

Business Response Plan – 05/03/20

The guidelines represented in this document do not superseded any conflicting or more restrictive orders issued by local governments, the State of California, or the Federal Government. Whenever new information is available, SkyPark will publish said amendments.

SPSV Entertainment, LLC. (SkyPark) is committed to preventing workplace exposures to COVID-19. SkyPark has coordinated with state and local health officials for timely and accurate information in order to provide appropriate responses to our staff and guests. The information provided in this document references the recommendations provided by the U.S. Department of Labor, Occupational Safety and Health Administration (OSHA), the Centers for Disease Control and Prevention (CDC), as well as, information provided by the state and local officials.

This Business Response Plan represents SkyPark's general measures and possible solutions (in particular to COVID-19), which will be adapted and personalized to match the environmental conditions and logistics of each department within the park.

Each manager of SkyPark is responsible for recommending and implementing the most adequate and economically suitable protocols for their department, contributing to the overall reduction of the risk associated with COVID-19.

SkyPark will continue to follow and update guidance and regulations introduced following the date of this document by the relevant authorities. References will be provided at the end of this document.

Purpose:

1. Reduce transmission among employees and guests.
2. Maintain healthy business operations.
3. Maintain a healthy work environment.

Reducing Transmission Among Employees

Sick employees will need to stay home:

- Employees who have symptoms (i.e., fever, cough or shortness of breath) will notify their Supervisor/Manager and stay home.
- Sick employees should follow CDC recommended steps (pg. 8). Employees will not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precaution (pg. 12).

Identifying where and how workers might be exposed to COVID-19 at work:

- SkyPark continues to review OSHA COVID-19 webpage for more information on how to protect workers from potential exposures and guidance for employers, including steps to take for jobs according to exposure risk.
- SkyPark is aware that some employees may be at higher risk for serious illness, such as older adults and those with chronic medical conditions. SkyPark has minimized face-to-face contact between these employees or assigned work tasks that allow them to maintain a distance of six feet from other workers, customers and visitors, or to telework if possible.

Separating sick employees:

- Employees who appear to have symptoms (i.e., fever, cough, or shortness of breath) upon arrival at work or who become sick during the day should immediately separate themselves from other employees, customers, and visitors and sent home.
 - Employees must notify their Supervisor, Safety Personnel or General Manager before leaving the workplace. They may do so in their car.
 - Once notified, they will notify the HR Manager.
- If an employee is confirmed to have COVID-19 infection, SkyPark begin the Contact Tracing recommendations:
 - Trace and monitor contacts of infected people. Notify them of their exposure.
 - Support the quarantine of contacts. Help ensure the safe, sustainable and effective quarantine of contacts to prevent additional transmission.
 - Expand staffing resources.
 - Use digital tools.
- SkyPark will inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).

Educating employees about how they can reduce the spread of COVID-19:

- Employees can take steps to protect themselves at work and at home. Older people and people with serious chronic medical conditions are at higher risk for complications.
- Employees will need to follow the policies and procedures provided by SkyPark related to illness, cleaning and disinfecting, and work meetings and travel.
- Employees must stay home if you are sick, except to get medical care. Learn what to do if you are sick*.
- Inform your supervisor if you have a sick family member at home with COVID-19. Learn what to do if someone in your house is sick (pg. 12).
- Wash your hands often with soap and water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol.
- Clean AND disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Dirty surfaces can be cleaned with soap and water prior to disinfection. To disinfect, use products that meet EPA's criteria for use against SARS-CoV-2, the cause of COVID-19, and are appropriate for the surface.
 - Employees may refer to the SDS Folders located in the Main Office or Department Buildings.
- Do not use other employees' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Practice social distancing by avoiding large gatherings and maintaining distance (approximately 6 feet or 2 meters) from others as much as possible.

Maintaining Healthy Business Operations

SkyPark's workplace coordinator, James Lane (HR Manager), will be responsible for COVID-19 issues and their impact at the workplace. The Safety Department will act as SkyPark's COVID-19 Monitors in the park.

SkyPark's flexible sick leave and supportive policies and practices.

- SkyPark will ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.

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- SkyPark will maintain flexible policies that permit employees to stay home because they are sick; are caregivers for sick family members; are caregivers for children if schools or day care centers are closed; have at-risk people at home, such as immunocompromised family members; or are afraid to come to work because of fear of possible exposure.
- SkyPark will not require a positive COVID-19 test result or a healthcare provider's note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. SkyPark understands that healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.
- SkyPark continues to review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws.
- Connecting employees to employee assistance program (EAP) resources and community resources as needed.

SkyPark assessing essential functions:

- SkyPark continues to actively change business practices needed to maintain critical operations (e.g., identifying alternative suppliers, prioritizing existing customers and temporarily suspending operations if needed).

