
HEALTH & SAFETY: COVID-19 PREPAREDNESS PLAN

Updated: 01.08.2021

At SEA LIFE AT MALL OF AMERICA we place the utmost importance on the safety and well-being of our guests, team members and sea creatures.

To ensure that everyone can come explore our attraction without concern, we have introduced a range of new health and safety protocols intended to reduce the risk associated with COVID-19 and mitigate exposure for our guests, our team members and the greater community overall.

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.

Some of the health and safety measures detailed in the following pages may be clearly visible to guests from the moment they arrive at the attraction. Others require cooperative consideration from guests in order to assist in maintaining a safe and healthy environment, and to ensure that everyone has a fantastic visit.





PROTECTIONS AND PROTOCOLS



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

This plan presents an initial, extensive set of protections and protocols intended to keep guests, employees and our community healthy and safe. These protocols consider international and national industry standards, healthcare guidance from the Centers for Disease Control & Prevention and the Minnesota Department of Health, as well as other knowledgeable experts.

Management and team members are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. SEA LIFE managers and supervisors have full support in enforcing the provisions of this policy.

The below considerations represent the health & safety building blocks of SEA LIFE at Mall of America's COVID-19 Preparedness Plan.





PROTECTIONS AND PROTOCOLS

The below considerations represent the health & safety building blocks of our COVID-19 Preparedness Plan and are detailed out in the following slides.



Employee Health & Hygiene

- Staying home when ill
- Returning to work
- Health screening
- Leave / absences
- Accommodations
- Privacy & confidentiality
- Personal hygiene
- PPE
- Signage & communications



Physical Distancing

- Admin offices / areas
- Common areas
- Reduced opportunity for gathering, ie. meetings, pre-shows
- Restrooms
- Limit face-to-face interactions; barriers, distance



Cleaning & Sanitization

- Cleaning schedule & checklist
- Equipment & devices
- Appropriate products
- Handwashing
- Sanitization stations
- Touchless interactions
- Cashless payments



Workplace Operations

- Building mechanics & facilities maintenance
- Deliveries
- Contractors
- Ventilation protocols
- Staffing trainings
- Staff communications



During The Visit

- Managing occupancy
- What guests can do before the visit & during the visit
- **Advance “reservations”**
- Changes to AP / member protocols
- Protocols for receiving payment
- Reducing or closing high-touch points & interactives



EMPLOYEE HEALTH & HYGIENE

Staying home when ill: Employees must self-assess every day before coming into work, and generally continue to self-monitor in line with Merlin's COVID-19 Workplace Safety policy.

In general, any employee who feels sick must:

1. STAY HOME IF / LET US KNOW IF:

- They have a fever of 100.4 degrees Fahrenheit or higher (or applicable State or local authority guideline).
- They are experiencing symptoms associated with COVID-19, that cannot be attributed to another health condition.
- They have been in close proximity to anyone who was experiencing symptoms.
- They have been in close proximity to anyone who has tested positive for COVID-19.
- They have been tested for COVID-19 and are waiting to receive test results.
- They have tested positive for COVID-19 or are presumptively positive for COVID-19 based on their health care provider's assessment of their symptoms.

2. PROMPTLY NOTIFY:

- Their dedicated Midway North America HR Business Partner.
- Provide the names of all coworkers or (if known) guests with whom they worked in close proximity in the 14 days preceding the onset of symptoms or exposure.
- Provide all locations in which they worked in the 14 days preceding the onset of symptoms or exposure.

3. RETURN TO WORK ONLY WHEN:

- They are fever-free for 24 hours without the use of fever reducing medicines.
- They are free from vomiting and/or diarrhea for at least 24 hours.
- They have undergone a 14-day quarantine if tested positive for COVID-19.
- They have not had close contact with someone with a confirmed case of COVID-19 and/or have not travelled to a high-risk area within the past 14 days. In such cases, they must consult with the site leadership team before returning to work. **Note, they are not required to share personal medical information.**



EMPLOYEE HEALTH & HYGIENE



Health screening: Upon reporting to work, all employees will go through a mandatory health screening process in line with MNA's Temperature Screening policy & procedure.

At the start of every shift:

1. HEALTH ATTESTATION:

A designated Screener will ask each employee to attest to specific recommended health screening questions.

- If the employee can confirm that none of the statements **apply to them ("pass")**, the Screener will then conduct the temperature check.
- If the employee cannot confirm that none of the **statements apply to them ("no pass")**, they will be sent home and informed that their HR Business Partner / Attraction Manager will be in contact with them.

