a mask or face covering.

An employee does not need to wear a mask if they have a medical condition or if the mask creates an unsafe condition while operating equipment. An employee should contact their supervisor or Human Resources if they are unable to wear a mask.

The Erie Events Personal Protective Equipment (PPE) Policy can be found in the Appendix of this document.

1.10 Employee Travel Policy

Any Erie Events employee traveling outside of Pennsylvania is required to inform Human Resources and their direct supervisor prior to travel.

Employees traveling into and returning to the Commonwealth from any location outside of the Commonwealth (including international locations) must produce evidence of a negative COVID-19 test or place themselves in travel quarantine for 10 days after entering the Commonwealth,

Employees who receive positive results after entering the Commonwealth must follow the Isolation guidelines located on Page 7 – Section 1.8.

The full Erie Events Travel Policy can be found in the Appendix of this document.

1.11 Enhanced Cleaning Protocols

Training for COVID cleaning protocols will be mandatory for all staff members before beginning their first shift. Completed training documents will be stored in the employee's file

All cleaning products will be approved for use and effective against viruses, bacteria and other airborne and blood-borne pathogens. The product documents are found in the Appendix of this document and are on file with building management

Increased frequency of cleaning has been implemented with special emphasis on frequently contacted surfaces such as elevators, restrooms, handrails, transaction trays, doors, etc.

Cleaning in high traffic areas will be increased in frequency, with emphasis on high-touch areas. All rooms will be sealed at the completion of cleaning.

Shared tools and equipment will be sanitized before and after each shift or before equipment is transferred between employees. This includes, but is not limited to radios, keys, small tools, pallet jacks, motor vehicles, kitchen utensils, computers, etc.

Touchless hand sanitizer dispensers will be placed at key guest and employee entrances and available to employees for their personal use while in the workplace.

A photograph of the Bayfront Convention Center building, a modern structure with a blue and white facade. The building features a prominent blue sign with a stylized 'B' logo and the text 'BAYFRONT CONVENTION CENTER'. To the left of the building, three flagpoles are visible, flying various flags including the Michigan state flag. A blue semi-transparent graphic overlay is positioned in the lower-left foreground, containing white text. The sky is clear and blue.

RESUMPTION OF EVENT ACTIVITY

BAYFRONT CONVENTION CENTER

RESUMPTION OF EVENT ACTIVITY – BAYFRONT CONVENTION CENTER

The following has been designed to address typical events held at the Bayfront Convention Center and to outline the major safety protocols related to all events. Particular questions related to specific events and how these procedures apply should be addressed directly to building management or an assigned event coordinator. This is a working written guide, which may change in time, as best practices emerge and with recommendations from the Health Department and CDC.

2.1 Ticketing Policies

In order to properly monitor building occupancy and event capacities, the Bayfront Convention Center ticketing system must be utilized for all ticketed events. All Box Office representatives will wear face coverings and gloves (when necessary) while working the Box Office windows in addition to plexiglass shields that will be installed at all Box Office locations. The Box Office will have EMV readers (payment card readers) installed to limit person-to-person contact. Signatures will not be required during payment at the box office to minimize interaction with common surfaces.

Erie Events has implemented a contactless ticket scanning process. Ticket scanning podiums will be located at entry points. Barcodes will be accessed by placing the patron's mobile device or traditional ticket near the scanner for validation. Staff will be available at entrances for assistance.

Signage and/or staff will assist guests in entering the show or event through the proper ingress areas. Ushers will be available for shows or events with specific seating assignments.

Line queuing for ticket purchasing and for ticket scanning must maintain proper social distancing. Stanchions and/or spacing markers will help promote proper distancing for those waiting in line. ID for Will Call tickets will be presented for visual inspection rather than passed to the employee. All transactions are recommended to be cashless whenever possible.

Pre-purchased tickets are highly recommended and may have suggested instructions attached to assist in line mitigation.

2.2 Personal Protective Equipment (Patrons)

As outlined previously, all convention center staff will be required to wear face coverings when physical distancing cannot be maintained and in all public spaces. All customers and guests attending trainings, events, performances or social gatherings will be required to wear a face covering upon entering any meeting space. Certain outdoor areas are considered meeting spaces and will be identified as such. Guests will be expected to maintain mask wearing except when partaking in a meal, beverage or when performing. Customers will be directed to provide their own face coverings and signage will be posted throughout the facility as reminders. If guests arrive without face coverings, masks or face shields may be provided at the client's expense. If guests refuse to utilize a face covering and do not have a medical reason, they will be denied admission or asked to leave the premises. Guest interactions of this sensitive nature must only be handled by trained managerial or security staff members and in coordination with event or show organizers.

Event vendors and crew members will be required to adhere to the same PPE requirements asked of building staff members.

2.3 Arrival Considerations

The Bayfront Convention Center will be implementing guest and client arrival protocols to manage safe entry, traffic flow, and to reduce common space congestion in the venue.

Spacing markers will promote proper distancing of patrons upon entering the building. Signage will inform guests of appropriate hygiene and PPE protocol. A sample map detailing entry/exit locations for all persons entering the facility is included in the Appendix of this document.

The below items may or may not be implemented depending on the specific type of event.

- Specific entry points and doors will be identified as ingress or egress.

- Floor tape or decals will be used to promote social distancing particularly for queues and areas of potential congestion.
- Bayfront Convention Center welcome staff will be required for most events to help communicate and monitor COVID-19 mitigation protocols. These staff members may be in addition to normal staff requirements. Bayfront Convention Center team members may be used at management's discretion.
- Temperature scanning and health information may be required in coordination with event planners.
- Coat check and outside valet services will be suspended until further notice.
- All show vendors must load and unload through the designated garage loading dock.
- Clients will be required to adhere to their contracted days and times.
- Vendor and client set up times will be established and strictly adhered to in order to ensure safe move in and move outs.
- For ticketed events, designated arrival times may be required.

2.4 Security Protocols

To protect event attendees, guests, staff and vendors that utilize the Bayfront Convention Center, security screening processes may be utilized upon entry. The Bayfront Convention Center utilizes walk through magnetometers or visual screenings at all public events in conjunction with secondary magnetometer wands and bag searches. This screening process can be used at all entry points of the facility.

Additional sanitation procedures will be implemented to ensure equipment is cleaned regularly while in operation.

Divesting tables and bowls will be cleaned and disinfected multiple times daily and after each group entry. In addition, surfaces will be cleaned and disinfected using disinfecting wipes or an EPA-registered disinfectant.

Each magnetometer will be wiped down with disinfecting wipes at least once a day on its day of use.

Social distancing and directional markers will be installed for patrons and staff positioning during Security Screening.

2.5 Pre-function Space Operations

The Bayfront Convention Center has over 25,000 square feet of public space within the facility. Guests and customers are required to adhere to all social spacing and mask wearing protocol while in the public spaces of the building. Additionally, guests will be asked to remain in designated areas of the building as several events may be occurring simultaneously. Signage and floor markers will be used to assist guests.

2.6 Event Space Operations

Prior to each meeting, rented rooms undergo the following cleaning procedures.

- Table tops will be sanitized and fresh linen will be placed.
- All door handles and touch pads to be sanitized.
- Vertical surfaces will be cleaned with an electrostatic spray machine.
- Hand sanitizer stations and/or bottles will be readily available in each room.
- All shared equipment and meeting room amenities will be sanitized before and after each use, or will be single use if sanitation isn't possible.
- All linen, including underlays, to be replaced after each use. When feasible, bare tables will be used for ease of sanitizing. Soiled linen will be transported in single use plastic bags.

