



EVENT PRODUCER REOPENING GUIDE



TOYOTA ARENA EVENT PRODUCER REOPENING GUIDE



The Coronavirus (COVID-19) pandemic is a transformative global situation, requiring fresh thinking and increased safety precautions when hosting events.

Toyota Arena has developed the Event Producer Reopening Guide as an overall protocols and procedures for its facility and team members. We have consistently monitored the COVID-19 situation and followed regulations and advice provided by the Center for Disease Control (CDC.) This advice has been further complemented with guidance from the County of San Bernardino Health Department and the City of Ontario. These measures have included strict adherence to physical distancing measures, increased hygiene practices and disinfection routines.

Toyota Arena also operates in partnership with several leading industry bodies including the International Association of Venue Managers, International Entertainment Buyers Association and ASM Global. It is through these interactions that we are able to identify and develop industry standard best practices.

Since Toyota Arena's inception, we have implemented safe operational protocols ensuring health and safety is a central aspect of our approach to hosting events. We operate in line with Occupational Safety and Health Administration at all times and more recently the National COVID-19 Safe Workplace Principles.

Through close collaboration with our promoters and clients, we have gained a deeper understanding of the event challenges and requirements during this period. As part of our ongoing commitment to protecting your health and safety while at Toyota Arena, we have introduced a range of enhanced measures across the venue to safeguard the wellbeing of our clients, guests, attendees, contractors and team members.

We welcome you to read through the EventShield Operating Guide and address any questions you may have about the event you are organizing at Toyota Arena to your dedicated Event Manager.

We look forward to welcoming you back through the doors at Toyota Arena very soon.

Michael Krouse
President and CEO
Toyota Arena

We understand that each show or event you bring to Toyota Arena entails different specifications. Our team will work with you to apply specific safety measures to meet the exact requirements of your event. Contact your dedicated Event Manager to discuss your unique and specific event needs.

VENUESHIELD



As part of our Event Producer Reopening Guide operating framework, Toyota Arena has introduced a new environmental hygiene protocol in response to evolving guest expectations, stemming from the coronavirus pandemic.

The *VenueShield* program provides the most advanced hygienic safeguards that serve our entertainers, promoters, guests and team members. All policies are aligned with - and informed by public health authorities, medical and industry experts.

Toyota Arena's *VenueShield* provides protocols and procedures for the use of personal protective equipment (PPE) as appropriate, food safety measures, air quality control, surface cleaning, physical distancing, temperature checks, thermal cameras, hand sanitizers, reduced touch points, contactless transactions and daily monitoring systems.

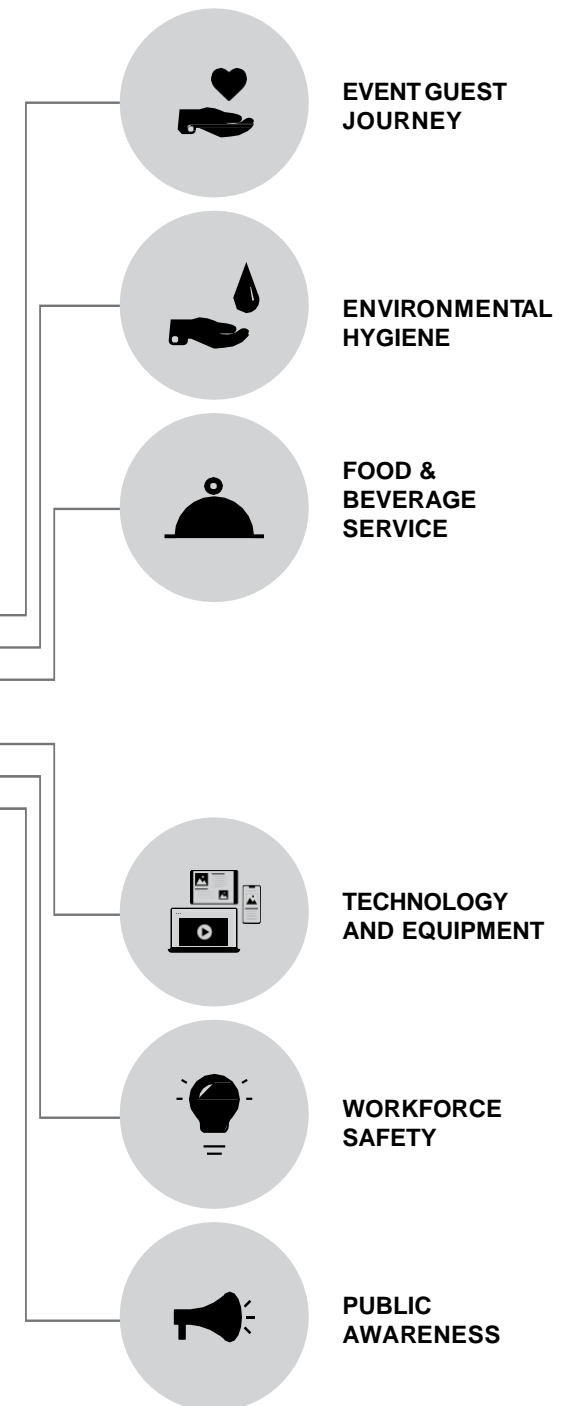
We have proactively partnered with and

will further consult with leading subject matter experts, health officials and industry leaders in the areas of industrial hygiene, disinfection and fulfilment to consult on all facets of the *VenueShield* program.

VenueShield will be the ongoing effort to define the customer journey of the future. It is designed to provide an evolving plan on the most current and up-to-date information from leading health and industry experts.

"VenueShield will provide the most advanced hygienic safeguards that serve our clients, guests, staff, teams, talent and all other visitors. Protocols specific to Toyota Arena will meet our guests' needs and expectations while further enhancing the quality of their experience. All policies will be aligned with – and informed by – public health authorities, medical and industry experts"

Michael Krouse
President and CEO
Toyota Arena





GBAC STAR™ is the cleaning industry's only outbreak prevention, response and recovery accreditation for facilities.