2. TEMPERATURE CHECK:

A designated Screener will conduct a no-contact, body temperature check of each employee.

- **If the employee's temperature is 100.3° F and below**, they may begin their shift.
- **If the employee's temperature is 100.4° F or above**, they will be sent to the designated private, isolation area (BOH Office), to wait 10 minutes before a second temperature check takes place.
- If the second test returns a similar result, the employee will be sent home and informed that their HR Business Partner / Attraction Manager will be in contact with them.



EMPLOYEE HEALTH & HYGIENE

Management realize that during the COVID-19 pandemic, employees may need time away from work for personal or medical reasons.

ACCOMMODATIONS & LEAVE:

- All requests for leave or accommodation should be made to Human Resources.
- Employees can contact:
 - The North America People Hub at, napeoplehub@merlinentertainments.biz or call 321-209-9650
 - Or your dedicated Midway North America HR Business Partner, Jennifer Chopelas at Jennifer.Chopelas@merlinentertainments.biz
- **Vulnerable and “high risk” workers will be encouraged to self-identify so that accommodations can be made.**

COMMUNICATION PROTOCOLS:

- Group Merlin Health & Safety has written a set of reactive response protocols to guide communication in the event of exposure to COVID-19 in the workplace.
- These response protocols have been reviewed at a local level to ensure that they are also in line with the guidance from local health authorities.
- In the event these protocols are need, the attraction General Manager and HR Business Partner will maintain communication with workers.

PRIVACY AND CONFIDENTIALITY:

- Self-attesting will be made in a confidential manner. Employees must not share personal medical information.
- All employees will also be required to undergo temperature checks immediately after clocking in, and before commencing their work duties. Such temperature checks will be done in a confidential manner.



EMPLOYEE HEALTH & HYGIENE



Employees will be provided information on and reminded to observe public health guidelines related to personal hygiene.

PERSONAL HYGIENE

Managers will ensure workers are able to regularly wash their hands throughout their shifts and additional hand-sanitizing stations will be stocked and made available. Employees will be reminded to:

- Wash your hands regularly and thoroughly for at least 20 seconds with soap and hot water; or use an alcohol-based hand sanitizer/gel.
- Avoid touching your face, eyes and mouth, especially after touching surfaces in communal areas.
- When sneezing or coughing, use a tissue to cover your mouth and nose and dispose of the tissue immediately. If you do not have a tissue on hand, cough or sneeze into your upper sleeve with a flexed elbow, not in your hand.
- Avoid sharing personal items with co-workers (i.e. dishes, cups, utensils, towels).
- Avoid close contact (being within approximately 6 feet) of someone who is sick.

Employees are expected to launder their uniforms & apparel daily, and are advised to launder on the warmest setting possible.

BACK OF HOUSE SIGNAGE - HYGIENE

Signage will be posted throughout the back of house areas reminding employees to wash their hands, cover their coughs and sneezes and to avoid touching their faces.



EMPLOYEE HEALTH & HYGIENE



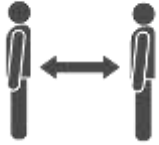
Employees must follow COVID-19 Personal Protective Equipment (PPE) Guidelines. The Company will provide required PPE for employees.

PERSONAL PROTECTIVE EQUIPMENT

- All employees and guests will be required to wear face coverings that fully cover the nose and mouth. Children ages 5 and under may be exempt.
- Where Federal, State, or local authorities require face coverings, to comply with mandated health orders, all employees will be required to wear a non-medical face covering while on Merlin premises.
- Employees in roles identified by the Company that routinely interact closely with guests or surfaces that guests routinely touch may either wear disposable gloves (ensuring their gloves are regularly sanitized using hand sanitizer at the same frequency as if they were washing their hands OR alternatively, if gloves are not worn, then the staff member must make use of regular hand washing / hand sanitizing facilities.
- Employees must adhere to specific PPE requirements relating to their roles.
- PPE & source control supplies will be provided, these include non-medical face coverings, gloves, disinfectant, guards, tissues and no-touch disposal bins.

BACK OF HOUSE SIGNAGE - PPE

Signage will be posted throughout the attraction reminding employees of the proper way to wear, handle and dispose of masks and use of gloves (in positions deemed appropriate).



PHYSICAL DISTANCING

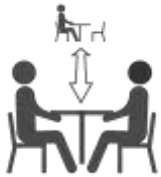
Back of House operational adjustments will be made to ensure that employees can maintain at least 6-feet of distance from each other and do not gather in groups.

