

## The Association of Trade Fair and Event Organisers in Finland

*Project: Northern Lights – COVID-19 comparison*



**COVID-19 Report and case comparison for SAFE openings**

**Trade fairs and Exhibitions VS Shopping centers**





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### SAFE Asset Group

Headquartered in Gothenburg, Sweden, SAFE Asset Group is a global certification company focusing on the risk and security management for real estate assets and public spaces with a focus on shopping centers, offices, hospitality, exhibitions, and mixed-use assets, supporting the real estate and hospitality industry with advice and certifications.

SAFE Asset Group comprises global risk, security, retail, and real estate experts who work with industry-leading clients worldwide to create SAFE Destinations® for the benefit of owners, operators, tenants, and visitors.

We are an independent certification body and advisor on real estate operations in the shopping center, retail, and hospitality industries.

SAFE Asset Group has, for the past year, acting as trusted advisors to both Swedish and Finnish real estate and shopping center industry and numerous international industry organizations. We have also been tasked to write specific COVID-19 operational safety guidelines and frameworks for the past year to the following organizations.

As a side note, in Finland, we have more than 40 shopping centers and retail assets being certified.

### Industry co operations and support

| Name/organization                                | Webpage   | Country |
|--|---|---------|
| 1. Rakli   | <a href="https://www.rakli.fi/en/">https://www.rakli.fi/en/</a>     | Finland |
| 2. Nordic Council of Shopping centers (NCSC)     | <a href="https://ncscnordic.org/">https://ncscnordic.org/</a>       | Sweden  |
| 3. Retail Property Community (REVO)              | <a href="https://revocommunity.org/">https://revocommunity.org/</a> | England |
| 4. Polish Council of Shopping centers (PRCH)     | <a href="https://prch.org.pl/en/">https://prch.org.pl/en/</a>       | Poland  |
| 5. Royal Institute of Chartered Surveyors (RICS) | <a href="https://www.rics.org/eu/">https://www.rics.org/eu/</a>     | Global  |

### Facts and figures SAFE Asset Group

- Over 450 COVID-19 assessments conducted
- Conducted assessments in more than 15 countries
- We have developed eight international guides for COVID-19 safety operational compliance

### Scope of comparison and report

We are in this context only looking at trade fairs and exhibition spaces with a clear definition of an area being closed in with clear and well-defined closed space, we are NOT looking at sporting events or concerts, or other open-door events.

### Definitions

Health and safety mean all aspects of preventing hazards, risks, or accidents from affecting our co-workers, suppliers, tenants, visitors, or people working on our premises.

Occupational health and safety are defined as the physical, mental, and social working environment for our co-workers. Occupational health and safety include the conditions for a healthy, safe, and well-adapted work environment and the organization of the workplace to support the well-being of all co-workers.

A trade fair (trade show, trade exhibition, or trade exposition) is an exhibition organized so that companies in a specific industry can showcase and demonstrate their products and services, meet with industry partners and customers.

## 1.2 Background

The Trade Fair and Event Organisers in Finland have asked for a comparison and advice for the SAFE openings of trade fairs and exhibitions in Finland. In this report, we compare a Shopping center and a Trade fair/Exhibition space as they are very similar in the operations and set up in regards to safety. The aim is to show that a trade fair and exhibition spaces is comparable to a shopping center/retail space and that the safety measures allow for a safe return to trade fairs and exhibitions.

We have, for this case, used and compared an Exhibition certification with a shopping center asset as a good and responsible Finnish Shopping center to show the similarities and the key benefits for an Exhibition or Trade fair being a safe place for conduction business in a very responsible way and as an organizer.

Our experience in conducting more than 450 COVID-19 compliance certifications in more than 15 countries, this has given us a unique insight and the expertise for reviewing a destination as being in compliance with best international practice, local legislation, and WHO guidelines and industry standards for the safety of an event and the operations.

### International inputs

**Does WHO recommend that all international mass gatherings be canceled because of COVID-19?**

**No.** As each international mass gathering is different, the factors to consider when determining if the event should be canceled may also differ. Any decision to change a planned international gathering should be based on a careful assessment of the risks and how they can be managed and the level of event planning. The review should involve all stakeholders in the event and, in particular, the health authorities in the country or community where the event is due to take place. These authorities and stakeholders are in the best position to assess the level of stress the event might place on the local health system and emergency services – and whether this level of stress is acceptable in the current situation.

