

Symphony Hall
PHOENIX, ARIZONA

Orpheum
THEATRE
PHOENIX, ARIZONA

Reopen Plan

OUR PROMISE

As the news of the Novel Coronavirus pandemic (COVID-19) continues, we want to assure you that we are proactively taking the necessary steps to help you feel confident about your future events at the Orpheum Theatre and Symphony Hall.

We've built a **reputation of excellence** in customer service by setting our own very high standards.

Our dedicated team is making every effort to prepare for reopening because the health and safety of our guests, community, partners and employees is of the utmost importance. Regardless of the uncertainty of the situation, we want you to know we're going to apply **practical solutions** and provide **personalized care**.

OUR APPROACH

We're communicating frequently with industry experts, healthcare professionals, representatives of the Centers for Disease Control and Prevention (CDC), and others, to stay apprised of any changes in the situation and its continued impact to our industry.

Our theater venues are resuming business operations in accordance with the Arizona Department of Health Services' (ADHS) reopening requirements for indoor theatres issued on August 10, 2020.

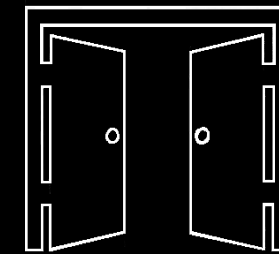
We will continue to monitor the latest information and follow the guidance of the CDC, ADHS, and other local, state and federal public health agencies, utilizing **five strategies** applied to each area of our operations.

The Phoenix Convention Center & Venues reserves the right, at its discretion, to change, modify, add, or remove portions of the strategies and approach at any time. This reopen plan also does not include all considerations or alternatives.



STRATEGY 1

Engage in a process of constant cleaning and disinfecting.



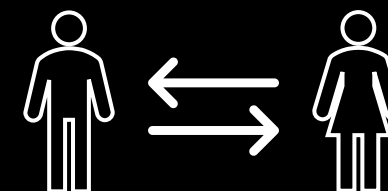
STRATEGY 2

Remove touch points wherever possible.



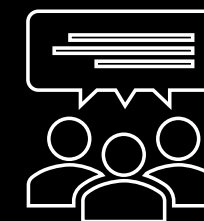
STRATEGY 3

Encourage personal preventive measures.



STRATEGY 4

Follow recommendations for physical distancing.



STRATEGY 5

Focus efforts on client communication and staff training.

A Reputation
Of Excellence.

STRATEGY 1

Engage in a process of constant cleaning and disinfecting.

We're pleased to share that Phoenix Convention Center managed Orpheum Theatre and Symphony Hall have instituted the highest standards of cleaning and disinfecting as developed by the International Sanitary Supply Association (ISSA) – the world's leading cleaning industry association.

These standards maintain an organized, effective approach to theater venue work practices, protocols, procedures, and systems to control risks associated with infectious agents, such as SARS-CoV-2, the virus responsible for COVID-19.

We will apply these standards and guidelines to each step in the event process, from event advance and site visits through performance event days. We are committed to providing a clean, safe, and healthy theater environment for our guests, performers and show organizers.

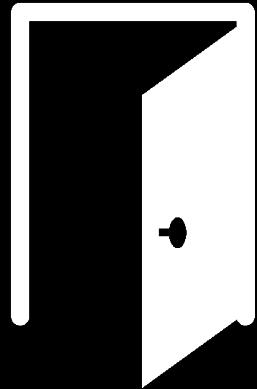
The following program guidelines, developed by ISSA, align with our mission to provide the highest levels of customer care in our theater experience for our guests, performers and show organizers:

- Organizational roles, responsibilities, and authorities
- Facility commitment statement
- Sustainability and continuous improvement
- Conformity and compliance
- Goals, objectives and targets
- Program controls and monitoring
- Risk assessment and risk mitigation strategies
- Standard Operating Procedures (SOP)
- Tools and equipment
- Cleaning and disinfection chemicals
- Inventory control and management
- Personal Protective Equipment (PPE)
- Waste management
- Personnel training and competency
- Emergency preparedness and response
- Facility infection disease prevention practices
- Worker health problem
- Audits and inspections
- Control of suppliers
- Documentation management

Practical Solutions.

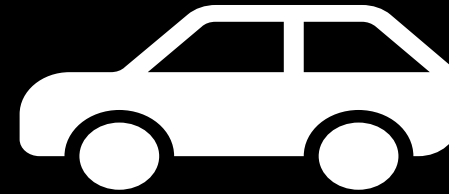
STRATEGY 2

Remove touchpoints wherever possible.



