



Reopening COSI Responsibly:

A Plan Rooted in Science

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COSI President and CEO

In the midst of a global pandemic, the need for science literacy and engagement has become more obvious than ever. To help spark and fuel interest in science, we are pleased to be reopening the nation's #1 science center. As with all things at COSI, we planned diligently for our reopening, and prepared a comprehensive guide for our guests and Team members titled "Reopening COSI Responsibly: A Plan Rooted in Science." In this guide you will find details on what COSI has done to provide a safe and healthy environment for our visitors and Team. This guide also provides insight on advance reservations for tickets as well as what guests should expect once they arrive at COSI.

As a science center, we have leveraged the latest information from the scientific and medical communities - including the Center for Disease Control and the National Institutes of Health, as well as the science museum and cultural institutions' community as a whole - to develop and implement a number of safeguards. At COSI, we know it is science that will help us understand the spread, morbidity and mortality of the coronavirus. It is science that will afford us the development of therapeutics to assist and facilitate the recovery of our loved ones. It is science that will ultimately offer up a vaccine to globally control the pandemic. And so, we at COSI turned to science to ensure we are providing the safest possible environment for our guests and Team. We look forward to welcoming everyone, including the scientists of tomorrow who will save us from the next global pandemic.



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What is COVID-19?

Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. It has spread from China to many other countries around the world, including the United States. Due on the severity of COVID-19's international impacts and outbreak conditions—including those rising to the level of a pandemic—many aspects of daily life including travel, trade, tourism, food supplies, and financial markets have been impacted by this disease. It is important to continue educating the public and the COSI Team about COVID-19 to understand the limitations each individual faces and to take precautionary measures seriously.

Symptoms

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. These symptoms may appear 2-14 days after exposure to the virus and may include fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, fatigue, sore throat, nausea or vomiting, diarrhea, and loss of taste or smell.

Transmission

The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet for 15 minutes or more).
- Through respiratory droplets produced when an infected person coughs, sneezes or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- Evidence suggests that infected people who are not showing symptoms, and therefore may not know that they are infected, can still spread COVID-19.

The virus is also thought to be spread from contact with contaminated surfaces or objects. It may be possible that a person can get COVID-19 by touching a surface or object contaminated with the virus and then touching their mouth, nose, or possibly their eyes. The virus that causes COVID-19 is spreading very easily and sustainably between people. Information from the ongoing COVID-19 pandemic suggests that this virus is spreading more efficiently than influenza, but not as efficiently as measles, which is highly contagious.

Risks

COSI has taken enhanced health and safety measures—for you, our other Guests, and Team Members. Guests must follow all posted instructions while visiting COSI. An inherent risk of exposure to COVID-19 exists in any public place where people are present. According to the Centers for Disease Control and Prevention, senior citizens and Guests with underlying medical conditions are especially vulnerable. By visiting COSI, Guests voluntarily assume all risks related to exposure to COVID-19.



Requirements for Reopening COSI

Reopening Responsibly

Nothing is more important to COSI than the health and safety of our Guests and Team. As a science center, COSI acutely understands the importance of maintaining a healthy and safe environment and the science behind COVID-19 transmission and prevention. COSI made a decision early in the COVID-19 crisis to only reopen to the public when it was safe to do so. COSI has closely aligned its reopening protocols with Ohio Governor DeWine's Responsible Restart Ohio Guidelines. We have also carefully instituted new health and safety protocols within the COSI building and implemented ways for the COSI Team and Guests to be together, while ensuring social distancing.

Data-Driven Decisions in Partnership with Experts

COSI has always put the safety and welfare of our community, Guests, and Team first. Since COSI closed its building on March 13, 2020, we have navigated these unprecedented times and been frequent and transparent in all of our communications. We will continue to do so as we return to serving Guests and make in-person science learning available to everyone again. We are planning a gradual reopening, with room to adjust as we evaluate the latest data and receive ongoing guidance from our local, state and federal government and feedback from COSI's Team and Guests. COSI has built this flexible plan for reopening with further consultation from the Association of Science and Technology Centers, the American Alliance of Museums, and local public health officials. COSI has implemented a number of safeguards; including the addition of our new UV-C Photohydroionization air sterilization system in partnership with Dublin, OH-based Air Force One. The new HVAC system uses state-of-the-art science to recreate natural processes that happen outdoors to create fresh, clean air indoors.

