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- Increase cleaning throughout the day especially high traffic and high risk areas e.g. floors, frequently touched surfaces including door knobs/handles, lift buttons, escalators, ablution facilities, to be cleaned within set intervals.
- Daily cleaning after hours.
- Encourage a reduced limited free parking period to encourage efficient time use at a mall, and to reduce queuing at parking machines, or encourage the use of a technology-based system to reduce contact.
- Public transport vehicles should be cleaned regularly throughout the day.
- Delivery drivers to be encouraged to remain in vehicle where possible.

1. ENTRANCES & OUTDOOR AREAS



- Alcohol based 65% or higher sanitizers and/or alcohol based wipes at each entrance for enclosed malls, at each lift and escalator as well as at parking pay stations. Sanitizers should also be made available for use on public transport as well as mobile hand sanitizer stations on entry and departure of public transport/delivery areas.
- Signage indicating advice on Covid-19 symptoms, hygiene practices and social distancing.
- Implement an "open door" policy where possible to reduce contact with doors and door handles.
- Compulsory facemasks or visors for shopping centre employees and service providers.
- Compulsory facemasks for customers (Retailers selling facemasks should be promoted by shopping centres, with possible additional temporary space for additional sales thereof).
- Shopping centres to have a supply of disposable masks, on a best efforts basis, for those who do not arrive with their own as an interim measure to assist with the transition, whilst new shopping habit of wearing a facemask is being established. Own mask however encouraged as additional hygiene precaution.

*Social distancing measures:

- Signage at entrances to indicate mall size and number of people allowed in centre at a time due to social distancing requirements (GLA plus public walk way areas divided by 4 less employees), displayed at entrance of malls.
- Encourage, through customer education, spacing of parking i.e. leave one bay open between each parked vehicle.

2. MALL FURNITURE & PAUSE AREAS



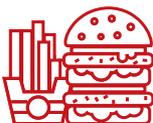
- All mall furniture removed and stored where possible or cordoned off if removal is not possible.
- Mall directory boards with touch screens covered or cordoned off.

*Social distancing measures:

- No gatherings/groups of people allowed in walkways.
- Queue management monitored in conjunction with retailers as a joint responsibility, with dedicated centre management team members allocated per zone and dedicated retailer "queue controller" per store (if required).
- Common area restaurant tables reduced to ensure recommended spacing between tables, as well as between last seat of table and walkway.

- Reduce numbers per lift to 25% capacity based on size of lift and display signage accordingly.
- Encourage customers to leave two steps between one another on escalators and display signage accordingly.

3. FOOD COURTS/RESTAURANTS



- Delivery collection and take away to be encouraged.
- Queue management system for deliveries to be implemented.
- Alcohol based 65% or higher sanitizers and/or alcohol based wipes in strategic, easy to access places in all food courts.
- Dedicated cleaners at food court areas, with chairs and tables being wiped down before and after each use.

*Social distancing measures:

- Seating areas– reduce number of tables to provide recommended distance between tables and patrons.
- Food collection area for deliveries to be managed: seats or floor decals/markings to be provided at the recommended distance from each other for delivery queuing.
- Encourage bookings online for securing tables and managing numbers of people.
- Buffet and self service selection to be closed where possible, with alternative of pre-packaged or menu selection offered as alternative.
- Cutlery/condiments etc should not be left on tables for self service.

4. MALL KIOSKS



- Alcohol based 65% or higher sanitizers for use by customers and employees.
- Use of sneeze guards installed where appropriate is encouraged.
- Increase cleaning of high traffic and high risk areas e.g. countertops throughout the day within set intervals.
- Daily cleaning after hours.
- Use of appropriate grade cleaning materials.

- Wipes for card machines or contactless options encouraged.
- Entertainment kiosks e.g. Children's rides, self-service food selection to remain closed or alternative for self-service food is to create packaged items for sale hence reducing risk.
- Beauty kiosks to have "no touch, self-demonstration" and cosmetic testers to be discontinued.

