



**MINNESOTA  
SPORTS FACILITIES  
AUTHORITY**

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## **MINNESOTA SPORTS FACILITIES AUTHORITY**

### **Affirmative Action Plan for July 1, 2024 – June 30, 2026**

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**Minnesota Sports Facilities Authority**

**1005 4<sup>th</sup> Street South**

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To request an alternative format of this document, please contact Mary Fox-Stroman, email: [Mary.Fox-Stroman@MSFA.com](mailto:Mary.Fox-Stroman@MSFA.com).

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# Statement of Commitment

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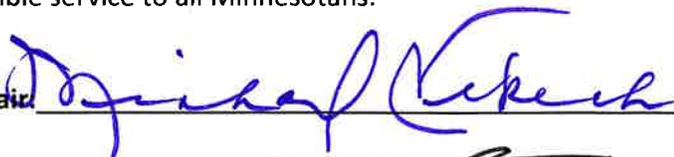
Minnesota Statutes 2023, section 473.143, subdivision 2

This statement reaffirms the Minnesota Sports Facilities Authority (hereafter “the Authority” or “MSFA”) is committed to Minnesota’s statewide affirmative action efforts and providing equal employment opportunity to all employees and applicants in accordance with equal opportunity and affirmative action laws.

We affirm my personal and official support of these policies which provide that:

- No individual shall be discriminated against in the terms and conditions of employment, personnel practices, or access to and participation in programs, services, and activities, or subject to harassment, on the basis of race, color, creed, religion, national origin, sex, marital status, disability, public assistance, age, sexual orientation, gender identity, familial status, membership or activity in a local human rights commission, genetic information, retaliation.
- The Authority is committed to the implementation of the affirmative action policies, programs, and procedures included in this plan to ensure that employment practices are free from discrimination. Employment practices include, but are not limited to the following: hiring, promotion, demotion, transfer, recruitment or recruitment advertising, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training. We will provide reasonable accommodation to employees and applicants with disabilities.
- The Authority will continue to actively promote a program of affirmative action, wherever females, persons with disabilities, and racial or ethnic minorities are underrepresented in the workforce, and work to retain all qualified, talented employees, including protected group employees.
- The Authority will evaluate its efforts, including those of its directors, in promoting equal opportunity and achieving affirmative action objectives contained herein. In addition, the Authority will expect all employees to perform their job duties in a manner that promotes equal opportunity for all.

It is the Authority’s policy to provide an employment environment free of any form of discriminatory harassment as prohibited by federal, state, and local human rights laws. We strongly encourage suggestions as to how we may improve. We strive to provide equal employment opportunities and the best possible service to all Minnesotans.

MSFA Chair:  Date Signed: 9/19/2024

MSFA Executive Director:  Date Signed: 9/19/2024

## Organizational Profile

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In May 2012, the Minnesota legislature established the Authority as a public body and political subdivision of the state. Per Minnesota Statutes, 473J.07, Subd. 2 the Authority is comprised of five board members who serve four-year terms. The governor of the State of Minnesota appoints the chair and two additional members, and the mayor of the City of Minneapolis appoints two members.

The Governor appointed Michael Vekich as the Chair of the Authority in July 2017. Tony Sertich and Angela Burns Finney were also appointed to the board by the Governor. The Mayor of the City of Minneapolis appointed William McCarthy and Sharon Sayles Belton as board members. The board sets policy for the administration of the Authority and the Executive Director directs the Authority's operations and carries out the policies established by the board.

When the Authority was created its mission was to provide for the construction, financing and long-term use of the stadium and the related stadium infrastructure as a venue for professional football and a broad range of other civic, community, athletic, educational, cultural and commercial activities. Construction of U.S. Bank Stadium began in 2013 and during construction the Authority acted as the stadium's developer and was responsible for construction oversight and management. When construction was completed, and U.S. Bank Stadium opened in July 2016, the Authority's mission began to change as it now had oversight responsibility for stadium operations. It hired ASM Global to manage and operate the stadium, and Aramark Sports and Entertainment Services was hired to provide the stadium's premium catering service in the six clubs and the suites, and food and beverage service in the concession stands, the various bars, portable carts and various vending locations.

# Individuals Responsible for Directing and Implementing the Affirmative Action Plan

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Minnesota Statutes 2023, section 473.143, subdivision 2, (b)

## A. Executive Director

### Responsibilities

The Commissioner is responsible for establishing an Affirmative Action Plan, including goals, timetables, and compliance with all federal and state laws and regulations. Annually, the Executive Director will report the Authority's progress in meeting its affirmative action goals and objectives to the Commissioner of MMB.

### Duties

The duties of the Executive Director include, but are not limited to:

- Appoint the Affirmative Action Officer or designee and include accountability for the administration of the agency's Affirmative Action Plan in his or her position description.
- Take action, if needed, on complaints of discrimination and discriminatory harassment.
- Issue a statement affirming the Authority's commitment to affirmative action and equal employment opportunity and ensure the statement is shared with all employees.
- Make decisions and changes in policies, procedures or physical accommodations as needed to implement effective affirmative action in the Authority.
- Actively promote equal employment opportunity and incorporate diversity and inclusion principles in annual business plans, strategic plans, and the Authority's mission.
- Notify all contractors and sub-contractors of their affirmative action responsibilities.
- Enforce equal employment opportunity in affirmative and non-affirmative hiring decisions reviewed in the hiring process.
- Require all Authority directors to include responsibility statements to support affirmative action, equal opportunity, diversity, and cultural responsiveness in their position descriptions and annual objectives.
- Comply with the Authority's anti-discrimination and anti-harassment policies.

### Accountability

The Executive Director is accountable directly to the Chair of the Authority who is accountable to the Governor and indirectly to the Commissioner of MMB for affirmative action matters.

Name of individual(s) responsible

**Name:** Ed Kroics

**Title:** Executive Director

Email: [Ed.Kroics@MSFA.com](mailto:Ed.Kroics@MSFA.com)

Phone: [612.335.3315](tel:612.335.3315)

## **B. Affirmative Action Officer**

### Responsibilities

The Affirmative Action Officer is directly responsible for developing, coordinating, implementing, and monitoring the Authority's affirmative action plan.

