

# COVID-19 RETAIL RECOVERY PROTOCOL



## 10 Key Actions That Retailers Should Take

1

Alcohol-based hand sanitiser should be made available at key locations in the store



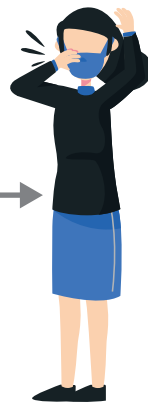
2

Cleaning and disinfecting of regularly used objects and hard surfaces should be increased



3

Creating signage reminders, one-way queuing and ground marking to facilitate social distancing guidelines



4

Ensuring public gathering limits in accordance with Government direction are adhered to.



5

Promoting contactless transactions such as 'tap and go' as opposed to cash.



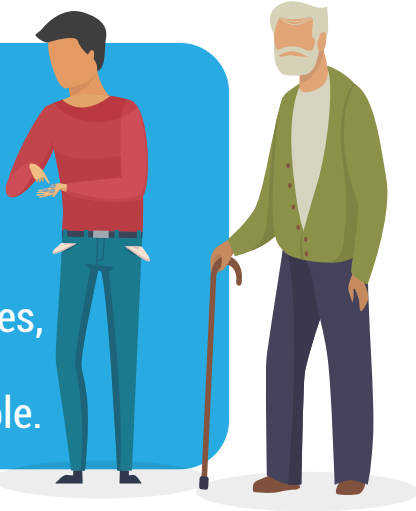
6

Utilising security guards and other personnel to monitor and encourage customer adherence to relevant public health guidelines



7

Focus on providing community access to essential services, especially for vulnerable people.



8

Facilitate daily check-ins with employees on their well-being and needs



9

Fostering open and frequent communication between shopping centre management and retailers



10

Maintaining relevant essential safety measures such as air-handling systems, exit doors, emergency power supply, smoke alarms, sprinkler systems and fire-isolated stairs.