GBAC STAR is the gold standard of prepared facilities. This accreditation means that a facility has:

- Established and maintained a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like the novel coronavirus (SARS-CoV-2).
- The proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- Highly skilled cleaning professionals who are trained for outbreak and infectious disease preparation and response.

TOYOTA ARENA SEEKING ACCREDITATION

As we face these unprecedented times, it is vital that we take the necessary steps in order to recover from this crisis. With the GBAC STAR accreditation, we are incorporating some of the most stringent protocols into our recovery and resiliency plan to safeguard our guests, employees and community to instill a sense of confidence at our venues. When guests, clients, exhibitors and attendees return to Toyota Arena, we want them to have the peace of mind that they are safe and protected”.

Michael Krouse
President and CEO
Toyota Arena

About GBAC, a Division of ISSA - Composed of international leaders in the field of microbial-pathogenic threat analysis, mitigation, response, and recovery, the Global Biorisk Advisory Council (GBAC), a Division of ISSA, provides training, guidance, accreditation, certification, crisis management assistance, and leadership to government, commercial and private entities looking to mitigate, quickly address, and/or recover from biological threats and real-time crises. The organization's services include bio-risk management program

assessment and training, Forensic Restoration® response and remediation, the GBAC STAR™ facility accreditation program, training and certification of individuals, and consulting for building owners and facility managers. For more information, visit www.gbac.org.

ARENA OPERATING PRINCIPALS

In developing the Event Producer Reopening Guide operating principles, Toyota Arena has integrated the *VenueShield* Environmental Hygiene Program which specifies significantly increased health and safety measures. The following is a broad overview of what the redeveloped venue operating principles will include.



EVENT GUEST JOURNEY

Each stage and touchpoint our fans and clients move through as part of their planning and attending an event has been considered when developing a COVID-19 Safe environment.

Venue operating principles cover the attendee experience, including:

- Health and safety procedures on arrival and at the building entrance.
- External and internal signage.
- Changes to the live entertainment experience.
- Food and Beverage service updates.
- Medical services.
- Environmental hygiene and sanitation practices.
- Increased COVID-19 safety training and information for Toyota Arena team members, clients and contractors provides a cohesive safety experience and response for all visitors.

ENVIRONMENTAL HYGIENE

Toyota Arena hygiene protocols combined with government guidelines include:

- We will provide contactless hand sanitation stations throughout the venue.
- Touchless hand towels, faucets and toilets will be available in restrooms.
- Clean, disinfect and monitor high touch areas such as elevators, handrails and door handles.
- Implement physical distancing queuing where necessary.
- Capacity restrictions in restrooms and elevators.
- Increased cleaning and disinfecting of all touch surfaces at the entry/exit points to the venue.
- Implemented cleaning protocols for the delivery and receiving of items in the loading docks.
- Distributed advisory signage on hygiene throughout the venue.
- The air quality of the environment in which we operate is of paramount importance. Therefore increased measures during this period have been implemented.

FOOD & BEVERAGE SERVICE

Our in-house food and beverage services operating principles incorporate the following elements:

- Increased cleaning and sanitization
- Food Safety Management certification
- Grab 'N Go service
- Catering delivery methods
- Contactless payments
- Packaging
- Training

TEAM MEMBERS

Education for team members is vital to inform behavior and help manage health and safety requirements. Training on the following areas will be implemented in preparation to re-opening and regularly delivered thereafter:

- COVID -19 safe training.
- Mandated scheduled safety talks.
- COVID -19 safe event-specific daily briefings.
- Monitor, measure team members feedback and implement improvement where necessary.

EQUIPMENT

We are incorporating technological devices that will further enhance each client and visitor's experience beginning from their event planning phases, on arrival, during, and post event.

- Temperature measurement on request.
- Contactless payments.
- Contactless ticket validation.
- Food packaging.
- Parking.

PUBLIC AWARENESS

Toyota Arena's Communications department delivers detailed content plans to communicate to clients and visitors health and safety protocols pre-event, during and post-event, across mediums including:

- Mainstream and social media messaging.
- Signage.
- Venue website.
- Assisting clients with event messaging regarding protocols.

ESSENTIAL ARENA INFORMATION

In developing the Toyota Arena Event Producer Reopening Guide, our protocols and procedures were reviewed thoroughly in light of changing local, state and federal governmental regulations, County and City health department guidelines, and industry best practices.

Detailed here are the areas of operation that have been upgraded with extensive COVID -19 safe measures.



