



COVID-19 Preparedness Plan

Healthy at Work Communication Booklet



CREATION
MUSEUM.





Healthy at Work ReStart Process and Procedure

In keeping with our Core Value to SERVE and in alignment with our Quality Service Standards of safety, hospitality, presentation, and efficiency, Answers in Genesis and its biblical attractions, the Creation Museum and Ark Encounter are implementing additional and enhanced processes and procedures to assist with our ongoing commitment of seeking to ensure the health and safety of our staff, volunteers, guests, vendors, contractors, and the community-at-large as we are navigating through this current COVID-19 pandemic. This document provides a look at those steps being taken in addition to our existing procedures and is based on the recommended guidelines provided by federal, state, and health organizations as well as other industry experts. Procedures and protocols will be adjusted as guidelines

change and the overall situation dictates moving forward.

Along with the recommendations and input of those listed above, Answers in Genesis conducted a survey with a response of nearly 12,000 supporters of and guests of the Creation Museum and Ark Encounter. We found that many were not only excited and ready to visit but they will also be coming with a good understanding of the enhanced measures for their health and safety that create expectations for both themselves and us in the current environment in which we find ourselves. It is our intent to meet those expectations where and when possible in keeping with the overall best interests of everyone involved. As such, many of the changes we will be making are a direct result of the feedback from the survey.

Table of Contents

Ark Encounter ReStart Process & Procedure 8

Pre-Opening Enhancements to Promote Safe Practices 9

| | |
|---|----|
| Enhancement to Guest Arrival and Visit Practices..... | 9 |
| Enhancements of Parking Process..... | 9 |
| Enhancements to Building Layouts..... | 9 |
| Enhanced Promotion of and Provision for Healthy Habits and Social Distancing..... | 9 |
| Enhanced Evaluating and Monitoring of Areas Throughout the Attractions..... | 9 |
| Increased Signage for Communication to Guests..... | 10 |
| Designation of a Healthy-at-Work Officer..... | 10 |

Healthy Habits for Staff, Volunteers, Onsite Vendors, and Contractors..... 11

| | |
|---|----|
| Protocols for Vendors and Contractors..... | 11 |
| Protocols for Volunteers..... | 11 |
| Expectation of Personal Accountability..... | 11 |
| Onsite Temperature Checks..... | 12 |
| Practicing and Enforcing Social-Distancing Protocols..... | 12 |
| Wearing of PPE..... | 12 |
| Feeling Ill During Shift..... | 13 |

Healthy Habits for Guests 13

| | |
|--|----|
| Advance Communication for Guests and Potential Guests..... | 13 |
| Encouragement Toward Personal Accountability..... | 14 |
| Protocols to Ensure Guest Adherence..... | 14 |

Enhanced Cleaning Practices and Procedures 15

Parking Procedures for Staff, Vendors, and Contractors..... 15

| | |
|---|----|
| Staff Parking..... | 15 |
| Vendor & Contractor Parking and Delivery..... | 16 |

Table of Contents

(continued)

| | |
|---|-----------|
| Visiting the Ark Encounter | 17 |
| Guest Arrival | 17 |
| Traffic Flow and Parking..... | 17 |
| Ticketing and Admissions | 18 |
| Purchasing Tickets | 18 |
| Entering and Riding the Shuttle Buses | 18 |
| Touring the Ark Encounter | 19 |
| Answers Center | 19 |
| Emzara’s Restaurant..... | 19 |
| Noah’s Village | 20 |
| Ark | 21 |
| Gift Shop | 21 |
| Ararat Ridge Zoo | 21 |
| Children’s Playground..... | 22 |
| Training Practices | 22 |
| Ongoing Training..... | 22 |
| Best Practices and Process Evaluations | 22 |
| | |
| Creation Museum | |
| ReStart Process & Procedure | 23 |
| Pre-Opening Enhancements to | |
| Promote Safe Practices | 24 |
| Enhancement to Guest Arrival and Visit Practices..... | 24 |
| Enhancements of Parking Process | 24 |
| Enhancements to Building Layouts..... | 24 |
| Enhanced Promotion of and Provision for | |
| Healthy Habits and Social Distancing | 24 |
| Enhanced Evaluating and Monitoring of Areas | |
| Throughout the Attractions | 24 |
| Increased Signage for Communication to Guests | 25 |
| Designation of a Healthy-at-Work Officer | 25 |

Table of Contents

(continued)

| | |
|--|-----------|
| Healthy Habits for Staff, Volunteers, Onsite Vendors, and Contractors | 26 |
| Protocols for Vendors and Contractors..... | 26 |
| Protocols for Volunteers..... | 26 |
| Expectation of Personal Accountability..... | 26 |
| Onsite Temperature Checks..... | 27 |
| Practicing and Enforcing Social-Distancing Protocols..... | 27 |
| Wearing of PPE..... | 28 |
| Feeling Ill During Shift..... | 28 |
| Healthy Habits for Guests | 28 |
| Advance Communication for Guests and Potential Guests..... | 28 |
| Encouragement Toward Personal Accountability..... | 29 |
| Protocols to Ensure Guest Adherence..... | 29 |
| Enhanced Cleaning Practices and Procedures | 30 |
| Parking Procedures for Staff, Vendors, and Contractors | 30 |
| Staff Parking..... | 30 |
| Vendor & Contractor Parking and Delivery..... | 30 |
| Visiting the Creation Museum | 31 |
| Guest Arrival | 31 |
| Traffic Flow and Parking..... | 31 |
| Ticketing and Admissions | 32 |
| Purchasing Tickets..... | 32 |
| Entrance Gates..... | 32 |
| Entering the Attraction | 33 |
| Garden Path..... | 33 |
| Entering Creation Museum..... | 33 |

Table of Contents

(continued)

| | |
|---|-----------|
| Touring the Creation Museum | 33 |
| Food Venues | 33 |
| Retail Locations | 34 |
| 4D Special FX Theater..... | 34 |
| Planetarium..... | 35 |
| Exhibits Walk-Through | 35 |
| Legacy Hall..... | 35 |
| Palm Plaza..... | 35 |
| Eden Animal Experience | 36 |
| Children's Playground..... | 36 |
| Training Practices | 36 |
| Ongoing Training..... | 37 |
| Best Practices and Process Evaluations | 37 |
| Answers in Genesis | |
| ReStart Process & Procedure | 38 |
| Pre-Opening Enhancements to | |
| Promote Safe Practices | 39 |
| Enhanced Promotion of and Provision for Healthy Habits and Social | |
| Distancing..... | 39 |
| Designation of a Healthy-at-Work Officer | 39 |
| Phased Return of Office Staff | 40 |
| Healthy Habits for Staff, Volunteers, | |
| Onsite Vendors, and Contractors | 40 |
| Protocols for Vendors and Contractors..... | 40 |
| Protocols for Volunteers | 40 |
| Staff Expectation of Personal Accountability..... | 40 |
| Onsite Temperature Checks | 41 |
| Practicing and Enforcing Social-Distancing Protocols | 41 |
| Wearing of PPE..... | 42 |
| Feeling Ill During Shift..... | 42 |

Table of Contents

(continued)

| | |
|--|-----------|
| Healthy Habits for Guests to Our Offices | 43 |
| Advance Communication for Guests and Potential Guests..... | 43 |
| Encouragement Toward Personal Accountability | 43 |
| Enhanced Cleaning Practices and Procedures | 43 |
| Parking Procedures for Staff and Vendors | 44 |
| Staff Parking | 44 |
| Vendor & Contractor Parking and Delivery..... | 44 |
| Training Practices | 44 |
| Ongoing Training..... | 45 |
| Best Practices and Process Evaluations | 45 |
| Warehouse | 45 |



Ark Encounter ReStart Process & Procedure

Pre-Opening Enhancements to Promote Safe Practices

Enhancement to Guest Arrival and Visit Practices

Changes to the hours of operation and other measures are being implemented to allow guests to arrive over a longer period of time throughout the day and to reduce the number of guests on the property at any given time. Guests are being encouraged to purchase tickets online in advance to save time and avoid the ticketing process at the park. Incentives are being offered for later entry to the park to help spread the arrival and on-site times over a longer period. Guest capacity will be closely monitored throughout the business day to assist in the practicing of social distancing.