**The GLOBAL Industry organizations: G3 Partners AIPC, ICCA, and UFI Release "Good Practice Guide: Addressing COVID-19 Requirements for Re-Opening Business Events"**

As authorities worldwide are increasingly clearing business events to run again, organizers of conventions and exhibitions and venue and center operators need to put respective measures in place that create safe environments for participants.

A new global Guide on the matter identifies and promotes globally emerging standards, protocols, and good practices. The "**Good Practice Guide: Addressing COVID-19 Requirements for Re-Opening Business Events**" is jointly produced by AIPC, the International Association of Convention Centers, ICCA, the global community, and the knowledge hub for the international association meetings industry, and UFI, the Global Association of the Exhibition Industry.

**Germany -Open Events cost is high and lead time long – there is a need to open the industry now.**

Germany is one of the most significant events and meeting industry places in the world and there has been a large impact on the German economy and industry. AUMA Managing Director Jörn Holtmeier comments:

"These are important first steps on the way out of the lockdown. The exhibition organizers, exhibitors, and service providers now expect a clear signal from all the federal states to permit exhibitions again.

The favorable development of the infection figures makes it possible to send signals everywhere now for the benefit of the economy. Otherwise, the continuing standstill will endanger the existence of organizers, stand construction companies and many other partners in the exhibition industry". For example, the considerable decline in turnover of the hotel industry, gastronomy, railways, air traffic, and taxis is to a large extent due to the closure of the fairs.

### 1.3 Objective

This report aims to compare Trade Fair and Event Organisers in Finland to the safe operations of a shopping center post COVID-19 and show the applicable risk measures in place for a safe and responsible way to do events.

The comparison is very relevant as the operations are to be seen as similar to how they are operating in terms of safety, people flows and having similar components even if the business focus is different, the operational safety similarities are very relevant in this comparison.

We will view the operational risks from a local and international perspective, and we will use different industry bodies and international organizations and recommendations made by the WHO to draw our conclusions.

### 1.4 Comparison of COVID-19 measures

#### Areas compared in our report

The comparisons we have made are based on our previous international COVID-19 assessments and focus on six core areas and 15 important subcategories that need to be covered to ensure that the operations of a shopping center or trade fair/exhibition is performed safely and responsibly (please refer to Appendix C for further details on the subcategories).

This approach demonstrates the trust placed in the operational teams in maintaining an appropriate duty of care for executing a safe event or the operations of a shopping center for staff, exhibitors/tenants, suppliers, and visitors.

#### The six core areas are;

- ✓ **Management System** – Roles, responsibilities, organization, legal issues, information/communication, policy, guidelines, and routines for COVID-19, and compliance and follow up (see more details in Appendix A and B)
- ✓ **Risk Assessment** – Safety Risk Assessment for the asset identifying e.g., the need of social distancing in crowded areas (e.g., entrances), and cleaning measures in at-risk areas such as restaurants, bathrooms, elevators, and ATMs
- ✓ **Supplier and Exhibitioner Safety Measures** – Hygiene for own staff, self-health-declaration, rules on social distancing, compliance and enforcement of rules
- ✓ **Staff Safety Measures** - Measures on safety, queuing, social distancing rules, and enforcement
- ✓ **Hygiene/Cleaning** – Risk mapping of areas, planning, and cleaning measures and cleaning material (e.g., touch prone surfaces)
- ✓ **Safe Visitor Journey** – Measures for the safety of visitors such as signage, social distancing measures, disinfection, rules, and enforcement, people counting, and communication/public announcements, entrance and exit, and parking

**Focus area** - setting the right conditions for the management of a SAFE destination.

To ensure the **setting of the right conditions for the management of a SAFE destination a clear framework and management system** is the main part to be focusing on, and the importance of outlining legal responsibilities, operational responsibilities between different parties (see Appendix A, for examples), risk awareness, and risk management procedures, as well as the set roles and mandates currently put in place at your trade fair/exhibition or shopping center to manage Covid-19 requirements. We ensure that the asset is aware of current local government requirements and the operational safety procedures and likely changes developing from new requirements.

Appointed COVID-19 responsible and a role description is one important aspect (see Appendix B, for example).



We are looking for confirmation that the trade fair/exhibition or center management understands their obligations and their commitment to managing Covid-19 measures and their responsibilities to staff, suppliers, tenants, and visitors.