ACCREDITATION



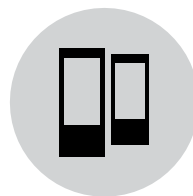
**EDUCATION AND
TRAINING**



**PLAN
YOUR TRIP**



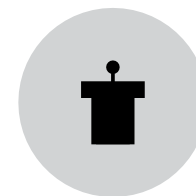
**ON
ARRIVAL**



SIGNAGE



**VENUE
CAPACITY**



**MEETINGS AND
SPECIAL EVENTS**



**LIVE
EVENTS**



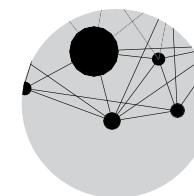
**FOOD &
BEVERAGE
SERVICE**



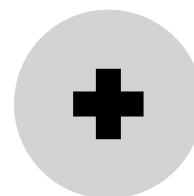
**PRODUCTION
SERVICES**



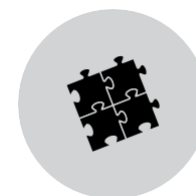
**ENVIRONMENTAL
HYGIENE**



**TECHNOLOGY AND
EQUIPMENT**



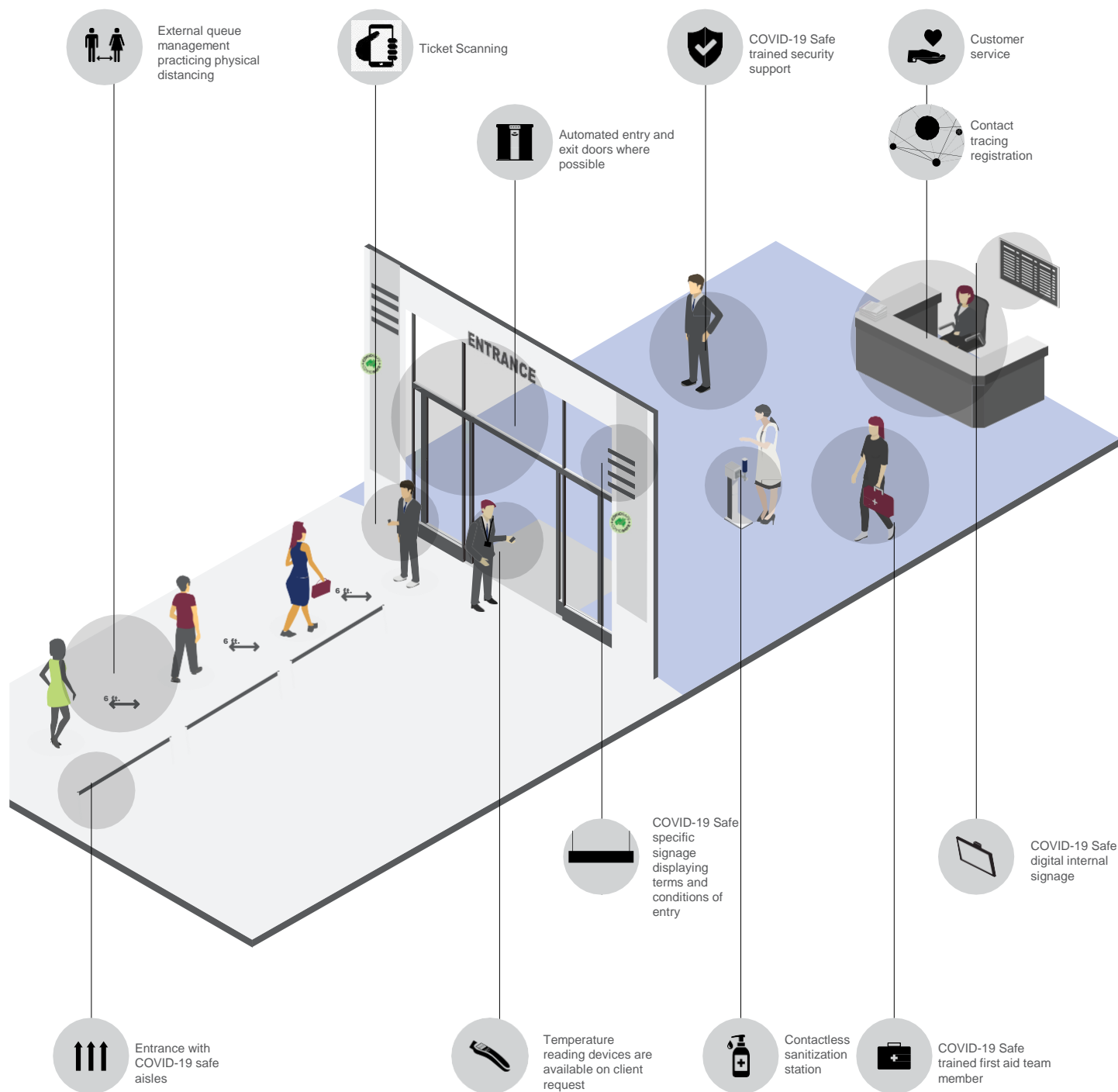
**MEDICAL
SERVICES**



**ADDITIONAL
SERVICES**

ON ARRIVAL TO TOYOTA ARENA

- Parking attendant reduce contact with credit card or pre-paid scan only.
- Box Office queue management practicing physical distancing.
- External queue management practicing physical distancing.
- External signage indicating entry and exit locations. Signage will clearly display terms and conditions of entry and Guest Code of Conduct.
- Temperature reading devices are available upon promoter request and scheduling.
- Contactless hand sanitizing stations with supporting hygiene signage.
- Security and/or guest services team member supporting the safe flow of people through the facility.
- First aid team member, when necessary.
- Client contact tracing registration.
- Internal signage indicating COVID-19 Safe measures in place to maintain a safe venue.
- All who enter the building are expected to go through the necessary safety measures put in place by the staff at Toyota Arena.
- Face masks will be required.



SIGNAGE MANAGEMENT

External and internal signage are used to support health and safety messaging.

Messaging for the signage will reflect the Event Producer Reopening Guide guidelines.

- Venue to provide digital and physical external COVID-19 safe signage.
- Venue to provide internal digital wayfinding signage for events.
- Venue to provide public health messaging internally and externally both digitally and physically.

EXTERNAL SIGNAGE

- *VenueShield* logo and messaging.
- Compliance — physical distancing, hygiene measures.
- Directional signage/wayfinding — entrances to buildings, most direct routes, queuing directions, etc.
- Public health information.

