



**City of Phoenix**  
OFFICE OF THE CITY MANAGER

March 4, 2021

Mr. Ralph Marchetta  
Phoenix Suns  
201 E. Jefferson  
Phoenix, AZ 85004

RE: LIMITED CAPACITY REOPENING PLAN ADDENDUM

Dear Mr. Marchetta,

We are in receipt of your proposed addendum to the Phoenix Suns arena re-opening plan. As we understand, the team is proposing to add in phases, Vaccinated Sections with reduced physical distancing requirements for fans who have been vaccinated for COVID-19.

Unfortunately, at this time we are unable to approve this request. The current rate of community transmission for Coronavirus remains in the "Substantial" range. While COVID-19 numbers continue to decrease, we have not yet reached a point where we can confidently support the addition of seating with reduced social distancing measures. We would be happy to reconsider your request at some point in the future when the metrics warrant.

Given the successful implementation of the current arena re-opening plan; we are willing to allow an increase of an additional 1,500 seats in General Sections for a total occupancy of 4,500 fans. This increase is contingent upon all of the COVID-19 safety protocols as approved by the City on February 2, 2021 remaining in effect.

We thank you for being a leader in implementing the highest standards for reopening the arena and for your ongoing commitment to fan safety.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffery J. Barton".

Jeffery J. Barton  
Assistant City Manager



**City of Phoenix**  
OFFICE OF THE CITY MANAGER

Jason Rowley  
President & CEO

February 2, 2021

Phoenix Suns – Phoenix Suns Arena - Phoenix Mercury - NAZ Suns

Dear Mr. Rowley,

The Special Events Committee has thoroughly evaluated your application to allow a limited number of fans to return to PHX Arena. We looked at all of the protocols that you proposed to ensure the safety of employees, attendees and the community-at-large. At the time of this letter only nine NBA teams have allowed limited attendance. The committee applauds your commitment to the protocols established by the NBA and the deliberate approach the Suns have taken as the NBA season has started. These protocols include:

- Fans will not be allowed to sit courtside at games and must be at least 15 feet behind either team bench or 10 feet from the sideline;
- All fans must fill out a questionnaire about their health status and must wear a mask unless eating or drinking;
- Fans with tickets within 30 feet of the court must also return a negative COVID-19 test within 48 hours prior to tipoff or pass an NBA-approved test on the day of the game. These same fans will not be allowed to eat or drink at their seat.

The past year has been extremely difficult for our country, state, and city. I know we all collectively hope that the coming months will bring significant improvement and a return to normal. We are currently monitoring closely the COVID-19 metrics for our community. We must ensure that we don't inadvertently exacerbate existing conditions in how we re-open.

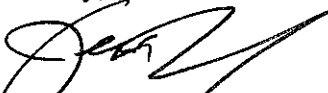
With that being said, we are approving your request with the following modification:

- Ramp-Up Attendance – Instead of approving your application “as-is”, the committee has approved a modified attendance plan. A similar plan has been adopted by the Indiana Pacers at Banker’s Life Fieldhouse. Under this modification, the committee will allow 1,500 plus 25% capacity in the suites from February 7<sup>th</sup> through February 14<sup>th</sup>. This provides you with time to evaluate your processes and gives city staff time to evaluate your adherence to the protocols you have established. Based on a review of the COVID-19 data for the region we will allow you to ramp up to 3,000 plus 25% capacity in suites for the February 16<sup>th</sup> game and after.

The COVID-19 Operational Protocols that you are required to implement and enforce will be posted on the City's website and a copy will be submitted to the Arizona Department of Health Services in accordance with Executive Order 2020-59 issued by the Governor on December 2, 2020.

We applaud your willingness to develop this plan and appreciate your commitment to keeping our community safe.

Sincerely,

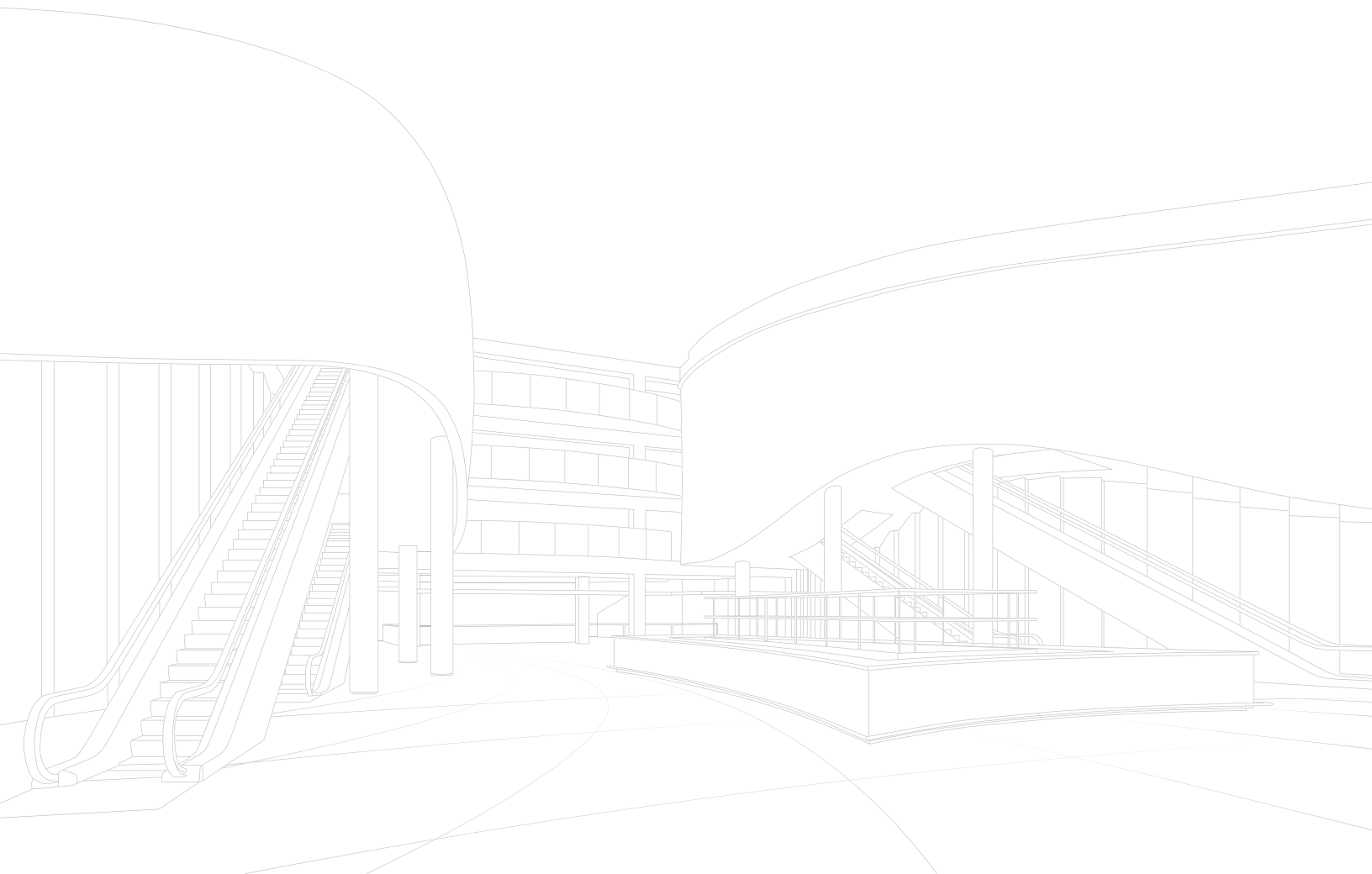
A handwritten signature in black ink, appearing to read 'Jeff Barton', written in a cursive style.

Jeff Barton  
Assistant City Manager



# **PHOENIX SUNS ARENA**

## LIMITED CAPACITY RE-OPENING PLAN





# PHOENIX SUNS ARENA

## LIMITED CAPACITY RE-OPENING PLAN

### GOALS & OBJECTIVES

This guide is intended to give an overview of operational plans and strategies related to hosting games for the Phoenix Suns 2020-21 season with a limited capacity and to limit spread of and exposure to COVID-19 for fans, staff, vendors, media, broadcast and participating teams.

This plan institutes best practices from the CDC, State and Local Governmental Authorities and NBA protocols with the goal of mitigating risk, limiting the number of people on-site and within proximity of each other, as well as the frequency and duration of person-to-person interactions.

As future regulations or best practices become available or local conditions change, this plan will be updated accordingly. For further information about how we are making the Phoenix Suns Arena as safe as possible for the return of fans, please visit [www.suns.com/covid](http://www.suns.com/covid).

### AREAS OF FOCUS

In an effort to provide the safest possible conditions within the Phoenix Suns Arena, consideration has been given to every step along the pre-game, in-game and post-game journey for fans and employees, including:

#### STATIONARY

Arena Bowl seating locations	Common areas intended for gathering
Suites seating arrangements	Staff posting locations
Restroom fixtures	HVAC system – air circulation and filtration
Club furniture modifications	Cleaning protocols

#### TRANSITIONAL

Wayfinding	Access control
Queueing	Capacity control
Vertical transportation	Break-in-play protocols
Concourse crowd management	Ejection protocols
Egress	

#### TRANSACTIONAL

Parking / Transportation	Food & beverage (concessions)
Will-Call & Ticket Office	Food & beverage (hospitality areas)
Health screening	Merchandise
Ticket scanning	Fan giveaways
Security screening	Concourse activations
PPE distribution	ADA assistance

The organization has appointed a Facility Health and Hygiene Manager who is responsible for monitoring changing pandemic conditions, establishing safety protocols and implementing cleaning and disinfecting processes. A working group, across relevant functions such as arena operations, event management, facility operations, human resources, executive management, security, food & beverage and the custodial services partner, has been established to support such planning and implementation. Additionally, the Facility Health and Hygiene Manager is accountable for ensuring the adherence to the protocols and policies outlined herein.

