



MALL OF AMERICA

# HEALTH + SAFETY PLAN

10.1.2020



# EMPLOYEE AND GUEST HEALTH

The health and safety of our employees and guests are our number one priority.

## EMPLOYEE AND GUEST HEALTH CONCERNS:

Our employees have been given clear direction regarding our expectations should they develop symptoms of COVID-19. If symptoms have been present within 72 hours of their shift start time, we require the following of our employees:

1. Do not come to work.
2. Contact your physician, primary care clinic or utilize Teledoc to discuss your medical situation.
3. Follow the direction and lead of your clinic (further testing and/or quarantine).
4. Contact Human Resources and report your situation.
5. Report your situation to your immediate supervisor (who will report up).
6. Do not share your situation with other employees. Human Resources and leadership will handle the communication on property.
7. We will be ready to provide support to our fellow team members and guests.
  - a. If an employee encounters a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19, we request they notify Security and their supervisor immediately.
8. Employees who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify Security, Human Resources and their immediate supervisor.

## WORK FROM HOME

For those employees capable of carrying out their work duties from home, we will continue to require this work alternative.

## PRE-WORK SCREENING & REPORTING TO WORK

Team members are directed to enter the mall through one employee entrance and report directly to the health screening station. Upon reporting to work, all employees will go through a mandatory health screening process. This will include a temperature check and completion of a health survey. Any employee showing signs of COVID-19 or flu-like symptoms will be directed to return home. Human Resources will follow up with the employee on the next steps.

## CASE NOTIFICATION

If we are alerted to a presumptive case of COVID-19 at Mall of America, we will work with the Bloomington Public Health Department and follow the appropriate actions as recommended by this governing agency.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

Team members will be required to wear a mask upon reporting for each shift. Some positions may wear face shields or safety glasses.



## MASKS AND GLOVES

Mall of America guests, tenants and employees will be required to wear face coverings/masks while inside public-facing spaces at Mall of America as directed by Minnesota Governor Walz in Executive Order 20-81. All face masks must cover the nose and mouth completely. Children five years and under and people with special medical conditions are exempt from this requirement. This new mandate covers all public-facing indoor spaces (such as malls, retail stores, restaurants, and attractions) as well as outdoor settings where social distancing is not possible.

The mandate also requires that workers must always wear face coverings when indoors. All tenants, employees and vendors are required to wear face coverings even when in non-public facing areas such as the sublevel, loading dock, corridors, and other areas throughout the Mall. Due to the interaction our security team has with guests and staff, we will also be issuing N95 masks for their use during certain situations.

Signage at park entrances will communicate the mask requirement. The Mall of America and Nickelodeon Universe team will work hard to enforce this policy, just as we enforce all MOA rules of conduct. The Executive Order requires that businesses make a reasonable effort to educate non-compliant customers and deal with them in a manner like how they deal with other policy violations. Security will not be positioned at all mall or park entrances, but MOA team members—including our security team members—will proactively approach guests who are not wearing a mask to remind them of the policy and ask for their cooperation.

Gloves will be available for employees in guest interaction roles such as Ride Operations and Cashier positions. Gloves will be required for Security as required by situation. Gloves will be required for housekeeping and Food Operations per best practice and local code.

Team members will be encouraged to practice good hygiene, sanitize, or wash their hands frequently and avoid touching their face.

In addition to PPE, hand sanitizer will be available at workstations to use at their locations. Team members may also utilize the touch free sanitizing stations throughout the property.

## PERSONAL HYGIENE

Signage has been placed in all public and back of house restrooms, family rooms and mother rooms reminding our guests and employees of the best practices published by the CDC.

## HAND SANITIZER

Hand sanitizer dispensers, touchless whenever possible, will be placed near all high-volume property touch points and employee entrances.

## FRONT OF HOUSE SIGNAGE

There will be health and hygiene reminders throughout the property.

## BACK OF HOUSE SIGNAGE

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, use of gloves, in positions deemed appropriate, wash hands, cover sneezes and to avoid touching their faces.



## PHYSICAL DISTANCING

Guests will be advised to practice physical distancing as they make their journey through our property. This will be accomplished with direct messaging, signage, and placement of physical separation devices. These items will be placed at high-volume touchpoints (i.e.: entrance doors, guest service stations, digital directories, elevators, decision points, Nickelodeon Universe entry, automated ticketing kiosks, ride entries, queue lines, etc.). The property will reopen with most of our common area furniture removed. Employees will be reminded not to touch their faces and practice physical distancing by standing at least six feet away from guests and other employees whenever possible. Plexiglass separation will be installed at all Mall of America staffed guest transaction points to separate the staff from the guests. Employees will be encouraged to remind guests of the importance of physical distancing. As a property, we will comply with all government mandates as related to staggered openings and occupancy.

## ENTRY POINTS

Directional signage and floor decals direct guests of one-way traffic flow to maintain physical distancing at park entrances and common areas.

## QUEUING

Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This will include but not limited to; guest relations, directories, elevators, ATMs, ticket kiosks, ride queuing, retail/foods/ticket sales counters and security checkpoints.

## SALES COUNTERS

Plexiglass separation guards will be installed at all active point of sale locations to separate the guest and employees. In areas where multiple points of sale are located, we will eliminate adjacent point of sales to allow for required guest and employee separation.

Guests are encouraged to use contactless forms of payment, such as credit card or mobile payment options at all sales transaction points.

## GOLF COURSE

Signage will be posted throughout the golf course requiring groups to wait until the guests ahead of them have fully proceeded to the next hole before they proceed themselves to allow for appropriate distance.

## OFFICE ENVIRONMENT AND SHARED WORKSPACES

Desks in shared/communal work environments will have a minimum of six feet between desks and be positioned so employee chairs are facing away from others. Signage will be placed throughout the office environment to remind employees of CDC hygiene and safety guidelines. Shared equipment, such as office phones or computers must be sanitized by employees upon first use and before leaving the location to prepare it for the next user.



## CLEANING PRODUCTS AND PROTOCOLS

Our property utilizes cleaning products and protocols which meet EPA guidelines and have rapid contact/kill times. These products are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure we have an uninterrupted supply of these cleaning supplies and the necessary personal protective equipment (PPE).

### PUBLIC SPACES AND COMMUNAL AREAS

The frequency of cleaning and sanitizing has been increased in all public spaces with the emphasis on frequent contact surfaces including, but not limited to, entry doors, guest service counters, directories, elevators and elevator buttons, escalator hand rails, stationary hand rails, seating areas, food court seating areas, restrooms, ATMs, ticketing kiosks, transaction points, queue rails and ride/attraction surfaces, etc. Property will have reduced operating hours upon re-opening to allow for additional sanitation to take place during off hours.

### MINI GOLF EQUIPMENT

Golf balls and putters will be sanitized between guest use. Guests will place used golf balls and putters in a bin as they exit to be collected by course staff and sanitized before distribution to incoming visitors. Golf holes will be sanitized at a higher frequency along with other high touch points.

## REDUCED CAPACITY MANAGEMENT

We will follow State guidelines for capacity levels as we move into the various reopening phases.

To meet current State guidelines, Moose Mountain Adventure Golf will operate with at 25% capacity, allowing no more than 124 guests into the attraction at one time.

Moose Mountain Adventure Golf guests will be able to sign up for tee times spaced apart in time increments to maintain appropriate distancing between groups when applicable.