*Social distancing measures:

- Control the number of employees, one per kiosk

5. CINEMAS



- Alcohol based 65% or higher sanitizers for use by customers and employees on entry and exit.
- Increase cleaning of high traffic and high risk areas e.g. floors, frequently touched surfaces.
- No communal use of condiments for popcorn etc, this should rather be pre-packaged.
- Sneeze screens/Perspex screens to be used in food areas.
- Alcohol based wipes to be provided at booking screens with online booking encouraged.

*Social distancing measures:

- Introduce a controlled queuing system at cinema entrances with recommended spacing between customers.
- Introduce seating space between each occupied seat, ensuring social distancing rules are adhered to at all times i.e. approx. 2 seats being left vacant between each occupied seat.

6. CENTRE MANAGEMENT



- Covid-19 Health and Safety and Hygiene Training.
- Administer daily screening questionnaire for all employees together with weekly staff/employee register to be kept on file.
- Install Perspex shields/Sneeze guards if visors not used at Info kiosks.

- Compulsory Face masks/visors to be worn by all centre staff.
- Encourage use of virtual gift vouchers where possible.
- Implement OHASA guidelines for Covid-19 symptom monitoring and management (which could include temperature screening, where possible, of employees and onward referral to healthcare providers and/or public health organisations e.g. NCID).
- Gloves available for use (optional).

*Social distancing measures:

- Reduce spacing between people.
- Reduce number of staff at info kiosk so as to ensure recommended distance apart.

7. CENTRE SERVICE PROVIDERS

- Ensure Covid-19 Health and Safety and Hygiene Training has been implemented.
- Administer daily screening questionnaire for all employees together with weekly staff/employee register to be kept on file.
- Compulsory Face masks/visors to be worn by all centre staff.
- Implement OHASA guidelines for Covid-19 symptom monitoring and management (which could include temperature screening of employees and onward referral to healthcare provider and/or public health organisation e.g. NCID).
- Gloves available for use (optional).
- Increased frequency of cleaning of change room and canteen areas.



8. GENERAL PREVENTION & RESPONSE STEPS

Prevention:

- Employees feeling ill should not attend work.
- Employees who had close contact with a confirmed COVID-19 case should not attend work and go into self-isolation.
- Employees who show COVID-19 symptoms must not attend work, self-isolate and see a doctor.



- Medical clearance must be required before returning to work.

Response

(Validation is key – only respond if you have a CONFIRMED case)

- Centre Management to be notified immediately.
- Covid-19 Help Line to be notified.
- Close store/facility/business unit.
- Complete contact tracing (identify any individual who had close contact e.g. 1 meter and for longer than 15min.)
- Isolate and monitor those who had close contact.
- Those with symptoms must be tested for the virus.
- Deep clean & forensic clean the store/facility/business unit (identify specialist service providers who can perform this function).
- Reopen store/facility/business unit once deep clean has been completed and it's operationally possible to do so.

9. OPERATING HOURS

NOTE: Shopping centres to determine their own suitable hours within these maximum operating hours. This schedule should take into account curfew and time employees take to get home.

Weekdays – MAXIMUM operating/management hours are from **07h00 to 20h00**.

Weekends – MAXIMUM operating/management hours are from **07h00 to 17h00**.

- 1st trading hour for customer shopping dedicated to customers 60+, pregnant woman, those with medical certificates indicating Covid-19 high risk categories e.g. Cancer, Diabetes and those with physical disabilities.
- 2nd trading hour for customer shopping dedicated to nurses, hospital, police etc (must show official identification).
- Centre trading hours for customer shopping will depend on location, type of centre and availability of transport however no shopping centre operating/management hours will be longer than indicated above.



10. STAFF PERMITS

All essential staff are required to have permits.
(Refer to page 16, 17 & 29, Form 2 of Government Gazette.)

11. WORKPLACE READINESS

A COVID-ready Workplace Plan must be developed prior to the reopening of an enterprise employing persons or serving the public. (Refer to Page 38 of Government Gazette.)