# SCREENING INITIATIVES

The following initiatives have been implemented as part of the screening process for fans and employees upon entry to Phoenix Suns Arena:

## COVID-19 TESTING

All fans with tickets within 30' of the court of play, or who would walk within 30' of the court of play in their path of travel, will be required to show proof of a negative COVID-19 test prior to entry. In addition, all fans in suites will be required to provide proof of a negative test as a condition of allowing up to 50% capacity within each individual suite pursuant to current NBA regulations (subject to change).

Impact Health has been identified as the designated partner for all fan testing initiatives. An antigen test will be administered to each fan by Impact Health staff pre-game in a drive-through or walk-through format outside of the arena. Fans will be encouraged to wait for their results in their vehicle or to leave the arena premises as they will not be admitted into the arena until a negative test result has been verified.

Any fan who tests positive will be notified by a health professional with instructions to return home to quarantine, and results will be submitted to appropriate local health officials. All other fans who test negative may proceed to the arena doors for verification and entry.

Participating teams, certain team staff and certain arena staff with a working function within close proximity of the teams will be tested separately and at regular intervals leading up to each home game at Phoenix Suns Arena in accordance with NBA regulations.

## TEMPERATURE CHECKS

All employees are required to submit to daily temperature checks upon entry to Phoenix Suns Arena.

Any employee with a temperature of 100.4 F or higher will be sent home from the arena, recommended to self-quarantine, and issued a free call-off for the event with no penalties for missing future shifts.

## FAN / EMPLOYEE PROMISE

Each fan, employee and vendor entering Phoenix Suns Arena will be required to show proof of completing the Suns Fan / Employee Promise. This standardized health questionnaire is to be completed the day of the game prior to entering the entry queue and includes the following steps:

- Acknowledgment of and compliance with venue policies required for entry, including mask use and physical distancing standards
- Questions related to COVID-19 exposure and/or symptoms:
  - Has ticket holder (or any person in ticket holder's party or with whom ticket holder has close contact) within the prior 10 days, tested positive for COVID-19 or been exposed to someone who has been diagnosed with COVID-19 in the past 24-48 hours?
  - Has ticket holder (or any person in ticket holder's party or with whom ticket holder has close contact) been contacted by a local public health authority within 14 days due to having had close contact with an individual infected with COVID-19, or been directed to quarantine by a physician or local public health authority?
  - Has ticket holder (or any person in ticket holder's party or with whom ticket holder has close contact) within the prior 24 hours, experienced symptoms of COVID-19 (e.g. a fever of 100.4 F or higher, cough, shortness of breath or difficulty breathing, chills, repeated shaking, muscle pain/achiness, headache, sore throat, loss of taste or smell, nasal congestion, runny nose, vomiting, diarrhea, fatigue or any other symptoms associated with COVID-19 identified by the CDC)?
  - Has ticket holder (or any person in ticket holder's party or with whom ticket holder has close contact) within the prior 14 days, traveled to any state or international territory identified by federal or applicable local governments as being subject to travel or quarantine advisories due to COVID-19?
- Contact information, including first and last name, email and cell phone number
- Signature

This questionnaire will be deployed in a mobile format, accessible via the Phoenix Suns app, or alternatively by typing [www.suns.com/fanpromise](http://www.suns.com/fanpromise) into the browser of the fan's smartphone.

Fans and employees who successfully and satisfactorily complete the questionnaire will receive a timestamped green check mark on their phone and via email. This green check mark must be shown upon entry to the screening queue outside the arena doors and will be verified by a member of the Guest Services staff.

Fans and employees who do not complete or unsatisfactorily complete the questionnaire will receive a red X on their phone and via email instructing them to immediately leave the arena premises and seek medical guidance.

A new Fan / Employee Promise form must be completed each game day.

# SCREENING INITIATIVES - CONT.

## MOBILE TICKETING

All tickets for the Phoenix Suns Arena will be issued in a mobile format. Fans may access their tickets via the Phoenix Suns app or via email / text link.

SafeTix Technology from TicketMaster has been deployed to prevent fraudulent and duplicate tickets. Additionally, these tickets can easily be sent via text or email, making it easier and safer to share tickets with family and friends.

Tickets purchased from the ticket office or picked up from will-call will be issued via mobile format, so virtually 100% of all tickets will be scanned in a contactless format.

Fans exhibiting symptoms or otherwise unable to attend a game for which they have tickets are provided with a designated resale platform. If unable to attend or resell due to a positive COVID-19 test, credit for a future game may be discussed with an Account or Guest Services Representative.

## MASK POLICY

The wearing of masks will be mandatory for entry and at all times other than while actively eating or drinking in ticketed seats. Eating and drinking are not permitted on the arena concourse. Because certain patrons seated within proximity of the court of play will be required to wear masks at all time in their ticketed seats, fans in these designated areas will receive separate communication on how to access food and beverage.

Note: Neck gaiters, bandannas, and masks with valves are not approved masks for entry.

Fans seeking a medical exemption for usage must provide advance notice or they will not be permitted entry. Contact Guest Services via phone at 602-379-2060 or online at [www.suns.com/guest-services](http://www.suns.com/guest-services)

## SECURITY SCREENING

All fans and employees, in accordance with current arena policy, will be screened via magnetometers and bag searches upon entry. Fans will be directed to queue in a socially distanced manner, then set bags aside for manual search. Individual pocketed items such as keys, phone and wallet above their head while passing through the magnetometer without the use of a divesting bowl.

Bags allowed into the arena are limited to small purses, single-compartment bags or drawstring bags; no backpacks are allowed. However, express lanes for those with no bags have been established to encourage fans to leave bags at home where possible. X-ray machines will be incorporated midseason to further support a contactless security screening process.

## ISOLATION ROOMS

Any fan or employee found to be exhibiting symptoms of COVID-19 before entering the arena will be turned away from arena entry. Any fan or employee found to be exhibiting symptoms while inside the arena will be directed to one of several Isolation Rooms depending on their zone and/or ticketed seating location:

- Level 0 – Production Office (team staff)
- Level 0 – new Officials Lounge (broadcast and arena operations staff)
- Level 1 – Section 111/112 gender neutral restroom (fans and employees)
- Level 4 – Family restroom across from Section 228/229 (fans and employees)

Once inside the Isolation Room, medical personnel will attend to the individual, provide a plan of action and if necessary escort the individual to the closest available exit and the room will be subsequently sanitized.

# DISTANCING INITIATIVES

The following initiatives have been implemented to support physical distancing along all points of the fan and employee journey:

## SEATING PLAN

In partnership with Ticketmaster, a unique limited capacity seating plan has been established which accounts for minimum 6' of distance between fans and the aisle, as well as the following criteria:

- All fan seating in the arena bowl allows for "pods" of two or four fans
- Fans will be seated no closer than 10' from the sidelines or baselines of the court of play
- Fans will be seated no closer than 15' from the player benches or traveling party
- Fans seated within 30' of the sidelines, baselines or team benches must show proof of a negative COVID-19 test upon entry and must wear a mask at all times while in their ticketed seat
- Fans seated further than 30' from the sidelines, baselines or player benches may remove their mask in their ticketed seat and only while actively eating or drinking
- Suites will be limited to 25% capacity within each suite –OR- will be limited to 50% capacity within each suite with each fan showing proof of a negative COVID-19 test upon entry, pursuant to current NBA policy and subject to change.

Seats that are not intended for guests to occupy as part of the physically distanced allocations will be strapped closed to prevent fans from moving into seats other than their ticketed seats.

Access to various hospitality spaces typically associated with a ticketed seat have been further restricted. Most indoor hospitality spaces will be limited to 25% of capacity, while outdoor hospitality spaces will be limited to under 50%.

## OPTIMIZED TRANSACTION POINTS

Ticket scanning and security queue lanes will be setup near full capacity at each major bank of doors. With a limited capacity, each bank of doors will support fewer fans in an effort to minimize the number and duration of human touch points at each location. The current plan calls for a 1:175 ratio of entry lanes per general fans.

Open concession stands and points of sale are spread throughout the concourse. With a limited capacity, each point of sale will support fewer fans in an effort to minimize the number and duration of human touch points at each location. Spreading points of sale throughout the concourse allows further dispersion of queue lines while allowing for increased distancing of fans and employees alike. The current plan calls for a 1:100 ratio of points of sale per general fans.

Phoenix Suns Arena has converted to a completely cashless operation, eliminating the exchange of cash at all points of sale. Cash conversion will be available at the Ticket Office to facilitate purchases, if needed.

Scan & go technology has been established to allow fans checking out at the Section 107, 114 and 119 Grab and Go locations a faster and completely contactless experience. Additionally, mobile ordering has been setup to allow fans to pre-order from select arena concessions from the convenience of their own ticketed seat, then pick-up their items at the Section 104, 116 or 124 concession stands – whichever is closest to their ticketed seat. Both transaction options are available to fans via the Mobile Wallet within the Suns App.