ADMINISTRATIVE OFFICES & SCHEDULING

- We will continue to require remote working where it is possible based on job responsibilities.
- Where flexible hours are possible, managers will implement staggered shift schedules.
- The operating capacity of each office area will be reduced to allow for 6-ft of distancing, with signage indicating the updated capacity for each area.
- Work stations will be moved to achieve separation distances of 6-ft. Where this is not possible, hygiene screens will be installed.
- Signage will be posted to remind employees to adopt the required separation distance of 6-ft.

EMPLOYEE COMMON AREAS

- The operating capacity of these facilities (ie. staff breakroom, mailroom) will be reduced if necessary.
- Table and seating arrangements in the staff breakrooms will be adjusted to achieve separation distances of 6-ft.
- Signage will be posted to remind employees to adopt the required separation distance of 6-ft.
- Managers will stagger break times as far as possible and open up other areas where staff can eat food.
 - Operations & Administrative Team will eat & store their food in the designated Mezzanine level common area.
 - Animal Care & Facilities team will eat & store their food in the designated Lower level common area.



PHYSICAL DISTANCING

Back of House operational adjustments will be made to ensure that employees can maintain at least 6-feet of distance from each other and do not gather in groups.

STAFF RESTROOMS & LOCKER ROOMS

- The operating capacity of these facilities (ie. staff restroom & locker rooms) will be reduced in order to achieve separation distances of 6-ft.
- Signage will be placed outside these rooms to remind employees to adopt the required separation distance of 6-ft.
- Occupancy recommendations for each facility will be posted on the door, with a target reduction of 50% occupancy.
- Where possible, hands-free door openers or door stops will be installed, where installation is not possible, paper towels will be stocked and a waste basket will be placed near-by.

REDUCE OPPORTUNITY FOR GATHERING

- Guidance on appropriate procedures for entering the attraction will be communicated to team members before their return to the attraction and notices will be posted at each entry point.
- When possible, managers will stagger shift starts, ends and breaks, so as to reduce the likelihood of multiple team members crowding the timeclock at these times.
- Where face-to-face meetings are required (ie. daily team briefings) they will be limited to 10 people or less and will be held in an area large enough where 6-ft distance can be maintained (ie. Mezzanine level lobby). The time of the meeting will be as short as possible.
- For meetings where 6-ft distance cannot be maintained in the space available (ie. All Team Meeting), information will be provided in a non-contact format, including digital alternatives, pre-recorded messages or handouts.



CLEANING & SANITIZATION

An enhanced cleaning regimen utilizing the appropriate products will be implemented, with a focus increased frequency of “high-touch” points cleaning.

SANITATION SCHEDULE & CHECKLIST

- In general, the frequency of cleaning and sanitizing will be increased in all areas, both front and back of house, throughout the attraction, including offices, locker rooms, etc.
- An additional, enhanced cleaning regimen will also focus on common, high-touch points with a schedule that ensures they are cleaned at least three times per day. These touch points include: elevator buttons, handrails, admission & retail desks, door handles, restroom doors/flushes, touch screens, etc.

EQUIPMENT & DEVICES

- The use of shared equipment will be minimized if possible, for example additional **“dedicated” radios were** purchased.
- Radios, and other electronic devices, will be sanitized at the beginning and end of each shift. Devices may be disinfected by wiping them down with over-the-counter isopropyl alcohol (rubbing alcohol) with at least 70% alcohol concentration.

APPROPRIATE DISINFECTANTS & PRODUCTS

- We will select the appropriate type of cleaner / disinfectant for each area throughout the attraction, utilizing guidance provided by the **CDC and the EPA’s list of applicable products.**
- In line with normal operating procedures, all product labels and associated Safety Data Sheets (SDS) will be reviewed and manufacturer specifications will be followed.
- Appropriate PPE will be worn when using these products.
- Merlin Group Health & Safety guidance will also be followed to help verify the suitability of any new product or disinfecting tool or technology.



CLEANING & SANITIZATION

Additional sanitization and hygiene measures will be put into place to complement the **enhanced cleaning** regimen implemented throughout the attraction.