Phased Reopening Plan for COSI

- COSI has committed to reopening at an appropriate pace that ensures the safety of the Team and Guests. Through a phased approach to reopening, COSI will slowly open in stages and test our policies and procedures to quickly pivot and make adjustments as needed.
- **COSI will reopen to COSI Members and the general public on Friday, November 20, 2020. Reservations will be required for all guests and face coverings required for guests 6 years of age and older. COSI will be open to COSI Members and the general public on Fridays, Saturdays, and Sundays from November 20, 2020 through January 3, 2021 from 10:00am to 5:00pm. COSI will be closed Friday, December 25 for Christmas Day.**
- As part of a phased approach to reopening, COSI will limit person-to-person contact, monitor the number of visitors, and restrict or prohibit access to certain areas of the building.



Important Changes for COSI Guests

Throughout the COVID-19 crisis, COSI has been committed to reopening at an appropriate time and in a manner that ensures the safety of the COSI Team and our valued Members and Guests. When Guests return, they will notice COSI has made a number of very important changes for their health and safety that include:



- To ensure adequate space inside COSI for social distancing, all Guests, including COSI Members, must reserve a timed admission ticket online before arriving at COSI;
- COSI Members and the general public arriving without a timed admission ticket reserved online cannot be accommodated and will be denied entry to COSI;
- To expedite guest check-in, COSI general admission has been simplified to a single, all-inclusive ticket;
- All COSI Team Members and all COSI Guests 6 years of age and older are required to wear face coverings while visiting COSI;
- Signage to encourage social distancing and proper hygiene as recommended by the Centers for Disease Control will be posted throughout the COSI building;
- All Guests will be encouraged to utilize hand sanitizer stations as they enter the building;
- Hand sanitizer stations have also been placed throughout COSI at high-touch surfaces and nearby hands-on exhibits;
- To provide a contact less experience, guests are recommended to bring a personal stylus pen to interact with COSI's touch-activated exhibits. The stylus pen can be used to operate interactive touchscreens, press buttons, and engage with other hands-on experiences located throughout the science center.
- Enhanced cleaning and disinfection protocols have been put in place to ensure the COSI building and interactive exhibitions remain as clean as possible;
- COSI has implemented a new UV-C Photohydroionization air sterilization system to the COSI building in partnership with Dublin, OH-based HVAC company Air Force One. Put simply, we are using state of the art science to recreate natural processes that happen OUTDOORS to create fresh, sterilized air INDOORS.
- Early entry on weekdays to *little kidspace* for Ultimate and Premium Family COSI Members will be unavailable until further notice to permit additional cleaning of this space;
- COSI's Planetarium will be open on a limited basis with reduced capacity in accordance with guidelines for social distancing.
- **Due to restricted spaces, some COSI experiences will remain closed for the foreseeable future, including:***
 - National Geographic Giant Screen Theater
 - Gadgets Stage
 - Motion Simulator
 - High-Wire Unicycle
 - Submarine and Alvinsphere in the *Ocean* Exhibition Area
 - Bernoulli Blowers and Wind Table in the *Gadgets* Exhibition Area
 - Mercury Capsule in the *Space* Exhibition Area
 - 3D Audio in the *Life* Exhibition Area
 - Wired Voice in the *WOSU* Exhibition Area
 - All telephones in the *Progress* Exhibition Area
 - Hallway experiences such as Nano, Secrets of Circles, and Sun, Earth, Universe
 - Drinking Fountains



Extension and Update to Traveling Exhibitions

- The *¡Cuba!* exhibition in the American Museum of Natural History Special Exhibition Gallery will be included with COSI Membership or general admission and has been extended through January 3, 2021;
- *Doc McStuffins: The Exhibit* will open at COSI from November 20, 2020 to January 3, 2021 and will be included with COSI Membership or general admission. Doc McStuffins: The Exhibit features the McStuffins Toy Hospital environment and offers families an opportunity to explore the hospital, assume doctor play roles, and help solve problems, all while learning lessons about healthy habits, empathy, and nurturing care.
- *The Animation Academy* exhibition, originally scheduled for Summer 2020, has been postponed to Summer 2021.