## OPTIMIZED TRAFFIC FLOW

Fans purchasing tickets will be assigned a designated entrance door based on their seating location in an effort to provide the most efficient path of travel for fans and minimize number and duration of human touch points.

Where possible, access through merchandise locations, clubs, hospitality areas and restrooms will be setup in a one-way-in, one-way-out traffic pattern to minimize any points of congestion. Additionally, capacity in these spaces will be strictly monitored, and if necessary, access cut off temporarily.

## VERTICAL TRANSPORTATION

Elevators will be limited in capacity to support physical distancing. Elevator attendants have been relocated outside of the elevator and will actively enforce capacity regulations, as well as frequent cleaning of high-touch surfaces within the elevator.

Escalators will be equipped with signage and staff to support physical distancing. In addition, UV-C LED technology has been installed on all escalator handrails to provide an additional measure of sanitation on this high-touch surface.



## DISTANCING INITIATIVES - CONT.

### ARENA ZONING

In order to enforce distancing and eliminate unnecessary crossover and human touch points, a unique zoning plan has been established to further separate functional groups based on their area of work or ticketed seating location. Normal arena operation has been modified to support this plan.

The following groups have been considered within this zoning plan with designated entries, seating areas and paths of travel:

- Participating teams, officials and other on-court personnel essential to basketball operations
- Essential medical and team training staff
- Select team and arena staff essential to basketball & arena operations
- Broadcast personnel inclusive of crew and talent
- Arena security and law enforcement personnel
- Media
- Food & beverage and retail staff
- Game presentation personnel
- Guest Services staff
- Fan medical services
- Team business operations staff
- Fans with ticketed seats within 30' of the court of play
- Fans with ticketed seats outside 30' of the court of play
- Suite holders

Each group will receive unique communication to clearly outline the path of travel and health & safety expectations associated with their zone and arena access plan.

## CLEANING & DISINFECTING INITIATIVES

The following initiatives have been implemented as cleaning & disinfecting initiatives to support limited fans at Phoenix Suns Arena:

### GBAC CERTIFICATION

Phoenix Suns Arena has prioritized the health and safety of its guests and employees and has received certification as a GBAC (Global Biorisk Advisory Council) STARTM accredited facility through the implementation of the highest industry standards in facility cleanliness, disinfection, emergency response and infectious disease prevention. This detailed program ensures that the organization, its leaders, employees and contracted partners are dedicated to maintaining comprehensive cleaning protocols, careful monitoring and continuous improvement to minimize potential exposures and outbreaks and control the risks associated with infectious disease.

This performance-based accreditation program enables facilities to:

- Establish and maintain a cleaning, disinfection and infectious disease prevention program to control and/or minimize risk associated with infectious disease for employees, customers, clients, visitors, the community and the environment
- Provide assurance and establish confidence that proper cleaning, disinfection and infectious disease prevention work practices are in place and implemented
- Select team and arena staff essential to basketball & arena operations
- Establish a framework for communication and raising awareness of best practices as they relate to cleaning, disinfection and infectious disease prevention
- Demonstrate that correct work practices, procedures and systems are in place to prepare, respond, and recover from outbreaks and pandemics

Training, documentation and reporting will be ongoing to ensure processes stay up to date with best practices and local conditions.

# CLEANING & DISINFECTING INITIATIVES - CONT.

## DISINFECTING SURFACES

Standard operating procedures have been established for disinfecting and sanitizing the various surfaces and spaces throughout the arena in accordance with recommendations from the Center for Disease Control (CDC), Environmental Protection Agency (EPA), and other industry resources including the Global Biorisk Advisory Council (GBAC).

On a daily basis, high touch areas in offices and restroom locations used by arena staff are cleaned and disinfected every hour. The arena is thoroughly deep-cleaned, disinfected and sanitized using these standard operating procedures on a nightly basis. Additionally, staff will be positioned near frequently trafficked areas and high-touch surfaces to actively disinfect these areas as fans and employees move through the arena, including restrooms, door handles, elevator buttons, handrails, etc.

The specific equipment, supplies and chemicals to be used in each instance are outlined in the standard operating procedures. A comprehensive list of all chemicals used by the Phoenix Suns Arena cleaning staff and its contracted custodial services provider is maintained by the Director of Facility Operations and Housekeeping Manager. Cleaning and disinfection chemicals are selected based on the facility needs and ongoing risk assessment program. Considerations have been taken to select the most effective chemicals, while seeking to prevent potential harmful reactions to employees and fans. The following EPA approved products have been evaluated and chosen for use based on these parameters:

Manufacturer	Product Name	EPA Registration Number	EPA List N	Dwell Time
Diversey	Virex 256 II	70627-24	Yes	10 minutes
S.C. Johnson & Son, Inc	Windex Disinfectant Cleaner	4822-593	Yes	5 minutes
Reckitt Benckiser LLC	Lysol Disinfectant Spray	777-99	Yes	2 minutes
CleanCore	Aqueous Ozone	N/A	No	
Bonakemi USA, Inc	Bona UltraClean Court cleaner	91816-2	Yes	10 minutes
Diversey	Disinfectant D.C. 100	70627-2	Yes	2 minutes
Diversey	Phenolic Disinfectant HG	70627-6	Yes	10 minutes
Diversey	Warrior	70627-15	Yes	10 minutes
Diversey	Virex™ II/256	70627-24	Yes	10 minutes
Diversey	Virex 256 II	70627-24	Yes	10 minutes
Diversey	Envy Foaming Disinfectant Cleaner	70627-35	Yes	3 minutes
Diversey	Oxivir™ Tb	70627-56	Yes	1 minute
Diversey	Oxy-Team Disinfectant Cleaner	70627-58	Yes	5 minutes
Diversey	Oxivir™ Wipes	70627-60	Yes	1 minute
Diversey	Phato 1:62 Disinfectant Cleaner	70627-62	Yes	5 minutes
Diversey	512 Sanitizer	70627-63	Yes	10 minutes
Diversey	Avert Disinfectant Cleaner	70627-72	Yes	1 minute
Diversey	Oxivir™ 1	70627-74	Yes	1 minute
Lonza LLC	Avery Disinfectant Wipes	70627-75	Yes	1 minute
Lonza LLC	Oxivir™ 1 Wipes	70627-77	Yes	1 minute
Mason Chemical Company	Lonza Formulation S-21	6836-75	Yes	3 minutes
Mason Chemical Company	Lonzagard RCS-256 Plus	6836-349	Yes	3 minutes
Metrex Research	Maquat 86-M	10324-85	Yes	10 minutes
Stepan Company	Maquat 50-DS	10324-96	Yes	10 minutes
Stepan Company	Cavicide 1	46781-6	Yes	2 minutes
Spartan Chemical Company	BTC 885 Neutral Disinfectant Cleaner 256	1839-167	Yes	10 minutes
Spartan Chemical Company	BTC 885 Neutral Disinfectant Cleaner 64	1839-169	Yes	10 minutes
Spartan Chemical Company	NABC Non-Acid Bathroom Disinfectant	5741-18	Yes	10 minutes

## CLEANING & DISINFECTING INITIATIVES - CONT.

EHC Global LED UV-C Handrail Sterilization Modules have been installed in all six building escalators. Each escalator is equipped with two modules – one for each handrail – mounted inside the unit at the top or bottom of the escalator. As the escalator handrail passes through the module, the built-in side reflectors provide full sterilizing coverage of the handrail exposing UV-C wavelengths that can eliminate harmful viruses and bacteria on handrail surfaces. UV-C LED light technology which is known to kill up to 99.9% of disease-causing microorganisms including MERS and SARS coronavirus, as well as other bacteria and viruses.

Arena staff and their contracted partners have received proper training on the processes and operation to support the disinfecting and sanitation of the arena and will continue to receive ongoing training, auditing and communication to stay up to date with best practices and local conditions.

### AIRBORNE

The arena's HVAC system has been upgraded and filtration system replaced with a MERV-13 system for air supply throughout the building. The new HVAC system is capable of providing increased ventilation of fresh air to the building, minimizing recirculated air.

Additionally, portable HEPA filtration units have been installed in smaller rooms based on occupant capacity and ability to circulate fresh air.

Where possible, entrance doors will be propped open while fans are inside the arena concourses to further promote fresh air circulation.

### RESTROOM FACILITIES

All restrooms in public areas have been upgraded to be equipped with contactless / automated fixtures including toilets, urinals, sinks, soap dispensers and hand dryers. Anti-microbial finishes have been used on toilets, urinals and counter tops.

Standardized disinfecting and sanitization procedures, including the use of electrostatic sprayers, are utilized to thoroughly clean facilities prior to and after each event. Additionally, arena staff and its contracted cleaning partner will be assigned to each restroom facility to frequently disinfect during events to actively and visibly disinfect surfaces while fans are occupying the space.

### SANITIZATION STATIONS

Hand sanitizer stations have been deployed throughout the arena public spaces and back of house. Stations have been placed in visible locations and other locations convenient to the path of travel and will be frequently monitored throughout the event.

## COMMUNICATION INITIATIVES

The following communication initiatives have been implemented to support and reinforce venue policies and the limited capacity reopening plan:

### ADVANCE COMMUNICATION

Advance communication of the health & safety protocols and expectations is key to a successful and safe event for all fans and employees. The following methods will be deployed containing comprehensive health & safety messaging:

- Season Ticket Holders Email – Will receive 3 times before the first game and once per month thereafter
- Single-Game Ticket Holders Email – Will receive at least once before each game
- Social Media – To be posted once per month from team and arena accounts
- Website – A landing page containing protocols and disclaimers can be found at [www.suns.com/covid](http://www.suns.com/covid)

All single-game ticket holders will also receive an additional email communication tailored to their seating location containing their "Fan Journey", inclusive of designated entry, recommended path of travel, available food & beverage purchase options, mask requirements within their seating area and any necessary COVID-19 test result as a condition for entry.