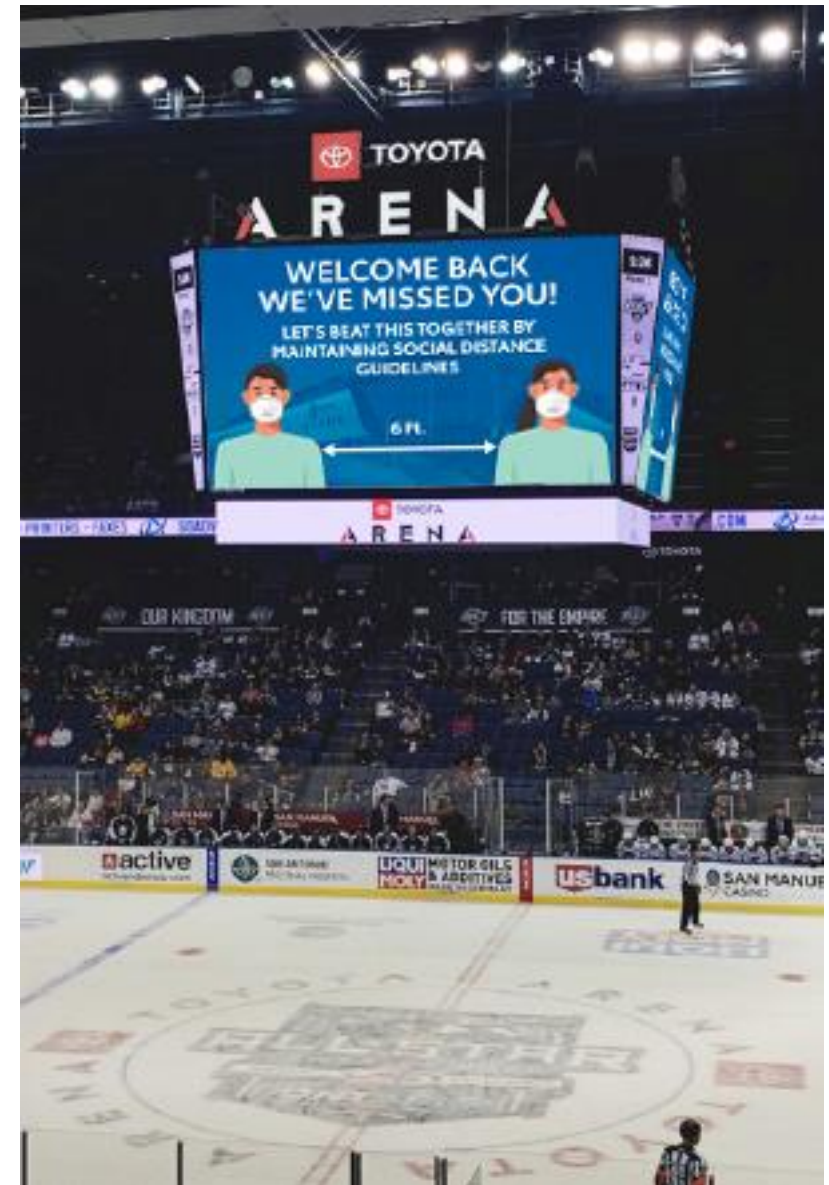
INTERNAL AND PHYSICAL SIGNAGE

- Entry and exit points to be identified and well signed.
- Terms and conditions of entry will be clearly displayed, including Guest Code of Conduct.
- Physical distancing measures and public health and hygiene measures.
- Floor decals — directional signage (arrows) — spaced to be compliant with physical distancing.
- Event space capacity signage, where appropriate.

External digital signage, Marquee



Internal digital signage, Center hung scoreboard and LED Ribbon



Internal large panel print signage, (COVID -19 safe messaging)



TOYOTA ARENA CAPACITY

The current federal and state physical distancing guidelines specify that a physical distance of six feet (6') is required.

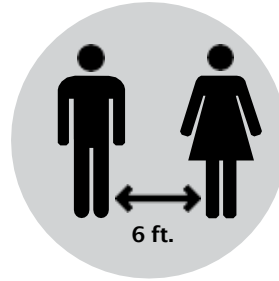
Your dedicated Event Manager will discuss your specific requirements ensuring that they align with current regulations.

In order to provide the safest environment in which to host your event, Toyota Arena has updated venue capacity information in line with physical distancing requirements.

In order to plan for your specific event, your dedicated Event Manager will work in collaboration with you to develop an event solution that allows you to reach your objectives while meeting health and safety requirements.

The capacities will be monitored to comply with facility regulations.

Event Producer Reopening Guide floor plans based on these capacities have been created.



PHYSICAL DISTANCING CALCULATIONS

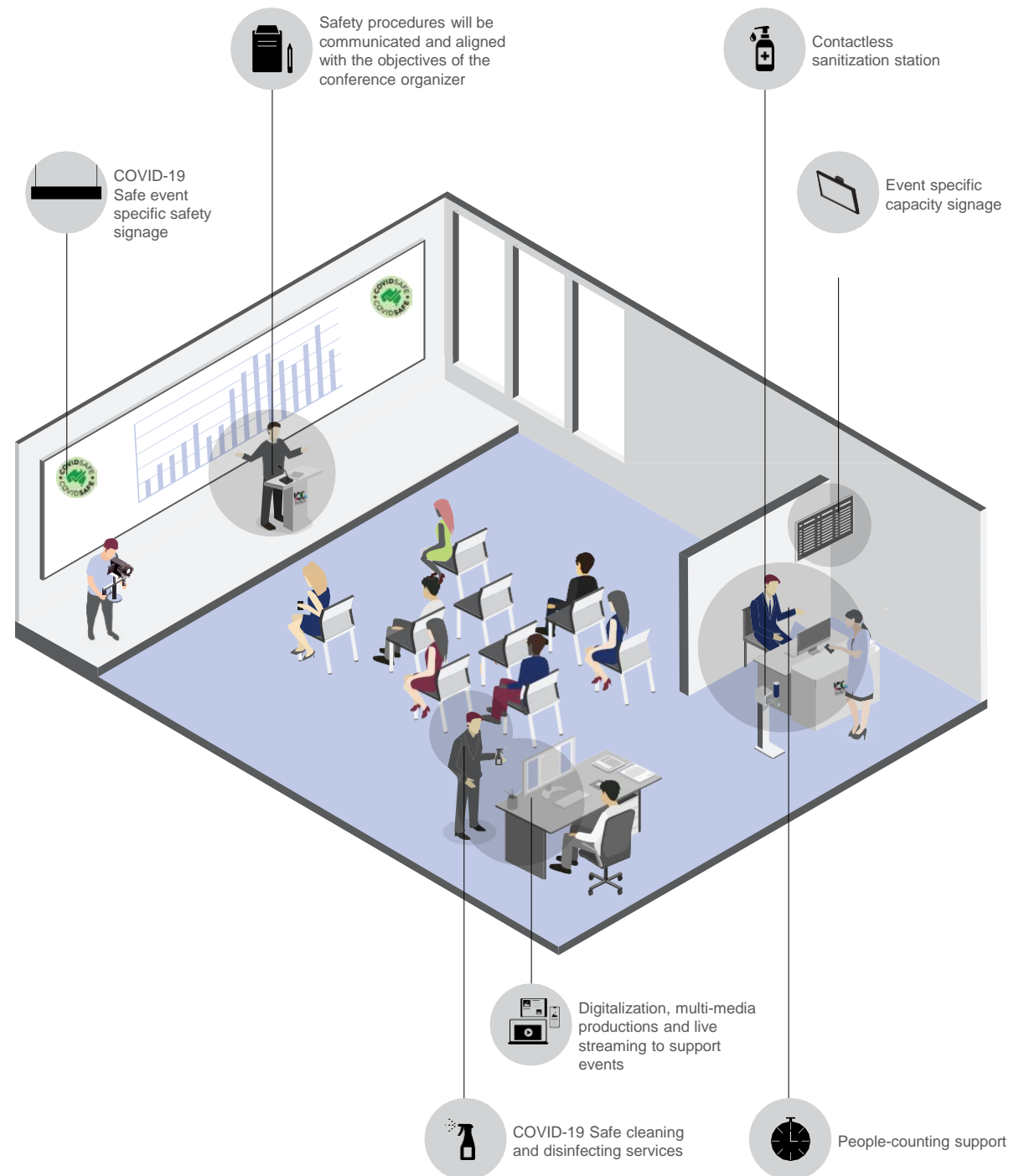
- Concourse spaces
- Bowl seating spaces
- Green room space
- Building capacity
- When planning, all event team members, entertainers, organizers and attendees must be included within the capacity.



