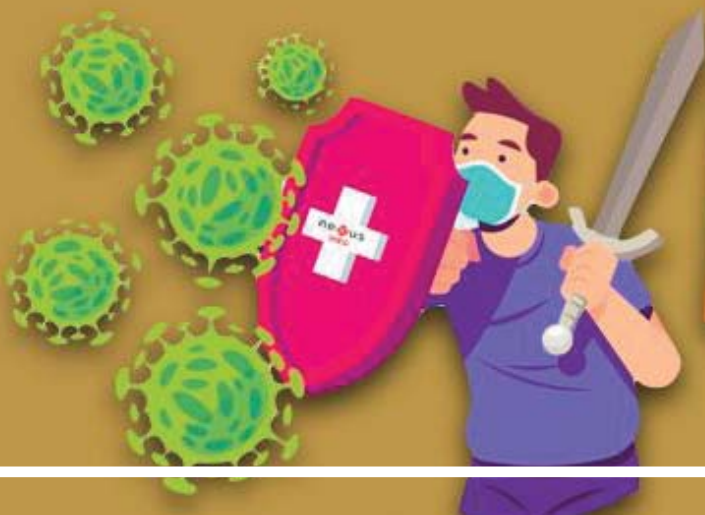




THE NEW NORMAL SCAI GUIDELINES *for* SHOPPING CENTRES IN INDIA

A GUIDE FOR COVID-19 PANDEMIC PREPAREDNESS AND RESPONSE

By Shopping Centres Association of India (SCAI)





The industry is well aware of the difficult times the entire nation is going through. However, it is also of the belief that shopping centres will play the most crucial role if the economy needs to be kick-started and consumers are to return to a safe and hygienic retail environment.

In line with its commitment to support the government's efforts, SCAI has taken proactive measures and collaborated with captains of the industry to co-create a comprehensive set of stringent guidelines and strict protocols (SoPs) that define the 'new normal' once shopping centres are given a nod to resume operations. These SoPs are not just a culmination of the best practices employed across the world including the recent examples of Dubai and Singapore; the SoPs are a reflection of hundreds of years of collective experience that industry leaders bring together to define the way organized retail will operate in the post-Covid times.

The SOPS includes Pre-opening protocols as well as protocols once the Centres are operational. The SOPs address each and every process/ aspect of efficient and safe functioning of Shopping Centres amidst such testing times.

SCAI is keen to work together with the Government in putting a formal structure in place to ensure that these guidelines are followed in letter and spirit and the roll out across the States is efficient.

SCAI recommends all shopping centres to strictly adhere to, comply and follow the guidelines laid down in this document prior to opening and continue to do so on resuming operations as per government directives. The SoPs is our effort to help the Government in kickstarting the economy at the earliest.

We remain available for any discussions and consultations on the matter.



Amitabh Taneja

Chairman and Founder Director,
Shopping Centres Association of India (SCAI)

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Disclaimer

SCAI recommends all shopping centres to strictly adhere to, comply and follow the guidelines laid down in this document prior to opening and continue to do so on resuming operations as per government directives. SCAI does not take any responsibility if individual shopping centres do not comply with these guidelines in part or in full and, shall not be held responsible for any incidents arising out of non-compliance to the guidelines. SCAI is a representative body and is only in a position to make recommendations and cannot impose these guidelines in any manner.

Safe-Distancing 6 feet subject to amendments by local authorities.

What is COVID-19?

Coronavirus disease 2019 (COVID-19) is an infectious disease caused by most recently discovered coronavirus called severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The disease was first identified in Wuhan, the capital of China's Hubei province, and has since spread globally, resulting in the ongoing 2019–20 coronavirus pandemic.

What are the symptoms of COVID-19?

The most common symptoms of COVID-19 as per WHO guidelines are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell. Most people recover from the disease without needing special treatment. A small percentage of people who get COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness. People with fever, cough and difficulty breathing should seek medical attention.

HOW COVID-19 SPREADS?

People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. This is why it is important to stay more than 6 feet away from a person who is sick.

People are thought to be most contagious when they are most symptomatic (i.e., experiencing fever, cough, and/or shortness of breath). Some spread might be possible before people show symptoms; there have been reports of this type of asymptomatic transmission with this new coronavirus, but this is also not thought to be the main way the virus spreads.

IMPACT OF COVID-19

The global COVID-19 pandemic has forever changed our experiences— as customers, employees, citizens, humans and our attitudes and behaviours are changing as a result. Self-quarantine. Social distancing. Community spread. These formerly obscure terms are now every day words. New habits and behaviours are forming that in many cases are not likely to go away after the crisis passes. Once the immediate threat of the virus has passed, what will have changed in the way we think and behave, and how will that affect the way we design, communicate, build and run the experiences that people need and want? The answers to these questions will be revealed in the ways people and businesses react and find innovative ways to rise above these challenging times.

THE NEW NORMAL – SHOPPING CENTRE GUIDELINES

As we continue to navigate this new normal, we have developed a “Manual” that lays out proposed guidelines / best practices to raise awareness of new health & safety practices and to address various scenarios that we may face when we reopen the shopping centre. These are broad guidelines and need to be adapted to individual shopping centre requirements.