A video will be sent to all single-game ticket holders in advance of gameday to further reinforce arena health & safety protocols and will specifically educate fans about how and when to complete their Suns Fan Promise health questionnaire.

# COMMUNICATION INITIATIVES - CONT.

## ON-SITE COMMUNICATION

Robust static and digital signage will be deployed throughout the arena to further establish and reinforce arena policies and health & safety practices.

The exterior of the building will contain multiple pieces of signage supporting the Suns Fan and Employee Promise, which must be completed prior to entry. Additionally, notices will be posted at all fan and employee entrances with the following verbiage:

*"In connection with the 2021-21 NBA season, we have taken enhanced health and safety measures intended to mitigate the risk of exposure to COVID-19. Despite the protocols and requirements that we have put in place, no precautions can eliminate the risk of exposure to COVID-19.*

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

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

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

Once inside the arena, fans and employees can expect to see static signage reinforcing health & safety protocols at all points of sale, hospitality spaces, in queueing lines, in restrooms, on the concourses and in their seats or assigned work position. Fans and employees can also expect to see digital signage reinforcing health & safety protocols on the arena concourses, in the Pavilion entry and throughout the arena bowl.

A promotional video will be played in the arena pre-game and at halftime to remind fans to "Mask Up", in addition to reinforcing physical distancing and other health & safety protocols. In-game PA announcements supporting this messaging will be made when appropriate and as necessary.

All employees posted throughout the arena are expected to actively communicate with fans and fellow employees to reinforce protocols at all points along the fan journey.

Physical giveaways are discontinued indefinitely to eliminate touch points and congestion. In addition, concourse activations will be extremely limited.



RETURN TO EVENTS  
LIMITED CAPACITY OPERATIONAL PLAN

**PHOENIX SUNS**

2020-21 SEASON

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## GOALS & OBJECTIVES

This guide is intended to give an overview of goals & operational plans for the upcoming Phoenix Suns 20-21 season with following priorities:

- *Provide a safe environment for fans, staff, media & participating teams.*
- *Institute best practices from the CDC, State & Local Governmental Authorities, and NBA protocols.*
  - *Mitigate risk and limit the number of fans and employees to limit exposure.*
  - *Rethink operations across all functional areas to limit the number and duration of touchpoints.*

As future regulations or best practices are available, this plan will be updated accordingly.

# PROOF OF CONCEPT

Even those behind the scenes put in practice to prepare for gameday. To ensure the processes are sound and allow time for adjustments, the following schedule is proposed to prepare for the Suns 20-21 regular season:

## TEAM FOCUS

- Suns Preseason Game
- Thursday, December 10 OR  
Saturday, December 12  
(to be scheduled by the NBA)
- Limit to participating teams,  
broadcast and essential media
- Estimated in Venue: 300

## FAN FOCUS

- Season Ticket Holder “State of the  
Suns” Event
- Tuesday, December 15
- Allow select clients to attend an  
exclusive event while also testing  
new entry protocols, socially  
distanced seating, etc.
- Estimated in Venue: 500

## BRING IT TOGETHER

- First Regular Season Suns Game
- Week of December 22  
(pending NBA schedule release)
- Allow ticket sales to current clients in  
socially distanced seating or private  
suites, alongside teams, broadcast  
and media
- Estimated in Venue: 4,000



# AREAS OF FOCUS

Socially distanced seating is only part of the solution. Consideration has been given to each stop along the pre-game, in-game and post-game journey of each participant:

## STATIONARY

- Arena bowl seating locations
- Suites
- Restrooms
- Club furniture
- Common areas intended for gathering
- Staff posting locations

## TRANSITIONAL

- Wayfinding
- Queueing
- Vertical Transportation
- Concourse Crowd Management
- Access Control
- Capacity Control
- Break-in-play Protocols
- Egress

## TRANSACTIONAL

- Parking / Transportation
- Will-Call / Box Office
- Ticket Scanning
- Security & Health Screening
- PPE distribution
- Food & Beverage – concessions & hospitality areas
- Merchandise
- Giveaways & Concourse Activations

# SPACE USE STRATEGY

This is not a one size fits all approach. Consideration has been given to each stop along the pre-game, in-game and post-game journey of each participant:

## LOWER & UPPER BOWL

- Multiple seating options will be available at various price points throughout the lower and upper bowl.
- Tickets will be sold in “pods” of two or four tickets each to allow family members or household units to sit together while socially distanced from other fans and aiseways.
- Multiple concession stands will be available for these fans, as well as mobile in-seat ordering.

## HOSPITALITY AREAS

- Fans purchasing select seats may have access included to a club or hospitality area.
- Utilization of club areas allow for dispersion of any crowd from the Main Concourse.
- Clubs will allow for socially distanced seating and/or grab-and-go style items to be enjoyed in the fan’s ticketed seat.
- Food and beverage will be prepared and served for individual consumption.

## SUITES

- Private suites will be available to leaseholders and for individual games.
- Semi-private suites or open boxes will be ticketed in a socially distanced capacity (similar to the arena bowl).
- Capacity within each suite will vary depending on square footage and current NBA regulations.
- Food and beverage will be prepared and served for individual consumption.



# VENUE INITIATIVES

## SCREENING

# SCREENING INITIATIVES

## SUNS FAN / EMPLOYEE PROMISE

- Every fan and employee in the arena on gameday complete a “SUNS PROMISE” form with the following fields:

Acknowledgement of venue protocols (including wearing a mask at all times when not actively eating or drinking)

Answers basic questions of potential COVID exposure and symptoms

Provides contact information (name, cell phone, email)

Signature

- This form is submitted for every person in the party and kept on file if the need for contact tracing arises
- Fan accesses Fan Promise form via Suns app upon arrival day of event only
- Employee accesses Employee Promise form via QR code scan or text day of event only

# SCREENING INITIATIVES

## SUNS FAN / EMPLOYEE PROMISE

### SUNS FAN PROMISE - ENTRY PROCEDURES

**ALL SUNS FANS ENTERING PHX ARENA WILL BE REQUIRED TO COMPLETE AND PASS AN ACCEPTANCE OF ENTRY TERMS AND SUNS FAN PROMISE ON THE DAY OF THE GAME.**

#### STEP 1

Complete the Suns Fan Promise on the **DAY OF THE GAME**, ideally **BEFORE** arriving at PHX Arena



#### STEP 2

If you agree to the terms and comply with the Suns Fan Promise, you will receive a **GREEN CHECK** on your phone and by email and you can proceed to PHX Arena.

If you reject the terms or choose not to comply with the Suns Fan Promise, you will receive a **RED X** and will not be permitted to enter PHX Arena.

JOHN DOE

Thank you! You are cleared.

Dec 22, 2020 5:00 PM

Please take a screenshot and/or show this when you enter PHX arena. This confirmation will also be sent to your email.



JOHN DOE

DO NOT PROCEED TO THE ARENA.

Your company's designated representative will be reaching out to you to discuss your symptoms.



#### STEP 3

Guests should have the **GREEN CHECK** (screenshot, browser or email) displayed as they approach the arena entrance.

Guest Services staff will be positioned at the entrance perimeters to ensure every person has completed and passed the Suns Fan Promise and is ready to have their ticket scanned and go through the Security screening process..

##### No Mobile Device?

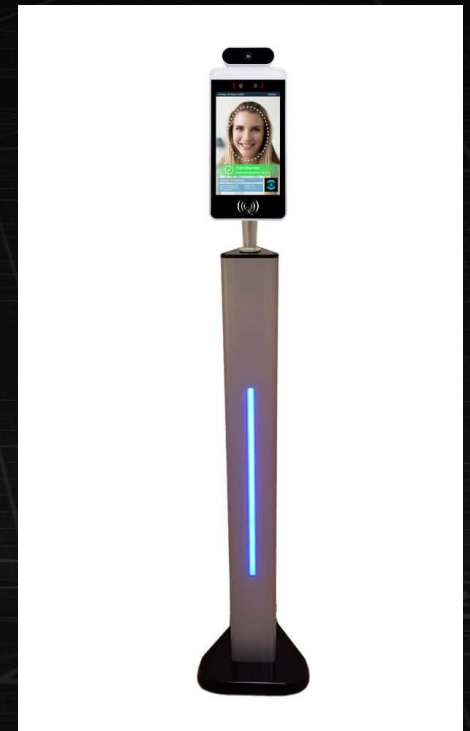
Guest Services staff will be positioned outside entrances and will be equipped with iPads to assist guests with completing the Suns Fan Promise. Once a guest has completed and passed the Suns Fan Promise, they will be given a wristband they must wear in lieu of showing the **GREEN CHECK**.



# SCREENING INITIATIVES

## TEMPERATURE CHECKS AND COVID TESTING

- Participating teams, traveling parties and certain staff will be required by the NBA to undergo frequent COVID testing. NBA protocols to dictate frequency in accordance with zoned credentialing policy.
- Banner Health to partner on all COVID testing initiatives.
- General fan areas will not be required to undergo COVID testing. The NBA may require certain fans to undergo testing in close proximity to the court.
- All employees will undergo temperature checks upon arrival at their designated staff entry point; those with temperatures over 100.4 are turned away and given a free call off for their shift.
- If an employee or fan exhibits symptoms or fever during the event (after they've been screened), they will be directed to an isolation room available on each level of the arena and attended to by medical personnel.



