

**To:** All Retail Partners  
**From:** Marketing, Indooroopilly Shopping Centre  
**Date:** Thursday, 4 November 2021

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## REMINDER: BLACK FRIDAY OFFERS

Don't forget our Black Friday event kicks off on Thursday 25th November this year. This is your last chance to submit your offer to ensure we can maximise promotion across our printed and digital brochures. There's also an opportunity to be included in our Giveaway Booth, should you wish to distribute products, samples, or vouchers.

Submit your offer or giveaway details via the online portal or to [marketing.indooroopilly@ampcapital.com](mailto:marketing.indooroopilly@ampcapital.com)

## COVID SAFE PLANS FOR THE FESTIVE SEASON

As we enter our peak trading period for the year, we're encouraging all retailers to review your individual Covid Safe Plans.

Outlined below are key areas we are addressing in a collective effort to ensure our customers feel as comfortable and as safe as possible when visiting our centre.

### Queue and Crowd Management

Please ensure you have a plan in place to manage queuing and crowding.

- Ensure you have adequate staff to monitor and manage your queues and crowds
- We encourage you to order (purchase or hire) 3-4 bollards to set up the queue system for your store
- If you have a void opposite your store, your queue is able to be positioned on the void - please ensure there is a clear passageway for customers in the common mall area
- If your store reaches capacity and your queue is full, please ask customers to return later

Centre management will discuss queue systems with all major and mini major retailers individually.

### Hygiene Procedures

We have remained diligent in our cleaning processes, placing additional focus on key areas such as hard surfaces, food courts and bathrooms. All AMP Capital managed assets have facilities in place to support our customers and tenants to practise good hygiene, such as hand sanitiser stations.

We've increased signage and security to ensure physical distancing and other government measures continue to be observed by everyone. These measures will continue throughout the season and will be phased to support the peak traffic periods.

We encourage retailers to ensure adequate supplies of face masks and hand sanitiser are made available for staff and for staff to practice physical distancing where possible.

**Check In QLD App**

Ensure customers are continuing to use the Check in QLD App upon entry to your store. If you need your poster reprinted, please contact the team, [reception.indooroopilly@ampcapital.com](mailto:reception.indooroopilly@ampcapital.com)

**Police Presence**

Police presence will be stepped up over the Christmas period to emphasise the importance of customers following our COVID Safe procedures.