By order of the Kentucky Governor effective on July 10, 2020 (until further notice), face coverings are required to enter and are to be worn where you cannot reasonably social distance (buses, interior spaces, etc.)—unless medical or safety reasons prevent you from doing so. Children 5 years old and younger are also exempt from wearing masks.

Enhancements of Parking Process

To promote social distancing (6 ft.), and in keeping with our Quality Service Standard of efficiency, guest parking has been modified in a manner that allows for guests to retrieve parking passes while still in their vehicles. Specifics about this process

are included in the appropriate area of this document.

Enhancements to Building Layouts

High-foot-traffic areas have been reorganized and re-structured to ensure ease of social distancing to the greatest extent practicable for guests and staff. Where needed, one-way traffic lanes have been established, furnishings have been moved and materials have been re-purposed.

Enhanced Promotion of and Provision for Healthy Habits and Social Distancing

When referenced in this document, social distancing will be using the CDC-recommended 6-foot measurement.

Additional signage is and will be placed in key areas throughout the property, promoting and reminding guests and staff about healthy habits and social-distancing practices. Handwashing and hand-sanitizing stations will be increased and placed in targeted areas throughout the attractions.

Enhanced Evaluating and Monitoring of Areas Throughout the Attractions

Social-distancing enforcement will be addressed and monitored throughout exhibit areas

and queue lines. Touch points throughout attractions will be evaluated and cleaned on a regular basis in keeping with CDC guidelines. Petting zoo, animal photos, and other points of animal interaction will be closely monitored. Actions needed to improve social distancing will be taken when monitoring deems it necessary.



Increased Signage for Communication to Guests

An important factor in successfully keeping our guests and staff safe is the clear communication of the new and enhanced measures being taken in the area of health and safety. To aid in that process, we are significantly increasing our use of signage throughout our attractions. These signs will provide reminders that promote social distancing to our guests and the key role they play in partnering with us.

Designation of a Healthy-at-Work Officer

In line with safety being our most important Quality Service Standard and in keeping with our existing practices, our senior director of safety will serve as our Healthy-at-Work Officer and will be assisted by his team and others he designates to help in that role. All staff will be informed of a process for reaching out to him and his team to share potential improvements or concerns.

Healthy Habits for Staff, Volunteers, Onsite Vendors, and Contractors

Protocols for Vendors and Contractors

Vendors and contractors will be provided with information regarding the protocols we will be practicing as it relates to social distancing and temperature checks. They will be expected to adhere to those protocols while on the property or provide evidence of having done so.

Protocols for Volunteers

We are blessed to have the strong commitment of many volunteers who serve alongside us. For their safety and the safety of others, our volunteers will continue to be held accountable to follow all the same protocols as our staff.

Expectation of Personal Accountability

We care deeply about the health and safety of our staff. Because of our care for them, staff are instructed to conduct a personal health assessment each day before coming to work that includes checking their temperature. Staff are instructed that if they are experiencing flu-like symptoms or register a temperature at or above 100.4, they are to inform their supervisor, stay home, follow existing sick day protocol, and take other steps in keeping with requirements given to them by their health care provider or other health agency.

If a staff member is aware of a close contact exposure to COVID-19 or has tested positive, he or she is to inform his or her direct supervisor and stay home in keeping with the requirements given by his or her health care provider or other health agency. We will follow contact tracing protocol if a staff member has been exposed or infected.



Staff are instructed to practice healthy hygiene habits and practices both at work and when away from work. These habits include regular handwashing, avoiding touching of their eyes, nose and mouth, and covering their mouth and nose with a tissue or similar item when coughing or sneezing and discarding the tissue immediately. Appropriate training will be provided in these areas.

Onsite Temperature Checks

Upon arrival to the worksite, all staff will report to a designated location to have their temperature checked and answer symptoms-free questions prior to their shift. Staff who correctly answer the questions and whose temperature reading is below 100.4° F will continue to their workstation to begin their shift. Staff with tempera-

ture readings at or above 100.4° F will be directed to a designated isolation space and rescanned after a 5-minute wait. A 100.4° F or above reading a second time will result in the staff member being sent home and instructed to take next steps in the manner keeping with requirements given by his or her health care provider or other health agency.

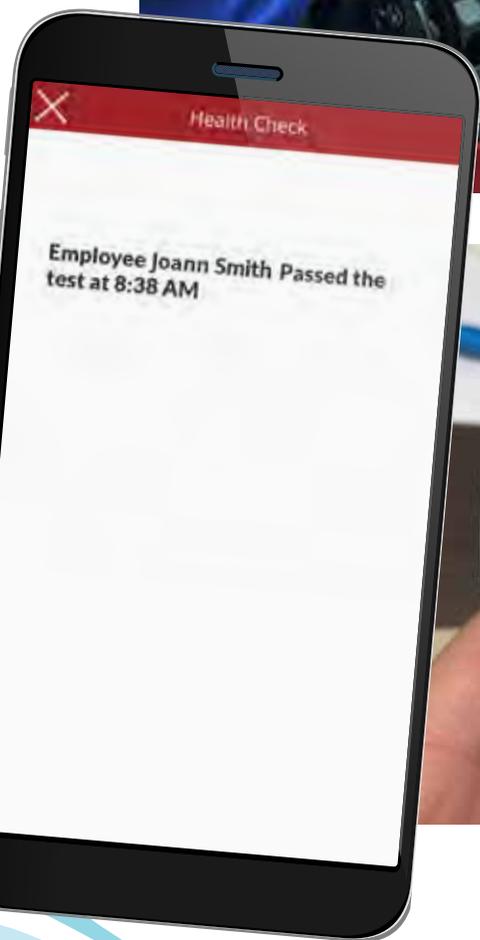
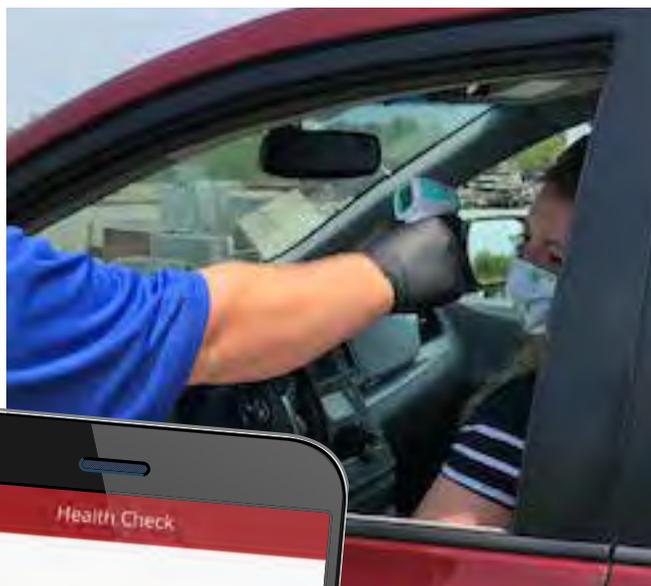
Practicing and Enforcing Social-Distancing Protocols

A continued part of our responsibility to seek to protect the health of our staff and others will be the practice and enforcement of social-distancing protocols for all staff and throughout all areas of the ministry property unless closer interaction is absolutely required to perform job duties or to ensure safety of individuals. Managers will be trained and held accountable for the reminding and enforcing of these protocols throughout the business day.

