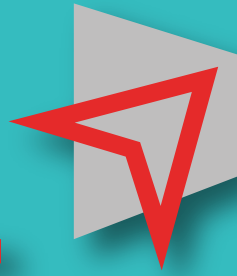


Primaris

A DIVISION OF H&R REIT



WORKING TOWARDS A SAFER TOMORROW:
COVID-19 BEST PRACTICES FOR TENANTS
2020

WELCOME BACK



Like all Canadians, we at Primaris are eager to return to a more normal way of life and for businesses to reopen across Canada. This is a challenging time for all Canadians, including our tenants across the country. Though we look forward to getting back to business, the safety of our customers, tenants, employees and the public is our priority.

As our governments start to lift restrictions and re-open the economy, we want to share some “**Best Practices**” so together we can provide a safe environment for all who visit and work in our shopping centres across Canada. These best practices do not supersede guidelines and operating procedures outlined by each tenant’s management group.

As each province’s re-opening plan and requirements vary, our mall management teams will be in communication with tenants to provide specific direction on shopping centre hours, access points, curbside delivery options, and other initiatives to reduce the spread of COVID-19. Additionally, our operations teams will be visiting businesses individually as tenants re-open to provide maintenance and safety suggestions for re-opening and to address any additional concerns.





1. PHYSICAL PROPERTY ASSESSMENT



Tenants should conduct physical assessments of their premises prior to re-opening to identify existing and potential risks related to COVID-19.

Engineering Controls: Control risks at the source

- Modify merchandise plans
- Place barriers or partitions
- Reduce number of cash desks
- Remove seats from lunchrooms
- Re-arrange lockers
- Restrict general access to the business
- Increase ventilation

Administrative Controls: Change the way staff and customers interact

- Increase frequency of cleaning
- Mandate physical distancing
- Limit hours of operations
- Encourage respiratory etiquette
- Provide adequate cleaning and protective supplies
- Post reminders for hand hygiene

Personal Protection Equipment (PPE): Provide protection when physical distancing cannot be maintained.

What to provide:

- Gloves
- Eye protection
- Gowns
- Face shields
- Procedure/surgical masks
- Training should be provided on the proper use of provided PPE



2. CREATE A PHYSICAL DISTANCING PLAN



Tenants are responsible for physical distancing measures within their premises. Physical (social) distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak.

Below is a selection of best practices to reduce the spread of COVID-19:

- Reorganize merchandise and displays to maximize physical distancing
- Place reference markers (e.g. markings on floor) that set out 2-meter distances
- Establish one-way directional flow if aisles are narrow
- Work with Mall Management to develop overflow strategies for the common area of the shopping centre
- Install protective shields at cash desks
- Maintain physical distancing in tenant bathrooms by placing signage over every other sink and closing every other bathroom stall
- Remove or reduce staff room or lounge area furniture



3. REDUCE TOUCH POINTS, INCREASE CLEANING AND DISINFECTING PROGRAMS



Cleaning refers to the removal of visible soil. Cleaning does not kill germs but is highly effective at removing them from a surface. Disinfecting is only effective after a surface is cleaned.

- When cleaning, choose products that clean and disinfect all at once
- Use only approved hard-surface disinfectants that have an 8-digit Drug Identification Number (DIN) and a virucidal claim (efficacy against viruses)
- Alternatively, use a bleach and water solution with 100 ml of bleach to 900 ml of water
- Use damp cleaning methods such as damp clean cloths and/or a wet mop
- Disposable towels and spray cleaners or disposable wipes should be available for staff to regularly clean and disinfect commonly used surfaces
- Do not dust or sweep, which can distribute virus droplets into the air

Health Canada has published a list of hard surface disinfectants that are likely to be effective for use against COVID-19.

Frequently clean and disinfect high touch and shared surfaces such as:

- Keep a log of daily cleaning,
- Door handles, light switches, toilet handles, faucets and taps, elevator buttons, and railings
- Telephones, computers, touch screens, remote controls, keyboards, desktops, cash registers, calculators, staplers, POS machines, shopping carts and baskets, food court trays, counter surfaces, and menus
- Equipment handles, hand tools, machinery control panels, seatbelt buckles, joysticks, steering wheels, and controls on powered mobile equipment
- Change rooms, staff rooms, kitchens, and washrooms
- Frequently clean and disinfect high touch and shared surfaces such as counters, faucets, door handles, soap, dispensers, toilet flush handles, toilet paper dispensers, and stall doors

Remove all communal items that cannot be easily cleaned, such as newspapers, magazines, printed coupons, flyers and toys.

Maintain workplace bathrooms and any associated amenities in a clean and sanitary condition. The frequency of cleaning and disinfection will vary depending on the usage.