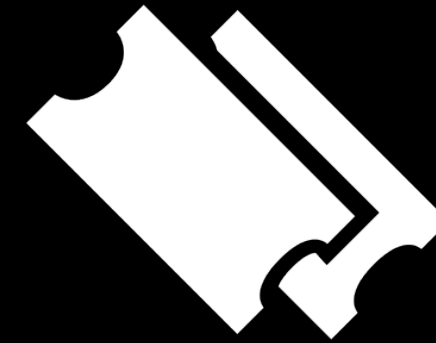
From entrance to exit, and doors in-between, we're providing solutions to help you navigate throughout our theater venues **without a touch**.

Wherever possible, we've modified doors to stand open on their own and will have designated entrance and exit portal doors into theater auditoriums, to help guests have a seamless experience while also promoting physical distancing.



We have implemented the use of a fully automated **parking access system** in each of our five public parking facilities. The system eliminates on-site person-to-person interactions and prevents unnecessary contact points.

Traffic lanes will be equipped with automated terminals, on-site pay station machines for cash payments and the ability to process credit card payments at entry or exit. Additionally, we'll have the capability to process QR and Bar Code credentials at entry and exit lanes.



Our Ticket Office is currently equipped for physical distancing with the use of **technology** and the physical glass ticket windows.

Event tickets are available for purchase through our online ticket platform and over the phone.

Personalized Care.

STRATEGY 3

Encourage personal preventive measures.



To help combat the spread of COVID-19 and other infectious diseases, **all guests, employees, ushers and volunteers will be required to wear a face covering** that cover the mouth and nose, always, while in any of our theater venues.

Guests

As guests visit our theater venues, they will see frequent reminders to wash their hands and take protective measures. Hand sanitizer stations will be liberally dispersed throughout our theater venues.

Employees, Ushers, Volunteers

Our employees, ushers, volunteers and employees of our service providers, will be required to practice responsible personal protective measures. In addition to required face coverings, employees, ushers and volunteers will be required to wash their hands frequently and to wear gloves when providing some services to guests.

STRATEGY 4

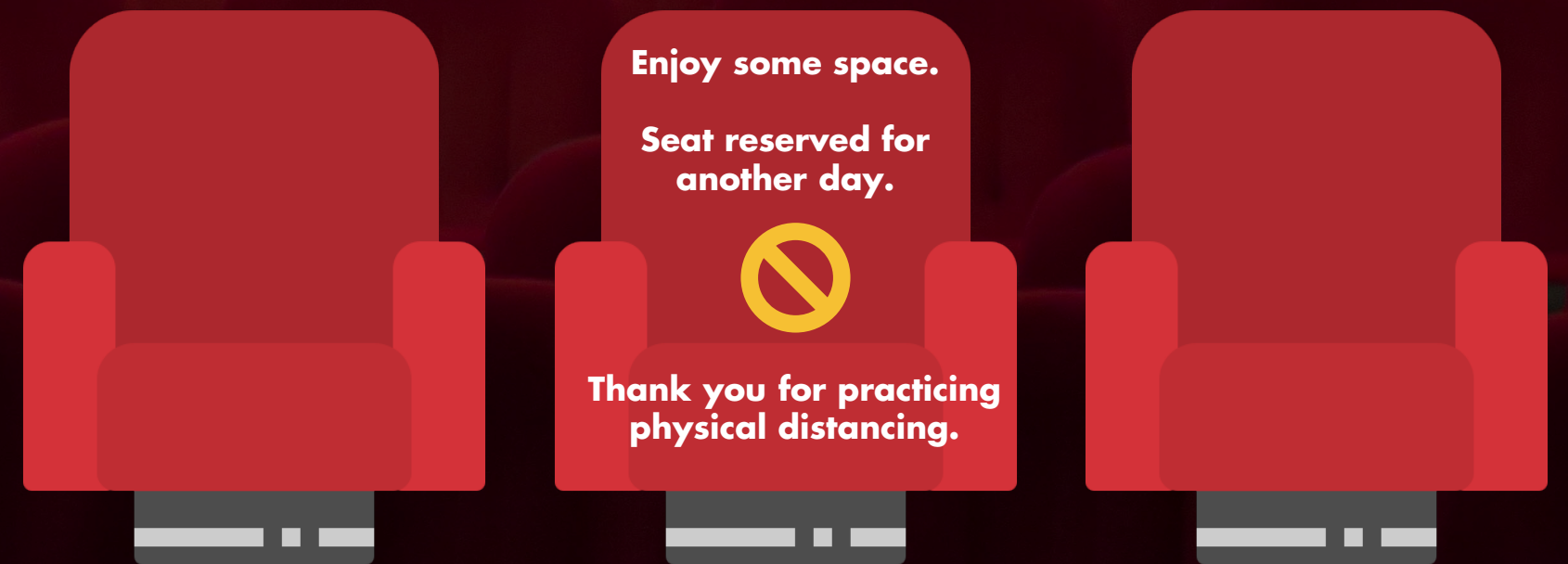
Follow recommendations for physical distancing.