The manual covers a wide range of topics, including:

- Shopping centre reopening checklist incl. pandemic response team
- Social distancing rules for shopping centre visitors
- Retailer’s coordination
- Shopping centre operations guidelines and to do list before shopping centre reopening.
- Standard operating procedure guidelines for all verticals, so that efficiency is maintained, and core functions are carried out smoothly
- Communication strategy for customers and retailers

S. No.	Topic	Task(s)
1	Pandemic Response Team	<ul style="list-style-type: none"> Set up the Pandemic Response Team Have a plan in place to adopt this framework and develop site-specific protocols
2	Preventative Material Inventory	<ul style="list-style-type: none"> Confirm operation has an adequate supply of soap, disinfectant, hand sanitizer etc. Confirm stock of face masks, face shields, gloves, and glasses on site and on order with lead time. “Non-Touch” thermometers on site for employee screening
3	Personal Protective Equipment	<ul style="list-style-type: none"> Review and understand protocol
4	Deep Cleaning & Disinfection Protocol	<ul style="list-style-type: none"> Disinfect complete Shopping Centre prior to the reopening Replace or clean/disinfect HVAC air filters Review, understand, and prepare for the Deep-Cleaning and Disinfection Protocol
5	Audit Checklist	<ul style="list-style-type: none"> Implement Site Audits
6	Isolation Protocol & Coordination	<ul style="list-style-type: none"> Review and understand protocol Isolation room guidelines Protocol in place to isolate employees, customers if symptomatic Print out forms and protocol to be available as needed
7	Social Distancing Protocol	<ul style="list-style-type: none"> Review and understand protocol Complete and continue to adhere to the Social Distancing checklist
8	On-Site Health Screening	<ul style="list-style-type: none"> Ensure protocol for pre-shift screening prior to shopping centre entry Ensure barriers are in place to prevent anyone from missing Screening protocol
9	Return to Work Training Plans	<ul style="list-style-type: none"> Shopping Centre to work with 50% employee strength till further notice. All employees will be screened before allowed entry to the Shopping Centre. Host pre-return to work trainings: <ul style="list-style-type: none"> Review of Manual with employees Training for Health Screeners & Isolation Coordinators Training for Disinfection and Housekeeping Team Host 1st Day Trainings/orientation Localise manual presentation & materials to be consistent with facility Host first-day training orientation for all Shopping Centre staff

The Pandemic Response Team (PRT) is a cross functional team lead by Head - Operations in the following categories/examples:

Head – Operations has overall responsibility for the site’s pandemic preparedness & response plan, coordinating and aligning with regional FSH and the COVID-19 Crisis Team.

Security Head - Works with the Head - Operations to manage social distancing logistics in regard to arriving and departing shifts, as well as retailers’ staff and guests. Will further support the Fire & safety head by providing site specific options regarding social distancing within the shopping centre, including potential mitigation measures to manage risk of employees required to work < 6 feet from others.

Fire & Safety Head (FSH) - Works to develop protocols to ensure the wellness of all employees, retailers’ staff and customers and the overall pandemic preparedness and response plan, ensuring alignment with company’s FSH and the COVID-19 Crisis Team.

Operations / Housekeeping Manager - Works to manage daily and periodic disinfection logistics, including routine and deep cleaning, disinfection processes, in accord to the protocols set up by FSH Leader. Drives process of continual improvement and ensure 100% compliance of disinfection protocol, and any approved regional or site variations.











PPE & Materials Lead / Procurement Manager - Works to secure all necessary supplies to implement and sustain the site pandemic preparedness & response plan, including direct procurement by the shopping centre.

List of hospitals, Municipal ward officers, health officers list and their emergency contact detail's to be displayed on shopping centre departmental, Retailers Notice Boards, & at shopping centre entrances-

COVID-19 Hospital		
Health officer		
Ward Officer		
Police personnel		

Disinfectant Supplies & PPEs:

- Confirm shopping centre has an adequate supply of soap, disinfection spray, hand gel, face masks, gloves, and glasses on site and on order with lead time.
- Shopping centre should keep a minimum quantity of 30-day supply.
- Disinfection portable stations recommended for each floor.
- Security staff, medical attendant, x-ray screener and housekeeping staff are required to wear gloves, masks, and glasses.





No	Item	Image	Quantity
1	Mask (surgical)		Min 30 Day Supply
2	Nitrile Gloves		Min 30 Day Supply
3	Infrared thermometer		1 at every shopping centre entrance including Staff entries
4	Disinfectant		Min 30 Day Supply
5	Spray Bottles		Min 5 Bottles
6	Sanitization Floor Stand		At all entrances, near Escalators/ Travelators, Lift Lobbies
7	Hand Sanitizer (Refills)		Min 30 Day Supply
8	Hand Soap		Min 30 Day Supply
9	Paper Towels		Min 30 Day Supply
10	Glasses / Face shield		Min 30 Day Supply

About:

To protect Our company’s employees, we follow the top 4 protective measures as recommended by the Govt. Authorities and WHO.

1. Personal Protective Equipment (PPEs)
2. Personal hygiene
3. Social distancing of 6 feet
4. Frequent disinfection of common surfaces

The EPT and Team Leads for PPE and Sanitisation are responsible for ensuring there are enough supplies as required per our company’s Pandemic Plan.

 PERSONAL PROTECTIVE EQUIPMENT PROTOCOL	
 MASKS	Face masks are required PPE for following pandemic response and management personnel within each facility: <ol style="list-style-type: none"> 1. Isolation team members 2. Disinfection team members 3. Security Staff 4. Housekeeping Staff 5. Those with broad exposure total shopping centre employees (e.g. cafeteria workers)
 FACE SHIELDS	Face shields must be worn as a precautionary measure by Isolation team members
 GLOVES	Our top priority is protecting our people. Based on WHO findings, it is recommended that following employees wear gloves: <ol style="list-style-type: none"> 1. Isolation Team Members 2. Security Staff at Frisking Counter 3. Those performing disinfection of common surfaces. <p>Note: Gloves, actually put employees at higher risk if not used properly. They are not recommended for general protective use for the following reasons:</p> <ul style="list-style-type: none"> • The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection. • Gloves often create a false sense of security for the individuals wearing them; • people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when in reality, they are not. • When wearing gloves, people are less inclined to wash their hands; this is counter-productive and puts others at higher risk; we want people to wash their hands because it is the number- one defense against any virus. • Proper removal of gloves takes training; if contaminated gloves are not removed properly, our employees are exposed to greater risk.