SkyPark's plan if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if dismissed from childcare programs and K-12 schools.

- Monitor and respond to absenteeism at the workplace.
- SkyPark has plans to continue essential business functions in case we experience higher than usual absenteeism.
- Flexible workplace and leave policies have been implemented.
- SkyPark cross-trains employees to perform essential functions so the workplace can operate even if key employees are absent.

Social distancing has been implemented since it has been recommended by state and local health authorities. Social distancing means avoiding large gatherings and maintaining distance (approximately 6 feet) from others when possible (e.g., breakrooms and restaurants). Strategies that SkyPark uses include:

- Having flexible worksites (e.g., telework)
- Having flexible work hours (e.g., staggered shifts)
- Increasing physical space between employees at the worksite.
- Increasing physical space between employees and customers (e.g., pick up locations for food, partitions, floor signage for social distancing)

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- Flexible meeting and no travel options (e.g., postpone non-essential meetings or events)
- Downsizing operations increasing physical space.
- Delivering services remotely (e.g. phone, video, or web)
- Delivering limited products through curbside pick-up with SkyPark's restaurants.

SkyPark's trails and open spaces can provide opportunities for physical activity while also providing opportunities for respite, health, and wellness. Individuals are encouraged to use parks, trails, and open spaces safely as they are able while following current guidance to prevent the spread of COVID-19.

SkyPark has posted information to promote everyday preventive actions for employees and guests throughout the park to frequently remind visitors to take steps to prevent the spread of COVID-19.

These messages include information about:

- Staying home if you are sick or do not feel well, and what to do if you're sick or feel ill.
- Using social distancing and maintaining at least six feet between individuals in all areas of the park.
- Covering coughs and sneezes with a tissue, then throwing the tissue in the trash.
- Washing hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
- Using hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoiding touching eyes, nose, and mouth with unwashed hands.

SkyPark's Janitorial Team will maintain restrooms to ensure that we have functional toilets, clean and disinfected surfaces, and handwashing supplies.

SkyPark will encourage visitors to be prepared to bring their own hand sanitizer with at least 60% alcohol for use in these facilities. Hand sanitizer stations will be located throughout the park.

SkyPark is prepared to cancel or postpone large events and gatherings.

- Monitor and adhere to guidelines issued at the national, state, and local levels related to limiting the size of gatherings.
- Continually assess current conditions and engage with the National Park Service, state, and local public health officials when deciding whether to postpone, cancel, or significantly reduce the number of attendees (if possible) for mass gatherings.

SkyPark continuously makes sure people are social distancing in popular areas of the park.

During periods of sustained community transmission, park staff will:

- Monitor areas where people are likely to gather and consider temporary closure to support social distancing practices. In the event of facility closures, park staff will place physical barriers in these areas and post signs communicating that the area is closed.
- Signs are posted, discouraging groups from gathering in larger numbers than are currently recommended or allowed.

Postponing or canceling organized activities and sports.

SkyPark management will monitor directives issued at the national, state, and local levels related to limiting the size of gatherings. Until local public health officials have coordinated with organizers to determine if/when it is safe to participate in such activities, all will be postponed or canceled.

Maintaining a healthy work environment

SkyPark is improving the engineering controls with the building ventilation system. This may include some or all of the following activities:

- Increase ventilation rates.
- Increase the percentage of outdoor air that circulates into the system.

SkyPark supports respiratory etiquette and hand hygiene for employees, customers, and worksite visitors by providing:

- Tissues and no-touch disposal receptacles.
- Soap and water in the workplace. If soap and water are not readily available, use alcohol-based hand sanitizer that is at least 60% alcohol. If hands are visibly dirty, soap and water should be chosen over hand sanitizer. Ensure that adequate supplies are maintained.
- Hand sanitizer dispensers in multiple locations to encourage hand hygiene.
- Posters that encourage hand hygiene to help stop the spread at the entrance to the workplace and in other workplace areas where they are likely to be seen.
- Discourage handshaking – SkyPark encourage the use of other noncontact methods of greeting.

SkyPark performs routine environmental cleaning and disinfection:

- SkyPark routinely cleans and disinfects all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, trashcans and doorknobs.
 - If surfaces are dirty, they will be cleaned using a detergent or soap and water prior to disinfection.

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- Workers are discouraged from using other workers' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Disposable wipes are provided so that commonly used surfaces (doorknobs, keyboards, remote controls, desks, other work tools and equipment) can be wiped down by employees before each use. To disinfect, SkyPark uses products that meet EPA's criteria for use against SARS-Cov-2external icon, the cause of COVID-19, and are appropriate for the surface.

Perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID-19 have been in the facility:

- If a sick employee is suspected or confirmed to have COVID-19, SkyPark will follow the CDC cleaning and disinfection recommendations.

