

MALL OF AMERICA®



HEALTH + SAFETY  
PLAN

UPDATED 7.24.2020

## MALL OF AMERICA® **HEALTH + SAFETY PLAN**

We are closely monitoring local, state and federal government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements. We will continue to make changes as necessary or appropriate to our protocols and procedures. The protocols we have established are intended to reduce the risk and mitigate exposure for our employees, tenant employees, our guests and the greater community overall.

### **PROTOCOL RESPONSIBILITIES ARE AS FOLLOWS**

#### **SENIOR LEADERSHIP**

Ensure the content of these protocols is effectively managed, and they are reviewed and evaluated for effectiveness and updated as necessary.

#### **PROPERTY LEADERS**

Ensure the protocols are appropriately supported and implemented. In addition, they will ensure these protocols are available for review upon request by each employee.

#### **PROPERTY EMPLOYEES**

Ensure the protocols are understood and adhered to. Any deviations from these protocols through work-practice or changes/failures in equipment shall be promptly reported to an immediate supervisor.

## STATEMENT FROM MALL OF AMERICA® **EXECUTIVE LEADERSHIP:**

**May 1, 2020:** Since first opening in 1992, Mall of America® (MOA®) has a history of caring deeply for our team members, their families, our guests, tenants and the community. The past two months have been unbelievably stressful for our entire MOA family and the coming months will continue to be challenging.

Perhaps the toughest day in our history was March 17, 2020 when we closed our doors as part of the community-wide effort to curb the impact of this global health crisis. It was a day when up to 15,000 people who work at the Mall were furloughed or laid off - with their future uncertain at best. The hopeful part of that day were the countless messages of support we received from MOA team members, our tenants and guests in support of our actions.

We thank Minnesota Governor Walz and his team for their leadership throughout this crisis - making tough decisions based on data and facts in order to save lives and flatten the curve. We are also grateful to the many front-line responders for their unwavering dedication and professionalism. We owe them a debt of gratitude that cannot soon be repaid.

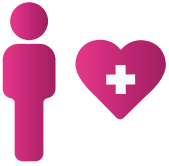
It is also evident that the current health care pandemic has had a devastating impact on our economy and businesses like Mall of America and our more than 500 tenants. Working closely with state leadership, we all realize how important it is to prepare to reopen the Mall in a safe and responsible manner.

Based on the best-practices we have found from around the world, this plan presents our initial, extensive plan to keep guests, team members and our community safe. It considers international and national industry standards for this crisis, healthcare guidance from the CDC and the Minnesota Department of Health as well as other knowledgeable experts. This plan is meant to be a 'living document' which will be continuously updated as we learn along the way.

Each department, tenant and attraction within Mall of America has even more detailed and customized plans, procedures and protocols to meet or exceed safety expectations. We will continue to refine and update the Mall of America plan as our experts provide us more advice.

Rich Hoge  
Executive Vice President  
Business Operations

Jill Renslow  
Executive Vice President  
Business Development + Marketing



## EMPLOYEE AND GUEST HEALTH

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

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### 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 the 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 to 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.

### HAND SANITIZER

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

### 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 mall entrances and throughout the Mall will communicate the mask requirement. The Mall of America 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 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.

### **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 Teladoc 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**

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 or symptoms 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.



## 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).

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### PUBLIC SPACES AND COMMUNAL AREAS

The frequency of cleaning and sanitizing has been increased in all public spaces with 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.

### BACK OF HOUSE

The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the following; employee entrances, employee break areas, employee timeclocks, employee restrooms, roll call areas, shared workspaces, security checkpoints, loading docks and loading dock controls, employee relations service desks, reception desks, training areas, conference rooms and training classrooms.

### 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.

### SHARED EQUIPMENT

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes but is not limited to; phones, radios, computers and other communication devices, payment terminals, food service tools, engineering and maintenance tools, cleaning equipment and tools, shared keys, time clocks and all other direct contact items used throughout the property.

### PROPERTY RECOVERY PROTOCOL

In the event we are notified of a presumptive case of COVID-19 by a government entity, employee, guest or tenant, we will notify the appropriate public health office and take the necessary steps for sanitization and disinfecting. This will include an enhanced sanitization/disinfectant protocol by our internal team and/or a licensed third-party expert if necessary.

### **AIR FILTER AND HVAC**

Although there is no concern that COVID-19 transfer can take place through mechanical system, Mall of America will continue to practice pro-active maintenance in these areas of the operation.