We will follow the CDC's recommendations for **COVID-19 response** that is also consistent with other local, state and federal public health agencies.

Physical distancing will be reflected in theater audience chamber, food and beverage service concessions, and lobby areas. Our ticket office staff will ensure seating assignments incorporate appropriate physical distancing measures.

Here are a few **physical distancing practices** you can expect during your next visit:

- Signage on audience seating that promotes physical distanced seating
- Elevators reserved for individuals with disabilities
- Elevators with a maximum occupancy of three individuals
- Signage that promotes the use of every 3rd step when behind others on the escalators
- Designated door assignment on tickets for audience seating.



STRATEGY 5

Focus efforts on client communication and staff training.

Our goal is to provide an environment that understands the safety requirements, protocols and expectations of what each of us can do to stay safe and prevent the spread of COVID-19 and other infectious diseases.

Communication is crucial during times of uncertainty and our team is prepared to partner with the resident companies and show organizers/promoters to produce relevant messaging, about what to expect in our theater venues, for their targeted audience. While in our theater venues, guests will see visible reminders to practice personal preventative measures as previously outlined.

Our dedicated employees, ushers, volunteers and employees of our service partners, will continue to receive training and **constant reminders** to practice personal preventative measures as well. Additionally, employees, ushers and volunteers will receive training and constant reminders on our disinfecting protocols.





a v e n t u r a
A PREMIER CATERING COMPANY

RIGHT PEOPLE, RIGHT TIME

While we execute the five strategies of our reopen plan, it's important to share that one of the key factors in the success of performances in our theater venues is the service support guests receive from our dedicated services partner.

Our exclusive food and beverage service provider, **Aventura Catering**, takes great pride in handling every detail of your food service needs, providing the utmost in quality, flavor, presentation and variety in food and beverage service. Aventura has incorporated the five strategies in their food and beverage service. Here are a few changes you can expect during your next visit:

Concessions

- All food will be served in containers with hinged lids or covers
- Queueing lines will be managed with stanchions and signage to facilitate physical distancing
- Limit the number of Point-of-Sale open at each location to allow for physical distancing
- Dedicated cashier for cash handling
- Additional signage to promote cashless options and pre-ordering options

Beverage / Bar Service

- Wine glasses will be switched out between pours
- Elimination of all cocktail fruit at bar locations
- Cans will not be opened by bartenders
- Dedicated attendant at self-serve bar locations to keep kiosk clean between guest use
- Limit the number of Point-of-Sale open at each location to allow for physical distancing
- Additional signage to promote cashless options and pre-ordering options

Safety & Sanitation

- Install protective dividers at self-service kiosks and bar locations, where possible, to protect both guests and employees
- Additional health policy standards and procedures for all staff including handwashing and wearing of protective equipment such as masks and gloves
- Enhanced education and training initiatives to ensure proper food safety and handling
- Enhanced cleaning and sanitizing protocols for all equipment and food service areas including concessions stands, portables and bars.
- Increased frequency for cleaning and disinfecting of high touch point areas

OUR COMMITMENT TO EXCELLENCE

Our goal is to provide you with the best service, and we're committed to **exceeding your expectations**.

We work together with our downtown partners to provide our guests seamless service and we're working harder than ever to ensure our theater venues are safe, secure and exceptionally clean.

In this rapidly changing environment, we will continue to evaluate all of our actions to ensure we are making the right decisions for our community, guests, partners and employees.

We look forward to hosting you soon.



"Welcome to our theater!
Ask me about our new
protocols to providing a safe
and clean environment."



"I can assist with
recommendations on all the
great amenities Downtown
Phoenix has to offer!"



"Our service partners stand
ready to deliver the high-
quality services you've come
to know and expect."

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FAMILY OF VENUES

Phoenix Convention Center
Orpheum Theatre - Phoenix
Symphony Hall - Phoenix
Parking Venues

100 North Third Street • Phoenix, Arizona 85004
602.262.6225 • TTY 602.495.5045

PhoenixConventionCenter.com