



## **HEALTH + SAFETY PLAN**

**Updated 05.28.2021**

## 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.

We kindly request that guests who are ill and displaying symptoms stay home and visit us another day.

### 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.

### MASKS AND PPE

Effective on May 28<sup>th</sup>, 2021, Nickelodeon Universe guests, tenants and employees will no longer be required to wear face coverings/masks while inside spaces at Mall of America per the most current guidance from the CDC. We strongly encourage team members and guests who have not been fully vaccinated to continue wearing masks.

PPE, such as gloves and face shields, will continue to be available for team members to use during their shift as needed.

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

### HAND SANITIZER

Hand sanitizer dispensers, touchless whenever possible, will continue to be available near high-volume touch points and employee entrances.

## PHYSICAL DISTANCING

### QUEUING

Guests are encouraged to practice physical distancing as much as possible. Some locations, such as several ride queue lines, may continue to have physical distancing markers.

### SALES COUNTERS

Plexiglass separation guards will be installed at all active point of sale locations to separate the guest and employees.

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

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

## 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 handrails, stationary handrails, seating areas, food court seating areas, restrooms, ATMs, ticketing kiosks, transaction points, queue rails and ride/attraction surfaces, etc.

## 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

Nickelodeon Universe will resume to an ungated admissions model and resume sales of unlimited wristbands and point packages.

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**

Guests will be encouraged 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 continue to sanitize ride units and high touch points at a high-frequency schedule throughout the day with electric disinfectant sprayers.

### **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.