# SCREENING INITIATIVES

## MASKS

- The arena policy will state that wearing a mask is required at all times when not actively eating or drinking.
- All fans and employees must acknowledge that they agree to abide by the mask policy while completing their Suns Fan & Employee Promise questionnaire prior to entry.
- A visual check will be conducted to ensure all fans and employees are wearing a mask covering their nose and mouth in order to gain admittance to the entry queue. If someone does not have a mask, a single-use mask will be provided.
- Mask adherence will be reinforced by staff at portals, at all points of sale and by roving staff members.
- Masks may be removed only while actively eating and drinking; certain seats in close proximity to the court may be required by the NBA to refrain from eating and drinking and wear a mask at all times.



Do you have  
your mask?

# SCREENING INITIATIVES

## PAPERLESS TICKETING



- With few exceptions, all tickets to be issued in mobile format; previous exceptions for certain fans will be eliminated to remove touchpoint.
- Mobile tickets will be scanned from the guests' device; any fan without a mobile device will be directed to the Ticket Office for resolution and be issued a seat locator.
- Fans who pick up tickets the day of the game at will-call will be issued in a mobile format to the fan's email.
- Each guest ticket will have a recommended (not required) entrance location to aid in distancing based on proximity to their parking location and ticketed seat.
- App Advisors will be staffed outside entry doors to assist any guests requiring assistance to access their mobile ticket.



# SCREENING INITIATIVES

## SECURITY SCREENING

- Single-compartment or drawstring-type bags will be allowed into the arena but are subject to search. Backpacks will not be allowed.
- X-ray machines are on order for bag searches, arrival date TBD. Until their arrival, manual searches will be conducted in accordance with the current policy.
- Those without bags will have an express lane for expedited entry.
- All guests and employees, in accordance with current arena policy, will be screened via magnetometers upon entry (or hand wands, as needed). Individual handheld items such as keys, phone, wallet, may be held above the guests head while passing through the magnetometer without the use of divesting bowls.



**Maintain Social Distancing**



**Please Wear Your Mask**



**Practice Appropriate Hygiene Protocols**



**Open Bags for Security Screening**



# VENUE INITIATIVES

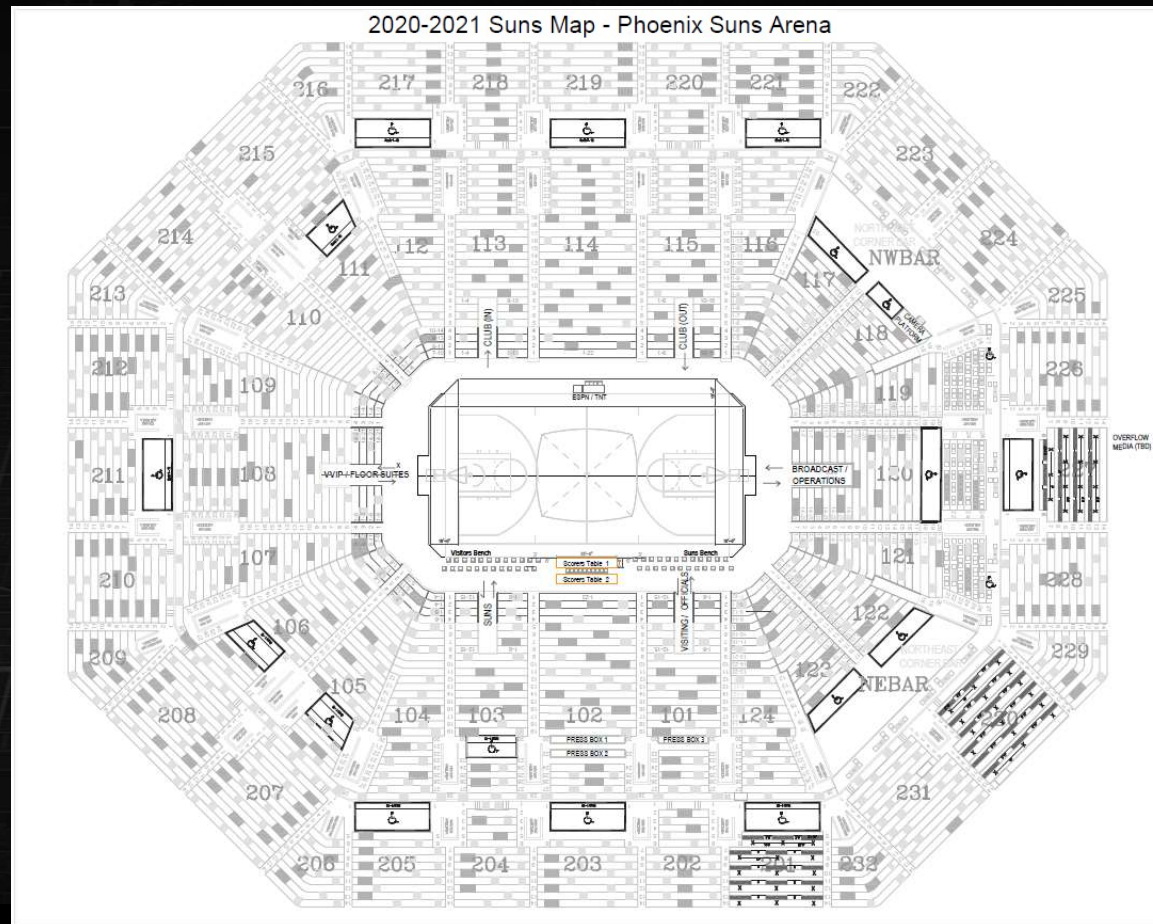
DENSITY

# DENSITY INITIATIVES

## SOCIALLY DISTANCED SEATING

- In partnership with Ticketmaster, a socially distanced seating manifest has been created that is considerate of length and pitch of seats, side by side and front to back distance, and crossover at drop aisles.
- To begin the season, no guests will be seated any closer than 10' from the court; as NBA regulations are modified, courtside seating may be considered.
- Socially distanced seating locations are available in “pods” of two or four to allow households to attend together based on the size of their party.
- Existing clients will be given priority access to available seats in order of current seat location; select members and partners are allowed access to a hospitality location where food and beverage can be served and social distancing can be accommodated.
- Seats not intended for use are individually strapped close at the seat pan, making them unable to be used by fans trying to move closer to the court. As capacity is increased over the course of the season, individual seats are opened.

# DENSITY INITIATIVES



# DENSITY INITIATIVES

## OPTIMIZED EVENT OPERATIONS

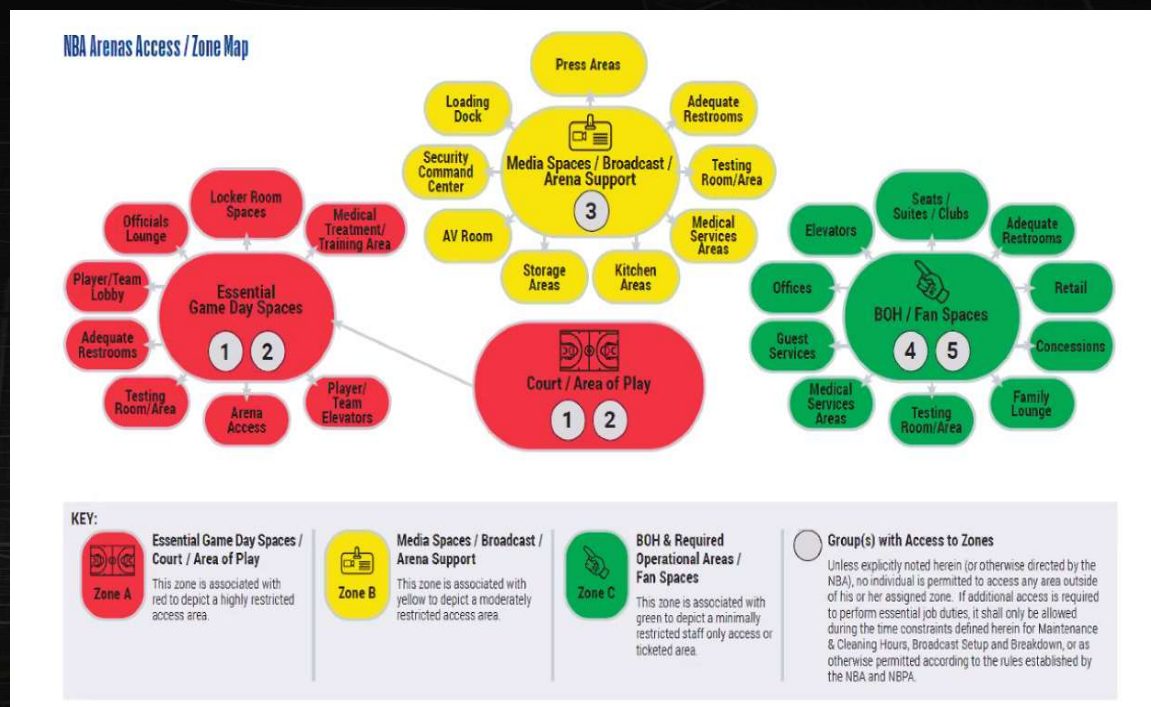
- Ticket scanning and security screening lanes to be setup near full capacity to minimize the number and duration of human touchpoints at each location. Current plan calls for 1:175 ratio of entry lanes per general fan.
- Open concession stands and points of sale to be spread throughout the concourse to provide employees and fans social distancing. Current plan calls for 1:100 ratio of points of sale per fan.
- Where available, access through Team Shop, clubs, hospitality areas and restrooms will be setup in a one-way-in, one-way-out traffic pattern to minimize any points of congestion.
- Signage will be placed on the ground in all entry queues, concessions queues and on the concourses to provide a visual cue to aid in social distancing and traffic flow.