Deep cleaning and 100% disinfestation of the complete shopping centre to be done by the authorised respective housekeeping and pest control agencies. The goal is to establish a sanitary baseline before the shopping centre reopens.

We will need to take unique site-specific circumstances into consideration when sanitising and disinfecting.

Agencies should clean, sanitise and disinfect all areas of the shopping centre with special attention to:

- Tools
- Workstations and equipment
- Screens on shopping centre Floors
- Washrooms
- Elevators and Escalators
- Cafeteria
- Lockers Rooms
- Common surface areas
- Computer screens and keyboards



GENERAL DISINFECTION METHODS PROTOCOL

General Disinfection Measures:

- This checklist should be implemented in shopping centre to reduce the risk of spread of infection.
- Employees are not to perform disinfection unless trained on the specific chemicals used and provided appropriate PPE; employees will be provided specific instructions regarding disinfection processes they are allowed to perform, and how to safely use the chemical(s) selected for this use
- The cleaning steps outlined below should be taken routinely, based on frequency mentioned to disinfect workplace surfaces, chairs, tables, etc. and protect employees
- Along with these workplace disinfection activities, proper personal sanitary practices including washing hands after bathroom use are also necessary.



DEEP-CLEANING AND DISINFECTION PROTOCOL

1. The minimum requirements to carry out the deep cleaning and disinfection activity:
 - Trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste.
 - Proper equipment and PPE to perform the task.
 - Use of any disinfectant chemicals as approved by government for COVID-19 disinfectant chemicals to perform this activity, such as:
 - VIREX 256 (disinfectant) used through fogging, spraying and wet mopping.
 - OXIVIR wipes used as ready to use wipes on surface which are regularly touched by customer and employees.
2. The Pandemic Crisis Management Team must coordinate and supervise the cleaning and disinfection process. They must ensure that:
 - There is a specific plan and strategy to clean all site, machinery / equipment, common areas, offices etc.
 - Only authorised people can access the site during the cleaning operation.
 - All team members
3. Personal Protective equipment (PPE) requirements for the Deep Cleaning team:
 - The use of PPE is to be determined by the cleaning agency based on the chemicals used to conduct the disinfecting process including proper wearing, storage, cleaning, contamination and disposal of PPE as hazardous waste.

Conforming Audit Card

Shift:	Card#
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Inspection Area:

- General Disinfection Measures
1. Did the cleaning crew / employees receive training about the disinfection method and frequency?
 2. Was hospital grade disinfectant used as appropriate?
 3. Did the team do a comprehensive cleaning in all common surfaces (elevators buttons, tools, trays, railings, digital directories, escalator handrails,machines)?
 4. Did the team do a comprehensive cleaning in all offices, desk and conference rooms (cabinets, desk, table and chair surface)?
 5. Did the team do a comprehensive cleaning in all general objects often used or touched (doors, windows, handles, faucets, sinks,bathrooms)?
 6. Did the team do a comprehensive cleaning in cafeteria/canteen (tables, chair surfaces, dispensers, vending machines,etc.)?

- 2nd Layer Audit
- Audit of the above performed by a higher-level manager
7. Were non-conformities raised? Y/N
 8. If yes, were they actioned?
 9. If no, please provide reasons:

Isolation Room: -

The isolation room is to be made only for purpose for isolating any suspected COVID-19 person till the time the transportation to hospital is arranged. The isolation room should be separate from the Main shopping centre building.

Guidelines for the Isolation room are as under: -

- Location - Where possible, the isolation room should be an exterior room (building or portable structure). If not, then an enclosed area away from the general population can be used. It should be in a segregated area which is not frequented by outsiders.
- Post signages on the door indicating that the space is an isolation area. Restrict the movement of the staff near the isolation room.
- Stock the PPE supply outside the isolation room or area. Setup a trolley outside the door to hold PPE. A checklist mentioned below will be useful to ensure that all equipment is available.
- Place appropriate waste bags in a bin.
- Ensure regular cleaning and proper disinfection of common areas, and adequate hand hygiene of suspected person and attendants. Keep adequate equipment required for cleaning or disinfection inside the isolation room or area and ensure scrupulous daily cleaning of the isolation checklist for Isolation Ro room or area.

Checklist for Isolation Room

Eye protection (visor or goggles)	Face shield (provides eye, nose and mouth protection)
Gloves	Latex single-use gloves for clinical care
Reusable vinyl or rubber gloves for environmental cleaning	Hair covers
Paper Towels	Appropriate detergent for environmental cleaning and disinfectant for disinfection of surfaces, instruments or equipment
Appropriate clinical wastage bags	



ISOLATION PROTOCOL

Isolation Protocol for employees, retailer's employees or guests who become ill or exhibiting symptoms of COVID-19 at shopping centre: Isolation Coordinators, determined by each shopping centre.

Telephone communications are preferable, so the Isolation Coordinator can wear the appropriate PPE prior to aiding the suspected person. If the Isolation Coordinator is directly contacted by a person with a suspected infection, they must ask the person to go directly to the designated Isolation Room through the route that minimise the contact of suspect case with the general public.

Procedure:

1. Once the suspected infected person arrives in the isolation room, immediately provide them with a mask and nitrile gloves if not wearing. Explain to them that it is to help protect other employees and prevent the spread of a potential virus.
2. The Isolation Coordinator must call the Operations Head for advice regarding transportation to health facility.
3. The Isolation Coordinator, and any other attending the suspected infected person, should also wear required PPEs like protective mask, face shield and nitrile (surgical) gloves while working with the suspected infected person.
4. The Isolation Coordinator should direct the ill person to the nearest hospital as advised by the local health authority.
5. Ensure that the isolation area is thoroughly cleaned and disinfected, in addition to all other common surfaces recently touched by the infected person. All persons carrying out this cleaning must wear disposable nitrile (surgical type) gloves, and all support persons' PPE should be appropriately discarded prior to resuming normal work functions.