One crucial part also checked is that the risk assessment gives you an understanding of your current situation and helps you determine the required action and correct actions if non-compliance and follow up of implemented measures.

Further guidance and example can be found here:

[https://www.ccohs.ca/oshanswers/hsprograms/risk\\_assessment.html](https://www.ccohs.ca/oshanswers/hsprograms/risk_assessment.html)

### **1.5 Certification and criteria comparison as a COVID-19 SAFE Destination**

When assessing whether a destination or environment is safe to visit and work within, from a COVID-19 perspective, it is imperative to consider that accurate post COVID-19 lockdown measures have been taken into consideration. This means that owners and operators need to demonstrate that they have implemented relevant government guidelines into their operations and are following the legislation. They also need to demonstrate that they are following international and industry best practice standards and that thorough internal compliance measures are in place.

SAFE Asset group has conducted over 450 assessments worldwide throughout the past 12 months to ensure operational compliance regarding COVID-19 safety amongst owners and operators of, e.g., hotels, offices, retail, and crowded places environments such as Exhibition and Congress Centers. The assessment focuses on six core areas with several subcategories to ensure the operations of an environment are being performed in a responsible way, thus maintaining a high level of duty of care to staff, tenants, suppliers, and visitors.

The six core areas and their subcategories stem from, e.g., extensive research and interviews with industry-leading experts, legislation, guidelines from industry organizations and councils, and recommendations from the World Health Organization (WHO) and the U.S. Center for Disease Control and Prevention (CDC).

The table below clearly shows that the six core areas apply equally well to shopping centers and exhibition centers in assessing COVID-19 safety measures and the ability to provide a safe environment.

Table 1: Comparative analysis of a shopping center and an exhibition center.

| The Six Core Areas   | Applicability   |   |
|--|---|---|
|  | Shopping Center   | Exhibition Center   |
| Management System  |    |    |
| Risk Assessment  |    |    |
| Supplier and Exhibitioner Safety Measures  |    |    |
| Staff Safety Measures  |    |    |
| Hygiene/Cleaning   |    |    |
| Safe Visitor Journey   |   |   |
| <b>*Pre-registration and time planning for opening and closing hours</b><br>Timeslots and pre-registration measures for the safety of visitors before coming to the Shopping center / Exhibition to minimize traffic and queues and strains on the public transportation systems. <sup>1</sup> |  |  |

### 1.6 Comparative analysis

We have compared an Exhibition certification, being Messukeskus, and we have used a local Finnish Shopping center, being Mall of Tripla, to show the similarities and the key benefits for an Exhibition or Trade fair being a safe place for conducting business in a very responsible way as an organizer. Please see Figure 1 below for an overview of asset locations and Appendix 2 for the complete COVID-19 assessment reports of Messukeskus and an example report from the shopping center.

The COVID-19 assessments show that both assets are in compliance with international best practices and have a clear understanding of the current legal rules and operational compliance regarding the safety and security in your Exhibition and/or shopping center.

The analysis also shows that the risk management approach to provide a safe environment for staff, tenants, suppliers, and visitors in an Exhibition Center does not differ from that in a Shopping Center.

*It will further show that several more and better steps are taken to mitigate the risk of spreading the COVID-19 in an event conducted in a Trade Fair or Exhibition in Finland.*

<sup>1</sup> Note: this is not one of the six core areas but a very important difference between shopping centers and exhibition centers. This is very relevant to mitigate further risks for a safe and controlled environment.