When possible, event planning staff will work with clients to establish appropriate times for meeting room sanitation during breaks and meal periods.

PHYSICAL DISTANCING PROTOCOL

Current State of Pennsylvania guidance allows for limited capacity in each meeting room. Seating capacities and floor plans will be reviewed on an event-by-event basis to ensure appropriate physical distancing that follows Health Department and CDC guidelines. Adherence to Bayfront Convention Center reviewed and approved floor plans is critical.

GUEST CONSIDERATIONS

Individual bottles of water will be provided in lieu of water carafes on meeting tables and water stations.

Bayfront Convention Center sales staff will provide examples of physically distanced floor plans to assist meeting planners.

Modified food and beverage and break menus that support current service procedures with enhanced safety measures will be provided.

Signage related to guest count maximums, physical distancing reminders and other safe meeting protocols will be posted during meeting and events.

Guests that refuse or cannot adhere to safety protocols will be required to leave. Discussions of this nature will be handled by Bayfront Convention Center staff in conjunction with meeting or event organizers.

2.7 Restroom Operations

Restrooms will be sanitized frequently during the event and will be disinfected before the next scheduled event. When necessary, restrooms will be adapted to adhere to 6-foot social distancing requirements. The Bayfront Convention Center will also be implementing a maximum capacity for each restroom to further aid in physical distancing. There will be markings outside each restroom for queuing direction.

When possible, events will be directed to specific restrooms when multiple clients are in the building. Restrooms will close intermittently for cleaning and disinfection.

2.8 Elevator Operations

The Bayfront Convention Center will be limiting the capacity of each elevator with the number of patrons allowed identified outside each door. Sanitizer stations will be placed at each elevator and elevator panels will be cleaned at regular intervals. Employees and patrons should take extra caution and use the elevators only when necessary as these are high-touch enclosed spaces. Signs and spacing markers will be placed inside and outside of all elevators.

2.9 Food & Beverage Operations

In order to meet and maintain current safety protocols several changes have been made to menu and food service offerings. The Bayfront Convention Center team is committed to providing the same high level of quality and service clients expect. Certain types of service styles or menu offerings have been eliminated or replaced in order to meet current safe service standards. In addition, service staff counts will be modified to provide the safest environment possible. While new menu and service documents will be provided, the following are important changes that will be implemented.

- All self-serve style events and buffets to be suspended until further notice.
- All food and beverage items to be individually served.
- When appropriate, disposable service ware will be used.
- Flatware will be provided as a roll-up.
- Break items and non-plated meals will be attended and served by a server or presented in individual containers.
- All guest-facing shared service ware will be eliminated.
- Condiments will be served in individual servings and food items will be pre-dressed when appropriate.
- Pre-set water glasses, coffee cups and other items will be suspended.
- Bar alcohol and beverage choices will be reduced to increase service speed and to control bar-lines.

Concession sales of food and beverages during events held at the Bayfront Convention Center are at the discretion of building management. If concession sales are deemed appropriate, Bayfront Convention Center event planning staff will work with meeting or event organizers to create menu offerings that are suitable to the event. Bayfront Convention Center event planning staff will confer with event planners to assist in making the appropriate food choices and in determining the location of concession areas in conjunction with event floor planning.

The Bayfront Convention Center will implement several key changes to better serve guests. All concession sales will be cashless, utilizing EMV card readers. Plexiglass or similar

barrier material will separate customer and staff during the ordering process. All lines will be controlled with pipe and drape barriers, stanchions and/or with floor markings to promote social distancing while customers are in queue. Condiments and other self-serve items will be distributed by Bayfront Convention Center staff; all self-serve stations will be eliminated. Menu and food choice will be chosen to promote quick service and to help eliminate long queueing lines. Food dining areas will consist of tables of four and will be distanced based on Health Department and CDC recommendations.

Contact event planning representative for a full list of procedures and menu options.

2.10 Egress Procedure

Patrons and employees should exit the facility at the same location as directed for entrance. Signage and floor markings will assist in directing patrons. In the unlikely event of an emergency evacuation the closest and safest exit should be used. Maps detailing entry/exits for all persons entering the facility are included in the Appendix of this document.

2.11 Back of House Entry Procedures

There will be health and hygiene signage throughout the Bayfront Convention Center reminding employees, vendors and clients of the proper way to wear, handle and dispose of masks and gloves, hand washing, sneeze protocol, etc.

Staff members will have a dedicated entrance for use upon arrival and departure. Vendor and client entry/exit points may be separate from each other to minimize interactions. A map detailing the layout of back of house areas can be found in the Appendix of this document.

2.12 Loading Dock

The Loading Dock located between the Bayfront Convention Center and the Courtyard Hotel represents the point of entry for event equipment, delivery vehicles and third-party vendors. All items brought in should be loaded and unloaded by the appropriate staff and proper sanitization procedures followed. All vendors need to report to a

Bayfront Convention Center manager or supervisor and follow entry protocol.

2.13 Visitor, Vendor & Deliveries Access Process

Visiting vendors and suppliers requesting entry to the building for work purposes may be required to fill out an affidavit questionnaire. Copies of the questionnaire will be located in the back hallway near the time clock. Department heads should assist vendors and suppliers when needed.

Visitor access to the Bayfront Convention Center will be extremely limited to reduce access to the facility. All visitors should pre-schedule any meetings prior to arrival. When possible, meetings should be conducted via phone or internet video conference.

Normal USPS, UPS, FedEx or other delivery services will continue to deliver to the Administrative Offices or Loading Dock, but should follow posted entry and sanitization procedures. It is recommended Bayfront Convention Center staff meet delivery personnel at exterior doors to limit access to the facility.

2.14 HVAC System Modifications

All building HVAC equipment pre-filter and final filter inspection and replacement frequencies have been increased. Fresh air intake has been maximized when appropriate. In addition, all air handling equipment has been modified with bio-polar ionization technology. To maximize the effectiveness of this technology, air handler run times have been increased.



ERIE INSURANCE ARENA

RESUMPTION OF EVENT ACTIVITY

**ERIE
INSURANCE
ARENA**

RESUMPTION OF EVENT ACTIVITY – ERIE INSURANCE ARENA

The following has been designed to address typical events held at the Erie Insurance Arena and to outline the major safety protocols related to all events. Particular questions related to specific events and how these procedures apply should be addressed directly to building management or an assigned event coordinator. This is a working written guide, which may change in time, as best practices emerge and with recommendations from the Health Department and CDC.

3.1 Ticketing Policies

Select ticket windows at the Erie Insurance Arena Box Office will be closed to ensure proper social distancing. The Box Office will have EMV readers (payment card readers) installed to limit person-to-person contact. Signatures will not be required during payment at the box office to minimize interaction with common surfaces.

Erie Events has implemented a contactless ticket scanning process. Ticket scanning podiums will be located at entry points. Barcodes will be accessed by placing the patron's mobile device or traditional ticket near the scanner for validation. Staff will be available at entrances for assistance.

Signage and/or staff will assist guests in entering the show or event through the proper ingress areas. Ushers will be available to assist with specific seating and entry assignments.

Line queuing for ticket purchasing and for ticket scanning must maintain proper social distancing. Stanchions and/or spacing markers will help promote proper distancing for those waiting in line. ID for Will Call tickets will be presented to the glass rather than passed to the employee. All transactions are recommended to be cashless whenever possible.

Pre-purchased tickets are highly recommended and may have suggested instructions attached to assist in line mitigation.

3.2 Personal Protective Equipment (Patrons)

All guests will be required to wear appropriate PPE based on Health Department and CDC guidance as a condition of entry, and ability to remain in the venue. This may include face coverings such as masks, face shields or similar protective equipment.

