

The logo features a stylized white figure with arms raised, positioned to the left of the text "LIVE NATION" in a bold, sans-serif font. Below this, the words "CLUBS & THEATERS" are written in a smaller, all-caps font.

LIVE NATION
CLUBS & THEATERS

PRODUCTION GUIDE



PRODUCTION RE-OPENING PROTOCOL TRAINING

Version: JULY 2020



EMPLOYEE MODIFICATIONS

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Temperature Checks & Health Screen

- All venue employees will have temperature checked upon arrival at work.
 - Staff should not come to work if they are feeling ill or have a fever or other symptoms.
 - If an employee has a temperature over 100.4°, they will not be allowed to work.
 - When you enter the designated employee entrance you will be required to submit a health survey and have your temperature taken. Your manager will walk you through the steps.

Equipment

- All venue employees will be provided with the following PPE based on local regulations and based on their responsibilities:
 - Face Masks
 - Gloves
 - Face Shields and/or Goggles may be provided depending on position
- Where touchless clock-in equipment is not available, all staff members will be issued a stylus to reduce contact with the clock-in screen.
- All equipment used by staff or visiting tours should be Sanitized before and after use by a single person, including but not limited to:
 - Two-way Radios
 - Ticket Scanners
 - Metal Detection Wands
 - Tablets & Computers
 - Credit Card readers
 - Flashlights
 - Kitchen utensils
 - Cleaning equipment
 - Production equipment, i.e. consoles, microphones, stands, cables, etc.

Training

- All venue employees will receive training on the following:
 - Proper use of gloves and masks
 - Proper hand washing
 - Proper social distancing
 - Proper sanitization procedures for F&B and other high touch situations
 - All the operational steps set forth in this document
- Back of House signage will be posted throughout the venue reminding employees the proper way to wash hands, sneeze, avoid touching their faces and how to handle, wear, remove and dispose of PPE.

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Hand Washing & Distancing

- During shift, all employees should wash or sanitize their hands regularly_and immediately after:
 - Using the restroom
 - Sneezing or blowing the nose
 - Touching the face
 - Cleaning, sweeping, mopping
 - Eating, drinking, smoking
 - Going on break and before or after starting a shift
- Hand sanitizer will be available at all timeclock locations and employees will be required to sanitize or wash their hands after clocking in.
- Physical distancing of 6 feet shall be kept at clock in areas, employee temperature check areas and employee locker rooms and common areas.
- Pre-shift meetings will be held in areas that will allow for appropriate physical distancing. If the group is too large, pre-shift will be split into multiple groups.

SANITIZATION

Cleaning and Sanitization

- Each venue will identify one or two Managers that will be responsible for
 - Ensuring all protocols are in place and being followed in the venue sanitization.
 - Checking with their local and state authorities to determine specific requirements for personal protective equipment.
 - Following the latest guidance from CDC, FDA, EPA and OSHA.
 - These may supersede current requirements but might be considered best practice at this time.
- According to the CDC, the risk of exposure to cleaning staff is inherently low. Cleaning staff should wear a mask and disposable gloves for all tasks in the cleaning process, including handling trash. Disposable gowns will be available and optional.
- Gloves and gowns should be compatible with the disinfectant products being used.
- Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
- Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean hands after removing gloves.
- If gowns are not available, coveralls, aprons or work uniforms can be worn during cleaning and disinfecting. Reusable (washable) clothing should be laundered afterwards. Clean hands after handling dirty laundry.

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Show Day Cleaning, Sanitizing & Disinfecting

Venues will use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

- A dedicated Show Cleaning Crew will be responsible for the continuous cleaning of the fan facing areas of the venue throughout the show.
- In the event of a security or medical incident, all contact surfaces in the immediate area should be cleaned and sanitized at the completion of an incident (in addition to standard sanitization protocols).
- The Cleaning Crew will clean and sanitize the following items no less than every 30 minutes:
 - Restrooms
 - Box office counters
 - Security screening areas
 - ATMs
 - POS Machines
 - Hand Railings
 - Drink Rails
 - Dining surfaces
 - Bars and Barstools
- The Cleaning Crew will clean and sanitize the following Items no less than every 60 minutes:
 - Elevators and elevator buttons
 - Door handles
 - Barricade and bike rack
 - Merchandise Counter
 - Credit card machines,
 - Lost and Found area
 - Coat Check Counter
 - Light Switches
 - All other surfaces
- The Cleaning Crew will clean and sanitize and DISINFECT with a peroxide-based spray all the above items as well as the following BEFORE DOORS:
 - Trash receptacles
 - Non-porous surfaces of furniture
 - All restroom surfaces
 - Hard surface flooring (disinfectant not required)
 - All carpeted surfaces must be thoroughly vacuumed using a HEPA filtered vacuum. (disinfectant not required)
- After the show, the venue will be cleaned by your in-house or 3rd party cleaning company to gather and remove all trash and recycling and clean all surfaces.
- The morning after a show, an in-house crew will DISINFECT with a peroxide-based spray all high touch surfaces, not including floors. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- Upon completion of cleaning duties, all PPE's are removed and disposed of in a separate designated container outside of the facility cleaned.