We understand that each portion of the event you are planning at Toyota Arena entails different specifications. Our team will work with you to apply specific safety measures to meet the exact requirements of your event. Contact your Event Manager to discuss your event needs.

MEETINGS AND SPECIAL EVENTS

- The VIP Club room entrance from the main concourse or outdoor patio will be manned for monitoring and support.
- People-counting supporting the event space capacity can be provided by the client or our staff, upon request.
- Contactless hand sanitizers at the entrance to the VIP Club room upon request.
- COVID-19 Safe procedures to be communicated to all attendees prior to the start of the event.
- Digitalization, multi-media productions and live streaming can be incorporated to support events.
- Toyota Arena COVID-19 Safe training will be provided to the client on procedures and regulations.
- COVID-19 Safe cleaning and disinfecting measures.
- Event specific COVID-19 Safe floor plans will be developed by your dedicated Event Manager to meet your requirements.

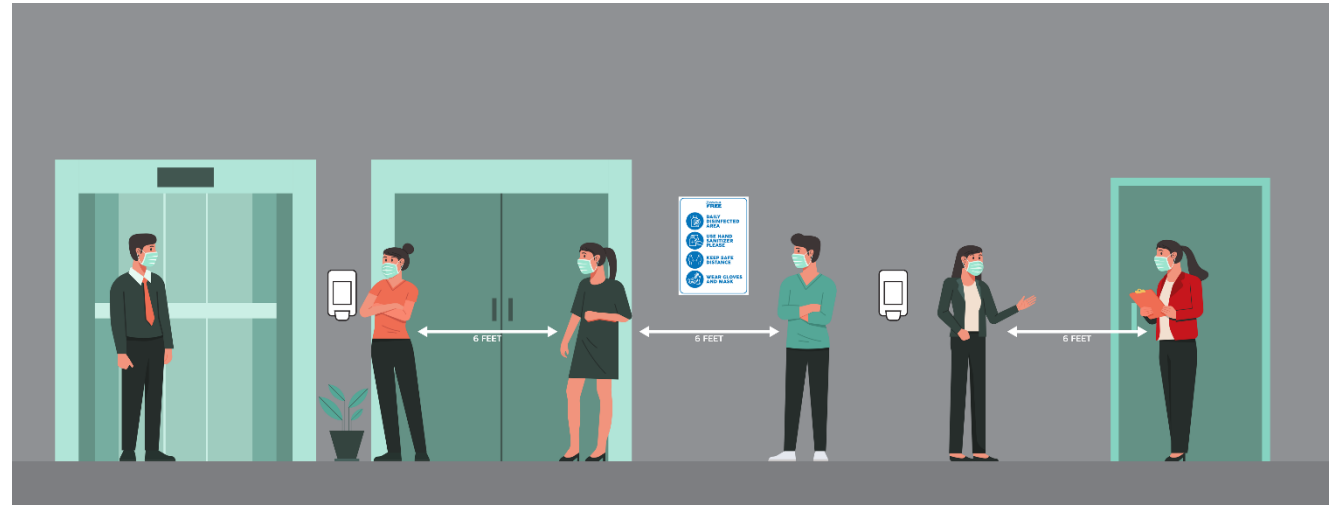


MERCHANDISE AND CONCOURSE ACTIVATIONS

Based on current State of California physical distancing regulations, a distance of six feet (6') between guests is required.

Your dedicated Event Manager will discuss your specific requirements ensuring alignment with current regulations.

- Calculation of the concourse capacity in relation to distancing regulations.
- Dedicated merchandise entrance can be created.
- Signage will communicate instructions on COVID-19 Safe behavior and information.
- Contactless hand sanitizer dispensers throughout the area.
- Dedicated Event Manager will liaise directly with clients to discuss the specific plans.
- Queue management system will be implemented using on-site controls such as floor decals highlighting safe physical distances, ropes/bollards and signage throughout the venue.
- Implementation of contactless payment systems.