SOCIAL DISTANCING PROTOCOL

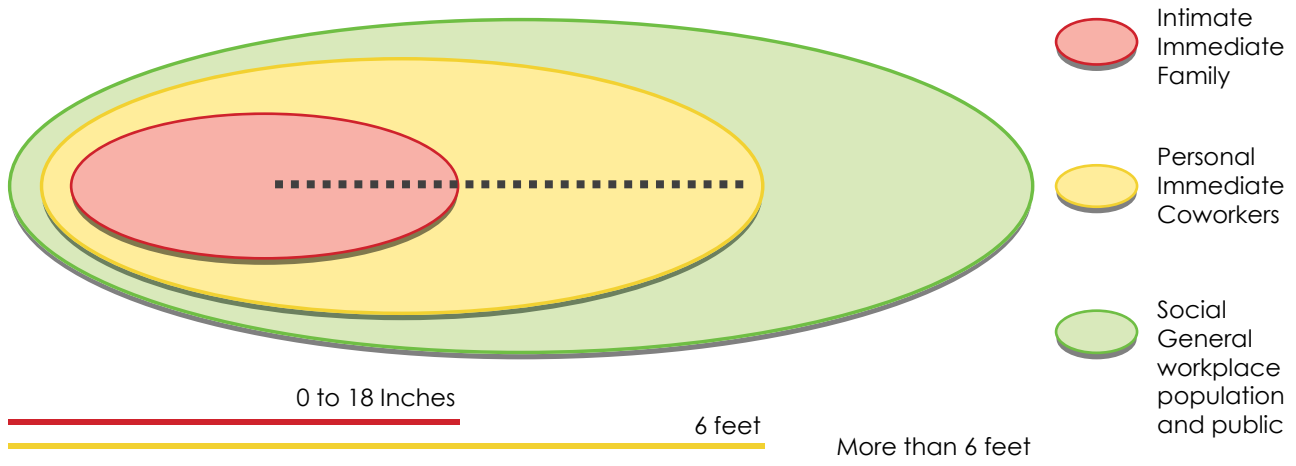


SOCIAL DISTANCING RULES FOR SHOPPING CENTRE VISITORS

In line with stricter safe distancing measures announced by the authorities, following enhanced measures must be implemented to avoid congregation of crowds in the shopping centre. Additionally, it will help in still confidence in shopping centre visitors that shopping centres are safe zones and there's no risk of infection in shopping and eating out again.

• Restricted customer entry norms shall be implemented as per the norms, prevailing from time to time. Wherever possible option of sc heduling of customers will be implemented, giving a real time details of total customers present in the Shopping Centre. Norm of 75 sq. ft per person will be strictly implemented and monitored on real time basis based on entry and exit data. Citizens above the age of 65 and below the age of 10 and pregnant ladies will be discouraged from entering to the Shopping Centre.

- Keep clear of people on the way to and from the stores, and when inside them as well, if possible.
- Be patient and take your turn to access goods in fridges and freezers, shelves etc. Retail stores will be helping in implementing this by limiting the number of people who can be inside a shop at any given time.
- When purchasing your shopping, try to keep your distance from shop workers as well.
- Automatic sanitizers will be placed at various places in the common areas including at the entrances at escalator landing etc.
- Avoid touching your eyes, nose or mouth until you have washed your hands. Every retail store is providing hand sanitiser, and cleaning shopping trolleys and baskets between customers.



- All common areas will be sanitized at regular intervals.
- At any given point of time not more than 3 customers be allowed to enter the Elevators. For Escalators, one customer must be allowed after 2 steps roll over. Permanent distance markers inside elevators to be placed so that people follow the markers. Elevator guideline to be in place before the shopping centre opening.
- Advisory creatives to be placed at all entrances.

Let's all do our part and be responsible together. Stay safe, eat well and have fun!

1. Social Distancing in Offices

Social distancing in offices is intended to provide a safe environment reducing risk of any potential person to person infection.

Guideline

- Let's all do our part and be responsible together. Stay safe, eat well and have fun!
- Office work should be organised to ensure social distancing to keep separation of employees between 6 feet.
- Where a minimum distance cannot be maintained due to workplace design one or more mitigation strategies need to be implemented, including engineering, PPE and/or administrative controls as appropriate.
- Avoid face to face desk layouts.

Recommended

- Whenever possible, workstations should be arranged to allow separation of 6 feet.
- Workstations need to have operator boundaries clearly marked on the floor. Operators need to stay within their marked areas.
- Workers are strongly encouraged to disinfect their own workspace multiple times during the shift, giving special attention to common surfaces.
- Employees must be reminded to avoid touching their face and must wash thoroughly with soap and water several times during the work hours to reduce risk and prevent person to person potential infections.



- Meeting rooms should be organised to hold no more than 10 chairs with the appropriate spacing and 10 employees at a time. Seating or standing positions should not exceed the minimum distance required.
- Communicate similar messages and arrange meetings over two or three shifts when possible to help reduce the number of people in office at any given point in time.

- Interaction to exchange information or quick meetings on the office floor space should respect the Social Distancing of at least 6 feet.
- Remote work may be assigned when possible or when mandated by the government to keep the operation efficient and communications flowing.
- Self-cleaning of the workspace is encouraged multiple times during the shift with special attention of the most used surfaces such keyboards, monitors, chair arm rest, desks, cubicle divider among others

What to do if the workstations are less than the recommended spacing?

- Work designs should avoid face to face operations with less than the minimum requirement 6 feet , if this condition cannot be met, then employees could be required to implement alternative measures to mitigate their exposure.
- Face Masks
- Face Shields
- Body Orientation
- Physical barriers may also be installed where practical; the barriers must be cleaned multiple times a shift.