### **STROLLERS, WHEELCHAIR AND ECV RENTAL**

Strollers, wheelchairs and ECV's will be available at guest relations. This equipment will be disinfected using an electric disinfectant sprayer before and after each use. Sanitizing wipes will be available at all points of distribution. Vended strollers will be taken out of service.

### **DIGITAL DIRECTORIES**

The directories will be reduced to one directory open in each location. Touchless hand sanitizing devices will be placed directly adjacent to the directory and the guests will be required to sanitize their hands before touching the directory. The frequency of the cleaning on the directories will be increased.

### **ELEVATORS**

Touchless hand sanitizing devices will be placed directly adjacent to the elevator openings on each level. Guests will be required to sanitize their hands before touching the call buttons and entering the elevator. Usage of elevators will be restricted to those guests with limited mobility, wheelchairs and strollers. Occupancy will be limited to one occupant or one family group.

### **DRINKING FOUNTAINS**

Drinking Fountains will be disabled from operation. Signage will be placed directly adjacent indicating they are out of service.

### **PUBLIC ADDRESS ANNOUNCEMENTS**

Regular announcements will be made over the property audio system reminding guests of the importance of the CDC stated hygiene best practices and physical distancing.

### **VEHICLES**

Shared vehicles will be sanitized and disinfected after each use by the respective employee. This will include wiping down the touched surfaces such as the steering wheel, dash/door controls, communication radio and door handles.

### **DIGITAL TICKET KIOSKS**

The ticket kiosks will be reduced to one at each location. Touchless hand sanitizing devices will be placed directly adjacent to the kiosk and the guests will be required to sanitize their hands before touching the ticket kiosks. The frequency of the cleaning on the kiosks will be increased.

### **RIDES AND ATTRACTIONS**

Rides and attractions will be disinfected utilizing an electric disinfectant sprayer periodically between ride cycles. Certain rides and attractions will be temporarily removed from service to establish further protocols based on observed guest habits.



## LOCATIONS FOR THE DISTRIBUTION OF PERSONAL PROTECTION EQUIPMENT (PPE)

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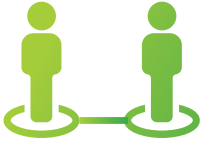
### **FRONT OF HOUSE**

Guest Service Counters  
MOA & Nickelodeon Universe Retail  
Nickelodeon Universe Ticketing

### **BACK OF HOUSE**

Employee Entrance  
Department Specific Locations





## PHYSICAL DISTANCING

Throughout the property, we will endeavor to meet or exceed state and local health authority guidelines on proper physical distancing.

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### ENTRY POINTS

Dividers and signage will be installed at entry points requiring incoming and outgoing traffic to separate and direct traffic flow. A portion of the doors in each entry point will be taken out of service to limit contact. The interior set of doors in each vestibule will be held open to limit contact.

### QUEUING

Any area where guests or employee queue will be clearly marked for appropriate physical distancing. This will include but not limited to; guest relations, directories, elevators, ATMs, ticket kiosks, ride queueing, 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 guests 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.

### FOOD COURT AND FOOD SERVICE AREAS

Food Court areas that remain in operation have been to allow for a minimum of six feet between each seated group/party of guests and comply with other capacity restrictions as set forth.

### COMMON AREA SEATING

Common area seating will be removed from the property. We will retain some seating throughout the property for those guests that may need a break during their visit. This seating will be clearly identified and reserved for those guests with the greatest need.

### ELEVATORS

Elevators will be clearly marked as reserved for guests with ADA needs, strollers or other physical limitations that prevent them from using escalators. There will be physical separation indicators located in the elevator cabs. Usage of elevators will be limited in occupancy to one occupant or one family group.

### PUBLIC RESTROOMS

Signage will be placed at the entrance and throughout each restroom reminding guests of the importance of physical separation. The urinal/toilet flush valves, sink faucets, soap dispensers and hand dryers are all touchless devices.

### WALKWAYS

Directional floor decals and arrows will be used to promote directional traffic flow in the property.

### **DIGITAL SIGNAGE ASSETS**

Digital assets will be utilized to promote physical distancing and good personal hygiene practice in accordance with CDC best practices.

### **PUBLIC ADDRESS ANNOUNCEMENTS**

Regular announcements will be made over the property audio system reminding guests of the importance of the CDC stated hygiene best practices and physical distancing.

