



## Re-opening Plan May 2020

In line with the mall's re-opening on May 2020, we will implement the following procedures to comply with PROTECTIVE & PHYSICAL DISTANCING measures set by the public health and government authorities

May 14, 2020

Authored by: Sarah, Raymond & Gisele

---

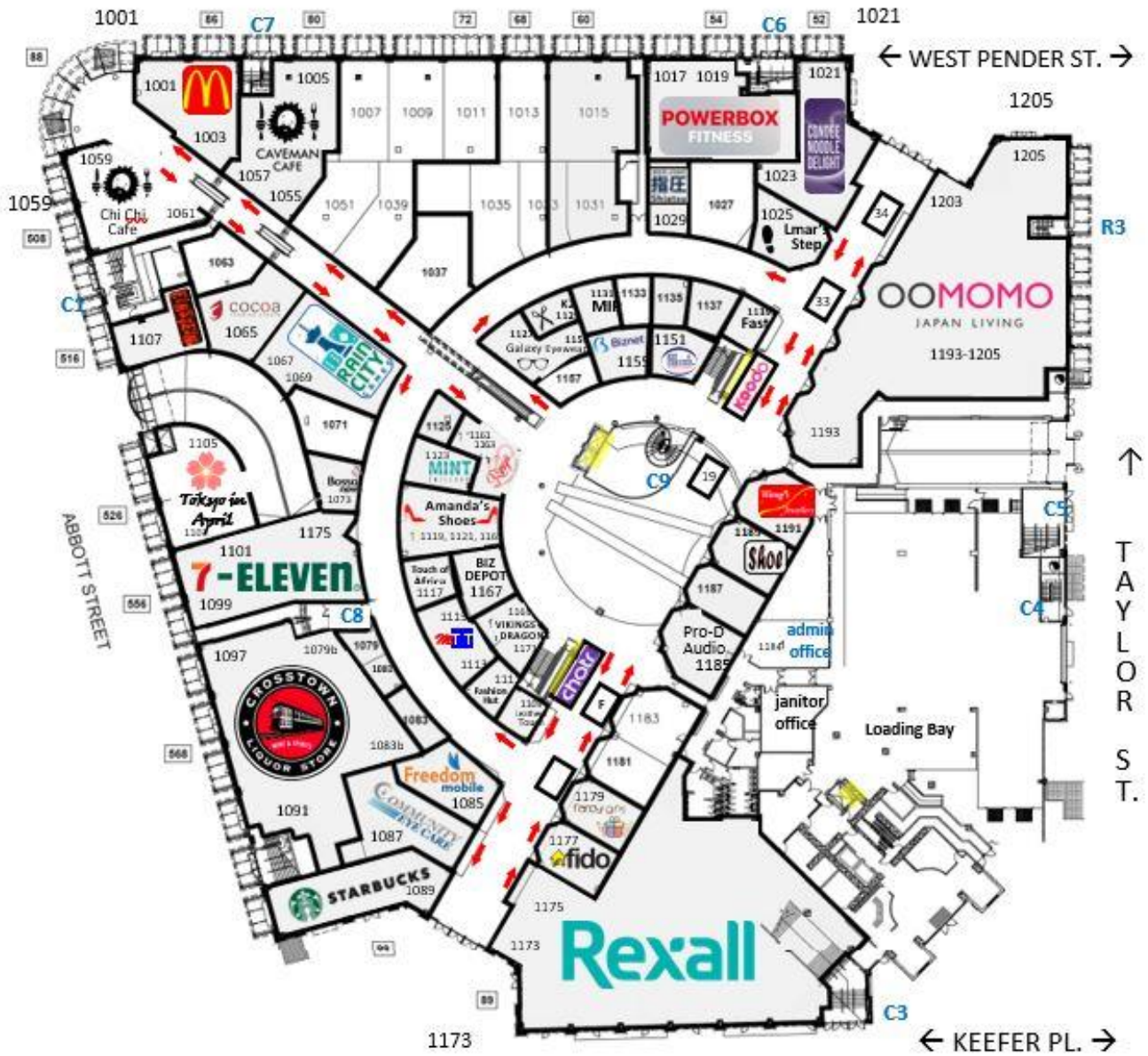
# Execute physical distancing protocols to reduce density of patrons inside the mall.

