



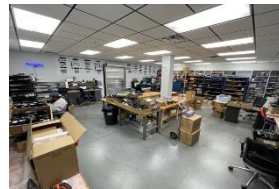
Lionel Headquarters

What you will see:

See a day in the life of America's most famous model train maker on a 90-minute walking tour through the Lionel headquarters! The guided tour will make stops at key departments where experts in their respective fields will discuss what we do, show tools of the trade and answer questions. Departments visited will include:

- a. Engineering
- b. Customer Service / Warranty Repair
- c. Parts inventory and warehousing
- d. Warehousing and logistics
- e. Made-in-USA production
- f. Creative (art and design)

Along the tour you may see prototypes being developed and tested, product being printed and assembled, video and audio recording studios, service repairs in process and more. As in any active work environment, the specifics of what may be on the lines at any point are impossible to say, but we'll have examples of in process and completed projects staged as well so our guests leave with a better understanding of the work, thought and care that goes into making models.



Important tour notes:

Please arrive at 9 AM. Tour will begin at 9:15. Please park in front of the building and enter through the glass atrium where one of our team will greet you.

1. Once the tour starts, there will be nobody to greet members at the lobby/catch up so please be on time! If we have more than 25 participants, we may split the group into two sections to provide a better experience. (Green and white flags will be displayed appropriately. 😊)
2. We will be on the first floor only of the office and all areas are accessible for walkers and wheelchairs if needed. The tour will last about 90 minutes and there are no places to sit along the way. Please wear comfortable attire and closed toe shoes as we will be walking through a portion of the warehouse.
3. Restrooms will be available at the beginning/end of tour.
4. Photography is not permitted in the engineering room. However, unless otherwise specifically instructed, guests are welcome to take pictures throughout the rest of the tour. Please be respectful of our employees as they perform their normal daily activities. The office will be open and functioning during this visit.
5. Following the guided tour of our office guests are encouraged to visit our Retail Store at Concord Mills Mall on their own to see our display layouts and do a little shopping.