# DENSITY

## ZONED CREDENTIALING

- All personnel in the arena will be credentialed. All will be issued a “zone” according to their working function and overlap between zones will be limited.
- All personnel in Zones 1 and 2 will have a higher standard of testing per NBA guidelines and these zones will be highly restricted. Any movements between zones will be tracked to aid in any necessary contact tracing.
- The total number of people within each credentialed zone will be limited.
- Zones will be restricted beginning 4 hours pre-game and ending 2 hours post-game.







# VENUE INITIATIVES

CLEANING & DISINFECTING



# CLEANING & DISINFECTING INITIATIVES

## GBAC CERTIFICATION

- The NBA has required all venues to have third party certification which must include a review of cleaning and operation protocols that address airborne viruses.
- The arena is pursuing certification through the Global Biorisk Advisory Council STAR Accreditation Program on Cleaning, Disinfection and Infectious Disease Prevention for Facilities (GBAC STAR Program) which will enable facilities to:
- Establish and maintain a cleaning, disinfection and infectious disease prevention program to control and/or minimize risk associated with infectious disease for employees, customers, clients, visitors, the community and the environment.
- Provide assurance and establish confidence that proper cleaning, disinfection and infectious disease prevention work practices are in place and implemented.
- Establish a framework for communication and raising awareness of best practices as they relate to cleaning, disinfection and infectious disease prevention.
- Anticipated accreditation received mid-December 2020.



# CLEANING & DISINFECTING INITIATIVES

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## DISINFECTING SURFACES

- Disinfecting will be actively occurring during events with focus on high risk areas. High touch areas will be given special consideration (elevator buttons, door handles, etc.). In accordance with NBA regulations, all disinfectants used must be approved by the EPA and reduce pathogens by 99.9999% (or a 6-log reduction).
- Electrostatic sprayers are being utilized by staff for efficient and enhanced disinfecting throughout the arena and will be utilized before each event.
- UV-C LED handrails are being installed on escalators during renovation work.
- Cleaning staff will be visible in high traffic areas and actively cleaning during the event. GSRs will be asked to clean surfaces as part of their job duties.
- Staff will receive specific preseason and ongoing training on proper cleaning and disposal techniques and PPE use.
- Staff will test all surfaces with a 3M Trace Luminometer. Results will be documented alongside all cleaning frequencies and chemicals used.

# CLEANING & DISINFECTING INITIATIVES

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## AIRBORNE

- The arena's HVAC system has been upgraded as part of the ongoing arena renovations. Filters will be changed with increased frequency to optimize performance.
- Additional local HEPA filtration will be utilized in certain locations.
- One complete air turnover with fresh air will be conducted just before doors open for each game, and the ventilation system will be run 24/7 to maximize dilution ventilation.
- Aerosolized anti-microbial chemicals will be used in high traffic or confined areas.
- Outside air will be used in the arena bowl, and entry doors will remain propped open while guests are in the building to promote air circulation and increase the effective dilution ventilation per person.
- Individuals displaying symptoms (i.e. coughing) during the event will be removed from public areas and isolated and the area decontaminated.

# CLEANING & DISINFECTING INITIATIVES

## AUTOMATED RESTROOM FACILITIES

- All restrooms in public areas equipped with automatic toilets, urinals, sinks, soap dispensers and hand dryers
- Anti-microbial finished used on toilets, urinals and countertops
- Electrostatic sprayers utilized to disinfect facilities between events
- Staff dedicated to each major restroom bank during events to actively and visibly disinfect surfaces (seats, stall locks, top of stall door frame, etc.)
- Signage installed at sinks to encourage proper hand-washing technique



# CLEANING & DISINFECTING INITIATIVES

## HAND SANITIZERS & SUPPORTING SIGNAGE

**Stop the Spread of Germs**  
For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

 <p>Avoid close contact with people who are sick.</p>	 <p>Cover your cough or sneeze with a tissue, then throw the tissue in the trash.</p>
 <p>Avoid touching your eyes, nose, and mouth.</p>	 <p>Clean and disinfect frequently touched objects and surfaces.</p>
 <p>Stay home when you are sick, except to get medical care.</p>	 <p>Wash your hands often with soap and water for at least 20 seconds.</p>

- Hand sanitizer stations will be deployed throughout the front and back of house and all points of access.
- All employees will be equipped with additional personal hand sanitizers to distribute and utilize as needed.
- Signage will be installed at all restroom facilities and F&B points of sale encouraging hand washing / sanitization (in addition to mask use).
- Staff deployed throughout the arena will be actively encouraging mask use and appropriate hygiene habits.



# VENUE INITIATIVES

## COMMUNICATION

# COMMUNICATION INITIATIVES

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## COMMUNICATION WITH FANS

- An emphasis will be put on advance communication to all attendees to ensure fans know what to expect of them and can prepare for a safe and enjoyable experience.
- Current CDC guidelines will be incorporated into all messaging, reinforcing the expectation of wearing a mask, physical distancing, proper hygiene, etc.
- Fans will receive multiple touchpoints before their arrival on-site through all available owned channels and in partnership with Ticketmaster.
- Advance distribution channels will include email blasts, direct Sales rep emails, phone / text notifications, Suns app notifications and social media.
- A post-event survey will be sent to all fans to solicit feedback about their experience and any subsequent symptoms since attending.

# COMMUNICATION INITIATIVES

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## COMMUNICATION WITH EMPLOYEES

- Advance communication with our employees is essential to amplifying the proper messaging with our fans the day of the event. CDC guidelines and NBA protocols will be reinforced frequently.
- Employees will be required to attend remote training sessions, as well as in-person walk-throughs in small groups to best understand the expectations at every step of the employee and fan journey.
- Briefing sheets will be sent digitally in advance of arrival, and smaller groups briefings will be implemented to practice social distancing.
- A special focus will be put on COVID procedures and how to handle non-compliance (including a three-strike rule).
- Touchpoints before the event and incidents during the event are tracked via 24/7 software; all incidents are compiled and distributed to Suns & Arena leadership post-event for follow-up.
- A mobile reporting option will be deployed for staff to submit post-event reports.



# COMMUNICATION INITIATIVES

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## ON-SITE COMMUNICATION

- A robust signage plan will be deployed throughout the arena, reinforcing social distancing, proper hygiene and mask usage.
- Signage will be placed around the exterior of the arena to prepare fans to complete their Suns Fan Promise questionnaire and assist with paperless tickets.
- COVID legal notices will be posted at each fan and staff entry point.
- Televisions throughout the concourse and digital signage in the arena bowl will be programmed to display mask use and social distancing reminders (including “Mask Up AZ” video).
- Staff in the concourses and arena bowl will be equipped with handheld signs to reinforce mask use when not actively eating or drinking.
- App notifications will be pushed out to remind fans about capabilities within the Suns app (including mobile ordering).
- Physical giveaways will be discontinued and instead issued to fans through a virtual / mobile platform.