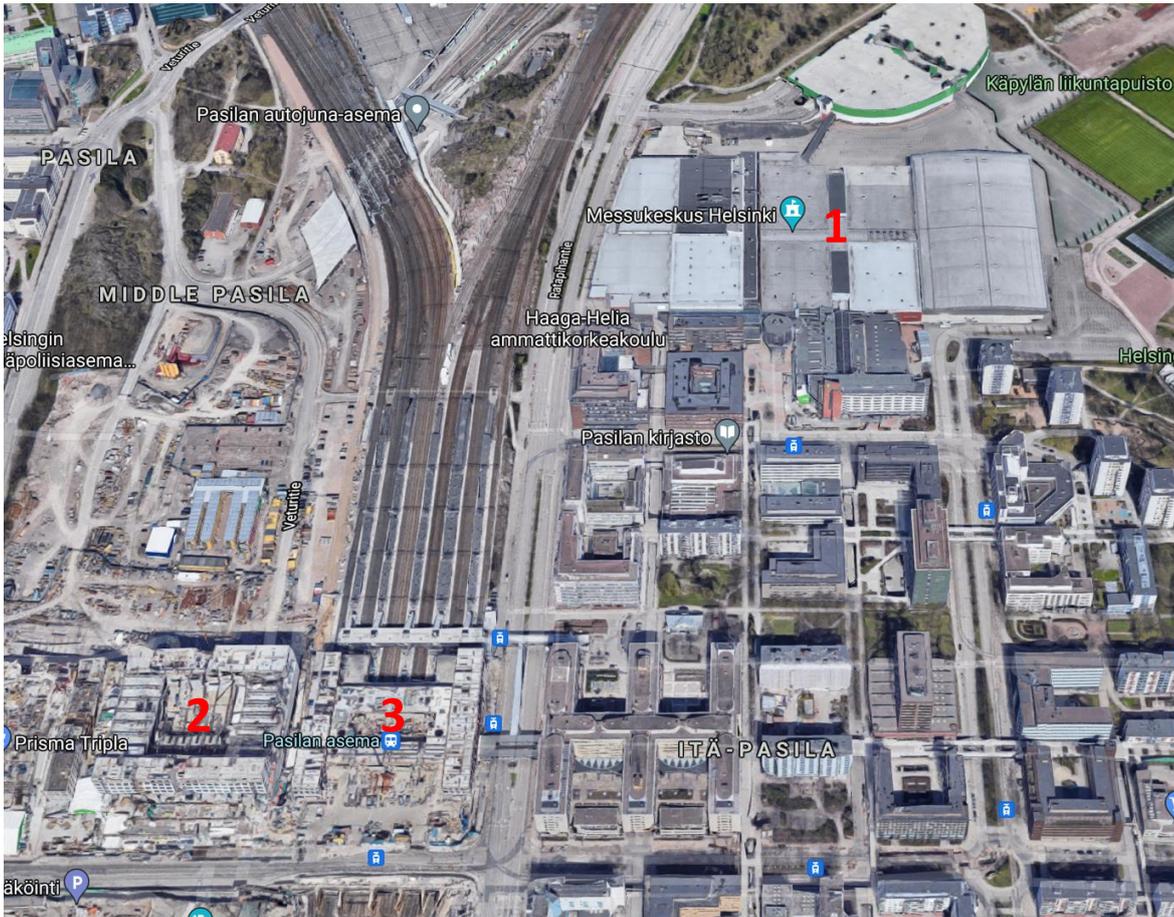


Figure 1: Map showing 1: Messukeskus, 2: Mall of Tripla, and 3: Pasila Station in Helsinki, Finland

**1.7 Case study; Key benefits for Exhibition centers and Trade fairs being SAFE**

After having compared an Exhibition Center (Messukeskus) with a Shopping Center (Mall of Tripla) based on the set and well-defined six core areas and subcategories, also consider other crowded places such as; retail stores, hotels, restaurants, and arenas:

**We see several key benefits of being a SAFE Exhibition Centers were discovered which clearly shows that an Exhibition center has even greater abilities to provide a COVID-19 safe environment for staff, visitors, tenants, and suppliers:**

Table 2: Key benefits of *trade fairs and exhibitions* from a COVID-19 safety perspective