Retail Locations

COSI partners with Event Network (EN) for services in the Science₂Go gift shop. EN, a national service provided for museum retail stores, has an extensive strategic plan for ensuring the safety of its customers and Team. Social distancing will be monitored throughout the store and actions needed to improve social distancing will be taken when the monitoring deems it necessary. When appropriate to their duties, Team will be wearing gloves. Travel areas will be organized to clear space that increases opportunities for Guests to travel freely throughout. Team 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.

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 Team. Disposable wares will be utilized to the greatest extent practicable. Interior seating will be monitored to meet a limit of 25% 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, Team 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 State of Ohio.



Physical Distancing, Cleanliness & Hygiene Guidelines



- All Guests, Contractors, Volunteers, and COSI Team must practice good hand hygiene while at COSI
- Washing hands properly with soap and water is the most effective means of good hand hygiene, followed by proper use of a hand sanitizer with at least 60% alcohol
 - Proper use of hand sanitizer will kill the virus that causes COVID-19 but is not effective in killing all germ types
 - Hand sanitizer may be less effective if hands are greasy or soiled
- There are many additional things you can do throughout the day that will offer more protection for you and your fellow Team Members:
 - Be sure to wash hands more frequently, avoid touching face, practice good respiratory etiquette by coughing or sneezing into your elbow rather than into the air;
 - Wear a cloth face covering while at work and in public to help protect against the spread of the virus (these will be provided to COSI Team, or COSI Team Members can wear an approved face covering brought from home);
 - Practice recommended social distancing to the greatest extent possible – “Further is safer”;
 - If your position requires the use of disposable gloves, be sure to change gloves as often as recommended;
 - You will see new hand-sanitizing stations throughout the building - please use these frequently;
 - Social distancing faces unique challenges in the hospitality sector - please remember to keep as much distance as possible between you, your fellow Team Members, and our Guests.



Team Care Guidelines

Protocols for Vendors and Contractors

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

Protocols for COSI Volunteers

COSI is fortunate 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 paid Team.

Expectation of Personal Accountability

- COSI cares deeply about the health and safety of our Team and Guests. Because of our care for them, Team Members are instructed to conduct a personal health assessment each day before coming to work that includes checking their temperature.
 - Temperature checks will also be performed as Team Members, Volunteers, and Contractors enter the building.
- Team Members are instructed that if they are experiencing new 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 Team Member is aware of a close contact exposure to COVID-19 or has tested positive, they should inform their direct supervisor and stay home in keeping with the requirements given by their health care provider or other health agency. Close contact is defined as contact closer than 6 feet for more than 10 minutes.
- We will follow contact tracing protocol if a Team Member has been exposed or infected.

COSI Team 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.

To ensure the safety of our Team and Guests, all Team Members and Volunteers will be trained on the proper use of PPE, environmental cleaning and disinfection, hand hygiene, respiratory etiquette, and new operating guidelines.



Training Practices

Overall Training Outcomes:

- **KNOWLEDGE:** Team Members know the scientific principles of how coronaviruses infect, transmit, and spread; Team Members know protocols and guidelines for safe operations
- **SKILLS:** Team Members can consider and implement changes in operations, Team Member impact and Guest impact based on the protocols and guidelines; Team Members communicate proactively and reactively with each other and Guests based on provided communications tools
- **ATTITUDE:** Team Members believe that these protocols are the appropriate and responsible response that will keep Team Members and Guests safe
- **BEHAVIOR:** Team Members will have the knowledge, build and practice the skills, and demonstrate the attitude for COSI to provide a safe and engaging experience for Team Members and Guests
- Training in new processes and procedures will be provided based upon the roles of the individual Team Member. All Team Members will receive training on the key basics regarding safe and healthy practices for themselves, their fellow Team Members, and Guests, as well as additional training will be provided specific to individual work locations, roles, and responsibilities.
- COSI will take a phased return-to-work approach to ensure best business practices and to ensure the health and safety of our Team and others. Training will take this phased approach as well, training current Team and then returning Team as they come back to work.
- 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 Organizational Learning & Development Team, the Safety Team, and/or individual supervisors.