Common areas, to the greatest extent practicable, will have restricted-use protocols to maximize social distancing and reduce congestion. Individual workspaces will be arranged in a manner that will promote social distancing, and face-to-face meetings will be kept at a minimum with virtual meetings encouraged when possible.

Wearing of PPE

While on property, all staff will be required to wear PPE as is appropriate to their duties and role.



Face coverings will be worn by all staff when not working alone in an enclosed space. Staff will not be required to wear a face covering when doing so would create a serious health or safety hazard to the employee or when a staff member is unable to perform a necessary action while wearing a face covering. Training on the proper wearing of a face covering will be provided.

Staff performing job duties that require touching items touched by others will wear gloves that are regularly replaced. All staff will be trained in the proper wearing of and care for PPE.

PPE will be stocked in key areas throughout the property, and inventory will be monitored and re-stocked on an as-needed basis.

Feeling Ill During Shift

While we certainly are hopeful that it would never happen, there might be



times when a staff member begins to feel ill during work. Existing protocols will continue to be followed with some additional steps made during the current COVID-19 pandemic.

If a staff member begins to feel ill, he or she is to immediately distance from all other individuals, report the illness to his or her direct supervisor, and the supervisor will then send that team member home.

Healthy Habits for Guests

Advance Communication for Guests and Potential Guests

We have always worked to keep our guests safe while visiting us, and that commitment will continue to be of paramount focus. Along with communication immediately upon arrival, we are and will be using various tools to get the word out to our future guests, before they arrive, regarding

what to expect when they visit us and what role they will play in helping us maintain a safe and healthy experience for all. The attraction websites will be a primary communication tool for these expectations and opportunities to assist.

Encouragement Toward Personal Accountability

Guests will be informed through our websites and upon arrival at the attractions that if anyone in their party is experiencing flu-like symptoms they are encouraged to stay home and make plans to visit the attractions some day in the future when they are feeling better.



Guests considered at high risk for more serious health complications from contracting COVID-19 by the CDC will be urged to

carefully consider their plans to visit and to take recommended precautions.

Guests will also be made aware of and encouraged to take advantage of incentives to purchase tickets in advance online for later entry during the day. This will allow them to help us with spreading the guest arrivals across the day, practicing social distancing, reducing lines, and monitoring on-site attendance.

Guests and staff will be informed of our commitment to practice and enforce social distancing.

Protocols to Ensure Guest Adherence

Communication and education are the primary tools to assist guests in knowing and understanding the expectations for their practicing of safe habits while on property. As mentioned, this will be accomplished through pre-arrival communication on the websites and increased signage and audio announcements throughout the attraction. If required, reminders will be provided verbally by members of our department of public safety, our safety team, or designated attractions staff. Special accommodations for guests with medical concerns will be made when feasible.

Enhanced Cleaning Practices and Procedures

The Ark Encounter has a long-standing reputation for exceptional cleanliness. In fact, one of the traits our guests consistently rate as “excellent” in their surveys is the cleanliness of our attractions. In keeping with our Quality Service Standard of presentation, this practice will not only continue but also increase during the current season of the pandemic. Housekeeping and other staff will, while wearing appropriate PPE as the task dictates, increase their cleaning practices campus wide. Areas determined to be high-traffic and high-touch will be sanitized throughout the day in a manner in keeping with CDC guidelines.

Along with our efforts to maintain a safe and clean property, the Ark Encounter is placing added handwashing and hand-sanitizing stations for guest use at areas deemed of key importance.



Parking Procedures for Staff, Vendors, and Contractors

Staff Parking

At the Ark Encounter, staff will park in designated parking and proceed to the designated temperature-check station or participate in a temperature check while still in their vehicle prior to beginning their shift. After successful passing of the

temperature check, staff who ride shuttles will, to the greatest extent practicable, follow social-distancing and face-covering protocols while at the shuttle stop and while riding the shuttle. To the greatest extent practicable,



shuttles will operate on a schedule allowing for increased routes to accommodate the reduced capacity per trip. Shuttle interiors will be wiped down on a regular schedule throughout the business day in a manner in keeping with CDC guidelines.

Vendor & Contractor Parking and Delivery

Onsite vendors will be informed on how to follow the same procedures as the staff at all locations. Vendors and contractors making deliveries will be directed to the appropriate location prior to or upon arrival.

Visiting the Ark Encounter

The 200+ acre Ark Encounter site includes over 430,000 square feet of indoor and outdoor public areas. The indoor public areas contain nearly 240,000 square feet spread over 3 buildings, including the massive 3-level full-scale Noah's Ark. And with nearly 200,000 square feet of outdoor public space including open walking areas,

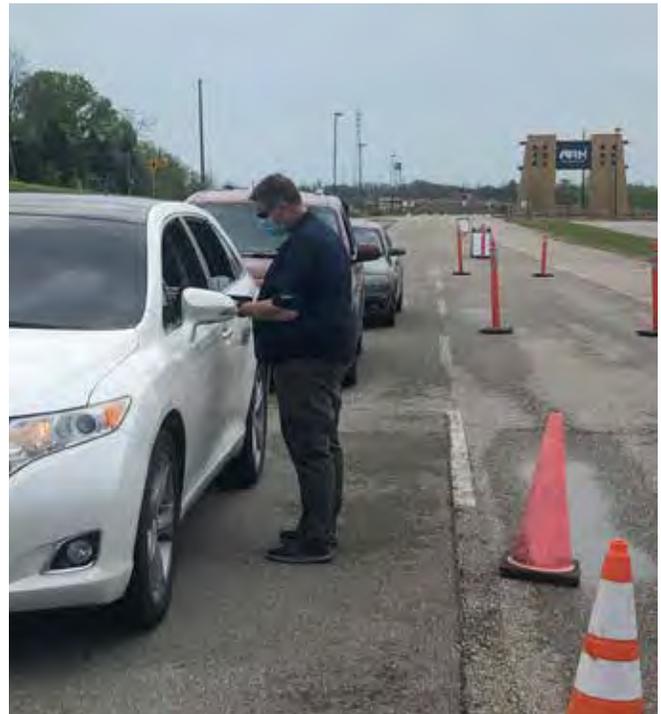
food / retail venues, garden areas, a zoo, and more, the Ark Encounter provides an environment which is highly conducive to the promotion and practice of safe and comfortable social distancing. Enhancements have been made that make social distancing even more readily practiced.

Guest Arrival

Traffic Flow and Parking

The approximately 35-acre Ark Encounter parking lot will be organized to allow for designated gates for entry and exit in keeping with our Quality Service Standard of efficiency. Guests will pay for parking upon entry while still in their vehicles, allowing for a reduction of time in lines and eliminating the need to wait to scan a ticket to leave the attraction.

Parking staff will wear appropriate PPE for their interactions with the guests while collecting monies and directing to parking spaces. To provide a positive guest experience, reduce the number of people in line, and assist in the practicing of social distancing at the ticketing building, staff and signage will inform guests that only one member of the party should leave their vehicle to purchase admission if they haven't done so online already. Guests who



purchased tickets in advance will be given direction on how to proceed without the need to go to a ticketing window.