2. Social Distancing during Shift Change

Shift changes must be managed thoughtfully to reduce infection risk, and to leverage the opportunity they present to ensure optimal disinfection of the workplace.

Start times must be staggered and add a gap of time in between each designated time.

Recommended

- Employees are to enter and exit at the designated entrances and exits – these locations will be easily identified and posted
- End of shift times should be scheduled to release the employees in the order they arrived
- Helpful Tips to communicate
- Avoid gathering when entering and exiting the facility
- Ensure 6 feet of space between each person while you wait in line to enter the shopping centre
- When you talk to someone in line make sure you do not face them directly
- Do not touch the time clock or entry door handle with an exposed finger(s) or hand
- Do not touch your face before you have had a chance to wash your hands

Things to consider

- Security stationed near entry doors at start and stop times
- Waiting lines outside of shopping centre in Inclement Weather
- Turnstiles, lead with elbow
- Time clock must be wiped off each time it is touched by an employee; hands must be sanitised before punching.
- Consider if it is practical and effective to do away with punching in and out for a few weeks and pay employees after reconciling the time by the Team Leader or Supervisor.

3. Social Distancing during Breaks

Management of employee breaks to provide social spacing and proper hygiene is necessary. Start and end times should be staggered.

Helpful Tips to communicate

- Seating and Capacity
- Count the number of optimal, number of allowable seats in the break room considering the acceptable distances of 6 feet.
- Limit and/or space chairs appropriately.
- Place signage on table to ensure proper social distancing in each seat – sign says yes or no to sit
- Post capacity of the breakroom



ON-SITE HEALTH-TEMPERATURE SCREENING PROTOCOL

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to shopping centre employees and visitors, temperature and health screenings will be implemented at the shopping centre.

On-site health and temperature screenings to be completed daily by on site personnel of all incoming guests/ employees / contractors/ suppliers before entering shopping centre.

- Social distancing Marshal will be deployed for each of the following activities for every entry of the Shopping Centre:
 - Two Social distancing Marshal for Que Management to ensure 6 feet distance between two people
 - One Social distancing Marshal for Checking of Aarogya Setu and mandatory wearing of mask
 - One Social distancing Marshal for Checking Temperature and thermal screening
 - One Social distancing Marshal for sanitizing bags and other customer belongings
- Perform temperature screening at shopping centre entry gates all person coming to the shopping centre including guests, shopping centre employees, retailer's staff, contractors etc.
- Ensure barriers are in place to prevent anyone from missing screening protocol.
- Security Head to organise the process and select additional team members to help.
- If a person temperature is found to be 100.4°F (38°C) or higher, then the person to be denied entry to the shopping centre.
- If a person exhibits visible symptoms of illness consist with COVID-19, then the isolation protocol mentioned above to be followed.
- Self monitoring of health needs to be practised by all and reporting any symptoms to the concern authorities.

It is very important that ALL shopping centre employees understand the safety requirements, protocols, and expectations to ensure everyone and their communities stay safe and prevent the spread of COVID-19.

We structured this training plan to effectively disseminate this information to the site's various teams and audiences.

Pre-Return to Work Trainings

To be presented remotely in order to ensure management's understanding and preparedness in alignment with the manual.

First-Day Trainings/Orientation

To present the protocols and procedures to staff as aligned with the manual but consistent with location.

Details

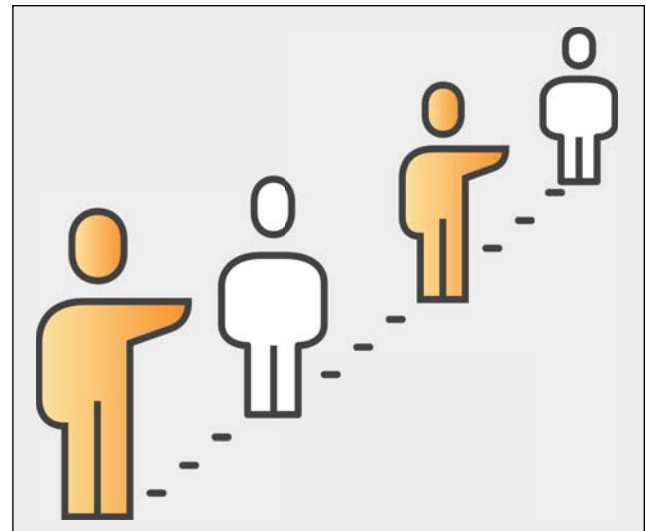
- All training topics can be reinforced with signage in the shopping centre.

Pre-Return to Work Trainings

Topic	Audience	Content Included
Overview of company's COVID-19 response protocols and resources	All shopping centre Management employees working remotely	Virtual Overview of Manual Can be reviewed through MS Team application (1 week prior) Shopping Centre Opening Protocols <ul style="list-style-type: none"> • Shopping centre Reopening Checklist • Pandemic Response teams • Preventative Material Inventory • Personal Protective Equipment • Disinfection Measures • Isolation protocol • Social distancing protocol • On-site health screening Next Steps <ul style="list-style-type: none"> • Check list items • First Day Trainings • Other trainings (As required)
Disinfection Team Training	Varies- Internal housekeeping and pest control staff or external vendor	In-depth review of the role, responsibilities and safety requirements for the disinfection team. <ul style="list-style-type: none"> • PPE • General Disinfection Measures • Deep Cleaning & Disinfection Protocol
Isolation Coordinator and Health Screening Leads	On site-health screeners and Isolation Coordinator(s)	In-depth review of the role, responsibilities and safety requirements for the Isolation Coordinator and on-site health screeners <ul style="list-style-type: none"> • PPE • Isolation Protocol

PEOPLE MANAGEMENT IN THE SHOPPING CENTRE PREMISES

In line with stricter safe-distancing measures announced by the authorities, following enhanced measures will be implemented to avoid congregation of crowds in the Shopping Centre. Additionally, it will help instill confidence in Shopping Centre visitors that Shopping Centres are safe zones and there's no risk of infection in shopping and eating out again.