3.3 Arrival Considerations

The Erie Insurance Arena will be implementing guest and client arrival protocols to manage safe entry, traffic flow and to reduce common space congestion in the venue.

Spacing markers will promote proper distancing of patrons waiting in lines to enter the venue. These markers will be included on sidewalks and walkways leading to the facility. Signage will inform guests of appropriate hygiene and PPE protocol. Maps detailing entry/exit locations for all persons entering the facility are included in the Appendix of this document.

The below items may or not be implemented depending on the specific type of event.

- Specific entry points and doors will be identified as ingress or egress.
- Floor tape or decals will be used to promote social distancing particularly for queues and areas of potential congestion.
- Erie Insurance Arena staff will be required for most events to help communicate and monitor COVID-19 mitigation protocols. These staff members may be in addition to normal staff requirements.
- Temperature scanning may be required in coordination with event planners.
- All team staff, vendors and event production staff must load and unload through designated locations.

Erie Insurance Arena employees will be instructed to refrain from hand shaking and any physical contact with others, unless required as part of their duties.

3.4 Security Protocols

To protect the patrons, tenants, guests, staff and vendors that utilize the Erie Insurance Arena, security screening processes are utilized upon entry. The Erie Insurance Arena

utilizes walk through magnetometers at all public events in conjunction with secondary magnetometer wands and bag searches. This screening process can be used at all entry points of the facility.

Erie Events also posts prohibited item notices at facility entry points and online. Security Screening is a joint function of Erie County Convention Center Authority Uniformed Security, Peer Level / T-Shirt Event Security and Guest Services staff.

Additional sanitation procedures will be implemented to ensure equipment is cleaned regularly while in operation.

Divesting tables and bowls should be cleaned and disinfected multiple times daily and after each group entry. Surfaces must be cleaned and disinfected using disinfecting wipes or an EPA-registered disinfectant

Each magnetometer must be wiped down with disinfecting wipes at least once a day on its day of use.

Social distancing and directional markers will be installed for patrons and staff positioning during Security Screening.

3.5 Concourse Operations

Concourses will be separated to create one-way traffic flow and to help keep proper distancing. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines on the concourse. Doors, tables, chairs and other equipment will be sanitized after each use when appropriate. Maps detailing guest direction of travel are located in the Appendix of this document.

3.6 Seating Bowl Operations

Rows and seats will remain vacant to maintain proper social distance between familial groups (2-8 people per group). Updated seating maps for Erie Insurance Arena can be found in the Appendix of this document.

PHYSICAL DISTANCING PROTOCOL

Current Commonwealth of Pennsylvania guidance allows for limited capacity within the Erie Insurance Arena. Seating capacities and floor plans will be reviewed on an event-by-event basis to ensure appropriate physical distancing that follows Health Department and CDC guidelines. Adherence

of Erie Insurance Arena reviewed and approved plans is critical.

GUEST CONSIDERATIONS

Modified food and beverage menus that support current service procedures with enhanced safety measures will be provided.

Signage related to room occupancy maximums, physical distancing reminders and other safety protocols will be posted during events.

Guests that refuse or cannot adhere to safety protocols will be required to leave. Discussions of this nature will be handled by Erie Insurance Arena trained management staff in conjunction with meeting or event organizers.

3.7 Restroom Operations

When permitted, doors will be propped open to encourage touchless entry/exit. Restrooms will be sanitized frequently during the event and will be disinfected before the next scheduled event. When necessary, restrooms will be adapted to adhere to 6-foot social distancing requirements.

The Erie Insurance Arena will also be implementing a maximum capacity for each restroom to further aid in physical distancing. There will be markings outside each restroom for queuing direction.

Touchless enhancements including sinks and flush valves have been installed in restrooms at Erie Insurance Arena.

3.8 Elevator & Stair Tower Operations

Erie Events will be limiting the capacity of each elevator with the number of patrons allowed identified outside each door. Sanitizer stations will be placed at each elevator and elevator panels will be cleaned at regular intervals. Employees and patrons should take extra caution and use the elevators only when necessary as these are high-touch enclosed spaces. Signs and spacing markers will be placed inside and outside of all elevators.

The northeast, southeast and southwest Erie Insurance Arena stair towers will be designated as emergency egress pathways for patrons. They should not be used for access to

the Suite Level. Staff must access the Concourse Level only in designated stair towers and appropriate times. These designations may change with various events and will be communicated to supervisors, employees and patrons.

The northwest stair tower will be utilized for Suite and Club patrons to access the third level of the arena. Social Distancing and directional markers will be placed within the stair tower.

3.9 Food & Beverage Operations

All employees will be required to wear protective masks and gloves. Traditional self-serve buffet style food and beverage service will be suspended and replaced by alternative service styles. All condiments and similar items will be served using single use pre-packaged servings.

A single employee will be assigned to each POS terminal to accept patron orders and payment as practicable. Dedicated employee(s) will fulfill orders and deliver to guests. For common POS terminals, the employee shall sanitize their hands before and after each user. All transactions are recommended to be cashless whenever possible. At all POS terminals clear, plastic partitions will be installed.

A simplified menu shall be used for each event. This will include; all beverages being of single use variety, a reduction in food and beverage offerings and as many 'grab and go' items as possible to allow for quicker order fulfillment. When used, menus will be single use paper instead of reusable stock.

Orders of food and beverage will be placed on a counter, table or other surface rather than handed to patrons. Counters, trays, tray stands, hot boxes, flat carts and material carts will be sanitized after every use. Food prepared for transfer by another employee shall be done using contactless methods (leave on table for transfer), tables shall be sanitized at least once per hour.

Seating at bars and club areas have been modified to ensure appropriate spacing between patrons. Tables, bar tops and chairs will be sanitized between each use. Table coverings will be changed and cleaned after each use.

Water fountains throughout Erie Insurance Arena will be disabled or replaced with bottle filling stations.

3.10 Egress Procedure

Patrons and employees should exit the facility at the same location as directed for entrance to prevent crossing activities with other patrons. In the unlikely event of an emergency evacuation the closest and safest exit should be used. Maps detailing entry/exits for all persons entering the facility are included in the Appendix of this document.

3.11 Back of House Entry Procedures

There will be health and hygiene reminders throughout the arena reminding employees, teams and officials of the proper way to wear, handle and dispose of masks and gloves, hand washing, sneeze protocol, etc.

Staff members will have a dedicated entrance for use upon arrival and departure. Team's entry/exit points will be separate from each other to minimize interactions. All on ice officials and off ice officials will have dedicated entry/exit. Maps detailing the layout of back of house and Event Level areas can be found in the Appendix of this document.

3.12 Loading Dock

The Erie Insurance Arena loading dock is located at the east end of the facility, accessible from Holland Street. This entry point represents the main point of entry for event equipment, delivery vehicles and third-party vendors. All items brought in should be loaded and unloaded by the appropriate staff and proper sanitization procedures followed. All vendors need to follow posted entry protocol. It is recommended that vendors pre-schedule deliveries with a manager or supervisor.

3.13 Dressing Rooms & Production Offices

Erie Insurance Arena Dressing Rooms and Production Offices will undergo proper cleaning and sanitizing procedures prior to each event and/or occupant. These will include sanitizing soft furniture, table tops and restrooms. Vertical surfaces will be cleaned with an electrostatic spray machine.

All shared equipment and amenities will be sanitized before each use or be single use if sanitization is not possible.

Rooms will be sealed and marked after sanitization process. Cleaning and sanitization logs and checklists will be kept for all Dressing Rooms and Production Offices.