### Duties

The duties of the Affirmative Action Officer include, but are not limited to:

- Develop and administer the Authority's Affirmative Action Plan.
- Develop and administer the Authority's affirmative action hiring goals.
- Monitor compliance and fulfill all affirmative action reporting requirements.
- Disseminate the affirmative action policy to all employees.
- Inform the Executive Director of progress on affirmative action and equal opportunity goals and report potential concerns.
- Act as the affirmative action liaison between the Authority, MMB, and the Governor's Office.
- Determine the need for affirmative action training within the Authority.
- Review and recommend changes in policies, procedures, programs, and physical accommodations to implement affirmative action and equal opportunity.
- Develop innovative programs to attract and retain individuals from protected groups in the Authority.
- Support and recruit females, persons with disabilities, and racial or ethnic minorities for employment, promotion, and training opportunities.
- Manage the Authority's pre-hire review process.
- Review requests for non-affirmative hires in the Monitoring the Hiring process and refer unresolved issues to the Executive Director for final decision.
- Ensure supervisors and managers are making good faith efforts to recruit and retain qualified candidates and employees from protected groups.
- Oversee the administration of the Americans with Disabilities Act Title I and Title II.
- Maintain records of requests for reasonable accommodations.
- Oversee the administration of the Authority's Diversity Recruitment program.
- Comply with state-wide and the Authority's anti-discrimination and anti-harassment policies.

## Accountability

The Affirmative Action Officer is accountable to the Executive Director for program impacts and for ongoing program activities and direction. The Affirmative Action Officer oversees the administration of ADA Title II, manages diversity and inclusion initiatives, and other equal opportunity related matters. In addition, the AAO ensures that aggregate data and trends of complaints of illegal discrimination in hiring are provided and shared with the Executive Director.

## Name of individual(s) responsible

**Name:** Mary Fox-Stroman

**Email:** Mary.Fox-Stroman@MSFA.com

**Title:** CFO

**Phone:** 612.335.3311

**Email:**

**Phone:**

## C. Americans with Disabilities Act Title I Coordinator

### Responsibilities

The Americans with Disabilities Act (ADA) Title I Coordinator is responsible for ensuring the Authority's compliance with the ADA Title I – Employment, in accordance with the ADA - as amended, and the Minnesota Human Rights Act.

### Duties

The duties of the ADA Title I Coordinator include, but are not limited to:

- Provide guidance, coordination, and direction to Authority Executive Director on the ADA. The Authority develops and implements policies, procedures, and practices to ensure Authority employment practices and programs are accessible and nondiscriminatory.
- Provide training, technical guidance, and consultation to Authority staff on compliance and best practices for hiring and retaining persons with disabilities, as well as the provision of reasonable accommodations to employees and job applicants.
- Track and facilitate requests for reasonable accommodation for job applicants and employees, as well as members of the public accessing Authority services.
- Ensure compliance with ADA reporting according to state and federal requirements.
- Assist the Affirmative Action Officer in designing and delivering specific ADA training for targeted groups.
- Provide reasonable accommodations to qualified individuals (as defined by ADA) with known physical or mental disabilities, to enable them to compete in the selection process, perform essential functions of the job, and/or enjoy equal benefits and privileges. The ADA Coordinator must:

- Discuss the purpose and essential functions of the job and complete a step-by-step job analysis;
  - Determine the precise job-related limitations;
  - Identify potential accommodations and assess the effectiveness each would have in allowing the employee to perform essential functions of the job; and
  - After discussion and review, select and implement the accommodations that are appropriate for both the employee and the employer.
- Comply with the Authority anti-discrimination and anti-harassment policies.

### Accountability

The ADA Title I Coordinator is accountable to the Executive Director.

### Name of individual(s) responsible

**Name:** Mary Fox-Stroman

**Email:** Mary.Fox-Stroman@MSFA.com

**Title:** CFO

**Phone:** 612.335.3311

## **D. Americans with Disabilities Act Title II Coordinator**

### Responsibilities

The Americans with Disabilities Act (ADA) Title II Coordinator is responsible ensuring the Authority's compliance with the ADA Title II – Public Services, in accordance with the ADA as amended, and the Minnesota Human Rights Act.

### Duties

The duties of the ADA Title II Coordinator include, but are not limited to:

- Provide guidance, coordination, and direction to Authority management on the ADA. The Authority develops and implements policies, procedures, and practices to ensure Authority employment practices and programs are accessible and nondiscriminatory.
- Provide training, technical guidance, and consultation to the Authority's management and staff on compliance and best practices with regards and obligations to members of the public with disabilities, as well as the provision of reasonable modifications for visitors.
- Track and facilitate requests for reasonable modifications for members of the public accessing Authority services.
- Ensure compliance with ADA reporting according to state and federal requirements.
- Assist the Affirmative Action Officer in designing and delivering training for Authority employees and assisting with ADA modifications for the public.

- Provide reasonable modifications to members of the public (as defined by ADA) with known physical or mental disabilities to ensure equal access and privileges to programming and services. The ADA Title II Coordinator will consult with the member of the public in need of a modification and:
  - Discuss the purpose and essential functions of the reasonable modification.
  - Identify the potential modifications and assess the effectiveness of each request.
  - After discussion and review, select and implement the modifications that are appropriate for both the members of the public and the Authority.
- Comply with state-wide and Authority anti-discrimination and anti-harassment policies.

### Accountability

The ADA Title II Coordinator is accountable to the Executive Director.

Name of individual(s) responsible

**Name:** Mary Fox-Stroman

**Email:** Mary.Fox-Stroman@MSFA.com

**Title:** CFO

**Phone:** 612.335.3311

## E. All Employees

### Responsibilities

All employees are responsible for conducting themselves in accordance with the Authority’s policy of equal employment opportunity. This includes refraining from any actions that would subject any employee to negative treatment on the basis of race, creed, color, sex (including pregnancy), national origin, age, marital status, familial status, disability, sexual orientation, gender expression, gender identity, reliance on public assistance, membership or activity in a local human rights commission, religion, political opinions, or affiliations. Employees who believe they have been subjected to such discrimination or harassment are encouraged to use the Authority’s complaint procedure.

