

COVID-19 RETAILER GUIDE

This document is written at a point in time as a guide only. Federal and State Government requirements, advice and restrictions should always be the precedent source of information and retailers should comply to accordingly.

Key Principles

The below information has been formulated to provide you with advice on the steps required on creating a safe environment for all retailers within our centre that continue to trade, are re-opening or preparing to re-open as COVID-19 restrictions are eased.

We all have a responsibility to ensure we are following and enforcing public health and safety guidelines to protect people against infection and help prevent the spread of COVID-19 and assure our community that our industry is working hand in hand with all the relevant authorities to provide a safe, healthy and secure environment.

The Shopping Centre Council (SCCA), National Retail Association (NRA), Shop Distributive and Allied Employees Association (SDA), Pharmacy Guild of Australia (PGA) and Australian Retailers Association (ARA) have jointly developed a **Retail Recovery Protocol for COVID-19**. This protocol ensures our industry maintains a consistent standard and prioritises the health and wellbeing of our customers, retailers and staff. Further details can be found in the link below;

<https://www.scca.org.au/wp-content/uploads/2020/05/Joint-Media-Release-NRA-SCCA-SDA-PGA-ARA-Retail-Recovery-Protocol-1May2020.pdf>

Compliance with ongoing government and public health authority advice remains a constant focus and we will continue to provide you updates as they are available.

Based on the current government advice, we ask that you always:

- Facilitate and encourage social distancing guidelines in accordance with Government or public health authority directions, which is currently a distance of 1.5m. A good way to encourage this is signage reminders, one-way queueing and ground markers within your tenancy. Following is a link to a Government poster that can be used;

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance>

- Increase frequent cleaning and disinfecting of regularly used objects and hard surfaces (i.e. payment registers, EFTPOS machines, shelves, trolleys, counters, benches, staff rooms etc). Following is a link to a guide from Safework Australia:

<https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-and-Cleaning-info-sheet.pdf>

- Ensure public gathering limits in accordance with Government directions are adhered to which is currently no more than 1 person per 4m² in tenancies (inclusive of staff). For example, a 100sqm store can have 25 people (100 ÷ 4 = 25) or a 60sqm store can have 15 people (60 ÷ 4 = 15).

Note: Restricted back of house areas, front of house merchandise display cabinets, counters, joinery or general stock such as large pallet of fruit or merchandise can limit the amount of space left for customer and therefore must be considered when calculating number of people who can safely enter your tenancy at any one point in time.

Actions to manage this could include regulating access points, monitoring customer counts and displaying signage at entries (most States require signage advising the number of people allowed in a store at any one time)

Following is a link to government posters that can be used, or reach out to Centre Management for further assistance, who would be more than happy to print these for you.

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-temporary-changes-poster-for-businesses>

- Promote contactless transactions such as “pay pass” “tap & go” instead of cash, facilitating distancing at counters and staff wearing disposable gloves when handling objects and money;
- Always practise good hygiene. Consider making available hand sanitiser at key locations within your store such as entrances, counters or high touch point areas. Ensure that you have the appropriate hygiene measures in place including but not limited to; cleaning and disinfecting processes and good hygiene practices have been communicated to your staff as per government guidelines. **Suspected or confirmed COVID cases:** In the event of a suspected or confirmed COVID 19 case, immediately notify Centre Management and ensure deep cleaning and disinfecting procedures are followed as per government guidelines (link below);

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community>

- Ensure your workplace has adequate health & safety measures in place to mitigate the spread and exposure of COVID-19. Government websites and SafeWork Australia provide guidance on how to satisfy these requirements. We encourage you to refer to the link below which will provide you with industry specific resources for your workplace;

<https://www.safeworkaustralia.gov.au/>

Re-opening Checklist

If your store is re-opening, please ensure you follow the correct procedures to maintain health and safety including:

- ✓ Notify Centre Management you are or have re-opened for trade
- ✓ Conduct a staged power up of all electrical items, this will reduce the likelihood of nuisance tripping of electrical circuits
- ✓ Conduct an inspection of your tenancy to ensure no leaks / damage or other items of note have occurred during your period of closure
- ✓ Ensure your telephones and internet are working

Additionally, for food retailers:

- ✓ Must include a hot flush of trade waste drains to ensure no waste matter has solidified in the pipework during the period in which your tenancy has been closed.
- ✓ Check all gas connections.

- ✓ Check Kitchen Exhaust Ducts prior to cooking to ensure there is no build up of dust which could present a fire hazard. Consider when the exhaust ducts were last cleaned. If they haven't been completed for some time and they are scheduled soon, consider bringing forward the clean now.
- ✓ Please note for Food Court retailers that it is unlikely that plastic food trays will be used. Please consider how this may impact your service.
- ✓ Centre Food Court seating and restaurant/café seating may need to comply with relevant social distancing guidelines such as 4sqm per person and maintaining a 1.5m distance to others. Please consider how this will impact your store layout and potential signage requirements.

Marketing Support

The centre Marketing Team can help you promote your business through this time using all centre managed channels. Please provide them with your key customer messages and any supporting images - the more you share, the better. If you would like to discuss any other opportunities with the team, you can contact them at marketing.indooroopilly@ampcapital.com to arrange a suitable phone meeting.

Digital Marketing

People are spending a lot of time on their phones and devices connecting with people, communities and businesses. Here are a few examples of key messages we could share across our platforms; we also welcome any ideas you have.

- How you are offering contactless services and products and where customers can go to purchase
- Popular products or menu items
- Special offers, new products, store sales
- The story behind your company and team
- What products entertain children at home
- What's trending in your store or restaurant for Winter 2020
- Secret cooking or fashion tips and tricks to share

To promote an offer, please supply the details, 942px (w) x 530px (h) image (no words on image), start and finish dates and times, and any terms and conditions.

Competitions and giveaways are always effective to achieve exposure and reach on social media. If you would like more information around this option, please contact the team to discuss.

Please send your key customer messages, supporting images and any suitable content to marketing.indooroopilly@ampcapital.com

Website: www.indooroopillyshopping.com.au

Facebook: @IndooroopillyShoppingCentre

Instagram: @IndooroopillyShopping

Centre Management Contact Details

If you are onsite and need any operational assistance, please contact Centre Management on (07) 3327 2810 or after-hours Security on (07) 3327 2828 who can direct your call as necessary.

There is always a Centre Management team member onsite during opening hours. Our Centre Management team also continue to work in teams and are rostered in the office on different days. You can contact any of the team by phone and email as listed below;

Elisabeth Rung, Retail Manager: 0466 323 764

Jenny Huby, Retail Manager: 0466 818 950

Heather Livingstone, Reception: (07) 3327 2810

We appreciate your support and by working together everyone will benefit.