| Key Benefits   | Benefits  |
|--|---|
| Exhibition centers provide a controlled environment designed specifically to host events   |   |
| Exhibition centers have clear, international COVID-19 frameworks to guide and support them (Messukeskus was one of the first in Europe to implement these) |   |
| Exhibitions generally require 3-18 months of planning and preparation, which allows for sufficient time to:  | Carry out a Risk Assessment and take actions accordingly  |
|  | To continuously monitor and assess the COVID-19 situation   |
|  | Plan for, and communicate with, e.g., public transport and accommodation  |
| As an exhibition requires pre-registration and pre-approval for visitors, exhibitors, and suppliers, exhibition centers have the following benefits:       | There is sufficient time to identify areas and events more likely to attract high numbers of visitors during the exhibition and design and prepare those to be managed in a safe way  |
|  | Many of the visitors will be known on beforehand, thus allowing for a good overview of which regions/countries they will come from and what the COVID-situation is there  |
|  | Foreknowledge on how many people will attend the exhibition, with a set maximum number for registration   |
|  | Separate time slots can be arranged for visitors and exhibitors, with staff required to entering and exiting the exhibition outside of visitor time slots to avoid peak hours and reduce high concentrations of people                                  |
|  | The pre-registration can be used to determine specific areas of interest for a visitor regarding the exhibition content and then suggest which time slot would be most suitable, based on, e.g., key-speakers   |
|  | Key events/key speakers can be pre-booked and with the opportunity to log in and participate remotely   |
|  | There is an opportunity to ask for evidence of COVID-19 vaccination in the pre-registration form or at the entrance   |
|  | The pre-registration can ask for a negative COVID-19 test result to be presented upon arrival (less than, e.g., 72h old)  |
|  | There is a possibility to provide (detailed) information beforehand on the safety measures in place and what is expected from those coming to the exhibition, and updates can continuously be sent out with new information should the situation change |
|  | Health questionnaires can be sent out to participants, e.g., 72h before the start of the exhibition   |
|  | Notifications and alerts can be sent out to everyone, e.g., via email or as text messages, should there be information about COVID-19 suspected or confirmed cases during or after the exhibition   |
|  | Movements can be tracked inside the exhibition to trace possible outbreaks of COVID-19 and areas at risk of having been contaminated  |

**Comment to the Case study**

*The risk management strategies chosen by the Trade fairs and Event organizers in Finland to minimize the spread of COVID-19 in their facilities is a correct and reasonable strategy showing great responsibility and Duty of Care.*

## 1.8 Conclusion

**Our comparison between a shopping center and a trade fair/exhibition draws the conclusion and verifies that:**

- The trade fairs and event organizers in Finland can ensure the safety of their events in a responsible way and ensure to minimize the risk of spreading COVID-19 in the same or improved manner as the shopping centers in Finland and on an international standard.
- The fair trade and event organizers in Finland show that they have taken the proper measures to ensure a safe event post-COVID-19 lockdown.
- The fair trade and event organizers in Finland are well aware of relevant safety compliance measures.
- The fair trade and event organizers in Finland can show they adhere to local legislation, international best practice, and industry standards.
- The fair trade and event organizers in Finland are ready to open in the post-COVID-19 world safely and responsibly to support the industry in Finland with responsible and safe events.

Our conclusion outlined in our report is based on current international best practice, local legislation, WHO guidelines and the over 450 sites we have assessed for the operational safety and COVID-19 risk mitigation actions.

### **Comments to the conclusion**

*The lead time for trade fairs and events is long between 3-18 months is realistic, so the delay of a decision NOT to open for business NOW to the fair trade and event organizers in Finland will have a hard impact and limiting the opportunity for the industry in whole.*

A risk management plan in terms of safety and operations and a well-documented approach to minimize the operational risk of spreading COVID-19 during an exhibition are far greater than on other public events or shopping destinations.

We see better and safer ways of conducting trade fairs and exhibitions from a safety risk perspective than in other public spaces as the environment is *fully under the operational control and NOT open to the public.*

The fair trade and event organizers in Finland have clear requirements for the Re-Opening of Business events well in line with international standards and local legislation with clear, set procedures and safety rules.

We also see that the current safety measures in place support the business benefits and far outweigh the risk of spreading COVID-19.



## 1.9 References and resources

[Beyond Covid-19 - Re-opening your Shopping Center](#)

### *Official resources*

[Centers for Disease Control and Prevention](#)

[European Centre for Disease Prevention and Control](#)

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/coronavirus-disease-covid-19-mass-gatherings>

### *Open resources:*

[International council of shopping centers - Re-opening best practices](#)

[German council of shopping places - Sample handbook on hygiene and safety measures](#)

### *Events and exhibitions*

[https://www.ufi.org/wp-content/uploads/2020/11/Framework for reopening the exhibition industry Post COVID-19.pdf](https://www.ufi.org/wp-content/uploads/2020/11/Framework_for_reopening_the_exhibition_industry_Post_COVID-19.pdf)