### Duties

The duties of all employees include, but are not limited to:

- Exhibit an attitude of respect, courtesy, and cooperation toward colleagues and the public.
- Refrain from any actions that would adversely affect a colleague on the basis of their race, creed, color, sex (including pregnancy), national origin, age, marital status, familial status, disability, sexual orientation, gender expression, gender identity, reliance on public assistance, membership or activity in a local human rights commission, religion, political opinions, or affiliations.

- Comply with Authority anti-discrimination and anti-harassment policies.

## Accountability

Employees are accountable to the Authority's Executive Director. All employees are responsible for conducting themselves in accordance with the Affirmative Action Plan.

## Communication of the Affirmative Action Plan

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Minnesota Statutes 2023, section 473.143 subdivision 2, (c)

The following information describes the methods that the Authority takes to communicate the Affirmative Action Plan to employees and the general public:

### Internal Methods of Communication

- **Internal memorandum.** The Affirmative Action Officer will send an internal memo to employees each year. This message identifies the location of the Affirmative Action Plan and the employee's responsibility to read and understand it. It also indicates the employee's responsibility to support and implement equal opportunity and affirmative action.
- The Authority's Affirmative Action Plan is available to all employees on its website at [www.MSFA.com](http://www.MSFA.com) and in print to anyone who requests it. As requested, the Authority will make the plan available in alternative formats.
- **Printed copy.** A physical copy of the Authority's Affirmative Action Plan is available to employees at the following address:

**Minnesota Sports Facilities Authority  
1005 4<sup>th</sup> Street So., Minneapolis, MN 55415**

### External Methods of Communication

- **Public website.** The Authority's Affirmative Action Plan is available on its website at [www.MSFA.com](http://www.MSFA.com). Printed copies are available to anyone who requests them. As requested, the Authority will make the plan available in alternative formats.
- **Equal opportunity employer language.** The Authority's website homepage, letterhead, publications, and all job postings include the statement "Affirmative Action/Equal Opportunity Employer."
- A physical copy of the Authority's Affirmative Action Plan is available to contractors, vendors, and members of the public at the following address:

**Minnesota Sports Facilities Authority  
1005 4<sup>th</sup> Street So., Minneapolis, MN 55415**

## **Policies, Procedures, and Notice**

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### **EQUAL EMPLOYMENT OPPORTUNITY POLICY**

This statement affirms the Authority's policy of providing Equal Opportunity to all employees and applicants for employment in accordance with all applicable Equal Opportunity laws, directives and regulations of federal, state, and local governing bodies or agencies.

The Authority will not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, ancestry, sex, sexual orientation, disability, age, marital status, status with regard to public assistance, membership on a local human rights commission, protected veteran status, or any other protected characteristic.

The Authority prohibits the harassment of any employee or applicant for employment because of race, color, creed, religion, national origin, ancestry, sex, sexual orientation, disability, age, marital status, status with regard to public assistance, membership on a local human rights commission, protected veteran status, or any other protected characteristic.

The Authority also prohibits retaliation, including intimidation, threats, or coercion, because an employee or applicant has objected to discrimination or harassment or has otherwise sought to obtain his/her legal rights under any local, state, or federal Equal Employment Opportunity law.

The Authority will commit the necessary time and resources, both financial and human, to achieve the goals of Equal Employment Opportunity and Affirmative Action. Employees or subcontractors not complying with applicable equal employment opportunity/ affirmative action laws may be subject to appropriate action by the Authority, including but not limited to disciplinary action, termination of employment, and termination of a contract.

The Authority has appointed an EEO Coordinator to manage the Equal Employment Opportunity Program: Mary Fox-Stroman. If you feel you have been a victim of discrimination or wish to review the Authority's Affirmative Action Plan, please contact Mary Fox-Stroman (612-335-3311).

### **POLICY AGAINST DISCRIMINATION, HARASSMENT, AND OFFENSIVE BEHAVIOR**

It is the Authority's policy and commitment to maintain a workplace environment that is free from discrimination; harassment; offensive, degrading or discriminating remarks or actions; and any unwelcome conduct that is based on an individual's race, color, creed, religion, national origin, ancestry, sex, sexual orientation, disability, age, marital status, status with regard to public assistance, membership on a local human rights commission, protected veteran status, or any other protected characteristic. Offensive behavior prohibited by this policy includes, but is not limited to, requests for any employee to engage in illegal, immoral or unethical conduct. Offensive, harassing, discriminatory or any otherwise intimidating behavior by any employee or other person

performing services for the Authority, including any supervisor, manager, coworker, sub-contractor, vendor, client or customer will not be tolerated by the Authority and is prohibited. The Authority will not tolerate retaliation or intimidation of any kind against anyone making a report or complaint of harassment, discrimination, or offensive behavior or participating in an investigation of such complaint.

Harassment consists of unwelcome conduct, whether verbal, written, physical or visual, that is based on a protected group status. The Authority will not tolerate verbal or physical conduct by any employee that harasses, disrupts or interferes with another's work performance, or that creates an intimidating, offensive, or hostile work environment.

Sexual harassment is one specific form of offensive behavior. Sexual harassment includes but is not limited to:

- Unwanted and unwelcome physical contact of any kind including sexual advances, requests for sexual favors and other physical, verbal, written or visual conduct of a sexual nature that affects hiring or employment decisions, interferes with an individual's work performance or otherwise creates an intimidating, hostile or offensive working environment.

### **Complaint Procedure**

If any Authority employee is subjected to offensive behavior of any kind, employees are strongly encouraged to object to the behavior and should immediately report it to their respective supervisor or other designated person(s) identified in the Authority's harassment policy.

