

# Common Area Retail Health & Safety Guidelines



# Common Area Retail Health and Safety Guidelines



## 1. Overview

The health and safety of our employees, vendors, tenants and guests is our number one priority. The intent of the following document is to provide guidance to common area retailers on protective practices to implement during a national health pandemic.

Tenants should follow recommendations and mandates specified by local, state and federal jurisdictions. We also encourage tenants to implement common sense measures in keeping their stores clean, safe and engaging.



## 2. Operations

Business owners should develop safety protocols to implement with all staff and employees. Coordinate with mall team on property-specific safety measures and adjusted operational hours.

- Any employee that has a fever or is experiencing other symptoms of Covid-19 should refrain from entering the premises.
- All employees are to wear face masks and disposable gloves upon arrival of the mall property.
- Gloves should be changed as often as required to prevent cross contamination.
- All employees should wash their hands for at least 20 seconds every 60 minutes throughout operational hours.
- If hand wash stations are not readily available, hand sanitizer with at least 60% alcohol shall be used.
- Avoid close contact with all employees. Maintain a minimum six-foot separation between each employee if possible.
- Business owners are to obtain all necessary approvals from local authorities prior to opening (if applicable).
- Provide a copy of the business safety protocols to the mall team.



## 3. Physical Environment

The following physical modifications should be taken under considerations prior to reopening. All changes are subject to review and approval by the mall team.

### **Queuing Control**

- Work with the mall team on anticipated queuing locations.
- Install printed floor graphics and physical separating equipment to promote social distancing.
- Maintain a recommended six-foot separation for each customer.

### **Physical Safety Measures**

- Install glass or acrylic separators at all publicly accessible locations around the retail unit. Separators shall adhere to all standards set forth in the Kiosk Criteria Manual. Tenants to submit drawings to Landlord for review and approval prior to installation.
- Retrofit existing acrylic POS separators on RMUs with taller elements.
- Designate and limit employee-to-customer contact areas for POS and merchandise transactions.
- Provide physical distancing at transaction areas between customer and employee with glass or acrylic separators that include pass-through openings.
- Accommodate for minimal-touch POS transactions. Utilize Near Field Communication (NFC) devices compatible with companies such as Apple Pay or Google Wallet to limit the need for physical interaction. Minimize cash transactions if possible.

### **Merchandising**

- Keep merchandise behind protective barriers and limit the amount of merchandise on open display.
- Avoid merchandising along common area walkways to avoid overcrowding and impeding mall egress paths.



## 4. Cleaning and Disinfecting

Tenants should create daily cleaning protocols for all staff and employees. Protocols should include cleaning and sanitation schedules, identification of high-use items and locations, and extra accommodations for trash control and removal.

### **Cleanliness**

- Tenants shall maintain previous standards of cleanliness prior to Covid-19. All surfaces should be wiped down daily and be free of dirt, dust and debris.

### **Sanitation**

- Adhere to CDC and local health department guidelines on sanitation with use of an EPA-registered disinfectant.
- Disinfect all frequently touched surfaces including but not limited to countertops, protective separators, tables, doors, switches, shared equipment and POS stations.

### **Trash**

- Determine appropriate volume of trash based on increased disposables. Additional trash bins shall be hidden from customer view if possible.
- Trash removal schedules and locations shall follow Landlord protocol.

### **Storage**

- Provide proper storage of cleaning supplies. Hazardous chemicals should be placed out of reach from the general public. Utilize back-of-house storage when possible for surplus supplies.



## 5. Specific Use Considerations

### **Food Establishments**

- No food sampling will be allowed.
- All food to be served with disposable containers and utensils.
- Designate specific food transaction locations with signage and protective barriers.
- Temporarily remove all tenant-owned bar stools, tables and chairs intended for customer use.
- Temporarily remove shared condiment stations. Provide single serve condiments if necessary.

### **Dry Goods (Cell Phone, Jewelry, General Merchandise)**

- Make hand sanitizer and wipes available for customers that desire to touch merchandise.
- Clean and disinfect all customer handled merchandise after each use.