3.14 Locker Rooms

Erie Insurance Arena Locker Rooms will undergo proper cleaning and sanitizing procedures prior to each event and/or occupant. These will include sanitizing lockers, hard surfaces, shower facilities and restrooms. Vertical surfaces will be cleaned with an electrostatic spray machine.

All shared equipment and amenities will be sanitized before each use or be single use if sanitization is not possible.

Locker Room spaces will be cleaned by the tenant's staff. However, the same protocols will be followed regardless of staff conducting the sanitization process.

Rooms will be sealed and marked after sanitization process. Cleaning and sanitization logs and checklists will be kept for all Locker Rooms.

3.15 Suite & Meeting Rooms

Erie Insurance Arena Suites and Meeting Rooms will undergo proper cleaning and sanitizing procedures prior to each event and/or occupant. These will include sanitizing soft furniture, table tops and food service equipment. Vertical surfaces will be cleaned with an electrostatic spray machine.

All shared equipment and amenities will be sanitized before each use or be single use if sanitization is not possible.

Rooms will be sealed and marked after sanitization process. Cleaning and sanitization logs and checklists will be kept for all Meeting Rooms.

3.16 Visitor, Vendor and Deliveries Access Process

Visitor access to Erie Insurance Arena will be extremely limited to reduce access to the facility. All visitors should pre-schedule any meetings prior to arrival. When possible,

meetings should be conducted via phone or internet video conference.

Normal USPS, UPS, FedEx or other delivery services will continue to deliver to the Administrative Offices or Loading Dock, but should follow posted entry and sanitization procedures. It is recommended Erie Insurance Arena staff meet delivery personnel at exterior doors to limit access to the facility.

3.17 HVAC System Modifications

All building HVAC equipment pre-filter and final filter inspection and replacement frequencies have been increased. Fresh air intake has been maximized when appropriate. In addition, all air handling equipment has been modified with bio-polar ionization technology. To maximize the effectiveness of this technology, air handler run times have been increased.

RESUMPTION OF EVENT ACTIVITY

UPMC PARK



RESUMPTION OF EVENT ACTIVITY – UPMC PARK

The following has been designed to address typical events held at UPMC Park and to outline the major safety protocols related activities controlled by Erie Events. Activities specific to events or areas under the control of the Erie SeaWolves may have a separate set of guidelines established by Major League Baseball, the Detroit Tigers or the Erie SeaWolves. This is a working written guide, which may change in time, as best practices emerge and with the recommendations from the Health Department and CDC.

4.1 Personal Protective Equipment (Patrons)

All guests will be required to wear appropriate PPE based on Health Department and CDC guidance as a condition of entry and ability to remain in the venue. This may include face coverings such as masks, face shields or similar protective equipment.

4.2 Arrival Considerations

Spacing markers will promote proper distancing of patrons waiting in lines to enter the venue. These markers will be included on sidewalks and walkways leading to the ballpark. Front of house signage will remind guests of appropriate hygiene and PPE protocol.

4.3 Concourse & Seating Bowl Operations

Concourses will be separated to create efficient flow and to help keep proper distancing. Stanchion and/or spacing markers will promote proper distancing between customers waiting in lines on the concourse.

4.4 Restroom Operations

Where appropriate, doors will be propped open to encourage touchless entry/exit. Restrooms will be sanitized frequently during the event and will be disinfected before the next regularly scheduled event. If necessary, restrooms will be adapted to adhere to 6 foot social distancing requirements. Touchless enhancements including sinks and flush valves have been installed in restrooms at UPMC Park.

4.5 Elevator Operations

While physical distancing is required, Erie Events will be limiting the capacity of each elevator with the number of patrons allowed identified outside each door. Employees and patrons should take extra caution and use the elevators only when necessary as these are high-touch enclosed spaces. Signs and spacing markers will be placed inside and outside of all elevators.

4.6 Egress Procedure

Patrons and employees should exit the facility at the same location as directed for entrance to prevent crossing activities with other pods. In the unlikely event of an emergency evacuation the closest and safest exit will be available.

4.7 Dugout Batting Cage & On-Field Procedure

Social distancing should be practiced when applicable in dugouts and bullpen areas. Athletes should follow Health Department and CDC guidelines.

4.8 Grounds Crew & Field Staff Procedure

Social distancing should be practiced when applicable on the playing surface and around the Grounds Crew staging area. No more than one staff member should be in/on a piece of equipment at a time. Equipment should be sanitized when appropriate, especially when multiple staff members are utilizing equipment. During game play, Grounds Crew staff should not be located within dugouts or bullpens with team staff.

The image shows the interior of the Warner Theatre, featuring a grand, ornate ceiling with intricate carvings and a central light fixture. The seating area is filled with rows of plush, red upholstered seats with dark wood frames. The stage area is visible in the background, with a red curtain and decorative elements. A blue diagonal overlay covers the right side of the image, containing text.

RESUMPTION OF EVENT ACTIVITY

WARNER THEATRE

RESUMPTION OF EVENT ACTIVITY – WARNER THEATRE

The following has been designed to address typical events held at the Warner Theatre and to outline the major safety protocols related to all events. Particular questions related to specific events and how these procedures apply should be addressed directly to building management or an assigned event coordinator. This is a working written guide, which may change in time, as best practices emerge and with the recommendations from the Health Department and CDC.

5.1 Personal Protective Equipment (Patrons)

All guests will be required to wear appropriate PPE based on Health Department and CDC guidance as a condition of entry and ability to remain in the venue. This may include face coverings such as masks, face shields or similar protective equipment.

5.2 Arrival Considerations

Spacing markers will promote proper distancing of patrons waiting in lines to enter the venue. These markers will be included on sidewalks and walkways leading to the Theatre. Front of house signage will remind guests of appropriate hygiene and PPE protocol.

5.3 Security Protocols

To protect the patrons, tenants, guests, staff and vendors that utilize the Warner Theatre, security screening processes are utilized upon entry. The Warner Theatre may utilize walk through magnetometers at public events in conjunction with secondary magnetometer wands and bag searches. This screening process can be used at all entry points of the facility.

Erie Events also posts prohibited item notices at facility entry points and online. Security Screening is a joint function of Erie County Convention Center Authority Uniformed Security, Peer Level / T-Shirt Event Security and Guest Services staff.

Additional sanitation procedures will be implemented to ensure equipment is cleaned regularly while in operation.

Divesting tables and bowls should be cleaned and disinfected multiple times daily and after each group entry. Surfaces must be cleaned and disinfected using disinfecting wipes or an EPA-registered disinfectant

Each magnetometer must be wiped down with disinfecting wipes at least once a day on its day of use.

Social distancing and directional markers will be installed for patrons and staff positioning during Security Screening.

5.4 Grand Lobby & Foyer Operations

When standing or moving through the building's public spaces, maintaining social distance from others is required. Floor signage will be placed throughout the building to assist guests along with directional signage to maintain separate ingress and egress paths.

Doors, tables, chairs and other equipment will be sanitized after each use when appropriate. Vertical surfaces will be cleaned with an electrostatic spray machine. Hand sanitizer stations and/or bottles will be readily available.

All shared equipment and amenities will be sanitized before and after each use or be single use if sanitation isn't possible.

All linen, including underlays, are to be replaced after each use. When feasible, bare tables will be used for ease of sanitizing purposes. Soiled linen will be transported in single use plastic bags.

When possible, event planning staff will work with clients to establish appropriate times for meeting room sanitation during breaks and meal periods.