Allegations of discrimination, offensive behavior, harassment, and/or retaliation will be promptly and thoroughly investigated by the Authority in as objective and confidential manner as possible. The facts discovered by the investigation will determine the response to each incident reported. Any employee found to have violated the Authority's Policy Against Discrimination, Harassment, and Offensive Behavior may be disciplined up to and including termination from employment. Retaliation or any other intimidation toward anyone reporting offensive behavior, harassment or discrimination will not be tolerated by the Authority.

## SEXUAL HARASSMENT POLICY

It is the Authority's policy to provide all individuals with a work environment that is free from disruptive elements such as sexual harassment and any other type of harassment. The Authority recognizes that harassment undermines morale and interferes with productivity and will not be tolerated by the Authority. This policy is intended to allow all Authority employees to work in an environment free from all forms of harassment. Employees are expected to comply with this policy not only at their regular work locations but in all situations where they are representing the Authority, are attending Authority-sponsored events or any other related activities.

Harassment as any other offensive behavior can be based on race, color, creed, gender, age, religion, national origin, sexual orientation, marital or public assistance status, pregnancy, disability, protected veteran status, or any other status or characteristic protected by law. Harassment can occur in a single incident or through a pattern of behavior; it does not need to be deliberate or intentional to constitute a violation of this Policy.

Harassment can result from a broad range of actions that could include but are not be limited to, the following:

- Unwanted Sexual Advances or Requests for Sexual Favors (whether directed toward a person of the opposite or same sex) May Be:
  - Unwanted physical contact or conduct of any kind, including sexual flirtations, touching, patting, pinching or brushing against another person's body.
  - Sexual oriented "kidding" or "teasing", practical jokes and obscene printed visual or graphic material, including e-mail.
  - Explicit sexual propositions.
  - Sexist remarks about a person's body, sexual activities or gestures.
  - Unwanted staring or leering.
- Requesting Sexual Favors Accompanied By Implied or Overt Threats Concerning an Individual's Employment
- Granting Employment Benefits or Opportunities Because of an Individual's Submission to a Supervisor's or Manager's Sexual Advances or Requests for Sexual Favors
- Racial or Ethnic Insults or Derogatory Remarks or "Jokes"
- Religious "slurs"

### Reporting Procedure

Every employee is expected to avoid any behavior or conduct that could be reasonably interpreted by an ordinary person as prohibited discrimination or harassment. Everyone is also expected to inform any person in the workplace whose conduct the employee finds unwelcome or offensive.

The Authority Harassment Policy applies to each and every employee of the Authority. All employees have a personal responsibility to conduct themselves in compliance with this policy and to report any

observations of conduct inconsistent with the policy. Anyone who has questions regarding the policy should contact the CFO.

### **Complaint Procedure**

If an employee feels harassed or offended by another employee, by a supervisor, by a manager, by a customer, or by any other person whom the employee may encounter in the course of employment, whether the opposite sex or same sex, and if the employee does not feel able to confront the offending person directly, she/he should report the incident to her/his direct supervisor or the CFO. It is NOT SUFFICIENT to merely discuss a complaint with any person other than your supervisor as a means of reporting it to the Authority. The employee must notify his/her supervisor or the CFO and submit a Complaint of Discrimination/Harassment Form. This form is available in Appendix A. A copy of this document will be provided to all employees.

### **Non-Retaliation**

The Authority will not tolerate retaliation or intimidation of any kind against anyone making a report or complaint of harassment, discrimination, or offensive behavior or participating in an investigation of such complaint. No employee who reports a violation of this Policy in good faith will be subject to any adverse employment action because of the reporting. Retaliation is prohibited against an employee because he or she has opposed discriminatory practices including complaining of discrimination or harassment through the internal complaint procedures; filing a charge of discrimination with any municipal, state, or federal equal employment opportunity agency; or participating in an investigation of a charge or complaint of discrimination or workplace harassment. Such retaliation and intimidation are prohibited.

## **Religion and National Origin Discrimination and Accommodation for Religious Observance and Practice**

As a part of the Authority's commitment to Equal Employment Opportunity for all, we have made a specific effort to ensure that national origin and religion are not factors in recruitment, selection, promotion, transfer, termination, or participation in training. The following activities are undertaken to ensure religion and national origin are not used as a basis for employment decisions:

1. Recruitment resources are informed of our commitment to provide equal employment opportunity without regard to national origin or religion.
2. Our employees are informed of our policy and their duty to provide equal opportunity without regard to national origin or religion.
3. Employment practices exist and are reviewed to ensure that we implement equal employment opportunity without regard to national origin or religion.
4. The religious observances and practices of our employees are accommodated, except where the requested accommodation would cause undue hardship on the conduct of our business.

5. We do not discriminate against any qualified applicant or employee because of race, color, creed, disability, age, sex, sexual orientation, marital status, or status with regard to public assistance in implementing the policy concerning non-discrimination based on national origin or religion.

## **Notice Under the Americans with Disabilities Act**

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In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”), the Minnesota Sports Facilities Authority will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** The Minnesota Sports Facilities Authority does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

**Effective Communication:** The Minnesota Sports Facilities Authority will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Minnesota Sports Facilities Authority’s programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** The Minnesota Sports Facility Authority will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the Minnesota Sports Facilities Authority offices, however pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the Minnesota Sports Facilities Authority, should contact Mary Fox-Stroman at [Mary.Fox-Stroman@MSFA.com](mailto:Mary.Fox-Stroman@MSFA.com) as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the Minnesota Sports Facilities Authority to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

### **Requests for Accommodation**

Requests for reasonable accommodation for programs, services, or activities of the Minnesota Sports Facilities Authority should be directed to Mary Fox-Stroman at [Mary.Fox-Stroman@MSFA.com](mailto:Mary.Fox-Stroman@MSFA.com). A request form is available in Appendix B - Request for ADA Reasonable Accommodation Form. A copy of this document will be provided to all employees.

