



# MALL OF AMERICA®

## HEALTH & SANITATION 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.

## Mall of America Program

### Employee & Guest Health

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

**Physical Distancing.** Guests are encouraged to practice physical distancing as they make their journey through our property. Plexiglass barriers will continue to be used at all Mall of America staffed guest transaction points to separate the staff from the guests.

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

#### **Masks and PPE.**

Effective on May 28<sup>th</sup>, 2021, Mall of America guests, team members, tenants, and contractors will no longer be required to wear face coverings/masks while inside 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.

**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.

**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).

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

**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.** Guests and team members are encouraged to practice personal hygiene, including frequent handwashing and use of hand sanitizer available throughout the property.

**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.

**Wheelchair and ECV Rental.** Wheelchairs and ECV's rented from Guest Service Desks will be disinfected between use with electric disinfectant sprayer. Sanitizing wipes will be available at all points of distribution. Vended strollers located in mall skyways will be sanitized by mall staff periodically using an electric disinfectant sprayer. Disinfectant wipes are available for guests to sanitize vended at the point of rental strollers as these are a self-service.

**Digital Directories.** 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.

**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.** Touchless hand sanitizing devices will be placed directly adjacent to the kiosk. 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 at a high-frequency schedule throughout the day.

## Tenants

**Sales Counters.** All tenants are encouraged to keep plexiglass separation devices in place for effective separation of employees and guest at the point of sale.

**Cleaning.** All tenants are encouraged to maintain an increased frequency of cleaning and sanitizing practices with an emphasis on frequent contact surfaces.