HANDWASH & SANITIZER STATIONS

- Additional hand sanitizing stations will be added throughout the attraction, touchless wherever possible.
- They will be placed near all high-volume touch points, including in the Main Entrance, Admissions & Retail as well as locations like the elevator wells, employee areas, throughout the exhibits and adjacent to any kiosks not removed from the floor.
- Daily inventory will be kept to ensure an adequate supply of sanitizer and sanitizing hand soap is on-hand.
- Guests will be able to wash their hands in the restrooms and at the sinks located just before & after the touch pool.
- Managers will ensure workers are able to regularly wash their hands throughout their shifts.
- Signage throughout the attraction will highlight the importance of good hand hygiene.

“DEEP CLEAN” PROCEDURES

- The attraction will have reduced operating hours upon re-opening to allow for additional sanitation to take place during the off hours / days.
- In the event of a COVID-19 case reported at the attraction, we will work with the local health department and follow the appropriate actions as recommended by the local governing agency.
- As per Merlin Health & Safety guidance, an external cleaning company will be contracted to perform a “deep clean” of the facility in the event of a COVID-19 case reported at the attraction as well.



WORKPLACE OPERATIONS

Protections & protocols specific to the mitigation of the spread of COVID-19 will remain a priority across the entire facility and team.

GENERAL BUILDING CONDITIONS

- Although the facility was closed to the public, critical systems remained operational, in-line with normal protocols, due to the **essential classification of “animal care & welfare”**.
- Systems & utilities, including security, fire detection, water and waste, heating, cooling, ventilation, electrical, pest control, life support/ozone, project work and non-critical maintenance did not undergo a period of prolonged shutdown or reduced operation.

VENTILATION SYSTEM: START-UP & DAY-TO-DAY OPERATIONS

- In conjunction with our landlord, Mall of America, SEA LIFE will continue to practice pro-active maintenance in our air filter and HVAC areas of the operation.

STAFF TRAINING PRACTICES

Staff returning to work must undergo training generally about COVID-19 measures including:

- Not to attend work if they are displaying COVID-19 symptoms, or if they have any reason to believe that they could have COVID-19.
- Reminding employees of requirements for personal hygiene and social distancing.
- Any specific measures relating to their job role, for example as identified by the risk assessment.
- Use of Personal Protective Equipment (PPE) must be trained to all relevant staff.
- Merlin has created a new e-learning course specific to COVID-19 Preparedness, which will be made available to all team members.



WORKPLACE OPERATIONS



Delivery and workplace protocols will be communicated to all vendors, contractors and 3rd parties working in and/or entering the attraction.

MANAGEMENT OF CONTRACTORS / 3RD PARTIES ENTERING ATTRACTION

- Contractors will be provided with information on and be required to follow the same COVID-19 preparedness protocols as attraction employees; this includes but is not limited to distancing, PPE, health attestations, etc.
- Contractors must assess the risk of COVID-19 when completing their work and this must be demonstrated in their risk assessment. The risk assessment must consider social distancing, PPE and personal hygiene measures.

DROP-OFF, PICK-UP AND DELIVERY PROTOCOLS

- Guidance on appropriate procedures for entering the attraction will be communicated to delivery partners and notices will be posted on each entry point into the attraction.
- Delivery partners will be asked to notify the site on delivery times to allow the site to best prepare. If possible, a designated receiving-area will be established in a low-traffic part of the attraction, minimizing staff contact with the delivery person.
- PPE will be worn by employees while accepting deliveries. If possible, delivery exteriors should be sanitized prior to being opened. Contents of deliveries should also be sanitized prior to usage.



THE GUEST VISIT



Occupant capacity will be reduced in line with government mandates specific to “Recreational Entertainment” venues and to allow for the required social distancing.

REDUCED OCCUPANCY

- Classified by the State of Minnesota as a “Recreational Entertainment” venue, SEA LIFE will comply with the local government mandate to allow for the required social distancing, including reducing occupant capacity to no greater than 25%, not to exceed 150 occupants.
- Each area of our attraction 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.
- Additional adjustments will also be made to account for average length of visit (dwell) and average group size.
- **Given the linear nature of the attraction, guest flow will be relegated to “one-way” only, with the venue divided into “sections”.** Sections will be identified by signage and floor decals and groups will be instructed to move forward into the next section only once it is clear to do so.
- Property capacity will be managed using timed-ticketing, with a reduced number of tickets available for pre-purchase at 15-minute intervals. Guests will be encouraged to purchase their tickets online in advance and walk-ups will be turned away or directed to the next available time slot if the attraction is at capacity.
- Limited seating will be available throughout the attraction, but will be reserved for those guests with the greatest need.
- Safety and distancing protocols will be communicated to pre-purchasers via the website and a pre-visit email, and will also be posted at the Admissions area and throughout the attraction once guests are onsite.