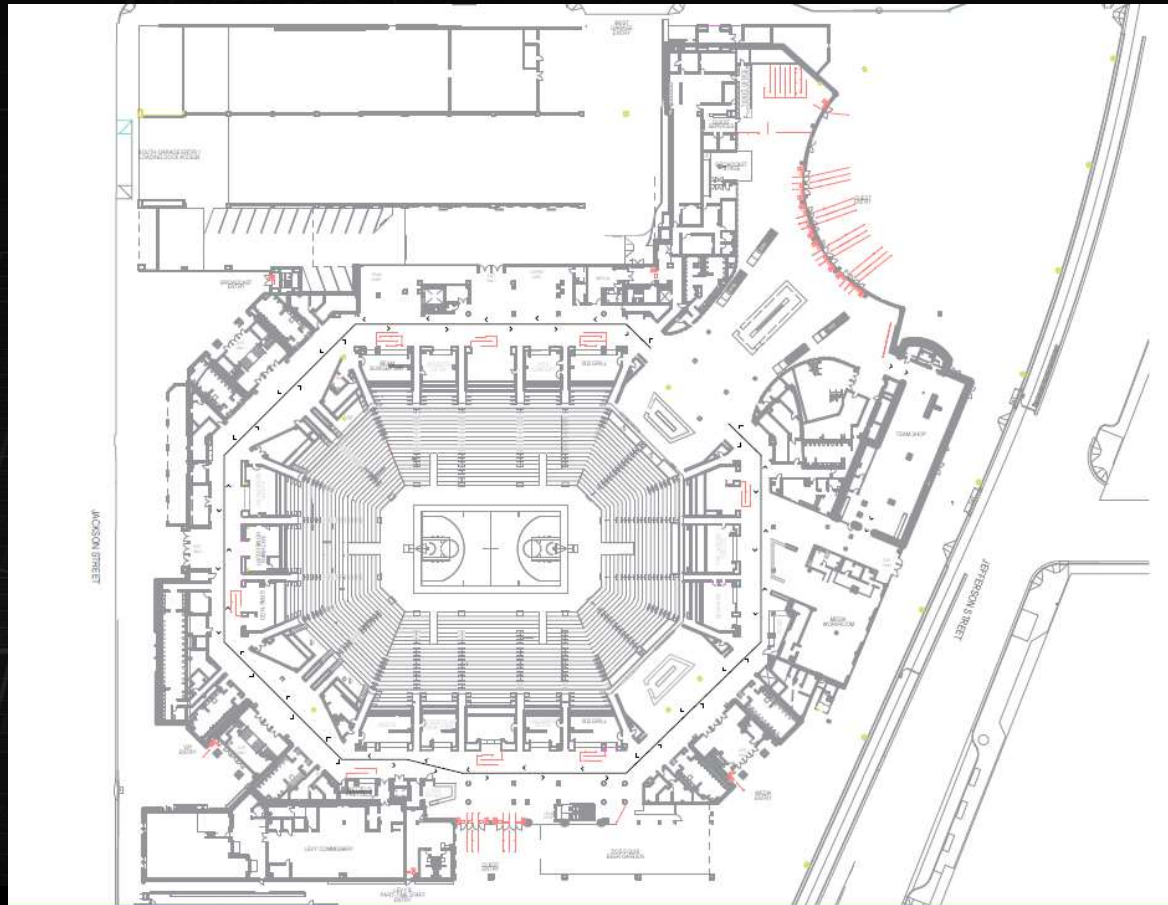
# COMMUNICATION INITIATIVES

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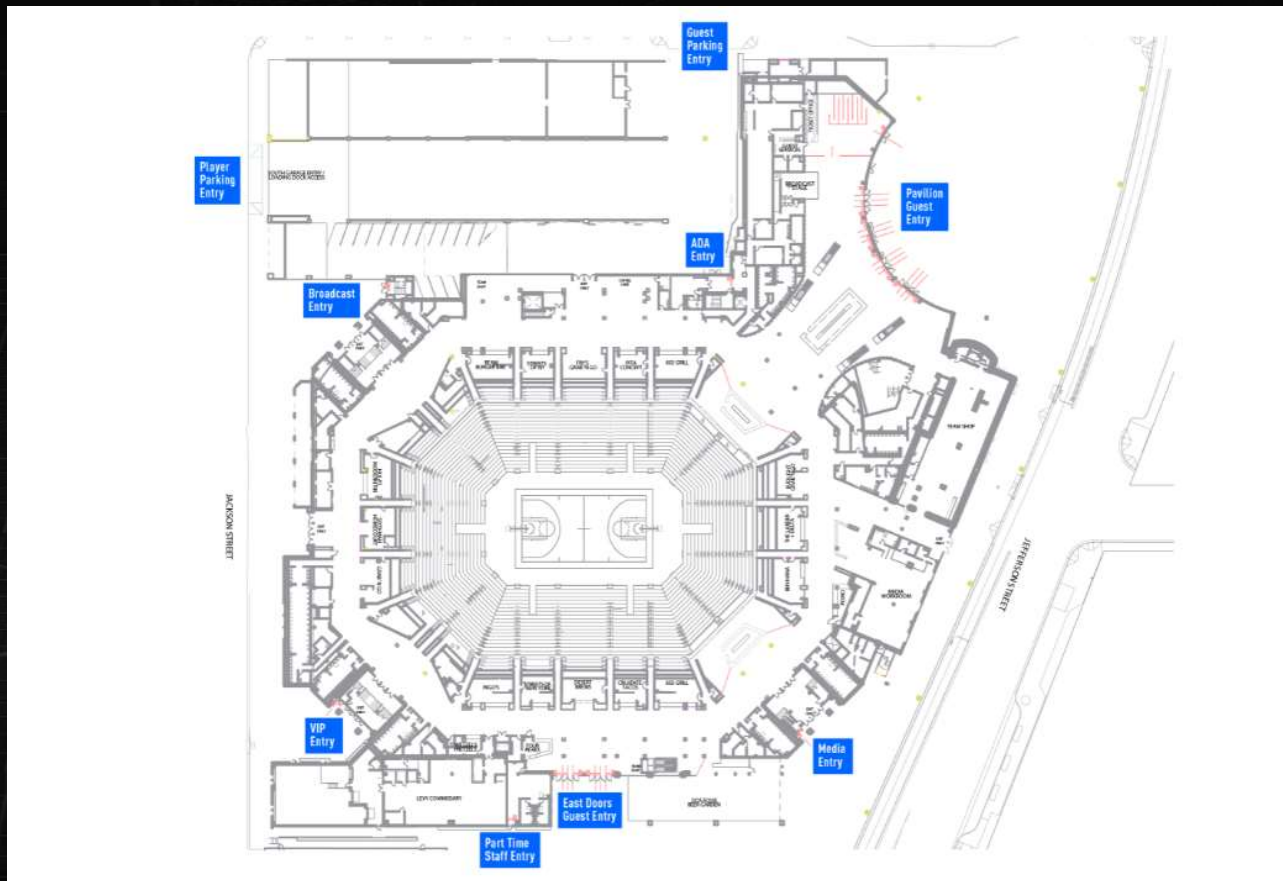
## ROUTE MAPS

- Advance consideration has been given to dedicating the most direct and efficient route through the arena for each of the major constituent groups.
- In conjunction with the zoned credentialing system, various groups will be encouraged to utilize specific paths of travel to access certain areas and levels of the arena.
- Route maps will be created and distributed to aid in advance communication and alleviate any on-site confusion or incorrect access points; clear signage will be displayed to reinforce these zones and routes.