PHYSICAL DISTANCING PROTOCOL

Current Commonwealth of Pennsylvania guidance allows for limited capacity within the Warner Theatre. Seating capacities and floor plans will be reviewed on an event-by-event basis to ensure appropriate physical distancing that follows Health Department and CDC guidelines. Adherence of Warner Theatre reviewed and approved floor plans is critical.

GUEST CONSIDERATIONS

Individual bottles water will be provided in lieu of water carafes on meeting tables and water stations.

Warner Theatre sales staff will provide examples of physically distanced floor plans to assist event planners.

Modified food and beverage menus that support current service procedures with enhanced safety measures will be provided.

Signage related to guest count maximums, physical distancing reminders and other safe meeting protocols will be posted during meeting and events.

Guests that refuse or cannot adhere to safety protocols will be required to leave. Discussions of this nature will be handled by Warner Theatre trained management staff in conjunction with meeting or event organizers.

5.5 Restroom Operations

Where appropriate, doors will be propped open to encourage touchless entry/exit. Restrooms will be sanitized frequently during the event and will be disinfected before the next regularly scheduled event. If necessary, restrooms will be adapted to adhere to 6-foot social distancing requirements.

5.6 Elevator Operations

While physical distancing is required, Erie Events will be limiting the capacity of each elevator with the number of patrons allowed identified outside each door. Sanitizer stations will be placed at each elevator and elevator panels will be cleaned at regular intervals. Employees and patrons should take extra caution and use the elevators only when necessary as these are high-touch enclosed spaces. Signs and spacing markers will be placed inside and outside of all elevators.

5.6 Egress Procedure

Patrons and employees should exit the facility at the same location as directed for entrance to prevent crossing activities with other patrons. In the unlikely event of an emergency evacuation the closest and safest exit should be

used. Maps detailing entry/exits for all persons entering the facility are included in the Appendix of this document.

5.7 Visitor, Vendor and Deliveries Access Process

Visitor access to the Warner Theatre will be extremely limited to reduce access to the facility. All visitors should pre-schedule any meetings prior to arrival. When possible, meetings should be conducted via phone or internet video conference.

Normal USPS, UPS, FedEx or other delivery services will continue to deliver to the Administrative Offices, but should follow posted entry and sanitization procedures. It is recommended Warner Theatre staff meet delivery personnel at exterior doors to limit access to the facility.

5.8 HVAC System Modifications

All building HVAC equipment pre-filter and final filter inspection and replacement frequencies have been increased. Fresh air intake has been maximized when appropriate. In addition, all air handling equipment has been modified with bio-polar ionization technology. To maximize the effectiveness of this technology, air handler run times have been increased.

An aerial photograph of a coastal city at sunset. The sun is low on the horizon, casting a golden glow over the water and sky. A large lighthouse stands on the right side of the frame, its light reflecting on the water. The city's buildings and waterfront are visible in the foreground and middle ground. A blue diagonal overlay covers the bottom left corner, containing the word "RESOURCES" in white capital letters.

RESOURCES

RESOURCES

Appendix I – Erie Events Infectious Disease Control Policy

Erie Events - Infectious Disease Control Policy

Erie Events will take pro-active steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of Erie Events during any such time period to strive to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace.

Erie Events is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak.

Preventing the Spread of Infection in the Workplace:

Erie Events will ensure a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, breakrooms, conference rooms, door handles and railings.

We ask all employees to cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious — frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. We will also install alcohol-based hand sanitizers throughout the workplace and in common areas.

Travel:

All business-related travel has been suspended for the remainder of 2020. Any Erie Events employee traveling outside of Pennsylvania is required to inform Human Resources, and their direct supervisor prior to travel. If you plan to travel outside of the Commonwealth, it is required by Erie Events that you stay home for ten calendar days upon your return to the workplace. Employees who receive positive results after entering the Commonwealth must follow Isolation guidelines.

Telework:

Telework requests will be handled on a case-by-case basis. While not all positions will be eligible, all requests for temporary telecommuting should be submitted to your manager for consideration.

Staying Home When Ill:

Many times, with the best of intentions, employees report to work even though they feel ill. We provide paid sick time and other benefits to compensate full-time employees who are unable to work due to illness.

During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing the following symptoms: Examples include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Currently, the Centers for Disease Control and Prevention recommends that people with an infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Employees who report to work ill will be sent home in accordance with these health guidelines.

Requests for Medical Information and/or Documentation:

If you are out sick or show symptoms of being ill, it may become necessary to request information from you and/or your health-care provider. In general, we would request medical information to confirm your need to be absent, to show whether and how an absence relates to the infection, and to know that it is appropriate for you to return to work. As always, we expect and appreciate your cooperation if and when medical information is sought.

Confidentiality of Medical Information:

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with supervisors, managers, safety personnel, and government officials as required by law.

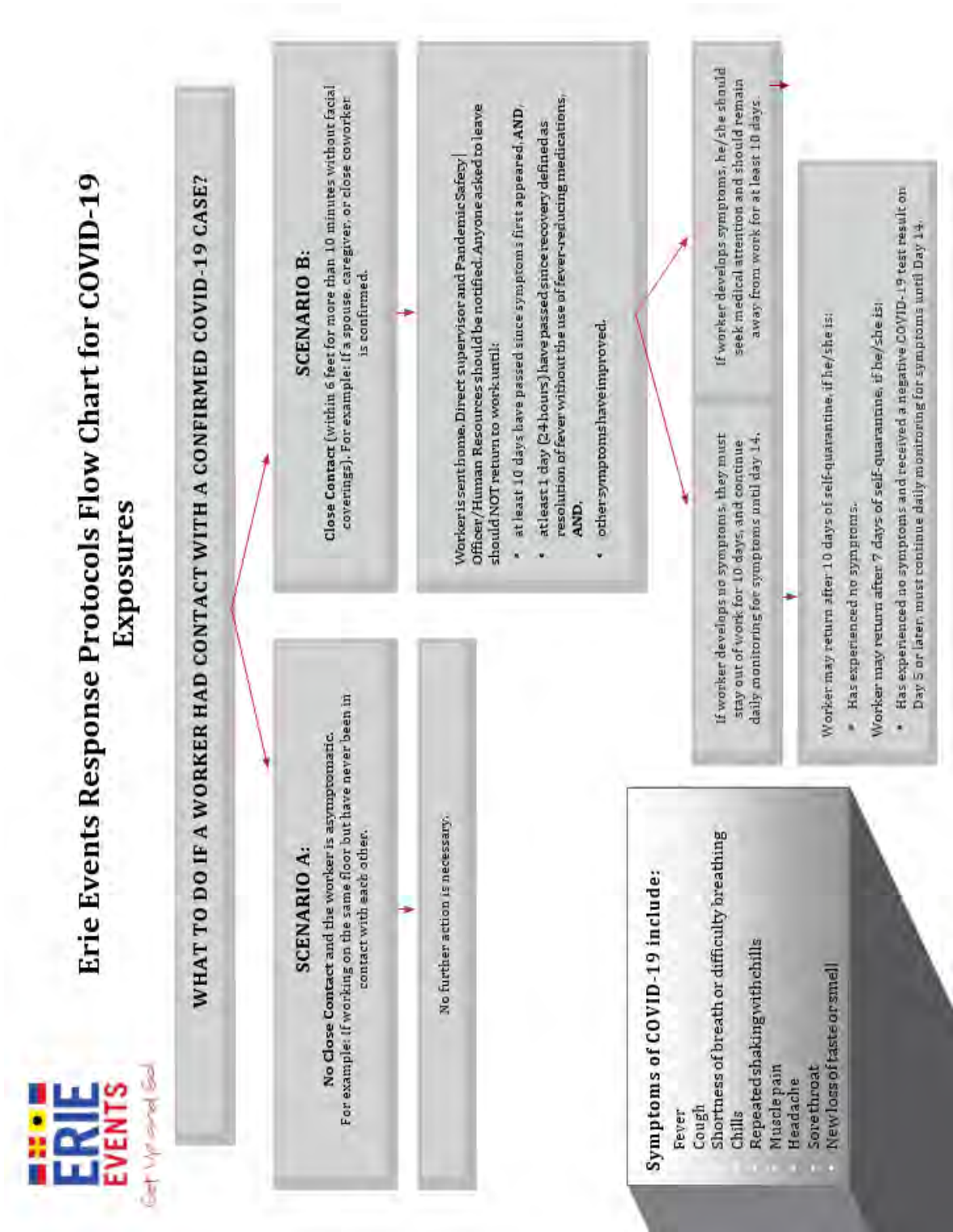
Social Distancing Guidelines for Workplace Infectious Disease Outbreaks:

In the event of an infectious disease outbreak, Erie Events may implement these social distancing guidelines to minimize the spread of the disease among the staff.