THE GUEST VISIT

There are measures our guests can take before they arrive to help ensure their health & safety, along with the health & safety of other guests and our team members.

PREPARE & BOOK IN ADVANCE

- Before leaving home, guests can check our website and social media pages for the latest information.
- Guests can make their booking online before they arrive, ensuring that their preferred date & time are reserved.
- Capacity is limited.

HEALTH “SELF-CHECK”

- We recommend checking your temperature and **performing a health “self-check” before leaving home.**
- We politely request that guests refrain from visiting our attraction should they start displaying any of the symptoms associated with COVID-19.
- Guests can contact our Guest Services should they need to amend their booking.

FACE COVERINGS

- In line with guidance from state and local health authorities, guests are required to wear a suitable face mask or covering that covers both the nose and mouth. Children 5 and under are exempt.
- **If you don’t have a mask or have forgotten yours at home, ask a team member once you arrive at the attraction and we would be happy to provide you with one.**
- Please note that all of our team members will be wearing face masks when interacting with the public. We thank you in advance for your patience!
- Guests who repeatedly and willfully refuse to comply with the statewide mask mandate will be asked to leave the attraction without refund.



THE GUEST VISIT

Additional payment and distancing measures have been implemented in all “transactional” areas of the attraction to allow for distancing and minimal contact.

REDUCED CONTACT PAYMENT & DISTANCING

- Cashless operations. We have optimized the ability for card payments to be taken preferentially (as this avoids staff having to come into close contact with paying customers). If / where cash payments are unavoidable, staff will be provided with nitrile gloves, and reminded not to touch their face while handling cash, and to wash hands as soon as gloves are removed. Guests can visit our website for the most up-to-date information on our payment policies.
- Contactless transactions. Where possible we will be encouraging contactless payments. Where not possible encourage staff to move away from the card machines while the guest makes a payment.
- Hygiene screens / barriers. At payment counters (for example in Admissions, Guest Services, Retail, Reception and Photography) we have installed free-standing hygiene screens / barriers. Where staff are unable to maintain social distancing by other means, these barriers will protect staff coming into close contact with guests in order to take payments.
- Enhanced cleaning. Card machines handled by guests will be cleaned regularly, as will the barriers at each point throughout the attraction.
- Reduced capacity. We have removed registers in both our Admissions and Retail areas, to allow for social distancing between our team members.
- Self-scan entry. **Guests will check in through a “no-touch” ticket scanning process at the start of the attraction. All tickets, including print-at-home, on-your-phone and via the kiosk, will have a bar code which guests can scan themselves to enter the attraction.**



THE GUEST VISIT

In-attraction operational adjustments will be made to ensure minimal opportunity for physical contact and so that appropriate social distancing can be maintained.

BARRIERS & PPE

- The guest journey / flow through the attraction has been configured to allow for 6-ft distancing between guests and team members.
- Barriers have been placed throughout to keep patrons and team members separate.
- PPE has been distributed to team members as well.

INTERACTIVE & HIGH-TOUCH EXPERIENCES REDUCED

- **As some “high-touch” machines and experiences, including vending, VR pods and kiddie rides, are not able to be cleaned after every use, they have been removed from the floor at this time.**
- Similarly, some of the interactive components of the visit, including stamp stations and the Quiz Trail, have been removed from the floor or covered at this time.
- **The Touch pool remains open, as by “batching” guests into the area, we are able to maintain social distancing and guest flow can be effectively managed alongside animal welfare. Hand-rinsing stations are located directly before and after the touch pool experience.**

“COMMUNITY-STYLE” EXPERIENCES CANCELLED

- Viewing panels have been identified throughout the attraction, encouraging **only “one family or group per area”**.
- The attraction has been divided into **“sections” using floor decals, to indicate when guests/groups may move forward into the next.**
- Experiences where we are not able to ensure distancing due to space and/or capacity constraints, including Talks, Behind-the-Scenes, Snorkeling and Overnight and programs, have been temporarily paused.

We hope these new health and safety measures provide our team members and guests with confidence and eagerness to visit any one of our attractions. These are unprecedented times for all communities around the world, and while every effort is being taken to protect the safety and wellbeing of our guests, everyone should inform themselves of the risks, conditions and personal responsibilities before they visit.

We thank you for your business and for your understanding.
Now, let's make new magical memories together!