## CROWD CONTROL at the SOUTH ENTRANCE

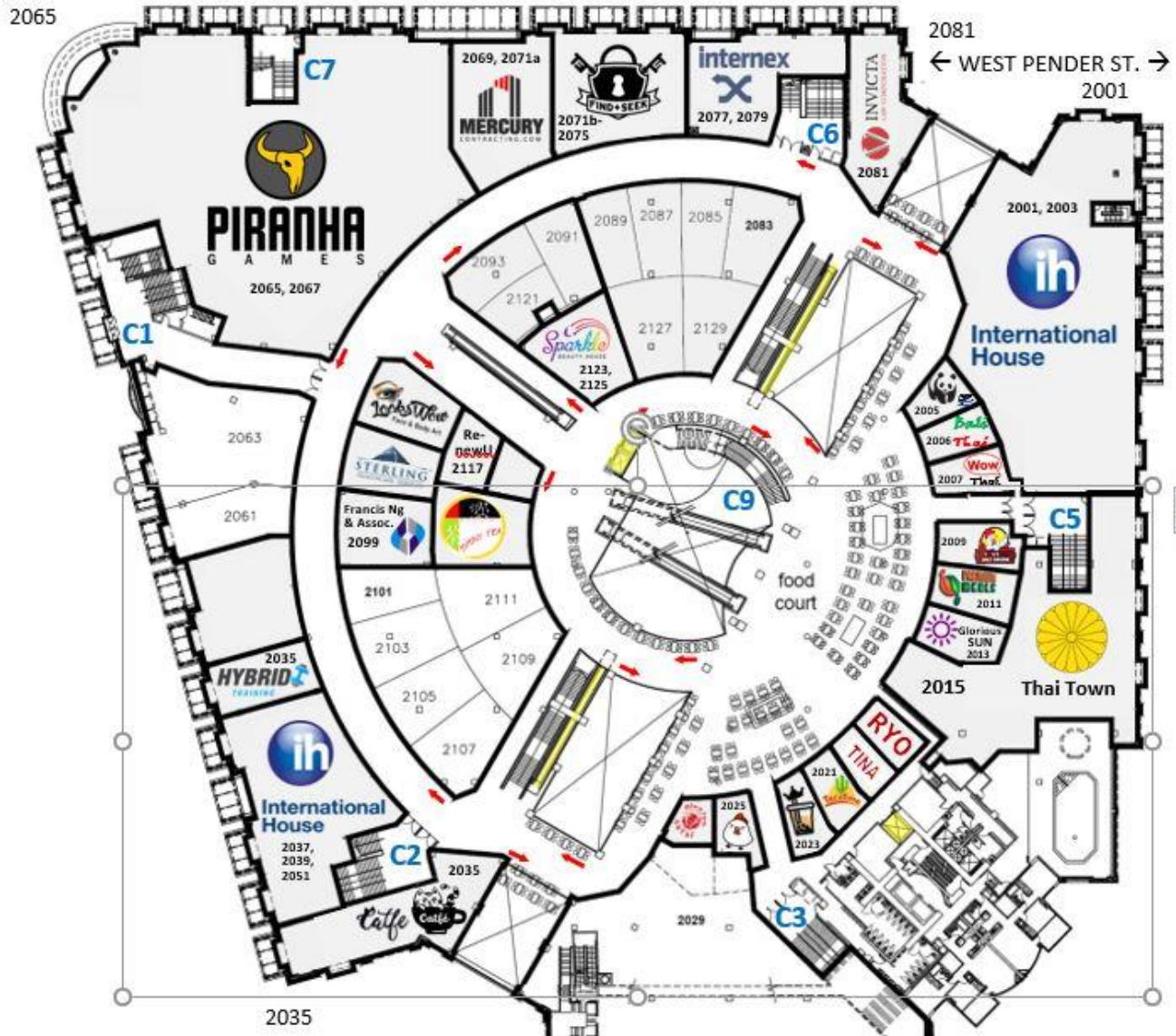
- We shall keep SOUTH ENTRANCE (Rexall/Starbucks) open to pedestrian traffic. Other entrances will remain closed.
- A guard will be positioned outside the entrance door to limit the number of patrons into the mall when needed
- A clicker will be provided to the guard in order to keep track of the number of patrons entering the mall
- Crowd control barriers will be installed to separate the entrance and exit of pedestrian traffic (attached photo)



- Directional arrows will be installed on the floor (attached photo)
- Patrons are requested to "KEEP RIGHT"



Directional arrow on 1st floor



**Directional arrow on 2nd floor**



---

## **CROWD CONTROL at the ABBOTT PARKADE ENTRANCE**

- **We shall keep the ABBOTT parkade entrance open to vehicular traffic**
- **A guard will be positioned outside the gate to limit the number of vehicular traffic into the mall when needed**
- **A clicker will be provided to the guard in order to keep track of the number of patrons inside the vehicle entering the mall**
- **Patrons can access entry to the mall thru C9**

