



## **HEALTH + SAFETY PLAN**

**Updated 01.09.2021**

## 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.

**Nickelodeon Universe** guests, tenants, and employees ages 3 and up will always be required to wear face masks to cover the nose and mouth, including on rides. Children ages 2 and under and people with special medical conditions are exempt from this requirement. You may remove your mask when actively eating or drinking, but you must be stationary and maintain appropriate social distancing.

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.

## **FOOD SERVICE LOCATIONS**

Food and beverage locations inside Nickelodeon Universe that are in operation will allow for a minimum of six feet between each seated group/party of guests and comply with other capacity restrictions as set forth. In accordance with State guidelines for restaurants, table seating will be limited to 4 persons per table, or 6 if part of one family unit.

Self-service beverage stations will be manned by a food-service employee and beverages will be served to guests to reduce contact.

## **NICKELODEON UNIVERSE MERCHANDISE LOCATIONS**

Display fixtures have been removed and arranged to allow for physical distancing

## 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.

## REDUCED CAPACITY MANAGEMENT

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

To meet current State guidelines, Nickelodeon Universe will operate with a significantly reduced capacity of 150 people throughout the seven-acre theme park at any given time. Capacity will be controlled by only allowing guests through a single entry point at the north entrance of Nickelodeon Universe. All other entry points to the park will remain closed. Guests who do not have a ticket will not be allowed to walk through the park.

## RIDES AND ATTRACTIONS

To maintain appropriate physical distancing on rides at Nickelodeon Universe, ride operators will assign seating to guests during ride loading procedures. Some ride units may be removed from service to allow for physical distancing.

Guests may experience longer wait times due to reduced ride capacities and enhanced cleaning procedures.

## RETAIL STORES

Capacity limits will be posted at store entrances notifying guests of capacity limit. Store team members will enforce capacity limit by counting guests upon entry. If necessary, guests will be required to wait in a socially distanced line outside of the entrance and allowed entry as other guests exit.

1. Nickelodeon Universe Store  
To meet current State guidelines, the Nickelodeon Shop will operate with a 50% capacity, allowing no more than 65 guests in the store at one time.
2. TOYS Store  
To meet current State guidelines, the TOYS Store will operate with a 50% capacity, allowing no more than 51 guests in the store at one time.
3. GEAR Store  
To meet current State guidelines, GEAR Store will operate with a 50% capacity, allowing no more than 17 guests in the store at one time.

## NICKELODEON UNIVERSE ATTRACTIONS

In addition to following guidelines and requirements from the CDC, State and Local officials, we have also consulted and strategized with IAPPA, IRT: International Ride Training and have aligned with other attractions in the industry to maintain consistent best practices.

### ADMISSIONS AND TICKETING

Guests must purchase a ticket to enter Nickelodeon Universe. Chaperones and non-riders will also be required to purchase a special wristband allowing them to enter. Wristbands will have a time limit of 2 hours.

Guests will enter Nickelodeon Universe at the north entrance of the park. Guest admittance into the park will be limited in accordance with current state capacity guidelines. If/when capacity is reached, guests will have the opportunity to enter a virtual queue and be notified when they are able to enter Nickelodeon Universe.


To reduce contact between guests and employees, cashiers and ride operators will instruct guests how to attach their own wristbands and provide stickers to attach them whenever possible. Whenever this is not possible, or guests need assistance, employees may assist the guest.

### RIDES AND ATTRACTIONS-ENHANCED SAFETY PROTOCOLS

In addition to properly wearing a face mask and social distancing, guests will be required to sanitize their hands upon entry of ride and attraction queue lines. Hand sanitizer dispensers will also be placed near the exit of each ride for guests to use after riding the attraction

To reduce close contact during the rider height and safety screening process, additional height measurement tools will be used if a ride operator cannot get an accurate height measurement with the fixed height sign. When necessary, ride operators may ask for parental or chaperone assistance to properly position children. For an accurate height measurement, guests must stand upright with their feet--including heels--flat on the ground. Shoes must be worn, and the top of the guest's head, not hair, is measured.

Ride operators will sanitize ride units between cycles with electric disinfectant sprayers. High touch points within ride areas will also be cleaned and sanitized at higher frequency throughout the day.



Attractions that are not conducive to social distancing will remain closed until further notice.

### **FOOD AND BEVERAGE LOCATIONS**

We will continue to follow State guidelines for restaurants and best practices in accordance with the MN Food Code for safe food handling.

Utensils and condiments will not be available as self-service items. Food service staff will distribute these items to guests upon request.

Guests may remove masks to consume food and beverage but must remain stationary and maintain a minimum of physical distance from other guests. Guests must put mask back on when not actively eating or drinking. Food is not permitted to be consumed while standing in ride or retail store queue lines.

### **CHARACTER APPEARANCES**

Character meet and greets and entertainment shows that draw large crowds will be postponed until further notice.