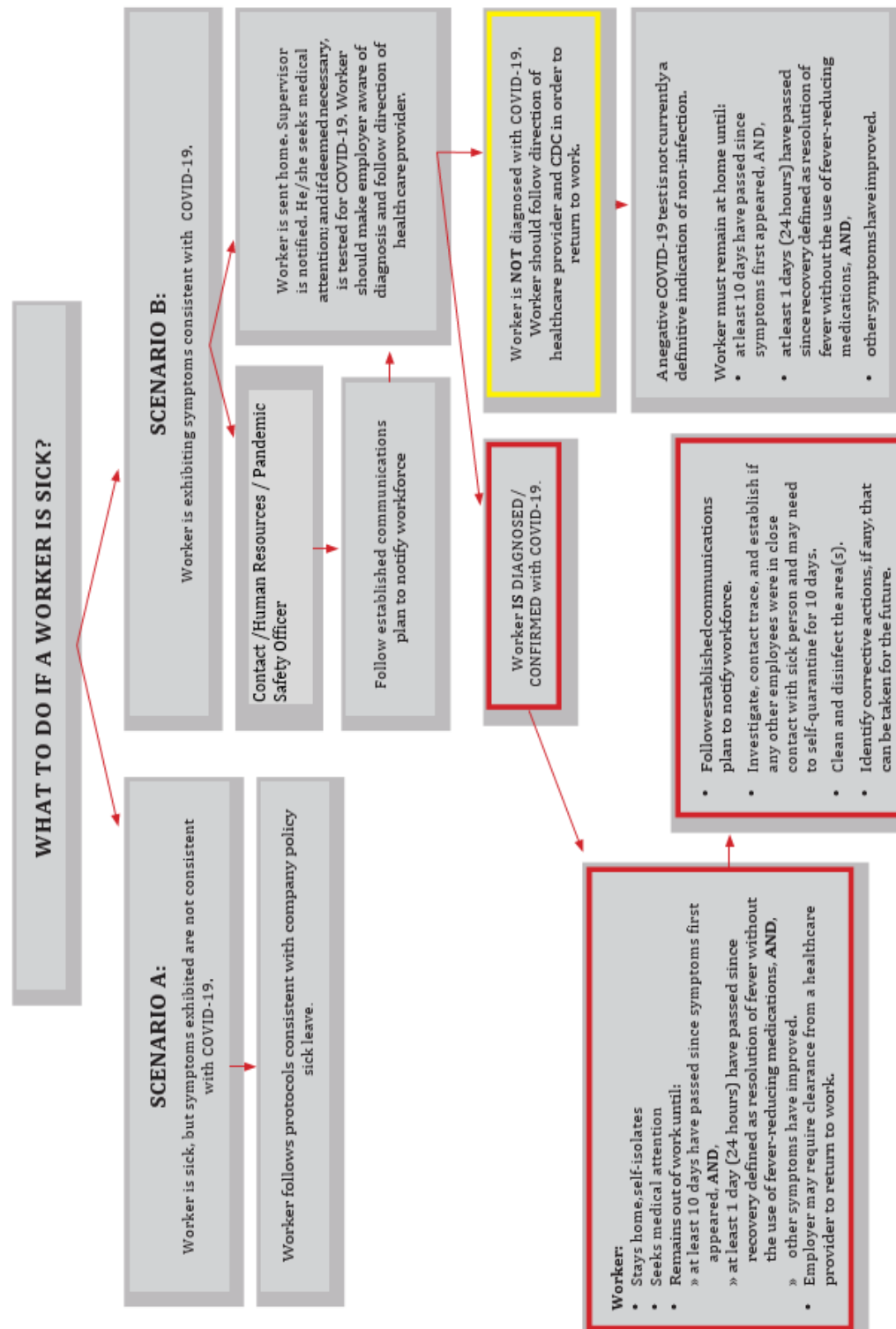
During the workday, employees are requested to:

1. Avoid meeting people face to face. Employees are encouraged to use the telephone, online conferencing, and email to conduct business as much as possible, even when participants are in the same building.
2. If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room and sit at least six feet from each other if possible; avoid person-to-person contact such as shaking hands.
3. Avoid any unnecessary travel and cancel or postpone nonessential meetings, workshops and training sessions.
4. Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize.
5. Bring lunch and eat at your desk or away from others.
6. Encourage members and others to request information and orders via phone and email in order to minimize person-to-person contact. Have the orders, materials and information ready for fast pick-up or delivery.

Appendix II – Erie Events Response



Protocols Flow Chart for Coronavirus



Appendix III – Erie Events Person Protective Equipment (PPE) Policy

Erie Events -Personal Protective Equipment (PPE) Policy

Erie Events expects all employees to conduct themselves in a manner that reflects safe practices with the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations.

In our effort to keep all employees healthy and safe, Erie Events will follow the guidelines and rules communicated by the local government and the Pennsylvania Department of Health with wearing a mask in the workplace.

Who is required to wear a Mask? All Employees and any person entering Erie Events facilities.

1. Upon arriving for your shift, you must enter the building wearing a mask.
2. Your mask must cover your mouth and nose.
 - a. Fit snugly but comfortably against the side of the face
 - b. Be secured with ties or ear loops
 - c. Allow for breathing without restriction
3. You must wear your mask at all times except when you are in the breakroom eating or outside on break. At these times, please practice self-distancing with a minimum distance of six feet.
4. An Employee isolated in their personal office space, when unshared with any other colleagues, does not need to wear a mask. However, when the employee leaves their office or has invited a colleague into their office, they must wear a mask.
5. If you forget your mask or if you don't have a mask, one will be provided to you by the Erie County Convention Center Authority.
6. If you refuse to wear a mask or if you do not abide by the Pennsylvania Department of Health rules on wearing a mask, corrective action will apply.
7. Cloth masks should be washed regularly and paper mask should be disposed of after use.
8. When removing your mask, you should be careful not to touch your eyes nose or face and wash your hands regularly.

An employee does not need to wear a mask if they have a medical condition or if the mask creates an unsafe condition while operating equipment. Please contact Human Resources if this applies to you.

Appendix IV – Erie Events Travel Policy

Erie Events COVID-19 TRAVEL POLICY

TRAVEL STATEMENT:

Any Erie Events employee traveling outside of Pennsylvania is required to inform Human Resources, and their direct supervisor prior to travel.

Erie Events will act in accordance with State travel guidelines. Guidelines can be found at:

<https://www.health.pa.gov/topics/disease/coronavirus/Pages/Travelers.aspx>

QUARANTINE:

Quarantine is used to keep someone who might have been exposed to COVID-19 away from others. On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 10 – 14 days.