Recommended

- Social distancing is a simple yet very effective mechanism to prevent potential infection, that relies on simple distance to avoid infection. In practice this means:
- Staying a minimum distance of 6 feet from others as a normal practice.
- Eliminating contact with others, such as handshakes or embracing coworkers, visitors, or friends.
- Avoiding touching surfaces touched by others to the extent feasible
- Avoiding anyone that appears to be sick, or is coughing or sneezing



CUSTOMER HELP DESK:

Social distancing stickers in front of desk will be placed to maintain distance. Customer Representative staff will inform customers to maintain social distancing and avoid gathering. Plexiglass screens to be installed at the customer help desk.

WASHROOMS:

Adequate floor markings will be done near washrooms to ensure that there is no crowding. Number of urinals will be reduced by 50%. Proper advisories will be displayed at all washroom entrance. There will be an attendant in each of the wash room to monitor the compliance.

SOCIAL DISTANCING MARKERS:

Foot markers will be placed in all the areas for easy identification. Movement of people will be monitored through close circuit cameras and regular feedback will be given to Health wardens deployed at the floor. Wherever feasible common areas on the floor will be made into one-way paths.

First Day Trainings/Orientation

Staff Training Program

Material	Content
Full Training - Return to Work.	Company's COVID-19 Response <ul style="list-style-type: none"> • Signs & Symptoms of COVID-19 • Daily self-screening for symptoms • Isolation Protocol for symptomatic employees • Social distancing measures • Personal Hygiene • Disinfection measures

Training Logistics

- Host training on the first day of shopping centre reopening
- Invite all staff
- Staff clocks-in for training
- Meeting area must ensure to adhere to social distancing protocol

As a business partners, the relationship between retailers and shopping centre management is very significant. It is very essential to have the interaction with the retailers for the smooth functioning of the shopping centre. As we move forward to reopen the shopping centre after lockdown and adjust our self with the reality of new normal, we need to incorporate the necessary changes in our day to day operations.

Keeping in view the social distancing norms, following guidelines need to be implemented.

- Material In / out approval request to be shifted from physical to digital methods.
- Invoices / bills distribution process to be shifted completely to digital methods.
- Permit to Work (PTW) process to be reviewed to ensure safe distancing norms.
- In case the physical interaction is necessary, social distancing norms of 6 feet distance to be followed strictly.

Furthermore, when we reopen the shopping centre, people will have spent months away from public places and crowds in general, so they will still be taking precautions until they are certain the COVID-19 threat has passed. With this in mind, retailers should strive to create a warm, open atmosphere that welcomes customers back and demonstrates that retailer understands their concerns.

Following guidelines will be recommended to retail partners in their reopening roadmap: -

Self-declaration Form to be filled by all the retail staff before joining on duty post lock-down if either themselves or anyone in their family was detected positive for COVID-19 during lock-down

- Enhancing the looks and feel of the store.
- Complete the renovation / maintenance work before the reopening. (Subject to the shopping centre guidelines)
- De-clutter the store as open spaces will be essential in drawing shoppers back.
- Introducing plexiglass screens at the checkout, that works as sneeze guard for customers and staff.
- Sample picture:



- Displaying signs and floor markings for social distancing.
- Encourage cashless payment methods.
- Training workers who need to use protecting clothing and equipment how to put it on, use/wear it, and take it off correctly, including in the context of their current and potential duties.
- Retail partners need to follow the guidelines / directives as received from the concerned authorities, associations. FAQ to be prepared and shared with them. Retailer store staff to be well versed with social distancing and sanitisation best practices.
- Apparel retailers in particular can let shoppers announce their visits beforehand, giving associates an opportunity to set aside the right items in order to minimise the need for close interaction, or use of shared spaces, when the customer arrives.
- All retailers can benefit from similar practices by using wish lists and prior shopping carts to help customers speed up the in-store journey.
- Routinely cleaning and disinfecting surfaces and equipment with Use of approved COVID-19 disinfectant chemicals.
- Complete sanitisation of the store should be also done before opening the store for first time post lockdown
- Recommending that workers wear masks over their nose and mouth to prevent the spreading of virus.
- Practicing sensible social distancing, which could include opening only every other cash register, temporarily moving workstations to create more distance.
- Restrictions of product testing such as make up, shoe trials, perfumes and restricted usage of trial rooms.
- Restrictions to be imposed no of customers entering the stores. Shopping centres management will paste guideline on the total number of people allowed in the store.

Following guidelines will be recommended to Cinemas operators.

- Discouraging the direct ticket selling from box office, thereby reducing the customer interaction points.
- E-Kiosk to be placed near the box office for ticket booking. Ensure the availability of sanitisers next to E-Kiosk.
- Promoting online tickets booking. QR code scanner to be placed at entrance for self-check-in.
- Provision for vending machines next to F&B counters.
- Ensuring minimum gap of 6 feet between the seating of customers.
- Restrict F&B service on seats facility.

Following guidelines will also be recommended to F&B partners: -

- Daily restaurant sanitisation
- Sanitisation of tables and seats after every use.
- Periodic sanitisation and scrub-down of the frequently touched parts of the restaurant such as door handles, tables, menu cards etc.
- Provision of necessary equipment such as gloves, masks, and more to the staff, along with necessary training.
- Taking customer temperatures at the door.
- Reducing the number of tables by about 50% to increase physical distancing.
- Encourage cashless payment methods.
- Cleanliness of raw materials used.
- Medical checks and temperature screening of all employees.
- Regular disinfection of the premises with fumigation to be done.
- Ensure the maintenance of hygiene inside restaurant premises.
- All booking desk / podium outside the restaurants should have sanitisers.