<https://www.auma.de/en/media/reports/press-2021-13>

<https://www.iccaworld.org/newsarchives/archivedetails.cfm?id=2987619>

APPENDIX

APPENDIX A – ROLES AND RESPONSIBILITIES

APPENDIX B – COVID-19 COMPLIANCE MANAGER

APPENDIX C - DETAILED EXAMPLE OVERVIEW OF COMPONENTS

APPENDIX A - ROLES AND RESPONSIBILITIES

| No | Role  | Function*                            | Duties*   |
|----|---|--------------------------------------|---|
| 1. | Manager/<br>Appointee                             | COVID 19<br>Compliance<br>manager    | The COVID 19 Compliance manager's primary role is to ensure and oversee that all the necessary precautions are in place and that a safe and secure operation is in place. Ensure the correct preventive safety measures and actions are taken. If noncompliance at the site, then to inform/stop or close down the area of noncompliance. Ensure timely information to tenants and other stakeholders.  |
| 2. | Deputy Manager/<br>Appointee                      | COVID 19<br>Compliance<br>Supervisor | The COVID 19 Compliance Supervisor role is to give active support to the COVID 19 Compliance manager and to oversee safe and secure operations in the site for all staff, tenants, and visitors.  |
| 3. | Tenant exhibition<br>responsible/Store<br>manager | COVID 19<br>Warden                   | The Exhibition responsible/store manager is responsible for the own area/store and to ensure the COVID 19 compliance in their area/store for a safe experience  |
| 4. | Security guard<br>company                         | COVID 19<br>Warden                   | The security company is responsible at the site to give active support to the COVID 19 Compliance manager and to oversee safe and secure operations in the shopping center for all staff, tenants, and visitors.<br>*Special focus on entrance and people social distancing, queuing routines, and entrance checks.   |
| 5. | Cleaning company                                  | COVID 19<br>Warden<br>Floor/area     | Focus and planning with special tasks for cleaning and support for all public high-risk areas and public risk areas.<br><br>The cleaning company is responsible for the site to give active support to the COVID 19 Compliance manager and to ensure the cleaning routines for safe and secure operations in the site for all staff, tenants, and visitors. *Special focus on toilets, food court, and all places' people "touch," E.g., doors. ATMs etc. |
| 6. | Maintenance<br>company                            | COVID 19<br>Warden<br>Floor/area     | The maintenance company is responsible for the site to give active support to the COVID 19 Compliance manager and to oversee safe and secure operations in the shopping center for all staff, tenants, and visitors. *Special focus on legionella, air ventilation, footfall, and Parking spaces, and people's social distancing routines.  |

\*To be adopted according to every trade fair/exhibition/shopping center and country / local conditions and

\*Defined by a risk assessment.



**APPENDIX B - COVID-19 COMPLIANCE MANAGER**

**Objective**

Ensure a COVID-19 Safe operation that is compliant to current government guidelines, recommendations, or restrictions, WHO recommendations, and best industry practice.

**Manager**

The Manager represents the owner and is the primary on-site decision-maker who must prioritize life safety whilst seeking to minimize commercial damage.

The Manager has the responsibility for the overall COVID 19 compliance of the shopping center and for setting up an effective procedure and organization, communication, and proactive actions.

The Manager delegates decision making in writing to nominees in order of succession, acting manager for when the Manager is not present (E.g., No2 IC, No3 IC, etc.). The Manager passes control of any COVID 19 compliance tasks.

Herby, the manager delegate the responsibility for the operational COVID 19 compliance to the below manager in the asset.

To Whom it is delegate: \_\_\_\_\_

Manager: \_\_\_\_\_

**COVID 19 Compliance manager**

**MAIN DUTIES/RESPONSIBILITIES**

The COVID 19 Compliance manager assumes full authority for the preparation and the implementation of all COVID 19 compliance actions and follows up on the correct implementation at the center until the authorities have issued new rules stating to step down on the current regulations set in force and overseeing the COVID 19 daily implementation and ensuring the routines are in place.

Informing and follow up that all relevant stakeholders understand the current restrictions as and rules set for the safe operations of the asset/site and ensure a commercially viable space.

Crate and uphold the correct operational safety measures on the site and ensure timely communication and follow up on the rules for the below stakeholders.

- Staff – Tenants – Suppliers – Visitors

Special focus shall be given hygiene protocols for cleaning and social distancing measures in the asset.