FOOD & BEVERAGE SERVICE

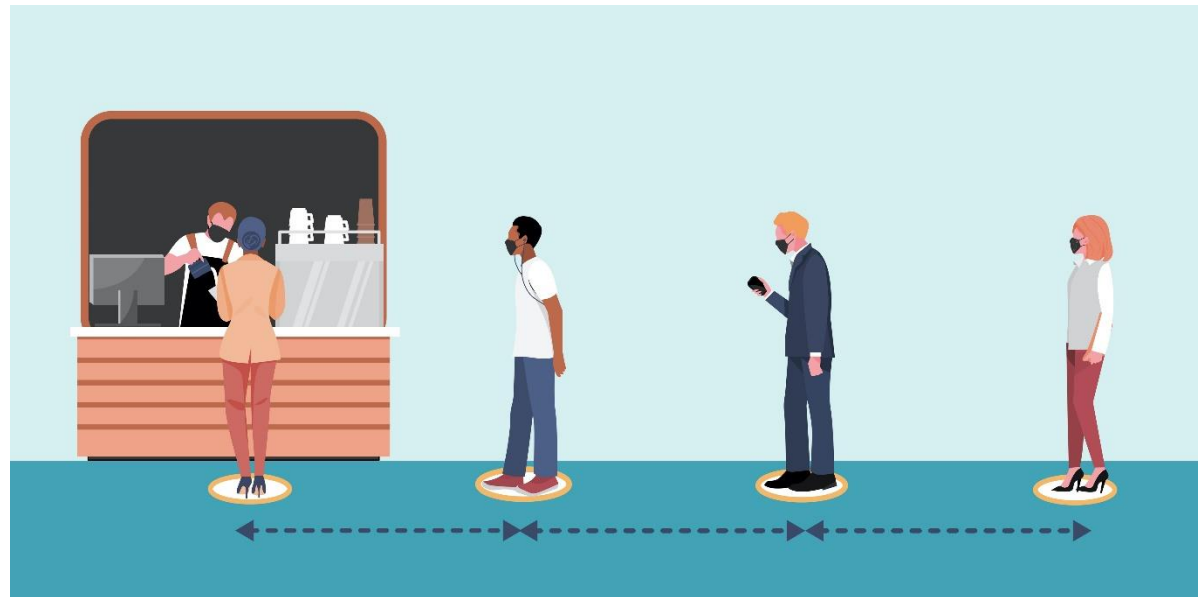
COVID-19 is a respiratory disease spread from person to person, not a foodborne disease. In line with the Center for Disease Control (CDC), the SB County Health Department advises there is currently no evidence that COVID-19 is transmitted through the consumption of food or beverages, or through contact with food packaging materials.

The Food and Drug Administration (FDA) requires food businesses to take all practicable steps to prevent contamination of food production and service areas. To minimize food safety risks, the Toyota Arena's food and beverage operations are managed under the U.S. Department of Agriculture's (USDA) HACCP based food safety framework.

Toyota Arena has reviewed the following food service modes with additional COVID-19 Safe modifications to serving only pre-packed/boxed items:

- Concessions
- Self Service Kiosk
- Green Room / VIP
- Bar service
- Luxury Suite service

To discuss your specific event, please contact your dedicated Event Manager for further details.



PRODUCTION SERVICES SANITATION PROCEDURE

Cleaning and disinfecting practices have been extended throughout every facet of operational event delivery. Touch points including production equipment (sound, lights, video) handled by multiple people including team members, presenters and road crew is regularly cleaned to ensure Toyota Arena is a COVID-19 Safe workplace.

The procedure update detailed here will apply at load-in, during and load-out stages.



LOAD-IN

- Ensure all equipment is cleaned and disinfected prior to use.



DURING EVENT

- Production equipment that has been handled by multiple people throughout an event will be cleaned and disinfected regularly. This includes:
 - Sound Gear
 - Lighting Gear
 - Video Gear
 - Road Cases



LOAD-OUT

- All equipment will be cleaned and disinfected at the close of each event.



ENVIRONMENTAL HYGIENE

Furthering our existing high standards of cleanliness and hygiene protocols, Toyota Arena has introduced routine measures (constant), operational measures (during events) and deep disinfection measures.

Event Producer Reopening Guide critical hygiene protocols include:

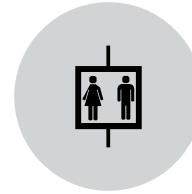
- Increased cleaning and disinfecting processes throughout the venue.
- Provision where applicable of touchless sanitizing dispensers.
- Touchless faucets and toilets available in dedicated restroom facilities.
- Protocols developed for increased cleaning and waste disposal.
- Implemented safe queuing and operational planning for all restroom facilities.
- Capacity restrictions in restrooms.
- Increased cleaning and disinfecting in high volume areas.
- Implemented cleaning protocols for the delivery and receiving of items in the loading docks.
- Safe load-in, during, load-out, and post event cleaning and disinfecting protocols.
- Government distributed advisory signage on hygiene.



ENTRANCE AND EGRESS

Allocated and separate entry and egress points have been assigned to help facilitate physical distancing and ensure that Toyota Arena is a safe environment. The following measures apply:

- External queue management practicing physical distancing.
- External signage indicating entry locations and exit locations.
- Internal signage indicating measures in place to maintain a safe venue.
- Guest services team member supporting guests reach their event efficiently while practicing safe distancing measures.
- First aid team member supporting guests who have recorded higher than normal temperature readings upon entry.
- People-counting device supporting the physical distancing guidelines and practices.
- Contactless sanitizer stations with supporting hygiene signage.



ELEVATORS

- High touch points including elevator buttons will be cleaned and disinfected regularly.
- Elevators will have controlled measures to maintain physical distancing requirements and capacities



RESTROOMS

- Restrooms will have controlled measures to maintain physical distancing requirements and capacities.
- Increased frequency of cleaning by trained team members.
- Queue markers will be placed on the floor to identify distance requirements for guests.



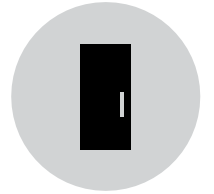
CONTACTLESS SANITIZING STATIONS

- Contactless hand sanitizing stations will be available for all guests who enter the building.
- Signage will be placed at stations with instructions on how to sanitize and use cough etiquette.
- Additional hand sanitizing stations for event spaces are available if requested.



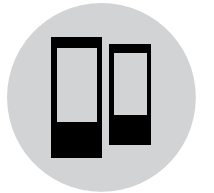
ENVIRONMENTAL HYGIENE

- The air quality of the environment in which we operate is of paramount importance. Therefore increased measures during this period have been implemented.



DOOR HANDLES

- Access doors will open automatically where possible or staffed with guest services team member when appropriate.
- High touch points including door handles will be cleaned and disinfected regularly.



SIGNAGE

- Signage will be placed throughout the venue indicating:
- A guide of how to properly sanitize.
- COVID--19 safe behavior.
- Physical distancing requirements.
- Directional information for event.
- Face Masks are required.

