

BentallGreenOak 

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Tenant Re-Opening Guidance



Centre Operations

Our property management and operations teams are following an action plan that draws on industry best practices and adheres to the advice of provincial governments and health authorities. This plan places the health and safety of our tenants at the forefront.

Throughout the shopping centre significant maintenance was conducted in advance of re-opening, and new procedures have been implemented to ensure a safe and welcoming environment.



- Enhanced sanitization and disinfection of high touch points. i.e. entrance and exit door handles, guest services, washroom door handles and fixtures, etc.
- Sanitization of all areas where COVID-19 cases have been assumed and/or confirmed (based on advisory).
- All janitorial staff will be equipped with nitrite gloves, masks, and all other required PPE.
- Cleaning and/or replacement of heating and ventilation air filters was completed
- All potable water systems will be flushed weekly
- Increased outdoor air and ventilation rates for heating and ventilation systems (where possible) or the opening of warehouse overhead doors if weather permits.
- Community rooms and spaces will remain closed until further notice from the public health authorities.



Physical Distancing & Etiquette

Upon arrival to the property, employees and visitors can expect the following:



- Designated entrances to the building, as well as designated exits from the building (to allow for physical distancing).
- Reduced touch points with doors propped open (where feasible / permitted by code).
- Hand sanitizing stations will be located at all entrances and throughout the common areas.
- Additional waste receptacles will be designated for discarded Personal Protective Equipment (PPE).
- Signage including floor markers and posters to direct traffic and ensure appropriate social distancing is maintained
- Reduced and rearranged common area furniture is to be expected, to encourage physical distancing (where applicable).
- Physical and clear barriers will be installed at security / guest services desks (where we cannot maintain the recommended 2 metre distance).

WASHROOMS:

Masks are strongly recommended in washrooms.

- Some stalls / Urinals / Sinks will be closed
- Frequency of cleaning has been increased

ELEVATORS:

Elevator passengers strongly recommended to wear masks.

- No more than 3 – 4 People will be permitted at one time



RETAIL TENANT TIPS: Re-Opening

We recommend the following to implement within retail tenant spaces. These tips will help manage your employee and customer safety and comfort:

- Regardless of opportunity, do not open until your store is ready to safely welcome customers; communicate your re-opening dates and plans with your mall management team by phone or e-mail
- Institute a strict “stay at home” policy if any employees do not feel well; ensure your on-site teams are familiar with requirements to report any illness to the mall management team without delay by phone or e-mail
- Consider your entry and exit points and how you can direct traffic to minimize pinch points in these areas by designating specific directions for specific entries or splitting spaces
- Review your store planogram and layout and remove and/or adjust accordingly to ensure physical distancing is possible
- Create a direction plan for approaching and leaving the cash register on different sides
- Develop a strategy for customer waiting areas should your store need to limit occupancy.
- Wherever possible, provide a line within your space that provides room for waiting customers to practice physical distancing. Work with your on-site mall management team, by appointment / in advance to determine how overflow will be managed, if common area space is required
- Develop a signage and in-store communication strategy to ensure customers are aware of the measures that are in place (specific to your location) and store customer capacity
- Encourage employees to wear a name badge or item that will clearly identify them as a store employee
- Consider your strategy for aisle direction, usage of change rooms where applicable, return policies, seating and public restrooms (if available) in your space.



RETAIL TENANT TIPS: Re-Opening



- Provide your team with Personal Protective Equipment (PPE), including plexi-glass shields at cash registers. Encourage contactless payment.
- Develop and deliver training to assist your team in managing customer interactions
- Where needed install hand sanitizer for employee and customer use
- Ensure baskets or carts are wiped after each use
- Seating capacity is at a minimum in the food court, so please encourage employees who bring there lunch to remain in the store while they eat
- Take advantage of new mall amenities, such as Curbside Pick-Up (where available)
- Encourage store managers and your head office to participate in social programs to provide sale and incentive information to our marketing teams
- Consider adding foot activated door pulls to exterior entrances to your location and activating or installing “Sure Wave” or similar technology for accessible doors



Life & Fire Safety Procedures

Evacuation procedures (as outlined in your fire safety manual) will remain unchanged; however, we ask that you review your assigned muster station and take into consideration how physical distancing will be maintained, in the event of an evacuation.

In the unlikely event an evacuation is required, we recommend all employees wear masks as they exit the building and while they congregate in muster stations.

During an emergency, if anyone knows of someone who may have difficulty evacuating the building, they should inform emergency services and building personnel as quickly as possible of their condition and location.





Maintaining Communication



It is imperative that you maintain regular contact with your property management team.

We strongly encourage you to contact your property manager by e-mail or phone to discuss and submit your Re-Opening plans.

The building operations team also remains available and can assist with any essential service requests that might be needed during this time.

Please note that any noncritical maintenance requests will be completed outside of normal business hours, in order to promote physical distancing.

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**Thank
You.**