Ticketing and Admissions



Purchasing Tickets

One guest per party will be allowed to stand in the queue line to purchase admission and other tickets. As is appropriate with our daily attendance projections, an additional ticketing building will be open to allow for the greatest dispersing of guests and staff as practicable. Tape lines, or other appropriate designations, will be placed at six-foot intervals to assist guests with practicing appropriate social distancing while in line. To promote social distancing for both staff and guests, we will, to the greatest extent practicable, be alternating open and closed ticket windows in each building to allow for appropriate spacing. Admissions staff will be wearing appropriate PPE. Wristbands will be handed out with tickets, and guests will be instructed to put them on themselves. In addition to the admission ticket(s), guests will be encouraged to purchase any additional event or special-program tickets at this time. This will eliminate or

reduce the number of trips to ticketing lines throughout the day. All point-of-sale stations will provide options for tap or touchless payment.

Entering and Riding the Shuttle Buses

In studying procedures practiced by the Transit Authority of Northern Kentucky and our own protocols, shuttle bus procedures have been adjusted to the greatest extent practicable. When approaching the bus loading zones, signage and other designations will promote social distancing while guests are in line or riding the buses. The number of buses in service will be monitored throughout the day to decrease time spent in queue lines by guests and to ensure bus capacity can be kept at a level that promotes social distancing to the greatest extent

practicable. Initial bus capacity will be reduced to 33% of normal capacity. As guest traffic reaches a point when guests will be both arriving and departing the attraction, bus doors will be designated as enter only and exit only to prevent cross-traffic. Buses will be cleaned regularly throughout the day in a manner in keeping with CDC guidelines.



Touring the Ark Encounter



Answers Center

Social distancing will be monitored throughout the building and queue lines. Doors to the Answers Center will be designated as enter- or exit-only to eliminate cross-traffic. Actions needed to improve social distancing will be taken when the monitoring deems it necessary. When appropriate to their duties, staff will be wearing gloves. Seating in the Answers Center will be reduced to 33% of normal rated capacity and adjusted as new guidance is provided. Guests will be reminded to practice appropriate social distancing expectations by leaving empty

seats between their party and others, similar to the guidance provided for places of worship by Kentucky state officials. Daily programs will be scheduled in a manner that promotes a further dispersing of guests throughout the attraction property.

Emzara's Restaurant

Guest flow into, within, and while exiting the restaurant will be established in a manner that reduces and, to some



extent, eliminates cross-traffic. Guests will pay upon entering, and staff at those locations will be wearing appropriate PPE. All point-of-sale stations will provide options for tap or touchless payment. Guest seating, tables, and other high-touch areas will be cleaned on a consistent basis in keeping with guidelines from the CDC and the Commonwealth of Kentucky.

Food preparation will take place in a manner that continues to meet all health department, FDA, and other appropriate agency standards including added recommendations from the CDC. The buffet will be replaced with a menu of items that can be ordered and acquired with a single visit through a cafeteria-style line

where guests can receive their food and drink on a single trip. This will minimize in-person contact between guests and staff. Disposable wares will be utilized to the greatest extent practicable. Interior seating will be re-arranged and monitored to meet a limit of 33% of normal rated capacity and adjusted as new guidance is provided. Outdoor seating will be utilized in an increased manner and spaced to allow adequate social distancing. When appropriate to their duties, staff will be wearing gloves.

Noah's Village

This outdoor seating and dining area will continue to provide sufficient seating options to promote safe and comfortable social distancing. Actions needed to improve social distancing will be taken when the monitoring deems it necessary. When appropriate to their duties, staff will be wearing gloves. All point-of-sale stations will provide options for tap or touchless payment. Guest seating, tables, and other high-touch areas will be cleaned on a consistent basis in keeping with CDC guidelines.



Ark

The layout of the multi-level Ark with over 165,000 square feet of public area allows for adequate and comfortable social distancing as a part of its design. Staff wearing appropriate PPE will be placed in key areas to assist guests and to encourage them toward the practice of social distancing. Actions needed to improve social distancing will be taken when the monitoring deems it necessary. When appropriate to their duties, staff will be wearing gloves. All point-of-sale stations will provide options for tap or touchless payment. High-touch items will be cleaned on a regular basis in keeping with guidelines provided by the CDC and the Commonwealth of Kentucky.



Gift Shop

Social distancing will be monitored throughout. Actions needed to improve social distancing will be taken when the monitoring deems it necessary. When appropriate to their duties, staff will be wearing gloves. Travel areas will be organized to clear space that increases opportunities for

guests to travel freely throughout. Staff at point-of-sale stations will be wearing appropriate PPE, and all stations will provide



options for tap or touchless payment. High-touch items will be cleaned on a regular basis in keeping with CDC guidelines.

Ararat Ridge Zoo

With the zoo being an outdoor and open area of the attraction, it is an area that allows for appropriate social distancing as a part of its design. Walkways throughout the zoo will be organized to decrease cross-traffic and allow spacing for guests that is both comfortable and safe. Guests making direct contact with the animals will be required to wash and / or sanitize their hands both before and after the contact. Actions needed to improve social distancing will be taken when the monitoring deems it necessary. When appropriate to their duties, staff will be wearing gloves. High-touch items will be cleaned on a regular basis in keeping with CDC guidelines.

Children's Playground

The Ark Encounter playground is open to guests, following the practice of local government officials in the reopening of playgrounds. The playgrounds will be regularly cleaned/sanitized, and we encourage guests

to practice proper safety measures with social distancing and using the available hand sanitizer. We ask that parents take precautions as needed to ensure their child's safety.

Training Practices

Training in new processes and procedures will be provided based upon the roles of the individual staff member. All staff will receive training on the key basics regarding safe and healthy practices for themselves, their co-workers, and guests, and other training will be provided specific to individual work locations, roles, and responsibilities.

The Ark Encounter will take a phased return-to-work approach to ensure best business practices and to ensure the health and safety of our staff and others. Training will take this phased approach as well, training current staff and then returning staff as they come back online. Training will take place in a manner that ensures

proper social distancing and will focus on virtual and online approaches as priority. Hands-on training will be limited to situations where it is the most effective and efficient way to train based on the procedures being taught.

Training will be tracked and monitored by the training and development team, the safety team, and / or other appropriate ministry leaders.

Ongoing Training

In keeping with existing practices, staff will participate in regular on-the-spot and scheduled training to make modifications as the opportunity and need arises.

Best Practices and Process Evaluations

To ensure a constant commitment to improvement and to adjust what we know will be changing protocols as more is learned and more progress is made, leadership will conduct regular meetings with one another, and their staff when appropriate, on an, at least, once-a-day

basis. Those meetings will be opportunities to share reminders, discuss areas of improvement, and make needed changes to the processes moving forward.

The background of the top half of the page is a photograph of the Creation Museum building. The building is a large, modern structure with a curved facade and large glass windows. In front of the building, there is a large, dark-colored dinosaur statue, possibly a Triceratops, standing on a concrete base. The scene is surrounded by lush green trees and landscaping. The entire image is overlaid with a semi-transparent dark blue filter.

CREATION MUSEUM®

A decorative graphic consisting of several overlapping, stylized green leaves of various shades, ranging from light green to dark green. The leaves are arranged in a horizontal, wavy pattern across the bottom half of the page.

Creation Museum
ReStart Process & Procedure

Pre-Opening Enhancements to Promote Safe Practices

Enhancement to Guest Arrival and Visit Practices

Changes to the hours of operation and other measures are being implemented to allow guests to arrive over a longer period of time throughout the day and reduce the number of guests on the property at any given time. Guests are being encouraged to purchase tickets online in advance to save time and avoid the ticketing process at the park. Incentives are being offered for later entry to the park to help spread the arrival and on-site times out over a longer period. Guest capacity will be closely monitored throughout the business day to assist in the practicing of social distancing.