Date: \_\_\_\_\_/\_\_\_\_\_

Signature

\_\_\_\_\_

Manager

COVID-19 Compliance mana

## APPENDIX C - DETAILED EXAMPLE OVERVIEW OF COMPONENTS

*We have listed below some of the example elements included within our assessment.*

### **Framework**

#### **Management, Policies & Procedures**

Enhanced Operating Protocols are implemented for the following:

- o Social / Physical Distancing – Employees, Tenants, Suppliers, and visitors (F&B, Common Areas, Entrances, and restrooms.)
- o Enhanced cleaning & sanitization procedures
- o Cleaning Products & Supplies
- o Health Screening (staff, tenants, suppliers, and visitors, if applicable in the country)
- o Contactless (Payments)
- o First Aid & CPR provision
- o Incident Reporting (Suspected cases of COVID)
- o Training – Cleanliness, Hygiene, Hand Wash, Sanitization, PPE
- All current coronavirus policies communicated to employees

**Employee Training** Ensuring all colleagues have been informed/ trained on the new enhanced operating protocols and understand the signs and symptoms of COVID-19 and how to report suspected cases.

#### **Enhanced Cleaning Protocols & Swab Testing**

Shopping center and tenants common contact/touch points, e.g., door handles, key cards, light switches, remotes, phones, showers & taps, toilet flush systems, thermostats. Also, communal areas such as gyms, restaurants, lounges, cafes, bars, lift call buttons, and lift control buttons. Back of house areas were employees, contractors, etc. attend and work. The system in place to demonstrate areas. has been cleaned & disinfected (sanitized). Swab testing to be carried out to evidence the effectiveness of cleaning protocols.

#### **Enhanced Technologies and Equipment**

##### **(Optional)**

**Electrostatic sprayers** are used with hospital-grade disinfectant to sanitize.

Surfaces, E.g., Common areas, F&B rest areas, and all public areas of the shopping center.

*Note: Electrostatic spraying technology uses the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) to treat known pathogens. The sprayers rapidly clean and disinfect entire areas and can be used in a shopping center setting. to clean and disinfect other public areas.*

**U.V. Light Wand technology** used for sanitizing keys, devices, and common touch surfaces.

#### **Cleaning Products & Sanitization Wipes / Gels**

Ensuring cleaning products are suitable to kill the virus, ensure they are stored correctly and used it with the correct PPE. Providing hand sanitizer in key locations for guests and employees. Ensuring sufficient soap, water, and hand drying facilities.

**Social / Physical Distancing** Planning for tenants' areas, common areas and if sales, restaurants, etc. use of elevators/lifts, company vehicles, and other areas of operations.

**Employee Safety, Health & Welfare** workplace practices and safe environments, ensuring teams can socially distance. in their workplace and in their team, restaurants where provided, have appropriate PPE, training, and welfare facilities to carry out their duties safely.

Ensure PPE is provided as per local authority guidelines as a minimum.

#### **Engineering & Maintenance**



Property re-opening checks/procedures  
- Statutory / OSHA compliance inspections / testing & maintenance  
- Legionella testing

#### **Communications, Information & Signage**

It is ensuring appropriate signage for social distancing, hand washing, sanitizers, etc. throughout the shopping center, including tenants.

#### **Personal Health Screening**

Conduct Temperature checks to identify those with a fever, staff, suppliers, and tenants' employees.  
Use personal health questionnaires to confirm if employees are displaying symptoms or have recent contact traceability.

#### **Food & Beverage**

Tables & seating re-arranged to enable social distancing; walkways signed for one way wherever possible. Kitchen, food prep areas with enhanced sanitization programs. In-room dining & buffet protocols were reviewed.

#### **Incident Reporting – Suspected Cases of COVID-19**

How to recognize a potential COVID-19.  
Report COVID-19 suspected cases (internal & external to health authorities)  
Respond to guest/employee with symptoms.  
Quarantine (isolation) procedures for people with symptoms

#### **Emergency Response Procedures & First Aid Provisions**

**Evacuation Procedures:** Emergency Evacuation Procedures to be reviewed to consider social distancing. Assembly / Muster Points to be reviewed to support social distancing where possible. Where social distancing at assembly points is not the possible provision of disposable face masks and gloves is a good practice. Evacuation procedure for disabled visitors – When providing physical assistance to a disabled guest during an emergency evacuation, appropriate PPE must be worn (gloves, mask, apron). Fire Wardens / Marshalls / Emergency Response Teams to be issued with appropriate PPE (E.g., disposable gloves, masks, aprons and eyewear)

**First Aid Provisions & CPR (First Aiders) –** Do not provide 'mouth to mouth' resuscitation. All First Aid Kits to have disposable gloves, masks, aprons, and eyewear as a minimum.