The Minnesota Sports Facilities Authority will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary

aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

## **The Minnesota Sports Facilities Authority Grievance Procedure Under Title II of the Americans with Disabilities Act**

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This Grievance Procedure is established to meet the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Minnesota Sports Facilities Authority. The Authority’s Reasonable Accommodation policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Minnesota Sports Facilities Authority  
1005 4<sup>th</sup> Street So., Minneapolis, MN 55415  
Attn. Mary Fox-Stroman, CFO**

Within 15 calendar days after receipt of the complaint, Mary Fox-Stroman or her designee will meet or communicate with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting or communication, Mary Fox-Stroman or her designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the Minnesota Sports Facilities Authority and offer options for substantive resolution of the complaint.

If the response by Mary Fox-Stroman or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the CFO or her designee.

Within 15 calendar days after receipt of the appeal, the CFO or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the CFO or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Mary Fox-Stroman or her designee, appeals to the CFO or her designee, and responses will be retained by the Authority for at least three years.

# Evacuation Procedure for Individuals with Disabilities or Otherwise in Need of Assistance

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The Minnesota Sports Facilities Authority follows the procedures developed by ASM Global that describe in detail building evacuation and shelter-in-place procedures for use in the event of emergencies. This procedure which includes the ADA Evacuation Plan is explained below:

## PROCEDURES FOR U.S. BANK STADIUM EVENT EMERGENCIES (INCLUDING SHELTER-IN-PLACE AND EVACUATION)

An emergency or crisis can happen any time of the day, any time of year, and the U.S. Bank Stadium/ASM Global Emergency Response Plan has been developed with flexibility to be activated whenever an emergency occurs. An emergency that occurs during a sellout Minnesota Vikings game may appear very different from one taking place overnight during the off-season; however, the underlying emergency management and Incident Command System principles and actions described in this plan will apply to both.

This Plan has been designed as "all hazards," able to be applied to a wide range of emergency incidents occurring at U.S. Bank Stadium in any of the following general types of operation:

- Overnights, weekends, or holidays (no games or events): Assumes a minimum group of employees is at the facility, and all major decision makers are off-site.
- Normal business day (no games or events): Covers the day-to-day operations of U.S. Bank Stadium/ASM Global, during normal business hours when there are no events being held. Employees will be working in both the office and stadium.
- Private events (including weddings, conferences, etc.): Assumes U.S. Bank Stadium regular office operations, as well as hosting limited-use event(s) in defined portions of the stadium.
- NFL event: NFL/Vikings event occurring in the stadium, to include pre-, post-, and regular season play, including NFL special events such as the Super Bowl.
- Other Stadium event: Any major event that is expected to draw attendance similar to a football game, such as concerts or non-NFL sports events. Such events would typically occur during the NFL offseason (for example, the NHL Stadium Series, NCAA Frozen Four, high profile performer concert, etc.).

## STADIUM SHELTER-IN-PLACE [SIP]

**Shelter-in-Place is the mandatory movement of some or all patrons from their ticketed seating area to another location within the facility. There are two categories of shelter-in-place at U.S. Bank Stadium:**

- Partial Shelter-In-Place - patrons from a specific stadium location will be directed to areas for which they already have ticketed access, such as the concourses.

- Full Shelter-In-Place - some or all patrons will be escorted to more secure, fully sheltered locations within the facility for which they would not normally have ticketed access.

Partial or Full Shelter-in-place activation may be implemented immediately, without activating the other; or Partial SIP may be activated first, with Full SIP following if the emergency escalates.

Shelter-In-Place procedures are divided into actions occurring before, during and after SIP activation.

**Before SIP:**

- The decision to implement any shelter-in-place action will be made by the U.S. Bank Stadium Incident Commander, after notification to and consultation with the Public Safety Officials.
- The Incident Commander will determine which part(s) of the stadium will shelter. Prior to a shelter- in-place on game or event days, an announcement will be made via radios (not over the PA) to all Usher and Event Staff, advising them to proceed to their emergency post.
- On non-game or non-event days, the public address system as well as radio and electronic messaging will be used to alert Floor Marshals of a shelter-in-place.
- The U.S. Bank Stadium Director of Security and Guest Services will ensure that any dangerous or impassable areas are well marked.
- If the shelter-in-place will be more complex than simply moving fans to the concourses directly behind them, designated U.S. Bank Stadium employees may be posted to facilitate crowd safety in bottlenecks, sharp or blind turns, near permanent obstacles, and at other potential problem areas.
- If a Full Shelter-In-Place is being considered in response to a tornado threat, all doors to interior spaces must be opened, to equalize the air pressure.

**During Shelter-in-Place (Partial or Full):**

- Once the decision to shelter-in-place has been made, the Incident Commander will initiate notifications; if necessary, the Crisis Management Team Leader will communicate to appropriate internal and external stakeholders.
- During events or games, all persons in the stadium will be notified via public address system, scoreboard and ribbon boards of the shelter-in-place, with prerecorded messages.
- U.S. Bank Stadium Ushers and Event Staff will ensure that patrons in their seating sections are moved to the nearest shelter area, or other designated shelter area as determined by the Incident Commander; this will be done in an orderly fashion and at a quick pace (guests should never be rushed).
- If a guest refuses to comply with instructions, Ushers and Event staff will advise the Security Manager or a Law Enforcement Officer who will speak to the individual and either obtain compliance or consider other options.
- In the event that a patron is unable to move to a designated shelter-in-place destination due to physical limitations, Ushers and Event staff will assist the patron or notify a supervisor, who will alert additional staff to assist.
- If concessions and merchandise staff are instructed to suspend operations for a Full SIP, they will secure their area.

Following these steps, staff will move to the designated concourse areas, assisting with patron, visitor and guest questions or concerns.

- If utilizing non-ticketed areas of the stadium in a Full SIP, the Incident Commander will assign staff to control access and prevent occupancy from exceeding maximum capacity.
- A Public Address announcement will be issued at least once every 10 minutes, if only to announce no change in status.
- All supervisors will stand by with radios for further instruction.