By order of the Kentucky Governor effective on July 10, 2020 (until further notice), face coverings are required to enter and are to be worn where you cannot reasonably social distance (buses, interior spaces, etc.)—unless medical or safety reasons prevent you from doing so. Children 5 years old and younger are also exempt from wearing masks.

Enhancements of Parking Process

To promote social distancing (6 ft.), and in keeping with our Quality Service Standard of efficiency, guest parking has been modified in a manner that allows for guests to retrieve parking passes while still in their vehicles. Specifics about this process

are included in the appropriate area of this document.

Enhancements to Building Layouts

High-foot-traffic areas have been re-organized and re-structured to ensure ease of social distancing to the greatest extent practicable for guests and staff. Where needed, one-way traffic lanes have been established, furnishings have been moved, and materials have been re-purposed.

Enhanced Promotion of and Provision for Healthy Habits and Social Distancing

When referenced in this document, social distancing will be using the CDC-recommended 6-foot measurement.

Additional signage is and will be placed in key areas throughout the property, promoting and reminding guests and staff about healthy habits and social distancing practices. Handwashing and hand-sanitizing stations will be increased and placed in targeted areas throughout the attractions.

Enhanced Evaluating and Monitoring of Areas Throughout the Attractions

Social distancing enforcement will be addressed and monitored throughout exhibit areas and queue lines. Touch points throughout attractions will be evaluated and cleaned on a regular basis in keeping with CDC guidelines. Petting zoo, animal photos, and other points of animal interaction will be closely monitored. Actions needed to improve social distancing will be taken when monitoring deems it necessary.



Increased Signage for Communication to Guests

An important factor in successfully keeping our guests and staff safe is the clear communication of the new and enhanced measures being taken in the area of health and safety. To aid in that process, we are significantly increasing our use of signage throughout our attractions. These signs will provide reminders that promote social distancing to our guests and the key role they play in partnering with us.

Designation of a Healthy-at-Work Officer

In line with safety being our most important Quality Service Standard and in keeping with our existing practices, our senior director of safety will serve as our Healthy-at-Work Officer and will be assisted by his team and others he designates to help in that role. All staff will be informed of a process for reaching out to him and his team to share potential improvements or concerns.

Healthy Habits for Staff, Volunteers, Onsite Vendors, and Contractors

Protocols for Vendors and Contractors

Vendors and contractors will be provided with information regarding the protocols we will be practicing as it relates to social distancing and temperature checks. They will be expected to adhere to those protocols while on the property or provide evidence of having done so.

Protocols for Volunteers

We are blessed to have the strong commitment of many volunteers who serve alongside us. For their safety and the safety of others, our volunteers will continue to be held accountable to follow all the same protocols as our staff.

Expectation of Personal Accountability

We care deeply about the health and safety of our staff. Because of our care for them, staff are instructed to conduct a personal health assessment each day before coming to work that includes checking their temperature. Staff are instructed that if they are experiencing flu-like symptoms or register a temperature at or above 100.4, they are to inform their supervisor, stay home, follow existing sick-day protocol, and take other steps in keeping with requirements given to them by their health care provider or other health agency.

If a staff member is aware of a close contact exposure to COVID-19 or has tested positive, he or she is to inform his or her direct supervisor and stay home in keeping with the requirements given by his or her health care provider or other health agency. We will follow contact-tracing protocol if a staff member has been exposed or infected.

Staff are instructed to practice healthy hygiene habits and practices both at work and when away from work. These habits include regular handwashing, avoiding touching of their eyes, nose, and mouth, covering their mouth and nose with a tissue or similar item when coughing or sneezing and discarding the tissue immediately. Appropriate training will be provided in these areas.



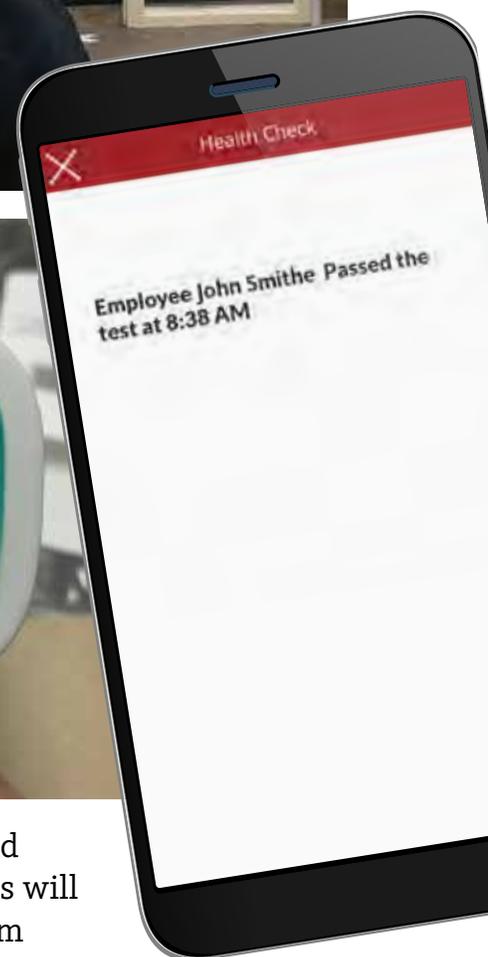
Onsite Temperature Checks

Upon arrival to the worksite, all staff will report to a designated location to have their temperature checked and answer symptoms-free questions prior to their shift. Staff who correctly answer the questions and whose temperature reading is below 100.4° F will continue to their workstation to begin their shift. Staff with temperature readings at or above 100.4° F will be directed to a designated isolation space and rescanned after a 5-minute wait. A 100.4° F or above reading a second time will result in the staff member being sent home and instructed to take next steps in the manner keeping with requirements given by his or her health care provider or other health agency.

Practicing and Enforcing Social Distancing Protocols

A continued part of our responsibility to seek to protect the health of our staff and others will be the practice and enforcement of social-distancing protocols for all staff and throughout all areas of the ministry property unless closer interaction is absolutely required to perform job duties or to ensure safety of individuals. Managers will be trained and held accountable for the reminding and enforcing of these protocols throughout the business day.

Common areas, to the greatest extent practicable, will have restricted-use protocols to maximize social distancing and reduce congestion. Individual workspaces will be arranged in a manner that will promote



social distancing, and face-to-face meetings will be kept at a minimum with virtual meetings encouraged when possible.



Wearing of PPE

While on property, all staff will be required to wear PPE as is appropriate to their duties and role.

Face coverings will be worn by all staff when not working alone in an enclosed space. Staff will not be required to wear a face covering when doing so would create

a serious health or safety hazard to the employee or when a staff member is unable to perform a necessary action while wearing a face covering. Training on the proper wearing of a face covering will be provided.

Staff performing job duties that require touching items touched by others will wear gloves that are regularly replaced. All staff will be trained in the proper wearing of and care for PPE.

PPE will be stocked in key areas throughout the property and inventory will be monitored and re-stocked on an as-needed basis.

Feeling Ill During Shift

While we certainly are hopeful that it would never happen, there might be times when a staff member begins to feel ill during work. Existing protocols will continue to be followed with some additional steps made during the current COVID-19 pandemic.

If a staff member begins to feel ill, he or she is to immediately distance from all other individuals, report the illness to his or her direct supervisor, and the supervisor will then send that team member home.