Ongoing Training

- In keeping with existing practices, Team Members will participate in regular on-the-spot and scheduled training to make modifications as the opportunity and need arises.
- 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 Team Members when appropriate, on a regular basis. Those meetings will be opportunities to share reminders, discuss areas of improvement, and make needed changes to the processes moving forward.



Wearing of Personal Protective Equipment (PPE)

- While in the building, all Team Members will be required to wear PPE as is appropriate to their duties and role;
- Face coverings
 - Face coverings will be worn by all Team Members when working in the building.
 - Team Members are not required to wear a face covering when:
 - Doing so would create a serious health or safety hazard;
 - A Team Member is unable to perform a necessary action while wearing a face covering;
 - The Team Member is working alone in an enclosed area or appropriately physically distanced workspace.
- Team Members performing job duties that require touching items touched by others will wear gloves;
- Team Members performing jobs in close contact with others will be provided with safety glasses;
- All Team will be trained in the proper wearing of and care for PPE;
- PPE will be stocked in key areas throughout the building, and inventory will be monitored and re-stocked on an as-needed basis.

Returning to the Building

- Reconfigure office spaces, workstations, counters, etc. to allow for at least six feet between Team Members while at their workstations.
- Reconfigure break rooms and create alternative space for breaks where physical distancing is possible. Provide outdoor seating areas for COSI Team.
- Team Members and Volunteers are discouraged from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
- Avoid sharing vehicles when traveling. When Team Members or Visitors must travel together the use of face coverings is strongly recommended.
- Team Members, Volunteers, and Contractors will be required to complete a self assessment prior to arrival as well as perform a temperature check upon entering the building.



Admissions & Exhibitions Guidelines

Every position at COSI has different requirements and requires a different set of operational guidelines, so supervisors will be working across the institution to ensure individuals receive appropriate training. However, we do want everyone on the Team to be aware of some of the guidelines to be implemented upon reopening:

Enhanced Cleaning Practices and Procedures

- COSI 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 high standards of presentation, this practice will not only continue but also increase to meet pandemic guidelines.
- Support Services and other Team Members will, while wearing appropriate PPE as the task dictates, increase their cleaning practices building 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 environment, COSI is placing added hand-sanitizing stations for Guest use at areas deemed of key importance.

In addition to these guidelines, increased sanitization of high-touch surfaces will be in effect until further notice. This includes the following locations and processes:

- Hands-on exhibits and loose parts that people touch often and more frequently;
- The admissions, membership, and Guest Relations desks as well as their equipment;
- Door handles, handrails, elevator buttons, drinking fountains;
- Bathrooms (handles, sinks and counters, faucets, stall door latches, towel dispenser);
- Increasing the number of available hand sanitization stations throughout the building;
- Keeping soap, sanitizer, and paper towels stocked;
- Continuing to communicate sanitization plan to Team and the public.

Definitions

- When referenced in this document, social distancing will be using the CDC-recommended six feet of separation.
- Cleaning refers to the removal of germs from surfaces. Cleaning alone does not kill germs. However, by removing the germs, it decreases their number and therefore reduces the risk of spreading infection.
- Disinfecting is defined by use of chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.
- PPE is defined as Personal Protective Equipment (glasses, goggles, gloves etc.)



General

- The risk of exposure to COSI Team while cleaning and disinfecting is inherently low, but this risk will be minimized further with use of PPE.
- Basic PPE for cleaning and disinfecting includes face coverings and disposable gloves.
- Team Members should wear disposable gloves while handling trash and wash hands immediately after.
- Cleaning cloths should be placed in a plastic container that can be easily disinfected after use.
- Disposable wipes or paper towels should be disposed of immediately.