## **CROWD CONTROL at the FOOD COURT**

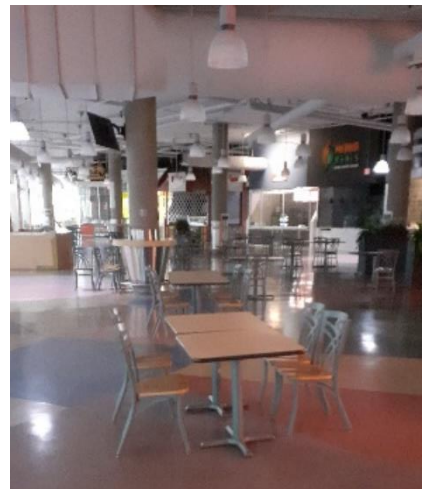
- **Tables and chairs will be arranged to a maximum capacity of 48**
  - 4 sets of 4 pax**
  - 8 sets of 2 pax**
  - 16 sets of 1 pax****(Attached photo)**



16 sets of table for 1

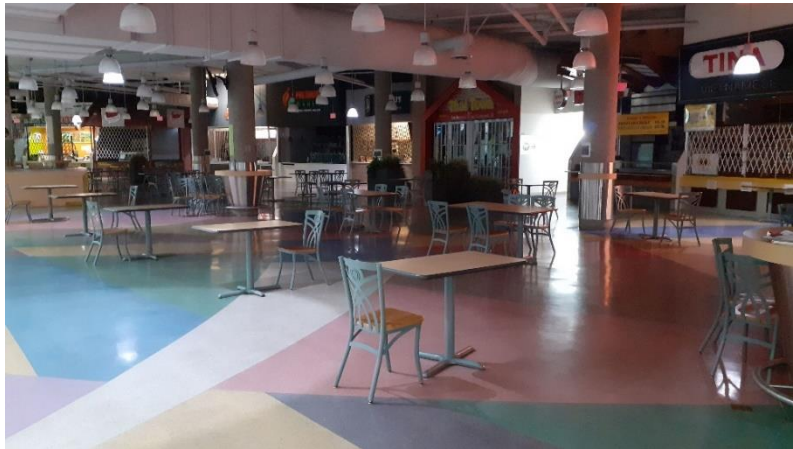


8 sets of table for 2



4 sets of table for 4

- **8 ft distancing between tables will be strictly enforced**

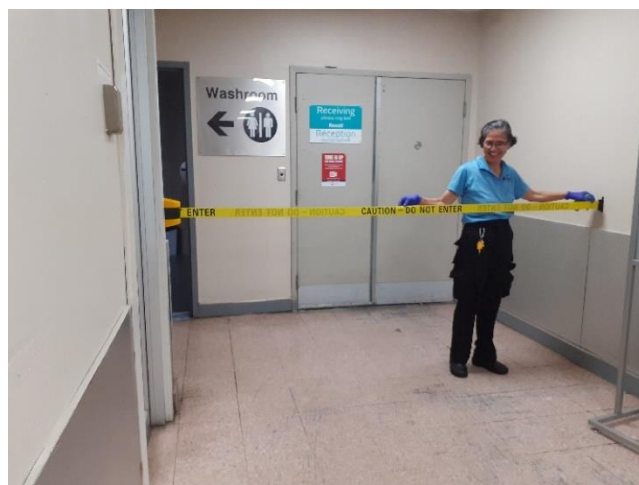


Tables distanced 8ft apart

- **Static guard will monitor and remind patrons to conduct "social distancing" if crowd develops**

### **CROWD CONTROL at the WASHROOM**

- **Female washroom will be located on the G/F only.**
- **Male washroom will be located on the 2/F only.**
- **A cleaner will be assigned to monitor the entry and exit of patrons and strictly adhere to keep a maximum of 4 pax at a time.**
- **Crowd barrier belts are installed in front of the washroom entrances to help the cleaners limit the number of washroom users at a time.**



---

## **CROWD CONTROL in the MALL**

- **Control management center (CMC) will monitor the density of the mall and dispatch security guard to remind patron to keep social distancing if needed**
- **Directional arrows will be installed around the mall to remind patrons to keep right**
- **Elevators are limited to 2 pax per trip (see attached)**
- **Maintain five steps apart at the escalator**



---

# Implement protective controls to secure health and safety of staffs, tenants and patrons

## TEMPERATURE SCANNING & FACE MASK

- Patrons will be advised to wear face mask and their temperature checked on the first week (7days) of re-opening.
- Face mask and temperature check are mandatory 7 days after re-opening
- A Thermal scanner will be provided to our security guards at the South Entrance and Abbott parkade gate. A patron will be refused entry if their temperature is over 38 degrees.
- DISEASE PREVENTION signage will be installed at the South entrance and Abbott gate



Poster with floor standing frame

Size: 22``x 28``



- 
- **Administration office, security and janitorial staffs` temperature will be checked on a daily basis as well**

## **HAND SANITATION**

- **Security guards assigned at the South entrance, Abbott gate and Food court are provided with alcohol spray bottles that patrons can avail of**
- **Administration office, security and janitorial staffs are provided with hand sanitizers, gloves and face mask on a weekly basis.**