Healthy Habits for Guests

Advance Communication for Guests and Potential Guests

We have always worked to keep our guests safe while visiting us, and that commitment will continue to be of paramount

focus. Along with communication immediately upon arrival, we are and will be using various tools to get the word out to our future guests, before they arrive, regarding what to expect when they visit us and

what role they will play in helping us maintain a safe and healthy experience for all. The attraction websites will be a primary communication tool for these expectations and opportunities to assist.

Encouragement Toward Personal Accountability

Guests will be informed through our websites and upon arrival at the attractions that if anyone in their party is experiencing flu-like symptoms they are encouraged to stay home and make plans to visit the attractions some day in the future when all are feeling better.



Guests considered at high risk for more serious health complications from contracting COVID-19 by the CDC will be urged to carefully consider their plans to visit and to take recommended precautions.

Guests will also be made aware of and encouraged to take advantage of incentives to purchase tickets in advance online for later entry during the day. This will allow them to help us with spreading the guest arrivals across the day, practicing social distancing, reducing lines, and monitoring on-site attendance.

Guests and staff will be informed of our commitment to practice and enforce social distancing.

Protocols to Ensure Guest Adherence

Communication and education are the primary tools to assist guests in knowing and understanding the expectations for their practicing of safe habits while on property. As mentioned, this will be accomplished through pre-arrival communication on the websites and increased signage and audio announcements throughout the attraction. If required, reminders will be provided verbally by members of our department of public safety, safety team, or designated attractions staff. Special accommodations for guests with medical concerns will be made when feasible.

Enhanced Cleaning Practices and Procedures



The Creation Museum has a long-standing reputation for exceptional cleanliness. In fact, one of the traits our guests con-

sistently rate us as “excellent” on in their surveys is the cleanliness of our attractions. In keeping with our Quality Service Standard of presentation, this practice will not only continue but also increase during the current season of the pandemic. Housekeeping and other staff will, while wearing appropriate PPE as the task dictates, increase their cleaning practices campus-wide. Areas determined to be high-traffic and high-touch will be sanitized throughout the day in a manner in keeping with CDC guidelines.

Along with our efforts to maintain a safe and clean property, the Creation Museum is placing added handwashing and hand-sanitizing stations for guests use at areas deemed of key importance.

Parking Procedures for Staff, Vendors, and Contractors

Staff Parking

Procedures for staff parking at the Creation Museum will remain the same. At these locations, staff will park their vehicles and walk to their designated temperature-check station or participate in a temperature check while still in their vehicle prior to beginning their shift.

Vendor & Contractor Parking and Delivery

Onsite vendors will be informed on how to follow the same procedures as the staff at all locations. Vendors and contractors making deliveries will be directed to the appropriate location prior to or upon arrival.

Visiting the Creation Museum

Situated on a 50-acre property, the Creation Museum features nearly 70,000 square feet of indoor public areas and 72,000 square feet of outdoor public space, including open walking areas, botanical gardens, a zoo, and more. All of this makes for an environ-

ment highly conducive to the promotion and practice of safe and comfortable social distancing. Enhancements have been made that make social distancing even more readily practiced.

Guest Arrival

Traffic Flow and Parking

The Creation Museum's 5.5-acre parking lot will be organized to allow for designated gates for entry and exit in keeping with our Quality Service Standard of efficiency. Guests will pay for parking upon entry while still in their vehicles, allowing for a reduction of time in lines and eliminating the need to wait to scan a ticket to leave the attraction.

Parking staff will wear appropriate PPE for their interactions with the guests while collecting monies and directing to parking spaces. To provide a positive guest experience, reduce the number of people in line, and assist in the practicing of social distancing at the ticketing building, staff and signage will inform guests that only one member of the party should leave their vehicle to purchase admission tickets if they haven't done so online already. Guests who purchased tickets in advance will be given direction on how to proceed without the need to go to a ticketing window.



Ticketing and Admissions



Purchasing Tickets

One guest per party will be allowed to stand in the queue line to purchase admission and other tickets. Tape lines, or other appropriate designations will be placed at six-foot intervals to assist guests with practicing appropriate social distancing while in line. To promote social distancing for both staff and guests, we will, to the greatest extent practicable, be opening alternating ticket windows. Admissions staff will be wearing appropriate PPE.



Wristbands will be handed out with tickets, and guests will be instructed to put them on themselves. In addition to the admission ticket(s), guests will be encouraged to purchase any additional event or special-program tickets at this time. This will eliminate or reduce the number of trips to ticketing throughout the day. All point-of-sale stations will provide options for tap or touchless payment.

Entrance Gates

Upon the purchase of their tickets, guests can then gather the rest of their party that remained in their vehicles and proceed to the marked entrance. Guests who have pre-purchased tickets will be instructed upon arrival that they can all proceed directly to a separate entrance gate upon parking where they will receive their wristbands. This will avoid the creation of unneeded lines and allow for the practice of social distancing.

Entering the Attraction

Garden Path

Guests will proceed to the Creation Museum building through the wide garden pathway. The pathway will be set up and marked with signage allowing for one-way foot traffic both to and from the Creation Museum.

Entering Creation Museum

Multiple doors will be marked for one-way entrance to and exit from the Creation Museum, allowing for the minimization of congestion in the Portico, doorways, and hallways and for maximizing of social-distancing practices. Throughout the guest's visit, staff will be on hand not only to continue to practice our commitment to hospitality but also to assist in encouraging social-distancing habits.



Touring the Creation Museum

Food Venues

Food preparation will take place in a manner that continues to meet all health department, FDA, and other appropriate agency standards. Food delivery will be modified to promote social distancing and reduce in-person contact between guests and staff. Disposable wares will be utilized to the greatest extent practicable. Interior seating will be monitored to meet a limit of 33% of normal rated capacity

(adjusted as new guidance is provided). Outdoor seating will be utilized in an increased manner and spaced to allow adequate social distancing. When appropriate to their duties, staff will be wearing gloves. Point-of-sale stations will provide options for tap or touchless payment. Guest seating, tables, and other high-touch areas will be cleaned on a consistent basis in keeping with CDC guidelines and the Commonwealth of Kentucky.



Retail Locations

Social distancing will be monitored throughout. Actions needed to improve social distancing will be taken when the monitoring deems it necessary. When appropriate to their duties, staff will be wearing gloves. Travel areas will be organized to clear space that increases opportunities for guests to travel freely throughout. Staff at point-of-sale stations will be wearing appropriate PPE, and all

point-of-sale stations will provide options for tap or touchless payment. High-touch items will be cleaned on a regular basis in keeping with CDC guidelines.

4D Special FX Theater

At the entrance of the theater, a staff member will track the number of guests entering and close the show when 33% of normal rated capacity is reached (adjusted as new guidance is provided). Guests will be reminded to practice appropriate social distancing by leaving enough empty seats between their party and others, similar to the guidance provided for places of worship by Kentucky state officials. One-way entry and exit doors will be established to eliminate cross-traffic. Active 3D glasses will be distributed by staff wearing appropriate PPE and practicing social distancing to the greatest extent practicable. As is existing practice, used glasses will be sanitized at the end of each show. Seating will be properly cleaned and sanitized throughout the day.





Planetarium

A staff member will track the number of guests entering and close the show at 33% of normal rated capacity (adjusted as new guidance is provided). Guests will be reminded to practice appropriate social-distancing expectations by leaving enough empty seats between their party and others, similar to the guidance provided for places of worship by Kentucky state officials. One-way entry and exit doors will be established to eliminate cross-traffic. Seating will be properly cleaned and sanitized throughout the day.