Proof of return days may be requested and employees should comply with the request.

As the situation relating to COVID-19 pandemic continues to change and evolve, we will be evaluating this protocol on an ongoing basis.

TELEWORKING:

If your position allows you to work remotely you may do so during quarantine. You will remain in a compensable status during this time.

If your position does not allow you to work remotely you will need to use earned but unused paid time off or remain unpaid during this time.

WHAT TO DO IF I DEVELOP SYMPTOMS OF COVID-19?

- You will need to contact your direct supervisor and Human Resources.
 - Human Resources will provide you with detailed instructions on how to obtain a COVID-19 test where appropriate.
- Symptoms include:
 - Fever
 - Dry cough
 - Tiredness
 - Aches and pains

- Sore throat
- Diarrhea
- Conjunctivitis
- Headache
- Loss of taste or smell
- a rash on skin, or discoloration of fingers or toes
- Difficulty breathing or shortness of breath
- Chest pain or pressure
- Loss of speech or movement

Seek immediate medical attention if you have serious symptoms. Always call before visiting your doctor or health facility.

WHAT TO DO IF MY TEST RESULTS ARE POSITIVE:

- You may return to work once the following conditions have been met:
 - 24 hours with no fever and
 - Respiratory symptoms have improved and
 - 10 days since symptoms first appeared.

WHAT TO DO IF MY TEST RESULTS ARE NEGATIVE:

- You will need to finish your ten-day quarantine if your test results are negative.

CONTACT INFORMATION:

Danielle Weaver, Human Resources Manager

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Office: (814)-480-6056

Cell: (814)-860-9963

Appendix V – Cleaning Products Documentation

All cleaning and disinfecting utilize one of two concentrated chemical products from EnviroSolutions. #72, a Hydrogen Peroxide based Multi-Purpose Cleaner and #64, a concentrated Neutral Disinfectant Cleaner. Both are diluted to proper ratios with water through wall mounted dilution control units. Specific detail for each chemical and use as follows:

#72 Hydrogen Peroxide Multi-Purpose Cleaner

#72 is automatically diluted into 3 strengths and used according to task and soil load.

- Light Duty-1 oz/gal (1:128) Floors, glass, mirrors, countertops, fixtures, etc.
- Medium Duty-3 oz/gal (1:42) All spray & Wipe surfaces with soil load requiring stronger cleaner.
- Heavy Duty-9 oz/gal (1:14) All spray & Wipe cleaning of restroom fixtures and surfaces, cleaning of toilets and urinals.

#64 Neutral Disinfectant Cleaner

#64 is a broad-spectrum hospital grade disinfectant that is included in the EPA Emerging Pathogens List N as being effective against COVID-19. It is automatically diluted at 2 oz/gal (1:64). All hard non-porous surface disinfection is completed with this product.

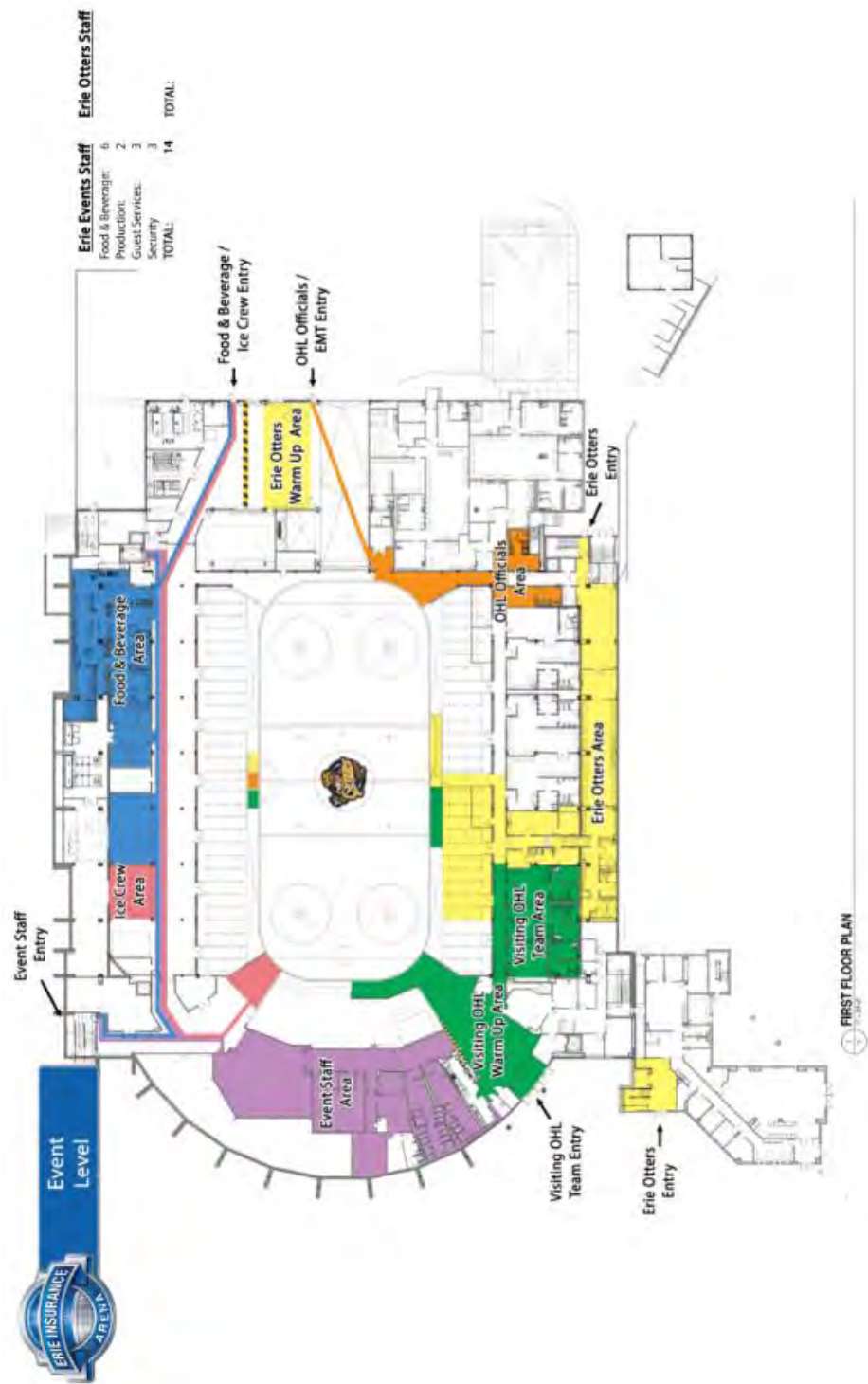
In accordance with Erie Events traditional housekeeping policies, training is conducted twice per year as to proper, effective and safe use of these chemicals, proper procedures for cleaning and disinfecting all areas of the facility as well as how to address occasional restorative work projects as they arise.

Training will also focus on understanding "high touch surfaces" and the importance of disinfecting them. Existing cleaning products and procedures that are utilized at the facility are effective against COVID-19, but an added focus procedure and frequency of cleaning will be enacted.