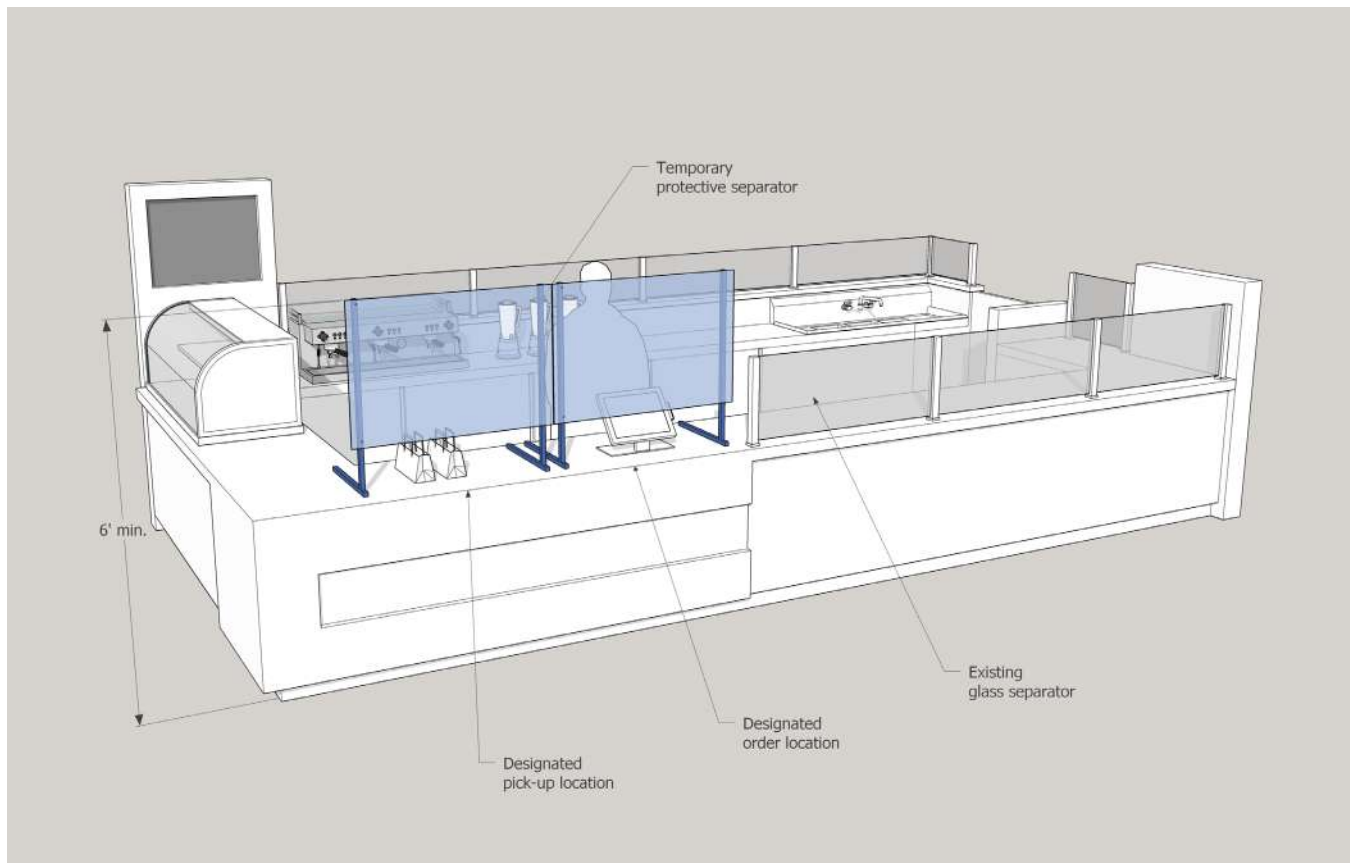
### **Health and Beauty (Massage, Threading, Hair Styling, Makeup, Skincare)**

- No hand-to-hand sampling of products will be allowed.
- Adhere to government guidelines on high contact and demonstration uses.
- Similar health and beauty uses shall adhere to all applicable licensed beauty regulations.
- All internal waiting areas shall be relocated outside of the retail unit in coordination with mall team.
- Provide a minimum six-foot separation between customers receiving services. Temporarily decommission adjacent chairs or stations to maintain safe distancing if necessary.
- Employees shall change gloves before and after each service rendered.
- Clean and disinfect chairs and tools after each transaction.



## 5. Additional Resources

### Kiosk With Temporary Protective Separator





## 5. Additional Resources (cont.)

### **Centers for Disease Control and Prevention – Coronavirus Disease 2019 (COVID-19)**

- <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

### **Environmental Protection Agency – Disinfectants for Use Against SARS-CoV-2**

- <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

### **Brookfield Properties – Covid-19 Update**

- <https://www.brookfieldproperties.com/covid19/>

### **Brookfield Properties –Retail Property Health & Sanitation Program Document**

### **Brookfield Properties – Kiosk Criteria Manual**

The above Guidelines are for Common Area Retailers in Brookfield Properties retail shopping centers. Brookfield Properties makes no representation or warranty that these Common Area Retail Health & Safety Guidelines comply with all laws, rules, regulations and guidelines. Occupants of the Shopping Center shall be bound by their agreement with Brookfield Properties, and by local, state and federal laws, rules, regulations and guidelines. Occupants of the Shopping Center are required to make their own independent investigations of the property and the applicable laws, rules, regulations and guidelines to determine what procedures and protective practices to implement at this time.