### **MEETING AND CONVENTION SPACES**

Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on the government's recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

### **BACK OF HOUSE**

Physical distancing protocols will be used in the employee and service worker areas, such as entrances, employee break areas, employee timeclocks, employee restrooms, roll call areas, shared workspaces, security checkpoints, loading docks and loading dock controls, employee relations service desks, reception desks, training areas, conference rooms and training classrooms and other high-density areas in order to ensure appropriate distancing between employees.

### **OFFICE ENVIRONMENT**

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. Conference room seating will be removed to ensure six foot spacing. Signage will be placed throughout the office environment to remind employees of CDC hygiene and safety guidelines.

### **LIMITED EVENTS ON PROPERTY**

Large events and activities that draw big crowds have been postponed. All events will be reviewed on a case by case basis with a focus on our ability to ensure proper physical distancing and reduce risk.

### **REDUCED OCCUPANCY**

As a property, we will comply with all government mandates as related to staggered opening and established 50% of code occupancy requirements for our property, including common space, retail space, attractions, theatres, hotels and F&B. Each area of our operation will be reviewed to ensure the proper capacity based on guest-accessible square footage. Necessary adjustments will be made if areas are closed or adjusted on a temporary basis. Property occupancy will be calculated using vehicle counting systems and managed by our security team.



## TENANTS

Throughout the property, we will work with our tenants to ensure that their protocols meet or exceed state and local health authority guidelines and are consistent with Mall of America protocols on proper physical distancing and messaging.

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### QUEUING

All tenants will be encouraged to follow MOA guidelines for effective queuing of guests.

### SALES COUNTER

All tenants will be encouraged to follow Minnesota Department of Health guidelines for effective separation of employees and guest at the point of sale with the installation of plexiglass separation devices, queue line indicators, stanchions as necessary, use of masks and sanitization of touchpoints between guests.

### RESTAURANTS AND BARS

When restaurants and bars are allowed to open they will comply with required reduced seating capacities and allow for a minimum of six feet between each seated group/party of guests. MOA will provide storage locations for displaced tables and seating.

### ATTRACTIONS

When attraction tenants are allowed to open they will be required to comply with the MOA guidelines for effective physical separation in the queue lines, proper sanitization/disinfectant of the attraction with the use of electric disinfectant sprayer periodically between the attraction cycles. They will also follow all mandates as established by the local and state government.

### FOOD COURT OPERATORS

Any area where guests queue will be clearly marked for appropriate physical distancing.

### PACKAGE HANDLING

Tenants should follow the latest guidelines on the handling and processing of inbound/outbound packages.

### SAMPLING

Tenants should reduce, reconfigure or eliminate product sampling or tasting.

### CLEANING

All tenants will be required to increase their frequency of cleaning and sanitizing with an emphasis on frequent contact surfaces.

### WORK FROM HOME

For those tenant employees capable of carrying out their work duties from home, we will urge our tenants to provide this work alternative.

### EMPLOYEE HEALTH

Employers must give clear direction to their employees regarding expectation should they develop symptoms of COVID-19. If a tenant employee has symptoms within 72 hours of their shift start time, require the following of the employee,

1. Do not come to work.
2. Contact their physician, primary care clinic or utilize Teladoc type service to discuss the medical situation.
3. Follow the directions and lead of their clinic (further testing and/or quarantine).
4. Contact store manager or immediate supervisor and report their situation (report up).
5. Do not share their situation with other employees. Store managers should handle the communication within the store and on the property.
6. Be ready to provide support to our fellow team members and other mall and tenant employees.
  - a. If an employee encounters a coworker or tenant employee with a cough, shortness of breath, or other known symptoms of COVID-19, notify their manager or supervisor immediately.
7. Employees who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager or supervisor.

### PRE-WORK SCREENING

Upon reporting to work store employees shall go through a mandatory screening process by their supervisor. This will include a temperature check or completion of a health survey as required by mandate. Any employee showing signs or symptoms of COVID-19 or flu-like symptoms will be directed to return home. Their store manager will follow up with the next steps.

### REDUCED OCCUPANCY

As a property, we will comply with all government mandates as related to staggered opening and occupancy requirements.

### CASE NOTIFICATION

If a tenant is notified of a presumptive case of COVID-19 at their Mall of America location, we request that they immediately notify Mall of America leadership via email; **MOATenantUrgent@moa.net**