High Traffic Areas (Exhibitions, Restrooms, & Office Spaces)

- High-foot-traffic areas have been reorganized and re-structured to ensure ease of social distancing to the greatest extent practicable for Guests and Team.
- Where needed, one-way walking paths have been established, furnishings have been moved and materials have been re-purposed.
- Public areas such as exhibition areas should be cleaned and disinfected daily, but this may vary according to visitation levels.
- In point of sale locations, surfaces involved in payment transactions will be cleaned after each transaction.
- High-touch surfaces will be disinfected frequently throughout the day depending on visitation levels. High-touch surfaces include door handles and push plates, railings, switches, touchscreens and countertops.
- Any items, such as loose parts in the exhibition areas, that visitors handle should be disinfected.
- Team offices, even private offices, should be disinfected several times a week, particularly keyboards, phones, door handles, light switches, desktops and drawer pulls, chair armrests and other high-touch surfaces.
- Restrooms should be cleaned and disinfected several times throughout the day depending on visitation levels.



Safety & Security Guidelines

As we prepare to reopen COSI to our Members and public, we need to keep safety and security in mind. Our best defense against aggressive or hostile behavior is to defuse a situation before it escalates. When dealing with aggressive or hostile situation, the first initial contact is critical. Approaching the situation calmly, listening attentively, and treating every person with respect is the best way to keep yourself along with everyone else safe.

If at any time, an individual is refusing to cooperate and/or the conversation begins to escalate, the Team Member should step back and retreat to a safe area, contact COSI's Safety Team, and await assistance. Always remember your safety and the safety of others comes first.

Communications Guidelines

Ongoing and consistent communications with the COSI Team, Members, and public is essential for success. Below are some additional details and links to assist you in this effort.

- For up-to-date information about COSI's response to the COVID-19 crisis, please visit cosi.org/covid19.

Advance Communication for Guests and Potential Guests

- COSI has always worked to keep our Guests safe while visiting and that commitment will continue to be of paramount focus. Along with communication immediately upon arrival, we are and will be using multiple communications channels 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.
- COSI's website and social media channels will be primary communication tools for these expectations and opportunities to assist.

Encouragement Toward Personal Accountability

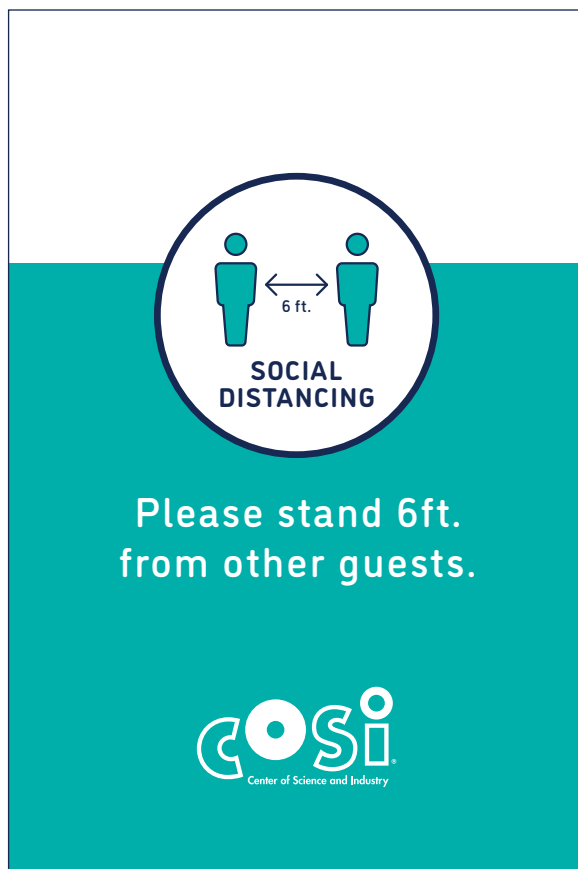
- Guests considered at high risk for more serious health complications from contracting COVID-19 by the CDC will be urged to carefully consider their plans to visit and to take recommended precautions.
- Guests will also be made aware of the requirement to purchase tickets in advance online. This will 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 Team will be informed of our commitment to practice and enforce social distancing.



On-site Signage

- An important factor in successfully keeping our Guests and Team 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.
- Additional signage is and will be placed in key areas throughout and outside the building, promoting and reminding Guests and Team about healthy habits and social-distancing practices.

EXAMPLES



Theaters

Planetarium

A Team Member will track the number of Guests entering and close the show at 25% 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 cultural institutions by 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.