4. CONTROL ENTRY AND EXIT



Limit Occupancy Levels

- Limit the number of visitors inside businesses based on square footage as per specific governmental directives
- Contact Mall Management if you require the square footage of your premises

Control entrance into businesses limiting access through physical barriers to meet occupancy requirements.

- Use partially open doors or entrance barriers such as merchandise tables to limit access

Monitor the number of customers and staff entering and leaving the store.

Once the maximum number of persons for a store is reached, allow one person in for every person that leaves.



Promote and facilitate frequent hand hygiene for both employees and customers.

- It is strongly encouraged that businesses provide a means to sanitize hands at points of entry to the business and at other locations throughout where customers and staff are known to handle goods
- Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer (greater than 60% alcohol content)
- Gloves alone are not a substitute for hand hygiene so hands should be cleaned before and after using gloves.
- Avoid touching your eyes, nose, and mouth

Encourage respiratory etiquette.

- Cough or sneeze into a bent elbow or tissue and promptly disposing of used tissues in the trash
- Encourage the use of non-medical masks or face coverings for employees and customers in situations where physical distancing cannot be maintained
- Face masks should be constructed to completely cover the nose and mouth without gaping and secured to the head by ties or ear loops

Remind staff and customers to practice respiratory etiquette and hand hygiene.

- Install signage in areas where it is easily seen, such as entrances, washrooms, and staff rooms

Provide information and training to staff on COVID-19 prevention measures, including the use of PPE.



6. MINIMIZE CONTACT



Implement contact-free modes of customer interaction such as home-delivery and curbside pick-up.

Develop strategies to minimize the handling of retail objects before purchase.

Minimize the risk of trying on garments by encouraging customers to sanitize hands before trying on clothes and by cleaning and disinfecting surfaces in change rooms after use.

Update return policies to prevent the risk of transmission of COVID-19.

- Consider implementing a Final Purchase policy to eliminate the return of goods
- Clean and disinfect hard-surfaced return goods before placing back for sale
- Store soft-surface items like apparel for a period of 24 hours before placing back for sale

Install protective shields at cash desks.

Encourage tap payment over PIN pad use and money exchange, if possible.

Limit the handling of credit cards and loyalty cards wherever possible, by allowing customers to scan.



Each individual must take responsibility to safeguard against the spread of COVID-19. Employees demonstrating symptoms such as cough, fever, shortness of breath, runny nose, or sore throat should complete a self-assessment tool and follow the steps to either self-isolate or get tested for COVID-19.

Stay home if you are feeling unwell or isolate yourself from others the minute you start feeling unwell.

If feeling unwell, notify your manager and go home as soon as possible. Avoid public transportation and take measures to protect others around you.





Health Canada COVID-19 Resources

- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html#covid-awareness-table>

Self-Assessment Tools

- <https://ca.thrive.health/covid19/en>.

Provincial COVID-19 websites

- Alberta [<https://www.alberta.ca/coronavirus-info-for-albertans.aspx>]
- British Columbia [<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>]
- Manitoba: [<https://www.gov.mb.ca/covid19/index.html>]
- New Brunswick: [<https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19.html>]
- Ontario: [<https://covid-19.ontario.ca/>]
- Québec: [<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>]

Primaris corporate website

- Primaris COVID-19 page: www.primarisreit.com/covid_19



Please visit your mall website for up to date notifications

- **Cataraqui Centre**
Kingston, ON cataraquicentre.ca
- **Dufferin Mall**
Toronto, ON dufferinmall.ca
- **Grant Park Shopping Centre**
Winnipeg, MB grantparkshoppingcentre.com
- **Kildonan Place**
Winnipeg, MB kildonanplace.ca
- **McAllister Place**
Saint John, NB mcallisterplace.ca
- **Medicine Hat Mall**
Medicine Hat, AB medicinehatmall.com
- **Northland Village**
Calgary, AB northlandvillagemall.ca
- **Orchard Park**
Kelowna, BC orchardparkshopping.com
- **Park Place**
Lethbridge, AB parkplacemall.ca
- **Peter Pond Mall**
Fort McMurray, AB peterpondmall.com
- **Place d'Orleans**
Orléans, ON placedorleans.com
- **Place du Royaume**
Chicoutimi, QC placeduroyaume.com
- **Regent Mall**
Fredericton, NB regentmall.ca
- **Sherwood Park**
Sherwood Park, AB sherwoodparkmall.com
- **St. Albert Centre**
St. Albert, AB stalbertcentre.ca
- **Stone Road Mall**
Guelph, ON stoneroadmall.ca
- **Sunridge Mall**
Calgary, AB sunridgeshopping.com



WORKING TOWARDS A SAFER TOMORROW: COVID-19 BEST PRACTICES FOR TENANTS 2020