Meetings and gatherings:

- SkyPark does not consider travel is necessary at this time.
- Videoconferencing and teleconferencing is used for work-related meetings and gatherings by using: Microsoft Teams and Zoom.
- All large work-related meetings or gatherings that can only occur in-person have been cancelled.

Steps to Help Prevent the Spread of COVID-19 If You Are Sick

Stay home except to get medical care

- Stay home. Most people with COVID-19 have mild illness and can recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- Take care of yourself. Get rest and stay hydrated.
- Stay in touch with your doctor. Call before you get medical care. Be sure to get care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.
- Avoid public transportation, ride-sharing, or taxis.

Separate yourself from other people

- As much as possible, stay in a specific room and away from other people and pets in your home. Also, you should use a separate bathroom, if available. If you need to be around other people or animals in or outside of the home, wear a cloth face covering.

Monitor your symptoms

- Common symptoms of COVID-19 include fever, cough or other symptoms. Trouble breathing is a more serious symptom that means you should get medical attention.
- Follow care instructions from your healthcare provider and local health department. Your local health authorities may give instructions on checking your symptoms and reporting information.

When to Seek Medical Attention

If you have any of these emergency warning signs* for COVID-19 get medical attention immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

Call 911 if you have a medical emergency: Notify the operator that you have, or think you might have, COVID-19. If possible, put on a cloth face covering before medical help arrives.

Call ahead before visiting your doctor

- Call ahead. Many medical visits for routine care are being postponed or done by phone or telemedicine.
- If you have a medical appointment that cannot be postponed, call your doctor's office, and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.

If you are sick wear a cloth covering over your nose and mouth

- You should wear a cloth face covering, over your nose and mouth if you must be around other people or animals, including pets (even at home).
- You don't need to wear the cloth face covering if you are alone. If you can't put on a cloth face covering (because of trouble breathing for example), cover your coughs and sneezes in some other way. Try to stay at least 6 feet away from other people. This will help protect the people around you.

Note: During the COVID-19 pandemic, medical grade facemasks are reserved for healthcare workers and some first responders. You may need to improvise a cloth face covering using a scarf or bandana.

Cover your coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw away used tissues in a lined trash can.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.

Clean your hands often

- Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Use hand sanitizer if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- Soap and water are the best option, especially if hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Handwashing Tips
 - Key Times to Wash Hands

You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

Avoid sharing personal household items

- Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- Wash these items thoroughly after using them with soap and water or put in the dishwasher.

Clean all “high-touch” surfaces everyday

- Clean and disinfect high-touch surfaces in your “sick room” and bathroom. Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom.
- If a caregiver or other person needs to clean and disinfect a sick person’s bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and wait as long as possible after the sick person has used the bathroom.

High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.

- Clean and disinfect areas that may have blood, stool, or body fluids on them.
- Use household cleaners and disinfectants. Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
 - Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to

ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.

- Most EPA-registered household disinfectants should be effective.
- Complete Disinfection Guidance (<https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>)

How to discontinue home isolation

People with COVID-19 who have stayed home (home isolated) can stop home isolation under the following conditions:

- If you will not have a test to determine if you are still contagious, you can leave home after these three things have happened:
 - You have had no fever for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers)
 - AND
 - other symptoms have improved (for example, when your cough or shortness of breath have improved)
 - AND
 - at least 7 days have passed since your symptoms first appeared
- If you will be tested to determine if you are still contagious, you can leave home after these three things have happened:
 - You no longer have a fever (without the use medicine that reduces fevers)
 - AND
 - other symptoms have improved (for example, when your cough or shortness of breath have improved)
 - AND
 - you received two negative tests in a row, 24 hours apart. Your doctor will follow CDC guidelines.

In all cases, follow the guidance of your healthcare provider and local health department. The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. Local decisions depend on local circumstances.

Proper Caring for Someone Sick at Home

If you are caring for someone with COVID-19 in non-healthcare settings, follow this advice to protect yourself and others. Learn what to do when someone has symptoms of COVID-19 or when someone has been diagnosed with the virus. This information also pertains to people who have tested positive but are not showing symptoms. Additional Paid Sick Leave may be available for work missed.

**Note: Older adults and people of any age with serious underlying medical conditions, such as chronic lung disease, serious heart conditions, or diabetes, are at higher risk for developing more severe illness from COVID-19. People at higher risk of severe illness should call their doctor as soon as symptoms start.*

Provide support and help cover basic needs

- Help the person who is sick follow their doctor's instructions for care and medicine.
- For most people, symptoms last a few days and people feel better after a week.
- See if over-the-counter medicines, such as acetaminophen, help the person feel better.
- Make sure the person who is sick drinks a lot of fluids and rests.
- Help them with grocery shopping, filling prescriptions, and getting other items they may need. Consider having the items delivered through a delivery service, if possible.
- Take care of their pet(s), and limit contact between the person who is sick and their pet(s) when possible.