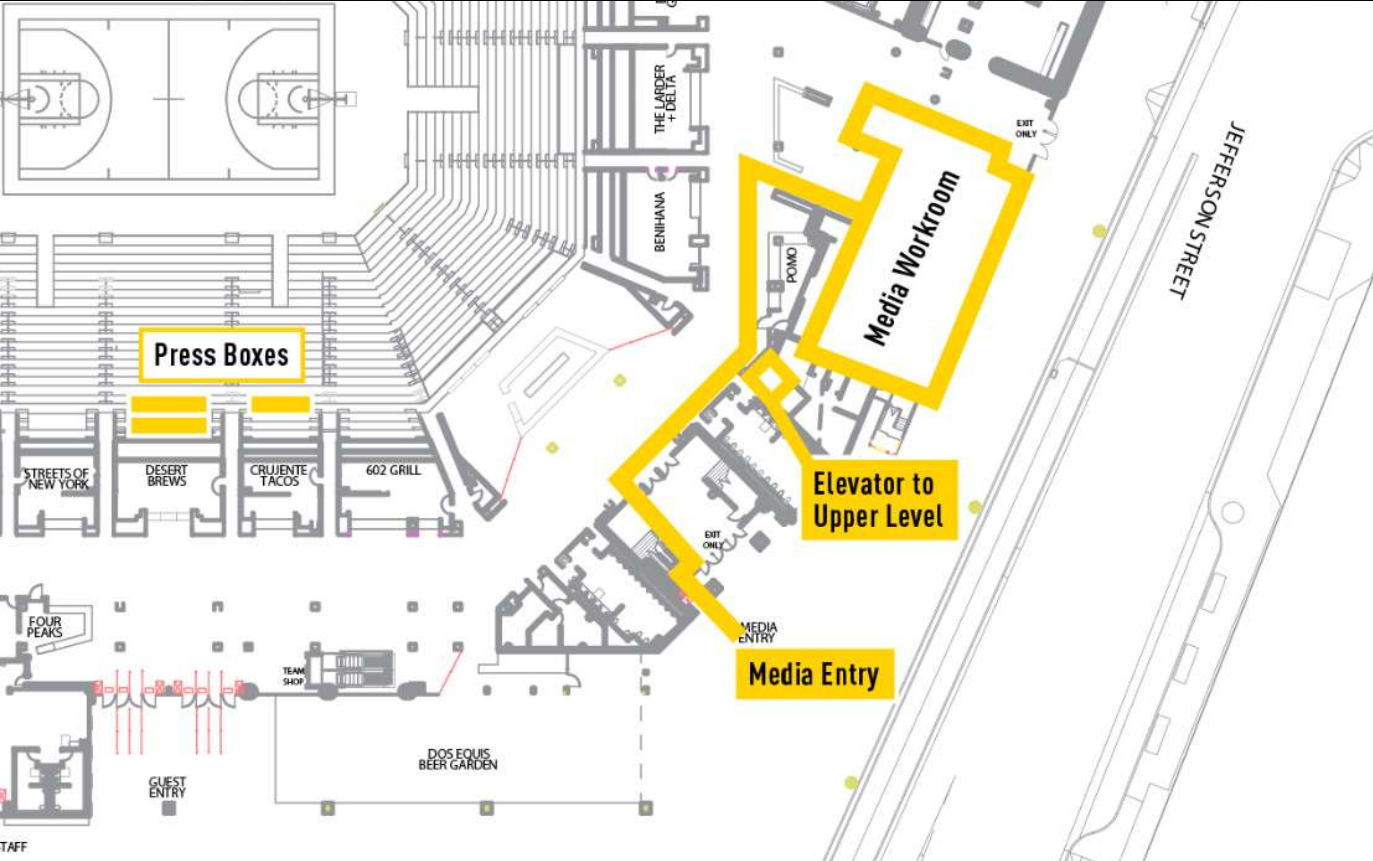
# MAIN CONCOURSE - OVERALL



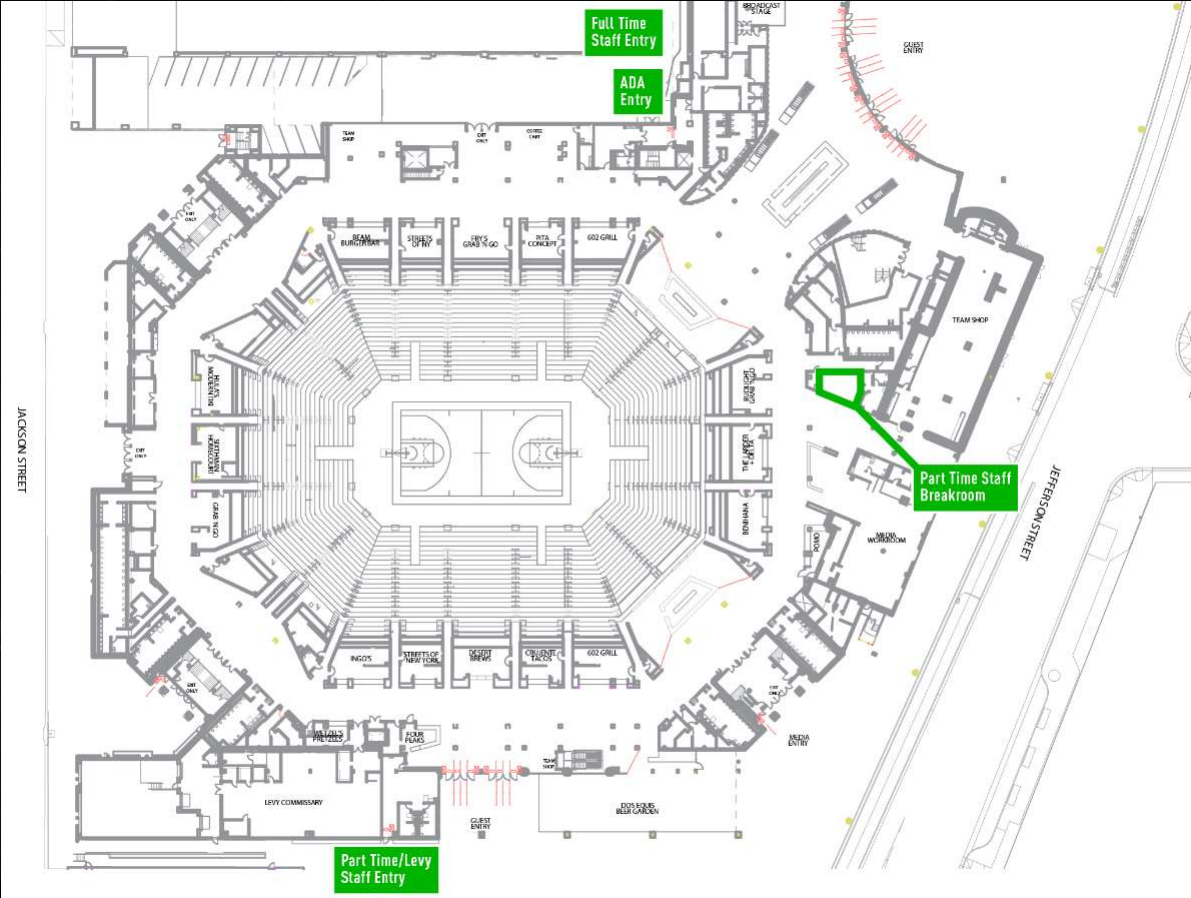
# EXTERIOR ENTRIES



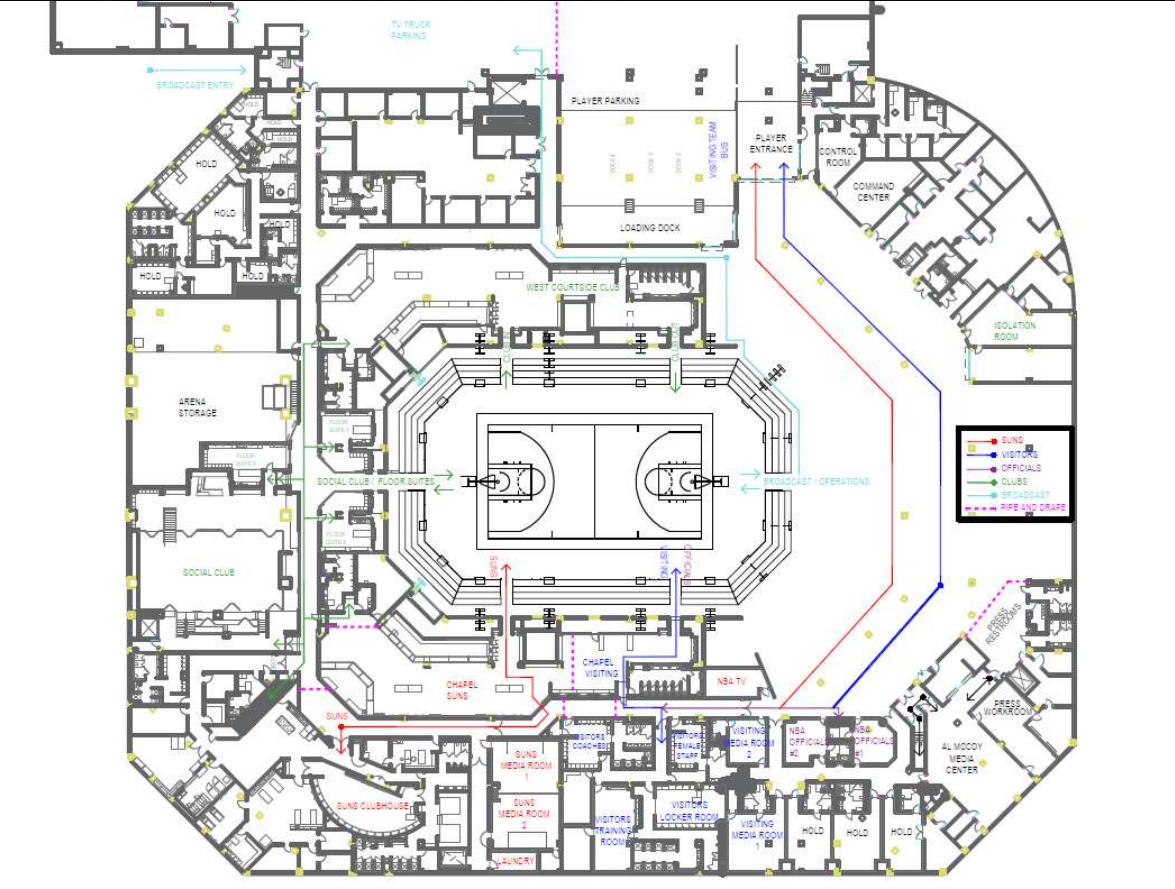
# MEDIA



# STAFF



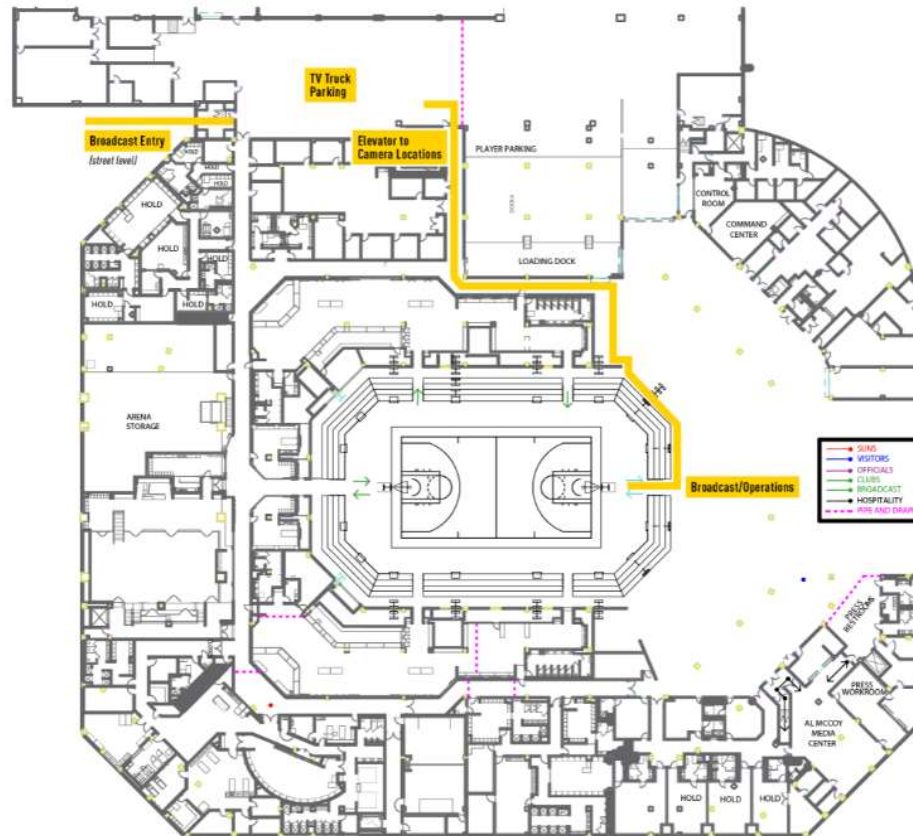
# EVENT LEVEL OVERALL







# BROADCAST





**THANK YOU!**