**During Shelter-in-Place (considerations for Full SIP only):**

- If possible, in the office or suite areas, one person will record the names of everyone present and report to Security for use in accounting for people.
- Once patrons and employees have been sheltered, U.S. Bank Stadium Operations Staff will stay with the crowd to answer questions to the best of their ability and maintain calm.
- Security staff will prevent relocated patrons from causing injury to themselves or others, or damaging stadium property.

**After-Shelter-in-Place:**

- The Incident Commander will determine when the shelter-in-place can be ended, and whether the game/event can resume.
- The Public Address system, scoreboard and ribbon boards will be utilized to coordinate the orderly return of the crowd to its seats or to the exits.

**Stadium Evacuation**

Evacuation refers to the mandatory movement of some or all patrons, visitors and guests and employees from inside U.S. Bank Stadium to locations outside of the facility to protect their safety. The primary goal is to provide an orderly and safe exit from the facility in the event an emergency presents a threat to lives or property.

**The U.S. Bank Stadium evacuation procedures apply to all evacuations, whether for some or all occupants of the facility.**

First Aid Stations: Any patron who cannot evacuate for any reason will be taken to the nearest First Aid Station, which are identified as Areas of Rescue.

Unaccompanied Minors Locations: These are the locations where unaccompanied minors will be brought. In order to avoid confusion or excessive concern by parents or guardians, these locations must be in constant radio communication.

Evacuation Routes: Evacuation routes will be shared with public safety responders so they can respond to any care needs after the evacuation, coordinate entry and exit of emergency vehicles, and coordinate services to ensure that evacuating patrons will not be at risk or impede emergency operations.

Evacuation procedures are divided into actions occurring before, during and after an evacuation.

**Before Evacuation:**

- The decision to evacuate any portion or all of U.S. Bank Stadium will be made by the U.S. Bank Stadium Incident Commander, after consultation with the public safety officials.
- Prior to evacuation on game or event days, an announcement will be made via portable radios (not over the PA) to all Usher and Event Staff, advising them to proceed to their emergency post.
- On non-game or event days, the public address system as well as radio and electronic messaging will be used to alert U.S. Bank Stadium employees of an evacuation.

**During Evacuation:**

- The Director of Security and Guest Services will check that evacuation paths do not conflict with emergency vehicle routes or staging areas outside the stadium. If needed, security and operations staff will deploy to support public safety partners and to direct pedestrian traffic as patrons exit the stadium.
- Once the decision to evacuate has been made, the U.S. Bank Stadium Incident Commander will initiate notifications.
- During events or game times, the Public Address system, scoreboard and ribbon boards will alert all persons in the stadium of the evacuation.
- Guest Experience and Stadium Event staff will ensure that seating sections, clubs, and suites are evacuated to the nearest safe exit, which may not be the way the patrons, visitors and guests entered. Ushers will maintain an orderly and quick pace, but guests should not be rushed.
- If a guest has special mobility needs, ushers or event staff will request assistance from available employees, or other guests.
  - Ushers will always ask the guest to identify the best form of assistance - never assume.
  - If a mobility-impaired guest is likely to significantly impede the movement of guests, it will be safer to keep them out of the crowd flow until it is clear.
  - If it is unsafe to evacuate a guest from the facility, they will be brought to one of the First Aid Stations and staff at that location will be notified.
- Injured patrons will be taken by Ushers, Event Staff or Security to the nearest First Aid Station.
- Unaccompanied minors will be taken to the Main Guest Services Location. Unaccompanied minors must be formally delivered to a supervisory staff person; they cannot be left at a location without supervision.
- Staff in the First Aid Station will notify the Operations Section Chief with non-evacuee headcounts not less than every 15 minutes
- The Operations Section Chief will assign U.S. Bank Stadium employees to assist with the evacuation of First Aid stations and other holding areas and inform arriving external first responders of the locations to facilitate their evacuation.

- All U.S. Bank Stadium department leaders and contractor supervisors will ensure their direct reports have evacuated to the assigned external employee assembly area.
- If staff or contractors are missing, contact will be attempted over radio or cell phone. The unaccounted for status will be given to the Operations Section Chief every 15 minutes. This information will be relayed to arriving first responders to facilitate searches.
- The U.S. Bank Stadium Incident Commander will receive confirmation from all direct reports validating the completion of the evacuation to verify that the facility is cleared; all Stadium Operations Center staff will then depart.
- The U.S. Bank Stadium Incident Commander will coordinate with public safety officials and Security to ensure the continued physical security of the evacuated facility.

**After - evacuation:**

- The U.S. Bank Stadium Incident Commander will coordinate with and support City of Minneapolis representatives, in the Unified Command Center, to facilitate the safe and orderly dispersal of the crowd, and to provide information and direction to evacuated persons.

## **STADIUM ADA EVACUATION POLICY AND PROCEDURE**

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This Guide will serve as an outline to emergency evacuation of ADA persons at U.S. Bank Stadium. Once the plan is complete, it should be practiced to ensure that it can be implemented appropriately or to identify problems. Copies of this plan should be filed in appropriate locations for easy access and given to Guest Experience and Security Managers/supervisors as well as to staff that are directly involved with ADA service. Additional copies should also be filed in building management plans.

Planning for every situation that may occur in every type of an emergency is impossible, but being as prepared as possible is important. One way to accomplish this is to consider the input of various people from executive management, human resources, and employees with disabilities.

For purposes of this emergency evacuation document, consideration was in two primary categories:

1. Way finding: Where is the way out?
2. Assistance: What kind of assistance might be needed?

Individuals with mobility disabilities may use one or more devices, such as canes, crutches, a power or manually operated wheelchair, or a three-wheeled cart or scooter. People who use such devices during an emergency evacuation could face problems including maneuvering through

narrow spaces, going up or down steep paths, moving over rough or uneven surfaces, and steps or changes in level at the entrance/exit point of a building. If a person cannot physically operate some part of a standard building egress system, like stairs or doors, then that person has a mobility impairment that affects his or her ability to evacuate in an emergency unless alternatives are provided.

