

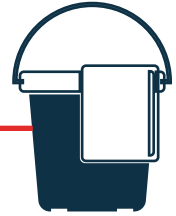
Primaris

A DIVISION OF H&R REIT

**WORKING TOWARDS A SAFER TOMORROW:
COVID-19 RE-OPENING STANDARDS
2020**



1. GENERAL PRACTICES



Cleaning:

- Elevated cleaning and disinfecting programs to focus on high-traffic touch points

Covid-19 Captain:

- A COVID Captain will be designated for each mall and will be responsible for identifying gaps and opportunities in response to COVID-19 concerns
- The COVID Captain will lead team meetings regarding the pandemic response plan and bring any outstanding issues to Primaris' attention

Protective Equipment:

- Personal protective equipment (masks and gloves) to be provided to all Primaris employees

Visibility:

- Frontline staff should be clothed in high visibility uniforms

Social Media:

- Electronic/social media used as primary notification vehicle to external parties and community messaging

Hours of Operation:

- Modified (reduced) hours of operation while the retail business “ramps” up

2.

GUEST SERVICES



Guest Services Desk:

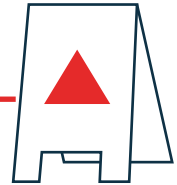
- Install safety shields
- Ensure hand sanitizer is readily available

Services:

- Encourage use of electronic methods of payment (credit/debit card)
- Suspend lending of wheelchairs, scooters, strollers and kiddie carts
- Guest Services Representative to place calls on behalf of guests.

3.

ENTRANCES



Doors:

- Open interior vestibule doors when possible to reduce common touch points

Dispensers:

- Hand sanitizer (or wash stations) at all open entrances

Traffic Flow:

- Indicate entrance and exit doors to promote social distancing and one-way traffic flow

Protective Equipment:

- Provide receptacles for disposal of gloves, masks, and tissues

Signage:

- Healthy shopping guidelines
- Physical Distancing Guidelines



4.

FOOD COURT

Takeout & Deliver Only:

- Food court seating shall be shut down in its entirety
- Designated areas for curbside pick-up or food delivery services (i.e Uber Eats)

Dine-In (When Permitted):

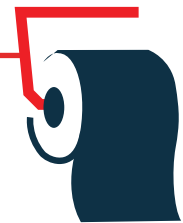
- Spacing of site furniture when possible
- Use of signage on furniture to encourage physical distancing
- Physical distancing signage on floor to assist with line ups
- Suspend use of trays and other common items
- Remove any hinged doors on waste receptacles to minimize touch points
- Suspend the use of fountains/water bottle refill stations

Cleaning:

- Safety shields to be installed on housekeeping sorting/tray stations, where available.

5.

WASHROOMS



Dispensers:

- Hand sanitizer at all washroom entrances

Washrooms:

- Change tables to be sanitized regularly
- Sanitary wipes to be provided next to all change tables
- Hands-free fixtures where possible

Signage:

- Elevated cleaning practices in use
- Proper handwashing technique
- Physical distancing and stall closure signage, as applicable
- Limited use of stalls, sinks and urinals to encourage physical distancing

6. COMMON AREAS



Sanitizer:

- Sanitizer dispensers located in common areas

Seating:

- Seating to be rearranged, removed, or limited to encourage physical distancing
- Physical distancing signage to be placed on furniture as required

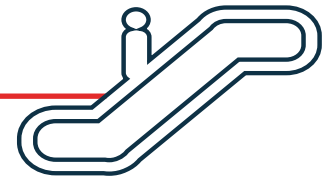
Traffic Flow:

- Directional arrows for traffic flow to be used as necessary to prevent face to face contact

Signage:

- Use of signage in common areas to encourage physical distancing

7. ELEVATORS /ESCALATORS



Dispensers:

- Hand sanitizer at all washroom entrances

Signage:

- Occupancy limit on elevators/escalators
- Physical distancing markers within elevator cabs

8.

LOADING BAYS



Carts/Dollies;

- Removal of mall 'shared' carts and dollies to reduce touch points

Dispensers:

- Anti-bacterial and sanitization materials available in loading bay

Protective equipment:

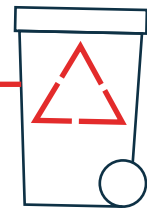
- Provide receptacles for disposal of gloves, masks, and tissues

Loading Dock Staging:

- Designation of parking lot waiting/staging areas to avoid congestion at the loading dock

9.

GARBAGE ROOMS



Doors:

- Prop open doors when feasible

Dispensers:

- Availability of hand sanitizer or wipes

Signage:

- Encourage physical distancing

10.

EXTERIOR FACILITIES



Waste Receptacles:

- Increased emptying of waste to dispose of gloves, masks, tissues, etc on a timely and consistent basis

Order Fulfillments:

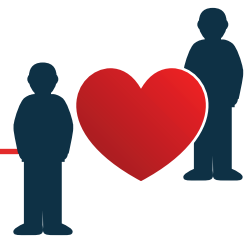
- Dedicated area for curbside pick-ups

Signage:

- Physical Distancing Signage at bench and waiting areas

11.

MANAGEMENT OFFICE



Access:

- Limit access to one guest at a time to encourage physical distancing
- Separate waiting area when possible – reduce seating to promote physical distancing

Couriers:

- Mail and packages to be left with Guest Services

Reception Desk:

- Install safety shields
- Ensure hand sanitizer is readily available



COVID-19 RE-OPENING STANDARDS
BACK-TO-WORK BEST PRACTICES
2020

