

Memo



To: All Retailers
From: Jenna Corcoran – Centre Manager
Date: 13 May 2020
Subject: COVID-19 UPDATE: Further ease of restrictions from Friday 15th May

Dear Retailers,

Following the Federal Government's announcement on Friday 8th May of the 'Roadmap to a COVIDSafe Australia' the NSW Government has outlined the State's response to this roadmap with the announcement that more restrictions will be eased from Friday 15th May 2020.

These additional easing of restrictions will be welcomed by many members of the community along with a number of our retail partners. Below is a brief summary of the restrictions that will be eased along with details of what Marketown is doing to ensure that our centre is prepared for these changes, along with being a safe and hygienic environment for customers and retailers.

- outdoor gatherings of up to 10 people
- cafes and restaurants can seat 10 patrons at any one time
- use of outdoor equipment with caution
- outdoor pools open with restrictions
- food courts are allowed takeaway only (no seating).

You can find full details on the easing of restrictions on the NSW Government websites below:

<https://www.nsw.gov.au/news/nsw-to-ease-covid-19-restrictions-from-friday-15-may>

<https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules>

Marketown has responded to these new conditions, with effective cleaning and hygiene measures in place, additional signage throughout the centres, increased PA announcements, readily available hand sanitisers, increased targeted cleaning and security teams, and supporting retailer wherever possible to ensure that social distancing is taking place.

As restrictions have eased, we've seen an increase in customer traffic in our centre, which has been encouraging to see, however something that we have been monitoring and managing very closely to ensure that at all times the Government restrictions of 1.5 metre social distancing and 4psm per person were observed.

Again it was extremely encouraging to see customers and communities returning to our shopping centres to shop and support their local businesses.

Overleaf is a handy guide to assist you with complying to Government guidelines around social distancing and hygiene.

Please don't hesitate to contact Centre Management (02) 4929 4448 if we can assist you in any way.

We thank you for your continued support.

Kind Regards

Jenna Corcoran
Centre Manager

*** 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.*

COVID-19 Retailer Guide

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

Centre Marketing can help you promote your business through this time using all centre managed channels. Please provide your key customer messages and any supporting images - the more you share, the better. If you would like to discuss any other opportunities, please contact **Jess Doak** on **0407 666 423** 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.

Website www.marketown.com.au

Facebook @MarketownNewcastle

Instagram @Marketown_Newcastle

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 for Winter 2020
- Secret cooking, working from home tips, DIY or winter fashion & homewares tips and tricks to share

To promote an offer on the Marketown website, please email the following to jessica.doak@ampcapital.com

- Copy
- Accompanied image – must be 942px (w) x 530px (h) with a preference of no words
- Dates of your offer/article (Start and finish date)
- Terms and conditions if applicable.

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 Jess to discuss.

Centre Management Contact Details

If you are on site and need any operational assistance, please contact Centre Management on 4329 4448 or after hours Security on 0417 784 698 who can direct your call as necessary.

There is always a Centre Management team member on site during core 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;

Centre Manager - Jenna Corcoran – 0435 961 126 – jenna.corcoran@ampcapital.com

Operations Manager – John Simpson – 0466 026 770 – john.simpson@ampcapital.com

Marketing Manager – Jessica Doak - 0407 666 423 - jessica.doak@ampcapital.com

Admin & Finance Manager – Christie Allen – christie.allen@ampcapital.com

Administration Assistant – Teena Homan – teena.homan@ampcapital.com