All stadium entry gates have ADA door capabilities that can open with standard ADA door push buttons. These are accessible as follows:

1. Legacy Gate- Main Concourse, Level 1 West Side. After exiting, patrons/staff can accessibly use the plaza to cross Chicago Ave into the DTE plaza continuing to move away from the stadium.
2. Upper Pentair Gate- Main Concourse, Level 1 South Side. After exiting, patrons/staff can accessibly head west toward Chicago Ave and cross continuing to move away from the stadium.
3. Ticket Master Gate- Main Concourse, Level 1 East Side. After exiting, patrons/staff can accessibly use a ramp outside the gate to reach street level (11<sup>th</sup> Ave) and cross the street continuing to move away from the stadium.
4. Polaris Gate- Main Concourse, Level 1 North West corner. After exiting, patrons/staff can turn left and accessibly use a ramp that leads to street level of 4<sup>th</sup> Street or if necessary follow along the stadium into the Medtronic Plaza to then cross 4<sup>th</sup> Street continuing to move away from the stadium.
5. Ecolab Gate- Lower Club, Level 0 North Side. After exiting, patrons/staff can cross 4<sup>th</sup> Street continuing to move away from the stadium.
6. Lower Pentair Gate- Lower Club, Level 0 South Side. After exiting, patrons/staff can accessibly cross 6<sup>th</sup> Street continuing to move away from the stadium.
7. Admin/Player/Media Entrances- Lower Club, Level 0. After exiting, patrons/staff can accessibly move along the stadium toward either 6<sup>th</sup> Street or 11<sup>th</sup> Ave and cross, continuing to move away from the stadium.
8. Skyway Gate- Upper Club, Level 2 North West corner. After exiting, patrons/staff cross the sky bridge accessing the garage and continuing to move away from the stadium.
9. Pedestrian Ramp- Accessibility to these gates when not on the corresponding level/side of the stadium could be difficult during an emergency evacuation. A primary service source for mobility disabilities will be the pedestrian ramp located on the Northeast corner of the stadium. During emergencies, stadium elevators will be non-operational, and this is important for all staff and stadium officials to know for effective emergency egress direction.

Clear directions to and through the pedestrian ramp will be critical and clear exit signs already exist along this route. Additional directions to the pedestrian ramp during an emergency should include verbal instructions from staff and live/prerecorded instructions via the public address system. Entry into the pedestrian ramp can be accessed on all levels and depending on the circumstances of the emergency, the best exit point from the ramp inside the stadium to the

outside will be through the team member entrance located directly on the pedestrian ramp route. However, if necessary, an individual can go to the bottom event level and exit the stadium by going out the loading dock ramp. It is important for stadium operation to ensure that both the pedestrian ramp and loading dock ramp remain clear and unobstructed at all times in case of an emergency.

All exit points are clearly marked with exit signs and should be located by staff upon deployment so they are aware of the various available options. In addition, simple floor plans of the building that show the locations and routes should be available. Building personnel, particularly those staffing entrance locations, should be trained in all the building evacuation systems for people with disabilities and be able to direct anyone to the nearest accessible point. Additional factors to be aware of are any stadium locations that act as an 'area of refuge' which can serve as a temporary safe area from the effects of an emergency. Finally, the plans should take into account not only evacuating the person, but their means of mobility as well. Otherwise, the person with the mobility impairment will no longer have independent mobility once he or she is out of the emergency.

**The type of assistance stadium staff and personnel should be prepared to provide include:**

1. Guidance- explaining how and where the person needs to go to get to the pedestrian ramp or out the closest accessible exit.
2. Escorting- staff should be prepared to escort the person to the pedestrian ramp or nearest accessible exit.
3. Limited Physical Effort- this can include offering an arm to assist the person with their movement or holding open necessary doors to limit the physical effort of the mobility impaired individual.
4. Major Physical Effort- this option should be considered a last option among stadium staff. It is a focus of first responders to assist in situations that require physically carrying or moving a mobility impaired person; however, staff should be aware of their personal limitations if the situation calls for this type of assistance.
5. Waiting for First Responders – staff should wait with the person with the impairment for assistance from first responders. While first responders do their best to get to a site and the location of those needing their assistance, there is no way of predicting how long any given area will remain a safe haven under emergency conditions. This topic should be discussed further amongst guest service and security departments.

The importance of continual discussion and practicing the evacuation plan cannot be overemphasized. Practice solidifies everyone's grasp of the plan and can help bring awareness to identify any weaknesses in the plan. While standard drills are essential, everyone should also be prepared for the unexpected. Building management should conduct unannounced as well as announced drills and vary the drills to pose a variety of challenges along designated evacuation routes.

Management should review the emergency evacuation procedures with staff, including informing all staff that if additional assistance may be needed, and individuals with disabilities should contact:

Mary Fox-Stroman to request the type of assistance they may need.

Name: Mary Fox-Stroman, CFO

Email: Mary.Fox-Stroman@MSFA.com

Phone: 612.335.3311

# APPENDIX – Exhibit A

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## Complaint of Discrimination/Harassment Form

### Minnesota Sports Facilities Authority (MSFA)

1005 4<sup>th</sup> Street South  
Minneapolis, MN 55415  
(612) 335-3311

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#### PLEASE READ BEFORE COMPLETION OF FORM

Any complaint of discrimination/harassment is considered confidential data under Minnesota Statute 13.39, Subd. 1 and 2. This information is being collected for the purpose of determining whether discrimination/harassment has occurred. You are not legally required to provide this information, but without it, an investigation cannot be conducted. This information may only be released to the Affirmative Action Officer, the complainant, the respondent and appropriate personnel.