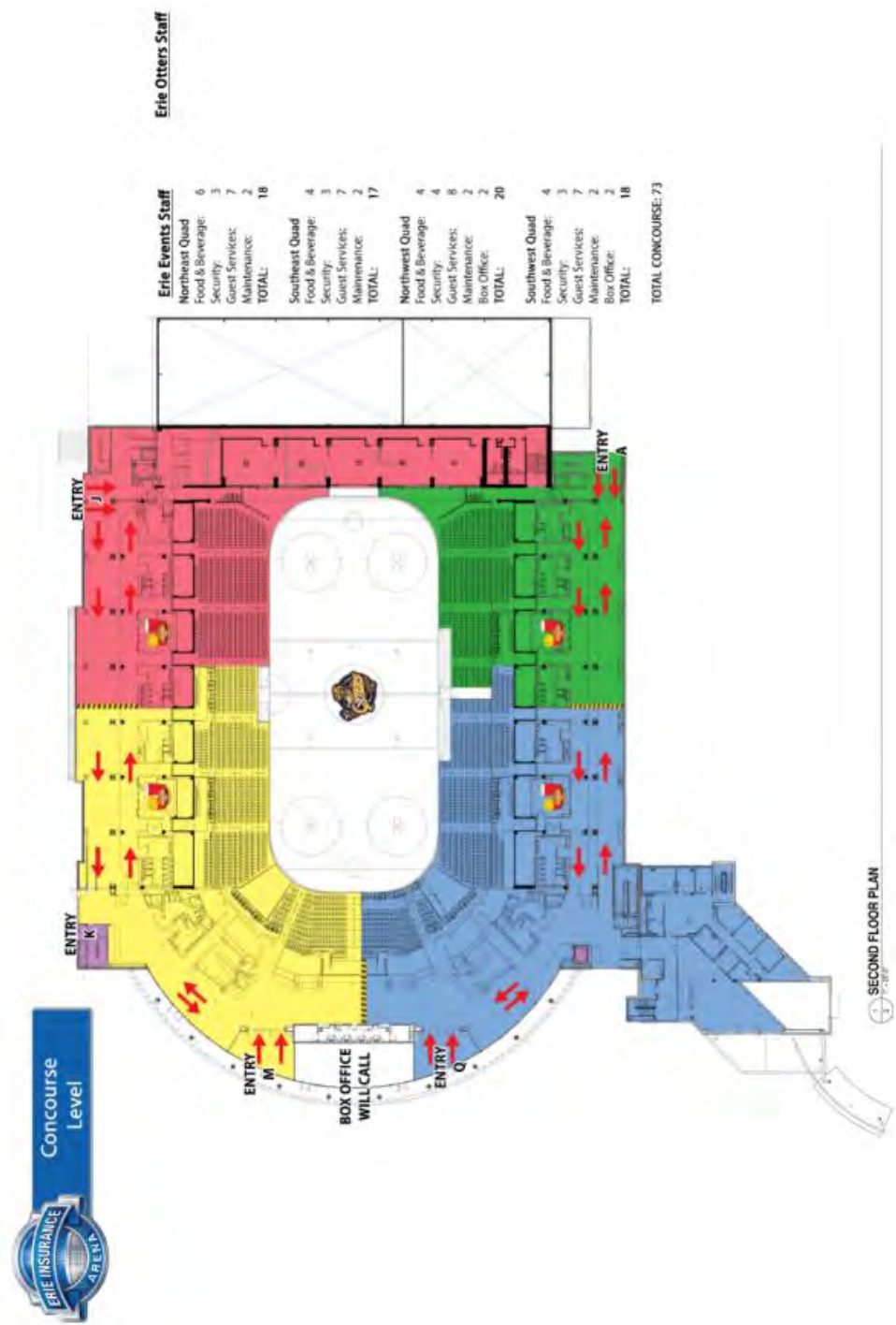
Appendix VI – Bayfront Convention Center Ingress / Egress Map



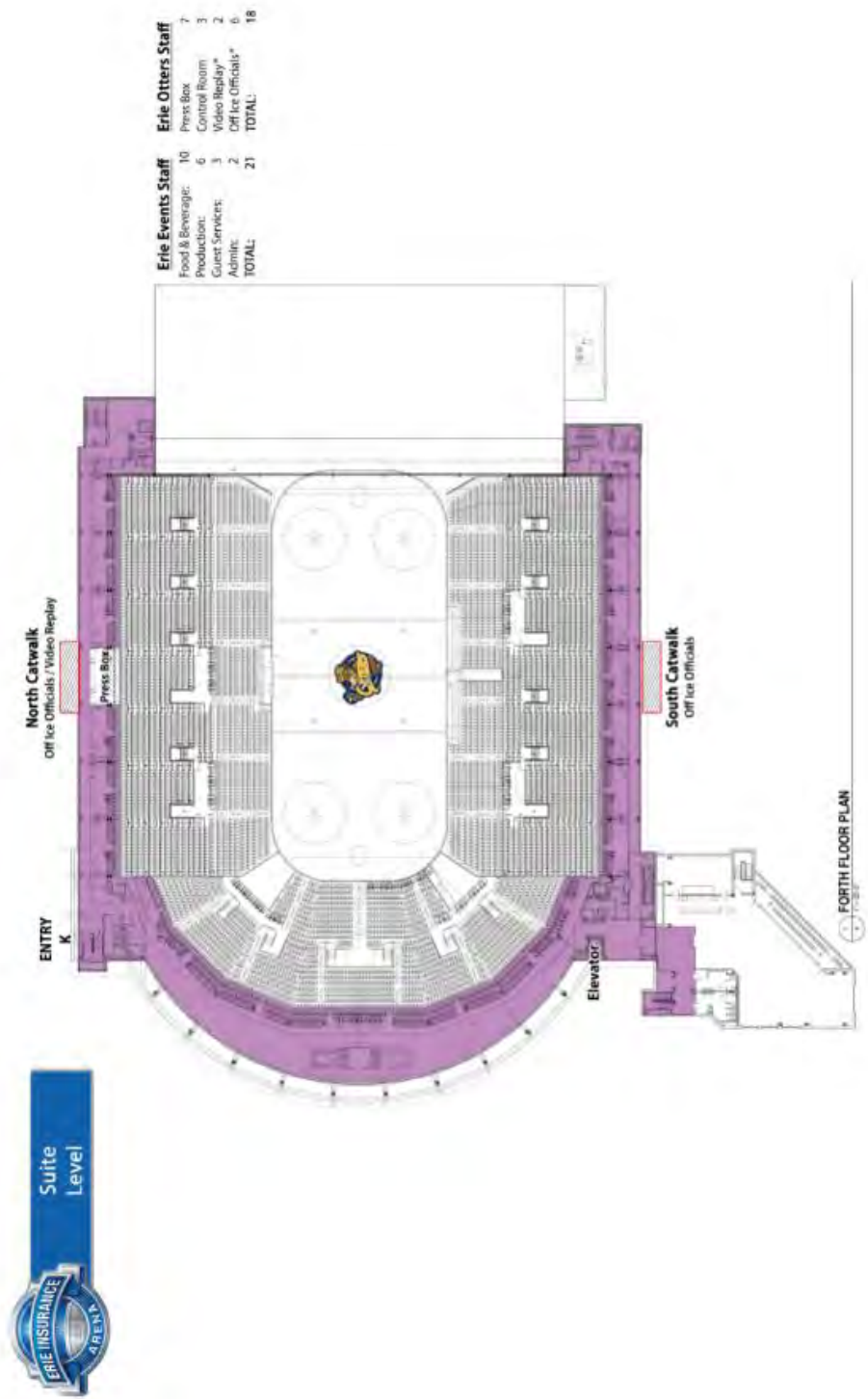
Appendix VII – Erie Insurance Arena Event Level Map



Appendix VIII – Erie Insurance Arena Concourse Level Map



Appendix IX – Erie Insurance Arena Suite Level Map



Appendix X – Erie Insurance Arena Example Social Distance Seating Map