TECHNOLOGY AND EQUIPMENT

Toyota Arena aims to stay at the forefront of technological advancements when delivering events, offering clients a broad range of solutions encompassing audio visual and internet services. Technological solutions also play a critical role in streamlining and managing health and safety protocols efficiently and accurately.

The venue is incorporating technological devices that will further enhance each client and visitor's experience beginning from their event planning phases, on arrival, during, and post event.

Toyota Arena's Event Producer Reopening Guide incorporates equipment and processes including virtual site inspections, people counting, contactless payment services and other digital solutions including collaboration with clients and consultation with the client on app development.



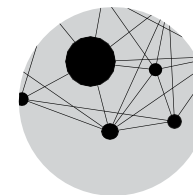
TEMPERATURE READING

- Temperature reading capabilities provide significant advantages because there is a safe distance between the operators and visitors.
- The technology, which does not require physical contact, processes information quickly. The result is a faster flow of traffic into buildings and facilities.



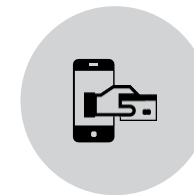
VIRTUAL SITE INSPECTION

- The website has been populated with photos to assist with the event planning process.
- Virtual site inspections are available to assist with a contactless planning experience.



CONTACT TRACING

- Toyota Arena will implement a mechanism to capture attendee data to assist with contact tracing if it's necessary beyond our ticketing system if required, whilst adhering to overarching government regulations.



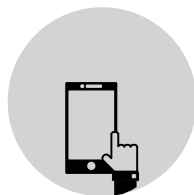
CONTACTLESS TECHNOLOGY

- As a venue focused on customer service, contactless payment solutions provide an efficient and hygienic service to our visitors. Toyota Arena concession stands and kiosks for food and beverage will offer contactless payment.
- Major credit cards, debit cards and mobile/watch pay (Apple Pay, Google Pay and Samsung Pay) are accepted.
- Toyota Arena utilizes a credit/debit card only option at all parking lots.
- Toyota Arena is a paperless ticket venue. Scans offer a contactless access via the ticket-holders mobile phone.



DIGITAL

- Signage will include COVID-19 Safe messaging.



TOYOTA ARENA APP

- The Toyota Arena Marketing team has included the Event Producer Reopening Guide messaging.



ELECTROSTATIC DISINFECTION

- Utilize electrostatic disinfecting equipment to further sanitize the venue and meeting spaces.
- Electrostatic cleaning is a method designed to evenly disperse disinfectants onto surfaces and objects.
- Professional cordless electrostatic backpack & handheld sprayers that allow large coverage or on demand in specific locations of the venue.

MEDICAL SERVICES

Toyota Arena has developed infection control procedures in line with overarching Center for Disease Control, State of California Department of Health and experts in the industry.

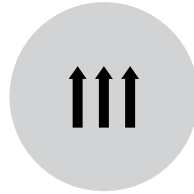
Our medical response process has been developed in accordance with San Bernardino County and City of Ontario best practices.

Our team conducts on-going research on changing governing guidelines in order to produce an internal Situation Report that underpins all COVID-19 safe response planning.

To uphold the highest health and safety standards, Toyota Arena employs an appropriately resourced and qualified on-site incident response team.

The team is provided education and ongoing training based on current best practices. Regular safety and COVID-19 operational updates are produced and shared with the team.

The team has developed a client, contractor and team member focused COVID-19 Emergency Response plan which includes a rapid isolation, and escalation procedure.



ENTRANCES

- Signage of condition of entry at all entry points.
- Promotion of COVID-19 Safe app at all entry points/priority admission/screening.
- Temperature reading devices at all entries.
- First Aid Responders at entry points to assist with patron enquiries and secondary screening of patrons as required.
- First Aid Responders equipped with Infrared Forehead thermometer, Basic Life Support Resources and radio communications.



SECONDARY ASSESSMENT POINTS

- Secondary screening assessment points may be made available.
- Secondary medical assessment point includes infection control equipment.
- Medical response team is COVID-19 Safe trained.
- Security and Floor Manager assistance for escalation of patrons who are not admitted to the venue.
- Mental health trained responders for managing vulnerable persons.
- Rapid response recognition and transfer pathway system established for patients exhibiting symptoms.



EMERGENCY SERVICES

- Robust relationship with local Ambulance Service and the County of San Bernardino Public Health Officials.
- Regular meetings with the City of Ontario Local Emergency Management committee for COVID-19.



TEAM TRAINING AND EDUCATION

- Specific escalation protocol for non-admission to venue.
- Specific emergency escalation protocols for a COVID-19 incident requiring emergency services.
- Infection control and hygiene education for all team members.
- Public health education and awareness on-site focusing on COVID-19 Safe app, physical distancing, hand hygiene and cough etiquette.



DEDICATED ISOLATION ROOMS

- One (1) Dedicated isolation room for use of those persons exhibiting COVID-19 symptoms while awaiting emergency response agencies.



PREMIUM SEATING SERVICES

Toyota Arena's Event Producer Reopening Guide is based on a foundation of stringent safety standards in line with COVID -19 safe government protocols and federal and industry best practices.

In addition to the environmental hygiene guidelines as set forth in this document, Toyota Arena Premium Seating Guests will find protocols for the following areas:

- Luxury Suite - distancing / capacity
- VIP Club
 - Entrance
 - Seating / Dining
 - Bar line distancing
- Group locations – distancing / capacity

Contact your Premium Seating Manager for more details.



ADDITIONAL SERVICES

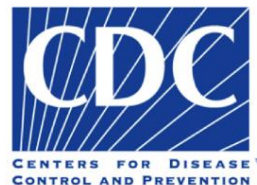
Toyota Arena's Event Producer Reopening Guide is based on a foundation of stringent safety standards in line with COVID-19 Safe government protocols and federal and industry best practices. All Toyota Arena team members are trained in COVID safe protocols. Should a client request optional safety requirements, the following services may be provided:

- Additional security personnel.
- Additional cleaners and presentation services personnel.
- Additional Guest Service team members.
- Personal protective equipment.
- Additional digital and physical signage.
- Additional hand-held temperature reading devices.
- Additional mobile contactless hand sanitization stations.
- Additional Production support.