Complainant (You)		
Name	Job Title	
Work Address	City, State, Zip Code	Telephone
		Manager/Supervisor's Name
Respondent (Individual Who Discriminated Against/Harassed You)		
Name	Job Title	
Work Address	City, State, Zip Code	Telephone
		Manager/Supervisor's Name

Complainant (You)		
The Complaint		
Basis of Complaint (Place an "X" in the box for all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Marital Status	<input type="checkbox"/> Sexual Orientation
<input type="checkbox"/> Sex	<input type="checkbox"/> National Origin	<input type="checkbox"/> Reliance on Public Assistance
<input type="checkbox"/> Age	<input type="checkbox"/> Creed	<input type="checkbox"/> Membership or Activity in a Local Human Rights Commission
<input type="checkbox"/> Color	<input type="checkbox"/> Religion	<input type="checkbox"/> Genetic Information
<input type="checkbox"/> Sexual Harassment	<input type="checkbox"/> Gender Identity	<input type="checkbox"/> Retaliation
<input type="checkbox"/> Disability	<input type="checkbox"/> Gender Expression	

Date most recent act of discrimination or harassment took place: \_\_\_\_\_

If you filed this complaint with another agency, give the name of that agency: \_\_\_\_\_

Describe how you believe that you have been discriminated against or harassed against (names, dates, places, etc.). Use a separate sheet of paper if needed and attach it to this form. Explain why you believe the conduct was based on the item(s) checked in the "Basis of Complaint" section above. Attach documents you believe may be relevant.

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Information on Witnesses Who Can Support Your Case		
Name	Work Address	Work Telephone
1.		
2.		
3.		
4.		
5.		

Additional witnesses may be listed in “Additional Information” or on a separate sheet attached to this form.

**This complaint is being filed on my honest belief that the MSFA has discriminated against or harassed me. I hereby certify that the information I have provided in this complaint is true, correct and complete to the best of my knowledge.**

Signatures	
Complainant Signature	Date
Affirmative Action Officer Signature	Date

**NON-RETALIATION:** Retaliation against any person who reports discrimination/harassment conduct is strictly prohibited and will not be tolerated. If you believe that you have been subjected to retaliation, you are encouraged to report such behavior.

## APPENDIX – Exhibit B

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### Request for Americans with Disabilities Act (ADA)

#### Reasonable Accommodation Form (Employee/Applicant)

##### MINNESOTA SPORTS FACILITIES AUTHORITY (MSFA)

1005 4<sup>th</sup> Street South  
Minneapolis, MN 55415  
(612) 335-3311

The MSFA is committed to complying with the Americans with Disabilities Act (“ADA”) and the Minnesota Human Rights Act (“MHRA”). To be eligible for an ADA accommodation, you must be 1) qualified to perform the essential functions of your position and 2) have a disability that limits a major life activity or function. The Affirmative Action Officer will review each request on an individualized case-by-case basis to determine whether or not an accommodation can be made.

<b>Employee/Applicant Name:</b>	<b>Job Title:</b>
<b>Work Location:</b>	<b>Phone Number:</b>

Data Privacy Statement: This information may be used by the MSFA Affirmative Action Officer, MSFA legal counsel, or any other individual who is authorized by the MSFA to receive medical information for purposes of providing reasonable accommodations under the ADA and MHRA. This information is necessary to determine whether you have a disability as defined by the ADA or MHRA, and to determine whether any reasonable accommodation can be made. The provision of this information is strictly voluntary; however, if you refuse to provide it, the MSFA may refuse to provide a reasonable accommodation.

##### Questions to clarify accommodation requested.

1. What specific accommodation are you requesting?
  
2. If you are not sure what accommodation is needed, do you have any suggestions about what options we can explore.
  - a. If yes, please explain.

**Minnesota Sports Facilities Authority  
Reasonable Accommodation Form (Employee/Applicant), Page 2**

**Questions to document the reason for the accommodation request** *(please attach additional pages if necessary).*

1. What, if any job function are you having difficulty performing or what portion of the application process are you having difficulty participating in?
2. What, if any employment benefits are you having difficulty accessing?
3. What limitation as result of your physical or mental impairment is interfering with your ability to perform the functions of your job, access an employment benefit, or participate in the application process?
4. If you are requesting a specific accommodation, how will that accommodation be effective in allowing you to perform the functions of your job, access an employment benefit, or participate in the application process?

**Information Pertaining to Medical Documentation**

In the context of assessing an accommodation request, medical documentation may be needed to determine if the employee/applicant has a disability covered by the ADA and to assist in identifying an effective accommodation. The Affirmative Action Officer is tasked with collecting necessary medical documentation. In the event that medical documentation is needed, the employee/applicant will be provided with the appropriate forms to submit to their medical provider. The employee/applicant has the responsibility to ensure that the requested information is returned to the Affirmative Action Officer in a timely manner.

**This form does not cover, and the information to be disclosed should not contain, genetic information. "Genetic Information" includes: Information about an individual's genetic tests; information about genetic tests of an individual's family members; information about the manifestation of a disease or disorder in an individual's family members (family medical history); an individual's request for, or receipt of, genetic services, or the participation in clinical research that includes genetic services by the individual or a family member of the individual; and genetic information of a fetus carried by an individual or by a pregnant woman who is a family member of the individual and the genetic information of any embryo legally held by the individual or family member using an assisted reproductive technology**

<b>Employee/Applicant Signature:</b>	<b>Date:</b>
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# Request for Americans with Disabilities Act (ADA)

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## Reasonable Accommodation in Public Services, Programs, or Activities Request Form

### MINNESOTA SPORTS FACILITIES AUTHORITY (MSFA)

1005 4<sup>th</sup> Street South  
Minneapolis, MN 55415  
(612) 335-3311

The MSFA is committed to complying with the Americans with Disabilities Act (“ADA”) and the Minnesota Human Rights Act (“MHRA”). The Affirmative Action Officer will review each request on an individualized case-by-case basis to determine whether an accommodation or modification can be made. Please do not send copies of medical records. The MSFA is not authorized to have medical records and is not qualified to interpret medical records.

<b>Name of Person needing accommodation:</b>	<b>Address:</b>
<b>Email:</b>	<b>Phone Number:</b>

### Accommodation Information

Date accommodation/modification is needed: \_\_\_\_\_

Address of accommodation/modification: \_\_\_\_\_

Type of accommodation/modification requested (please be specific:

<b>Name of Person making request, if different from above:</b>	<b>Relationship to person above:</b>
<b>Email:</b>	<b>Phone Number:</b>