Watch for warning signs

- Have their doctor's phone number on hand.
- Use CDC's self-checker tool to help you make decisions about seeking appropriate medical care (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/index.html>).
- Call their doctor if the person keeps getting sicker. For medical emergencies, call 911 and tell the dispatcher that the person has or might have COVID-19.

People who have emergency warning signs for COVID-19 should call 911 right away. Emergency warning signs include*:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to wake up
- Bluish lips or face

*This is not every emergency symptom or sign.

People Who Are at Higher Risk for Severe Illness

COVID-19 is a new disease and there is limited information regarding risk factors for severe disease. Based on currently available information and clinical expertise, older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19.

Based on what we know now, those at high-risk for severe illness from COVID-19 are:

- People 65 years and older
- People who live in a nursing home or long-term care facility

People of all ages with underlying medical conditions, particularly if not well controlled, including:

- People with chronic lung disease or moderate to severe asthma
- People who have serious heart conditions
- People who are immunocompromised
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
- People with severe obesity (body mass index [BMI] of 40 or higher)
- People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease

Public Health Recommendations for Community-Related Exposure

The following updates CDC guidance for definitions and management of contacts of persons with COVID-19 contained in “Public Health Recommendations after Travel from Areas with Potential Risk of Exposure to Coronavirus Disease 2019 (COVID-19).” Separate guidance is available for travelers and health care workers.

Public health recommendations have been updated to accommodate new scientific evidence, evolving epidemiology and the need to simplify risk stratification. New recommendations are based on:

- Growing evidence of transmission risk from infected persons without symptoms or before the onset of recognized symptoms;
- Increased community transmission in many parts of the country;
- A need to communicate effectively to the general public and to simplify implementation for public health authorities;
- Limitations in access to COVID-19 testing and increasing number of cases diagnosed clinically
- Continued focus on reducing transmission through social distancing of individuals in affected areas

Summary of Changes:

- Changed risk strata descriptions – levels of risk have been reduced to simplify communications and implementation
- Changed period of exposure risk from “onset of symptoms” to “48 hours before symptom onset”
- Added the definition of a contact to include exposure to a laboratory confirmed case as well as a clinically compatible case in regions with widespread ongoing transmission
- Removed “no risk” category and replaced with unknown risk to acknowledge that all persons in the United States are at some risk of COVID-19 given the increases in community spread throughout the United States.

Current guidance based on community exposure, for asymptomatic persons exposed to persons with known or suspected COVID-19 or possible COVID-19

Travelers, health care workers and critical infrastructure workers should follow guidance that include special consideration for these groups. CDC’s recommendations for community-related exposures are provided below. Individuals should always follow guidance of the state and local authorities.

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Person	Exposure to	Recommended Precautions for the Public
<ul style="list-style-type: none"> • Household member • Intimate partner • Individual providing care in a household without using recommended infection control precautions • Individual who has had close contact (< 6 feet)** for a prolonged period of time *** 	<ul style="list-style-type: none"> • Person with symptomatic COVID-19 during period from 48 hours before symptoms onset until meets criteria for discontinuing home isolation (can be a laboratory-confirmed disease or a clinically compatible illness in a state or territory with widespread community transmission) 	<ul style="list-style-type: none"> • Stay home until 14 days after last exposure and maintain social distance (at least 6 feet) from others at all times • Self-monitor for symptoms <ul style="list-style-type: none"> ○ Check temperature twice a day ○ Watch for fever*, cough, or shortness of breath • Avoid contact with people at higher risk for severe illness (unless they live in the same home and had same exposure) • Follow CDC guidance if symptoms develop
<p>All U.S. residents, other than those with a known risk exposure</p>	<ul style="list-style-type: none"> • Possible unrecognized COVID-19 exposures in U.S. communities 	<ul style="list-style-type: none"> • Be alert for symptoms <ul style="list-style-type: none"> ○ Watch for fever*, cough, or shortness of breath • Take temperature if symptoms develop • Practice social distancing <ul style="list-style-type: none"> ○ Maintain 6 feet of distance from others ○ Stay out of crowded places • Follow CDC guidance if symptoms develop

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The information and guidelines provided contributes, in SkyPark's opinion, to reducing the overall transmission risks for COVID-19 virus during the adventure park experience. If you need additional information or clarification, please feel free to contact the following individuals:

James Lane – HR Manager/COVID-19 Workplace Monitor

Email: jlane@skyparksantasvillage.com

Phone: 909-744-9914

SkyPark Admissions & Guest Services

Email: guestservices@skyparksantasvillage.com

Phone: 909-744-9373 ext. 200

SkyPark Safety/Security Department

Phone: 909-744-9933