For Additionally, we will also be recommending following guidelines for Entertainment Zones: -

- Restrict F&B service on seats facility
- All the rides to be sanitised every day and customer touch points to be sanitised multiples times a day
- Restriction to be imposed no of customers entering the SEC. Shopping centres management will paste guideline on the total no of people allowed in the SEC.

When we reopen the shopping centre, it is expected that the footfall will not be as higher as before. The customers' confidence towards the shopping and eating out will gradually increase. Considering the same, we would be implementing changes in shopping centre Operations timings from 12 hrs (11am to 11pm) to 9 hrs (12noon to 9 pm) making it a single shift operation, which will help us in operational efficiency and reducing the overall running cost. Operation Timings will be governed by the guideline issued by respective Govt. authorities.

SHOPPING CENTRE REOPENING CHECKLIST

- A cross functional team to be formed for completing all the required work before shopping centre reopening.
- The coordination with the service providers to be done for ensuring the adequate availability of manpower from the day 1 of shopping centre reopening.
- All advisories and directives received from authorities need to be adhered and followed without any deviation. The same to be discussed with all core team members for 100 %compliance.
- Ensuring the availability of sanitisers next to the ATMs. Sanitisation Floor Stand can be used.
- The latest development on COVID-19, preventive measures currently in place and way forward to be discussed in daily sunrise meetings.
- Service of wheel chair and baby pram to be stopped temporarily.
- For lost and found items a separate box to be maintained and all the items to be sanitised regularly.
- Customers feedback machines installed at entrance like "Happy or Not" should be also removed temporarily.
- Communication with the Banks/ service providers to cover the number pad of the ATM's with plastic sheet so that shopping centre housekeeping staff can clean them regularly.
- At any given point of time number of customers allowed to enter the elevators will depend on the elevator size. Elevator guideline will be in place outside every elevator. Permanent distance markers inside elevators will be placed so that people follow the markers. Lift attendant will be placed in each lift to ensure compliance.
- One customer will be allowed after 2 steps roll over on escalator and after every 6 ft in case of traveller. Permanent distance markers will be pasted on escalator steps so people can follow the same.



GENERAL

General Standard Operating Procedures applicable to all employees

S. No.	Description
1	All employees joining after shopping centre reopening should be required to give declaration on their health status and recent travel history. Accordingly, the decision to allow the employee to work at site will be taken as per the HR guidelines. Self-declaration form enclosed in Annexure 3
2	The meetings with the vendors or contractors to be scheduled preferably via a teleconference or online event. Face- to-face meetings to be avoided as much as possible. In case face-to- face meeting is unavoidable, the same should be conducted in reception area of office only, keeping in mind social distancing norms.
3	Additionally, visitor / contractor needs to submit the self-declaration form as enclosed in Annexure 2. The Visitor Self-Screening Checklist forbids visits from persons who have had known exposure to persons with COVID-19 within the past 21 days, or who are exhibiting symptoms of illness consistent with COVID-19.
4	During the COVID-19 pandemic, it's important to clean commonly touched surfaces, especially phone screens and laptops. These devices should be sanitised with the use of 70 percent isopropyl alcohol wipes or Clorox Disinfecting Wipes.
5	Promoting the use of Aarogya Setu App by all Employees. Aarogya Setu, a mobile app developed by the Ministry of electronics and IT to help citizens identify their risk of contracting COVID-19 (corona virus)
6	All current checklists with additional inputs on hygiene and COVID-19 guidelines to be implemented in the shopping centre.
7	During attendance, training and other sessions, social distancing guidelines should be followed along with provision of no-touch attendance. Bio-metric attendance should not be implemented. Physical frisking is not advisable at site.
8	<ul style="list-style-type: none"> Two Health wardens will be deployed in each floor and atriums to ensure compliance of social distancing norms of 6 feet between two people. Retail, F&B Kiosk staff will be trained to act as additional Safety Wardens for the areas in front of their Kiosks.
9	Employee Feedback Form to be encouraged for continual improvement in our fight with COVID-19 outbreak. Employee Feedback Form Enclosed in Annexure 4



TECHNICAL

Technical Check Points Post Lock-down	
S. No.	People, Equipment & Process
Manpower	
1	Selected manpower based upon their health check-up standard should only be allowed at site to perform routine work i.e. Agency, Service provider, OEM team, Fit out / contractual manpower etc.
Method	
1	Follow SOP's & EG's to restart each utility segment.
2	Technical manpower movement restricted from its designated area. Movement can be done only with Shift Engineer / technical manager approval or in case of any emergency.
3	Hourly reading schedule can be subsequently changed to two hourly or more subjected to operational necessity to avoid manpower movement.
4	Deep cleaning should be done for each utility segment i.e. AHU's / CSU's area, HT /LT, DG, Chillers, BMS, CCTV, STP, Store, Canteen, Common / public area, entry gates etc. frequency can be decided based upon footfall / movements of staff.
5	AHU's / CSU's filter cleaning should be increased & dilution of some disinfection chemical can be used in water to wash filters. Necessary arrangements to be made to ventilate indoor environments with outdoor air as much as possible as per the guidelines framed by ISHRAE and approved by DG, CPWD of Government of India.
6	CPWD guidelines for Air-conditioning will be followed. <ul style="list-style-type: none"> • Increase intake of fresh air to at least 20%, thus ensuring fresh air circulation of treated air. • Cleaning of return air on weekly basis. • Maintain temperature at 24-30 degrees. • Ensuring Toilet exhausts are running 24 hours

7	Technical review should be conducted to know the health status of critical equipment's also to planned out the on- going activities.
8	Regular IPC subject matter expertise visit is required at site to support the site staff.
9	Resource / energy optimisation must be regularly monitored.
10	All compliance status should be checked & updated.

