



COVID-19

OPENING

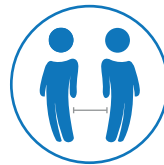
GUIDELINES

Due to the COVID-19 Virus the RP Funding Center (RPFC) has implemented the following guidelines for a safe and secure facility for our employees, clients and customers.

We will continue to actively monitor the situation and adhere to the guidelines from the State of Florida, City of Lakeland and the Centers for Disease Control and Prevention (CDC). Additional updates and notifications will be announced through our social media channels and email.

Here are the guidelines set in place until further notice.

ON-SITE PROTOCOLS



- Social Distancing at least six feet away
- Handshake free for conventions, meetings and events
- Use of the numerous hand sanitation dispensers to clean hands
- Keep an eye out for signage on CDC recommendations
- Mandatory temperature checks when attending an event
- In accordance with the City of Lakeland policy, you will be required to wear a face mask

RP FUNDING CENTER EMPLOYEES

Personal protective equipment (PPE)



- All employees must wear face-masks at all times unless working in a singular nature
- If staff is working in a singular nature, he/she will have a face-mask with them at all times
- The following personnel are required to wear gloves while working: parking cashiers, ticket takers, ushers, porter matrons, any/all security involved with the metal detecting process and any/all cleaning roles
- All staff will utilize hand sanitizer and wipe stations as often as possible
- Ongoing training for RP Funding Center staff and partners for providing a safe and healthy venue
- Prior to working an event, RPFC Staff will go through medical screening and temperature checks

SANITATION MEASURES THROUGHOUT THE VENUE

COVID-19 FOOD SERVICES

- Elimination of self-service buffets, food stations and butler passed hors d'oeuvres
- Beverage stations attended by catering employees
- Plastic shields at all cash register locations
- Touchless credit card transactions
- Prepackaged condiments available at point of sale



EVENT CLEANING PORTER / MATRON

- Public areas are cleaned for litter
- Restrooms are inspected regularly, restocked and spot cleaned as needed
- Trash pulled as necessary
- Response calls as needed
- For every event, at least one team member will be charged with disinfecting hard surfaces and touch points in the public areas
- On events with extended hours we will close one restroom down at a time at approximate midway point, place signage directing to another restroom (indicating cleaning and disinfecting), and do a full clean and disinfecting of that room

POST EVENT CLEANING

- Trash removal, full clean of restrooms, carpet spot clean, mopping of areas when applicable
- Clean all backstage areas associated with arena and theater
- Sanitize rail systems in Theatre, Arena, and any door hardware not associated with general public convention concourse
- Sanitize restrooms associated with event

ROUTINE DAILY CLEANING

- Public Circulation Areas
- Administration Office
- Box Office
- Sales Office
- Magic Office

High traffic touch points (IE):

Doors ◦ Counter-tops ◦ ATM ◦ Chairs
Paper Towel Dispensers ◦ Light Switches

OTHER CLEANING TASKS

The following is a frequency program relative to key areas beyond schedule already noted. Further research relative to equipment may allow for increases to some of these key areas:

- Full electrostatic disinfecting to all rental spaces
- Full carpet cleaning in all rental spaces
- Deep clean all restroom flooring areas
- Disinfectant treatment to theatre seating