Shared Equipment Cleaning and Sanitizing Protocol

- Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, tablets and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the venue.
- Shift managers will assign specific sanitization responsibilities and ensure proper protocols are followed.

PROTOCOL FOR CLEANING AND DISINFECTION AFTER PERSONS SUSPECTED/CONFIRMED TO HAVE COVID-19 HAVE BEEN IN THE FACILITY

- *Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or venue security (guests).*
- *Case Notification: If we are alerted to a presumptive case of COVID-19 at the venue, we will work with the local Health Department & OSHA to follow the appropriate actions recommended.*
 - *Close off areas visited by the ill persons. Open outside doors and windows and use ventilating fans to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection.*
 - *In areas where ill persons have visited or used, continue routine cleaning and disinfection as in this guidance.*
 - *If it has been more than 7 days since the person with suspected/confirmed COVID-19 visited or used the facility, additional cleaning and disinfection is not necessary.*
 - *Every surface must be thoroughly cleaned and disinfected including air returns, vents, telephones, keyboards, walls, all high touch surfaces as well. Adherence to current CDC guidelines will be*

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BARRICADE

Mask, gloves, face shields required for working in the barricade.

- Long sleeves or other protective clothing should be worn by security working in the barricade.
- Barricade should be at least 7 feet from the stage.
- Staff should be standing with their back against the downstage edge.
- Staff should wash their hands when finished working in the barricade.
- Announcement prior to the show that crowd surfing and surging is prohibited, and guests will be ejected if they partake in such activity.
- Bands must participate in communicating the rules for no crowd surfing to the guests.
- Providing free water to guests along the barricade will be discontinued.
- Approved photographers must maintain 6' from staff and wear a mask Photo passes should be limited.
- Artists should not throw water or items from the stage into the audience.

STAGGERED EXIT

To encourage social distancing, the following will be implemented regarding guest exiting at the end of the show:

- Prior to the beginning of the show, an announcement will explain exit procedures for the conclusion of the event. A reminder announcement and video slide should occur at intermissions and at the end of the event.
- Guests will be instructed to remain seated after the show until their section is dismissed by a staff member.
- Staff will dismiss tables and/or seat rows closest to the exit in a manner where those dismissed will be able to keep 6 feet of separation between parties while exiting.
- The staff member dismissing the guests should direct them to the proper exit for that section.
- GMs should determine what additional exits can be used which may include emergency exits. If emergency exits are used, instructions shall be given to the guests on how to return to the front of the venue/parking lot from the exit.
- Staff will work their way from closest to farthest from the exit until all guests have exited.



VENUE MODIFICATIONS – BACK OF HOUSE

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BACKSTAGE/ARTIST AREAS

- Where possible, entrances to backstage should be separate for touring and local crews, with social distancing guidelines in place.
- Temperature checks:
 - All artists and touring personnel will be temperature checked prior to venue entry using an infrared thermometer.
 - Per CDC guidelines, artists and touring personnel that register a temperature of 100.4° or above will be further evaluated by onsite medical personnel.
 - If a high temperature is confirmed, the artist or touring personnel will not be permitted to enter the venue.
- Hand Sanitizer available at loading dock and all backstage entrances.
- Only essential personnel allowed backstage.
- All touring personnel must wear masks unless on stage or in a dressing room with the door closed.
- Dressing rooms will be sanitized and disinfected prior to load in and locked until released to the tour.
- Dressing rooms shall remain locked when empty.
- The local Production manager shall work with the tour manager to encourage social distancing of each crew, as work allows.
- All non-essential local crew must leave the secured area after load-in. Sound check will be closed to any nonessential tour and venue personnel.
- Recommend no meet & greets until 2021 at earliest. If artist is doing a meet & greet:
 - Provide hand sanitizer prior to entering room
 - Give strict instructions on no handshakes or hugs
 - M&G Must be in an area to maintain 6 ft social distancing at all times
 - M&G Guests and Artists required to wear masks
- Catering requires:
 - Intense disinfection
 - Only boxed meals or single serving, pre-portioned meals are required
 - Food servers and preparers with proper PPE are required
 - No buffets
 - Coffee and craft service areas will be separated from catering areas to allow access to all day refreshments where possible
- Artists and performers are encouraged to exit the venue shortly after the conclusion of their set.
- No venue management presentations backstage.
- No guests are allowed in the bus area.
- Signs throughout the backstage area reminding personnel to wear masks and wash their hands.
- Dedicated backstage porter responsible for cleaning door handles, railings, restrooms and surfaces throughout the day and night.