



# COMMUNITY COMMONS 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, our guests and the greater community overall.



## EMPLOYEE & GUEST HEALTH

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

**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 self-screening process. 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.

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at Community Commons, we will work with Mall of America leadership and the Bloomington Public Health Department and follow the appropriate actions as recommended by this governing agency. We will notify Mall of America leadership via email; [MOATenantUrgent@moa.net](mailto:MOATenantUrgent@moa.net).



**Face Masks.** Community Commons guests 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.

All employees 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.

Signage at store entrances will communicate the mask requirement.

Community Commons and the Mall of America team will work hard to enforce this policy. 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. Team members will proactively approach guests who are not wearing a mask to remind them of the policy and ask for their cooperation.

**Hand Sanitizer.** Team members will be encouraged to practice good hygiene, sanitize, or wash their hands frequently and avoid touching their face. Hand sanitizer dispensers, touchless whenever possible, will be placed at entry points.

**Back of House Signage.** Signage will be posted throughout the space reminding employees of the proper way to wear, handle, and dispose of masks, 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 space. 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, decision points, queue lines, etc.). 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. 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.** Dividers and signage will be installed at entry points requiring incoming and outgoing traffic to separate and direct traffic flow.

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

**Sales Transactions.** Guests are encouraged to use contactless forms of payment, such as credit card or mobile payment options at all sales transaction points.

**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, shared workspaces, and other high-density areas to ensure appropriate distancing between employees.

**Reduced Occupancy.** We will comply with the 50% occupancy rate as mandated by the government. Each area of our operation will be reviewed to ensure the proper capacity based on guest-accessible square footage.



## CLEANING PRODUCTS AND PROTOCOLS

Community Commons 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.

**Retail Space.** The frequency of cleaning and sanitizing throughout the retail space will take place multiple times a day with the emphasis on frequent contact surfaces including, but not limited to, entry doors, transaction points, etc.

**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, payment terminals, food service tools, cleaning equipment and tools, shared keys, time clocks and all other direct contact items used throughout the space.

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