Exhibits Walk-Through

Social distancing will be monitored throughout exhibits. Actions needed to improve social distancing will be taken when the monitoring deems it necessary.



When appropriate to their duties, staff will be wearing gloves. High-touch items will be cleaned on a regular basis in keeping with CDC guidelines.

Legacy Hall

A staff member will track the number of guests entering and close the show at 33% of normal rated capacity (adjusted as new guidance is provided). Guests will be reminded to practice appropriate social distancing by leaving enough empty seats between their party and others, similar to guidance provided by Kentucky officials for places of worship. One-way entry will be established to eliminate cross-traffic. Guests will be dismissed from the auditorium by sections to eliminate crowding upon exiting.

Palm Plaza

Social distancing will be monitored throughout Palm Plaza. Actions needed to improve social distancing will be taken when the monitoring deems it necessary. When appropriate to their duties, staff will be wearing gloves. High-touch items will be cleaned on a regular basis in keeping with CDC guidelines.

Eden Animal Experience

With the zoo being an outdoor and open area of the attraction, it is an area that allows for appropriate social distancing as a part of its design. Walkways throughout the zoo will be organized to decrease cross-traffic and allow spacing for guests that is both comfortable and safe. Guests interacting directly with animals will be expected to wash and / or sanitize their hands both before and after contact. Actions needed to improve social distancing will be taken when the monitoring deems it necessary. When appropriate to their duties, staff will be wearing gloves. High-touch items will be

cleaned on a regular basis in keeping with CDC guidelines.

Children's Playground

The Creation Museum playground is open to guests, following the practice of local government officials in the reopening of playgrounds. The playgrounds will be regularly cleaned/sanitized, and we encourage guests to practice proper safety measures with social distancing and using the available hand sanitizer. We ask that parents take precautions as needed to ensure their child's safety.



Training in new processes and procedures will be provided based upon the roles of the individual staff member. All staff

Training Practices

will receive training on the key basics regarding safe and healthy practices for themselves, their co-workers, and guests, and other training will be provided specific to individual work locations, roles, and responsibilities.

The Creation Museum will take a phased return-to-work approach to ensure best business practices and to ensure the health and safety of our staff and others. Training will take this phased approach as well, training current staff and then returning staff as they come back online.

Training will take place in a manner that ensures proper social distancing and will focus on virtual and online approaches as priority. Hands-on training will be limited

to situations where it is the most effective and efficient way to train based on the procedures being taught.

Training will be tracked and monitored by the training and development team, the safety team, and / or other appropriate ministry leaders.

Ongoing Training

In keeping with existing practices, staff will participate in regular on-the-spot and scheduled training to make modifications as the opportunity and need arises.

Best Practices and Process Evaluations

To ensure a constant commitment to improvement and to adjust what we know will be changing protocols as more is learned and more progress is made, leadership will conduct regular meetings with one another, and their staff when appropri-

ate, on an, at least, once-a-day basis. Those meetings will be opportunities to share reminders, discuss areas of improvement and make needed changes to the processes moving forward.



Answers IN GENESIS®

Answers in Genesis ReStart Process & Procedure

Includes information for Answers in Genesis offices, and
the Hebron Design Center and Warehouse

Pre-Opening Enhancements to Promote Safe Practices

Enhanced Promotion of and Provision for Healthy Habits and Social Distancing

When referenced in this document, social distancing will be using the CDC-recommended 6-foot measurement.

Additional signage is and will be placed in key areas throughout the property, promoting and reminding guests and staff about healthy habits and social distancing practices. Handwashing and hand-sanitizing stations will be increased and placed in targeted areas throughout the attractions.

Designation of a Healthy-at-Work Officer

In line with safety being Answers in Genesis' most important Quality Service Standard and in keeping with our existing practices, our senior director of safety will serve as our Healthy-at-Work Officer and will be assisted by his team and others he designates to help in that role. All staff

will be informed of a process for reaching out to him and his team to share potential improvements or concerns.



Phased Return of Office Staff

Answers in Genesis will take a phased return-to work approach to ensure best business practices and the health and safety of our staff and others. At all Answers in Genesis office locations, staff will continue to telework to the greatest extent practicable. Staff who do need to come to the offices will do so in keeping with the parameters laid out in this document. Face-to-face meetings will be kept at a minimum to the greatest extent practicable.



Healthy Habits for Staff, Volunteers, Onsite Vendors, and Contractors

Protocols for Vendors and Contractors

Vendors and contractors will be provided with information regarding the protocols Answers in Genesis will be practicing as it relates to social distancing and temperature checks. They will be expected to adhere to those protocols while on the property or provide evidence of having done so.

Protocols for Volunteers

Answers in Genesis is blessed to have the strong commitment of many volunteers who serve alongside us. For their safety and the safety of others, our volunteers will continue to be held accountable to follow all of the same protocols as our staff.

Staff Expectation of Personal Accountability

We care deeply about the health and safety of our staff. Because of our care for them, staff are instructed to conduct a personal health assessment each day before coming to work that includes checking their temperature. Staff are instructed that if they are experiencing flu-like symptoms or register a temperature at or above 100.4, they are to inform their supervisor, stay home, follow existing sick-day protocol, and take other steps in keeping with requirements given to them by their health care provider or other health agency.

If a staff member is aware of a close contact exposure to COVID-19 or has tested

positive, he or she is to inform his or her direct supervisor and stay home in keeping with the requirements given by his or her health care provider or other health agency. Answers in Genesis will follow contact-tracing protocol if a staff member has been exposed or infected.

Staff are instructed to practice healthy hygiene habits and practices both at work

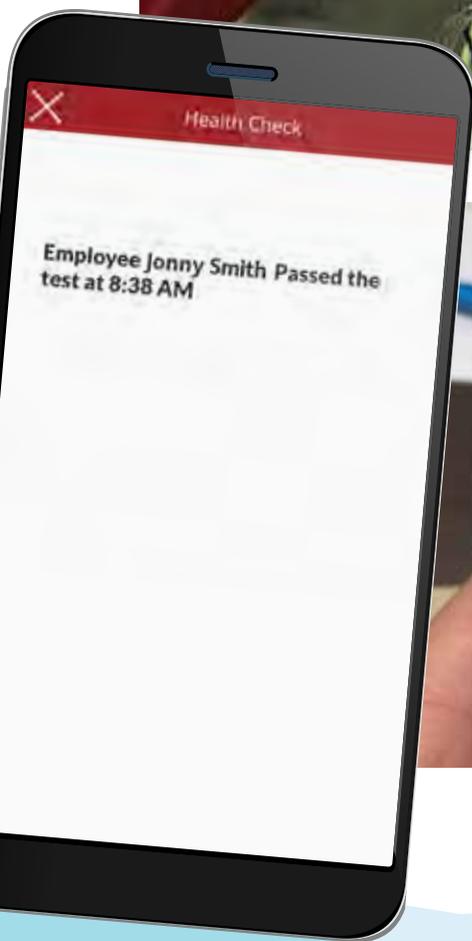
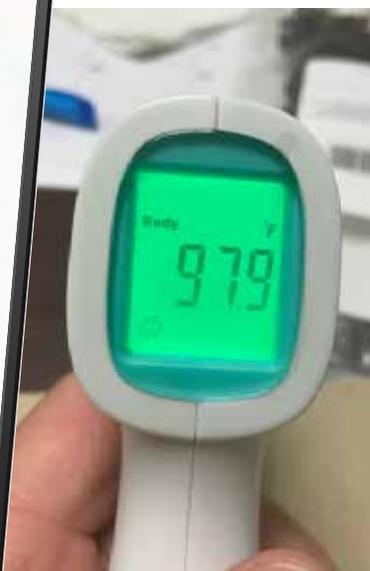
and when away from work. These habits include regular handwashing, avoiding touching of their eyes, nose, and mouth, covering their mouth and nose with a tissue or similar item when coughing or sneezing and discarding the tissue immediately. Appropriate training will be provided in these areas.