IN PARTNERSHIP WITH



IN ACCORDANCE WITH TOP HEALTH & SAFETY OFFICIALS



EDUCATION AND TRAINING

Education and training programs will be implemented to communicate updated protocols for the following groups:

TOYOTA ARENA TEAM MEMBERS

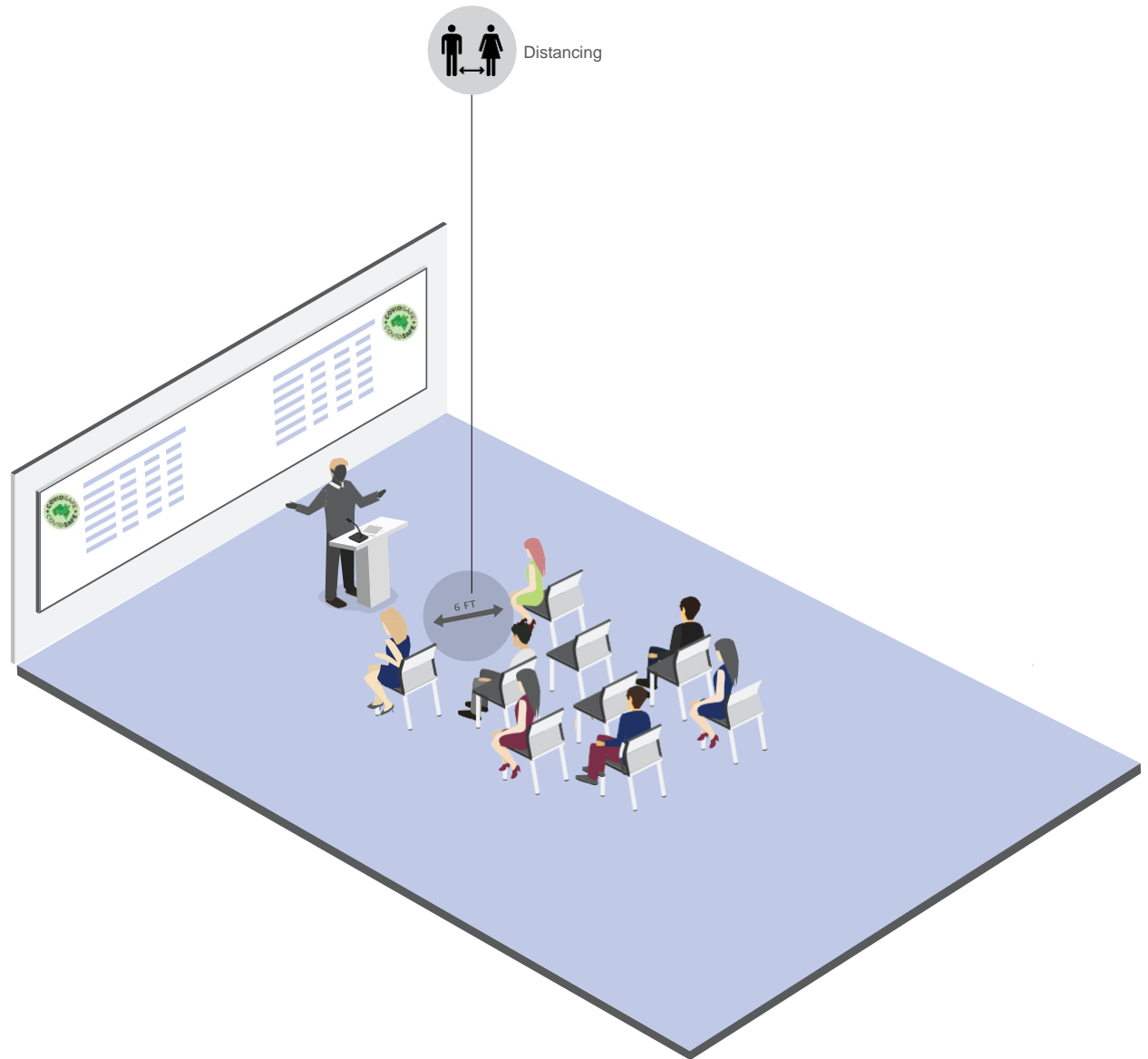
All team members will be provided initial and ongoing COVID-19 Safe training.

CONTRACTORS AND SUPPLIERS

All contractors and suppliers carrying out works for and within Toyota Arena will be provided detailed health and safety communications and training material in light of COVID-19 safety protocols.

CLIENTS

All clients will be provided detailed COVID-19 safe training material addressing updated health and safety procedures.



YOUR HEALTH AND SAFETY

Toyota Arena recognizes the safety requirements posed by COVID-19 and is committed to the continued delivery of world class events in a COVID-19 safe venue. The holistic approach to safety management taken across our entire organization has been used to identify and navigate through the challenges associated with the pandemic.

Toyota Arena's safety management system and team members have been independently certified by an accredited third-party organization to globally recognized international standards for quality and food safety management.





TOYOTA

A R E N A

Toyota Arena

4000 E. Ontario Center Parkway | Ontario, California 91764

909.244.5500

For more information, visit Toyota-Arena.com

Southern California's Entertainment ICON

Toyota Arena, built and owned by the City of Ontario and managed by SMG Worldwide, accommodates capacities up to 11,000 guests. The 225,000 square foot venue features 36 luxury suites located on two levels and a continuous concourse hosting a variety of refreshment stands, merchandise kiosks, a VIP club and other fan amenities. **Toyota Arena** hosts ice hockey, basketball, soccer, and a variety of other sporting competitions, concerts, family shows, special events, graduation ceremonies and community activities as well as private events.

Toyota Arena is the biggest and most modern arena within the Inland Empire, an area with over 4.7 million people. It is located in the City of Ontario, California, on a 37-acre parcel located between Haven Avenue and Milliken Avenue, Fourth Street and the I-10 Freeway.

NOTE – due to the nature of COVID-19 and restrictions this document may be updated as necessary. Please check with your Event Manager to ensure you have the most recent publication. Thank you

DATED: August 26, 2020