Onsite Temperature Checks

Upon arrival to the worksite, all staff will report to a designated location to have their temperature checked and answer symptoms-free questions prior to their shift. Staff who correctly answer the questions and whose temperature reading is below 100.4° F will continue to their workstation to begin their shift. Staff with temperature readings at or above 100.4° F will be directed to a designated isolation space and rescanned after a 5-minute wait. A 100.4° F or above reading a second time will result in the staff member being sent home and instructed to take next steps in the manner keeping with requirements given by his or her health care provider or other health agency.

Practicing and Enforcing Social-Distancing Protocols

A continued part of our responsibility to seek to protect the health of our staff and others will be the practice and enforcement of social-distancing protocols for all staff and throughout all areas of the ministry property unless closer interaction is absolutely required to perform job duties or to ensure safety of individuals. Managers will



be trained and held accountable for the reminding and enforcing of these protocols throughout the business day.

Common areas, to the greatest extent practicable, will have restricted-use protocols to maximize social distancing and reduce congestion. Individual workspaces will be arranged in a manner that will promote social distancing, and face-to-face meetings will be kept at a minimum with virtual meetings encouraged when possible.



Wearing of PPE

While on property, all staff of Answers in Genesis will be required to wear PPE as is appropriate to their duties and role.

Face coverings will be worn by all staff when not working alone in an enclosed space. Staff will not be required to wear a face covering when doing so would create a serious health or safety hazard to the employee or when a staff member is unable to perform a necessary action while wearing a face covering. Training on the proper wearing of a face covering will be provided.

Staff performing job duties that require touching items touched by others will wear gloves that are regularly replaced.

PPE will be stocked in key areas throughout the property and inventory will be monitored and re-stocked on an as-needed basis.

Feeling Ill During Shift

While we certainly are hopeful that it would never happen, there might be times when a staff member begins to feel ill during work. Existing protocols will continue to be followed with some additional steps made during the current COVID-19 pandemic.

If a staff member begins to feel ill, he or she is to immediately distance from all other individuals, report the illness to his or her direct supervisor, and the supervisor will then send that team member home.

Healthy Habits for Guests to Our Offices

Advance Communication for Guests and Potential Guests

During the current situation, Answers in Genesis will keep visits to the offices at an absolute minimum. Guests to the office will be informed of all protocols for being in the office and will be expected to comply in order to be allowed to visit.

Encouragement Toward Personal Accountability

Guests will be asked to be sure that if they or anyone in their party is experiencing

flu-like symptoms to stay home and make plans to visit the attractions some day in the future when all are feeling better.

Guests considered at high risk by the CDC for more serious health complications from contracting COVID-19 will be urged to carefully consider their plans to visit and take recommended precautions.

Guests will be informed of our commitment to practice and enforce social distancing for both our staff and visitors.

Enhanced Cleaning Practices and Procedures

Answers in Genesis has a long-standing reputation for exceptional cleanliness. In fact, one of the traits our guests consistently rate us “excellent” in their surveys is the cleanliness of our attractions. In keeping with our Quality Service Standard of presentation, this practice will not only continue but also increase during the current season of the pandemic. House-keeping and other staff will, while wearing appropriate PPE as the task dictates, increase their cleaning practices campus wide. Areas determined to be high-traffic and high-touch will be sanitized throughout the day in a manner in keeping with CDC guidelines.

Along with our efforts to maintain a safe and clean property, Answers in Genesis has placed and is placing added handwashing and hand sanitizing stations for guest use at areas deemed of key importance.



Parking Procedures for Staff and Vendors

Staff Parking

Procedures for staff parking at Petersburg and Hebron locations will remain the same. At these locations, staff will park their vehicles and walk to their designated temperature-check station prior to beginning their shift or participate in a temperature check while still in their vehicle.

Vendor & Contractor Parking and Delivery

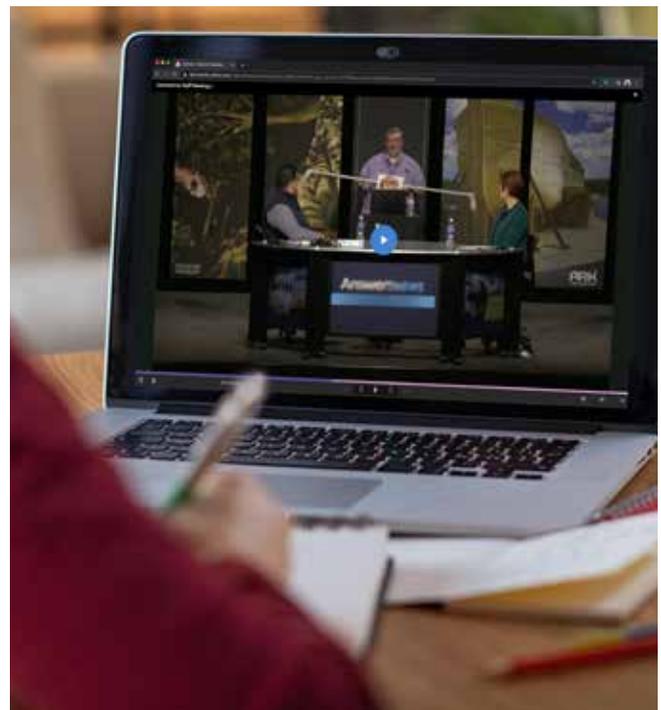
Onsite vendors will be informed on how to follow the same procedures as the staff at all locations. Vendors and contractors making deliveries will be directed to the appropriate location prior to or upon arrival.

Training Practices

Training in new processes and procedures will be provided depending upon the roles of the individual staff member. All staff will receive training on the key basics regarding safe and healthy practices for themselves, their co-workers, and guests, and other training will be provided specific to individual work locations, roles, and responsibilities.

Answers in Genesis will take a phased return-to-work approach to ensure best business practices and to ensure the health and safety of our staff and others. Training will take this phased approach as well, training, first, existing staff and then returning staff as they come back online.

Training will take place in a manner that ensures proper social distancing and will focus on virtual and online approaches as priority. Hands-on training will be limited to situations where it is the most effective



and efficient way to train based on the procedures being taught.

Training will be tracked and monitored by the training and development team, the safety team, and / or other appropriate ministry leaders.

Ongoing Training

In keeping with existing practices, on going training for staff at all levels of responsibility will participate in regular on-the-spot and scheduled training to make modifications as the opportunity and need arises.

Best Practices and Process Evaluations

To ensure a constant commitment to improvement and to adjust what we know will be changing protocols as more is learned and more progress is made, leadership will conduct regular meetings with

one another, and their staff when appropriate, on an, at least, once a day basis to share reminders, discuss areas of improvement and make needed changes to the processes moving forward.

Warehouse

Vendors and contractors will be provided with information regarding the protocols Answers in Genesis will be practicing in regard to social distancing and temperature checks. They will be expected to adhere to those protocols while on the property or provide evidence of having done so in keeping with the policies of their organizations.

Warehouse staff will, like all other staff, engage in enhanced cleaning practices on a regular basis and give increased attention to high-touch areas throughout the day. To the greatest extent practicable and when deemed necessary, they will engage in social distancing, face covering, and the wearing of PPE.