Machine

1	Health check of all critical equipment should be done through their respective OEM's.
2	Regular PPM of all equipment's should be done regularly follow social distance.
3	Regular sanitising to be done before use tools

Material

1	Necessary Consumables / spare / safety / Food inventory must be check & procured at store.
2	Mask, Sanitiser, Hand gloves, COVID-19 PPE kit & face shield stock should be maintained in store.

Safety

1	COVID-19 HIRA must be prepared as per site requirement wise.
2	For stores under Fit-out, minimal manpower to be allowed as per tasks being carried out. Labour detail to be provided along with their fitness certificate before entering the shopping centre. All work to be carried out in accordance to guidelines of PPEs and social distancing.
3	Hourly temperature testing should be done to keep the health status of manpower deployed at site.
4	100% PPE's protocol must be adhered by all manpower at site specially hand gloves & mask to maintain worker self- hygiene standard also to avoid touch impression in common / public area also to avoid any kind of infection to each other's.
5	Separate PPE junction to be establish (Face mask, hand Sanitiser / in each utility service area i.e. LT / HT area, STP, Energy centre, HVAC area, BMS area, CCTV, Store etc.

SECURITY

- To ensure that accurate & strict procedures are implemented for testing body temperature at every entry point.
- All staff of retailers, Security, Housekeeping, Facility Management, shopping centre Management, etc., must be allowed to enter the shopping centre, from one single entry point, with complete checks.
- Need to ensure proper social distancing at customer entry and key anchors in the shopping centre.
- Ensure that every retailer in the shopping centre, is following all the Social Distancing norms of the shopping centre.
- Entire team will wear all Personal Protective Equipment (PPE) at all times.
- Need to align parking team to guide/organize customers to park their vehicles with necessary distancing.

Security Check Points Post Lockdown	
S.no	People, Equipment & Process
Employees & Regular Staff Entry	
1	Briefing and training to staff regarding health, sanitisation etc., before shopping centre reopening.
2	Temperature screening of all person coming to the shopping centre will be done. If temperature is found to be 100.4°F (38°C) or higher, then the person will be denied entry to the shopping centre.
3	If a person exhibits visible symptoms of illness consist with COVID-19, then the isolation protocol will be followed.
4	Use of personal protective equipment's like Mask & Glove
5	Availability of sanitiser at office space
6	No manual frisking or other touch point by security to be allowed
Retailers, Visitors, Vendors & Guests	
1	Temperature screening of all person coming to the shopping centre will be done. If temperature is found to be 100.4°F (38°C) or higher, then the person will be denied entry to the shopping centre.
2	If a person exhibits visible symptoms of illness consist with COVID-19, then the isolation protocol will be followed.
3	Ensuring availability of sanitisers at all entry point

4	Social Distancing Marking at entry points wherever applicable
5	Briefing retailer staff for maintaining social distancing
6	Deployment of security team on all floors to ensure that the customers & team members are maintaining the social distancing and gathering of over 5 people is avoided.
7	Strict restriction on gutka, tobacco, paan on site as spitting of these can spread contamination

Vehicle Entry

1	Maintenance of all gates and cleaning of traffic equipment's.
2	Daily sanitisation of traffic equipment's like baton
3	Ensuring guards should wear PPE while doing vehicle checking (Mask & Gloves)
4	Need to align parking team to guide/assist customers to park their vehicles with necessary distancing. Availability of Sanitiser at all vehicle checking points

Material Gate

1	Use of PPE's by staff deployed at gate (Mask & Gloves)
2	Availability of Sanitiser at material gate
3	Daily sanitisation of material gate
4	Ensuring 100% temperature screening of all drivers, retailers etc. If temperature is found to be 100.4°F (38°C) or higher, then the person will be denied entry to the shopping centre.
5	Daily Sanitisation of service lifts
6	Safe handling of incoming stock / courier material to be done at entrance. Wherever possible, disposing off outer cover of stock/ courier to be done at the entrance itself before allowing material inward.

Security Equipment's

1	Health check-up of all security equipment's (HHMD, X-ray, DFMD, Etc.) before shopping centre reopening
2	Daily sanitisation of equipment's like HHMD, X-ray etc.

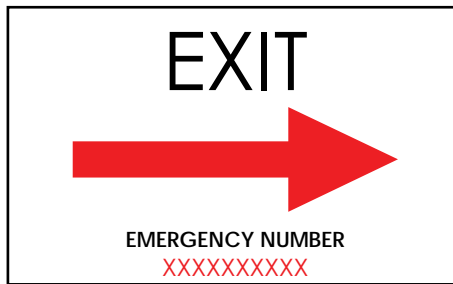
PARKING & SECURITY

PARKING

- Proper training on safety procedures of COVID-19
- Parking staff will be placed at designated places only after considering social distancing of COVID-19
- Only 50% capacity will be utilized for car and two-wheeler parking. Every alternate car parking slot will be closed. Alternate bays of Parking will be used.
- No Staff will be allowed to touch any bike or vehicle in any manner
- Limited cars will be allowed in parking till Multiplex gets operational. Cars to have only 2 passengers and not more than that.
- Valet services will be stopped temporarily

SECURITY

- Training of entire security team on COVID-19 Guidelines.
- Implementation of non-touch security technology, such as X-ray scanners, only high quality HHMD, high range DFMD, temperature guns will be utilised.
- Training on emergency situations will be conducted, with complete guidelines.
- Medical training to handle customers who show symptoms.



Parking Check Points Post Lockdown	
S.no	People, Equipment & Process
Manpower	
1	Each parking area/floor will be managed by three security guards and traffic wardens, based on their health check-up and site requirement.
Standard operation procedure for Parking Operations	
1	Proper training on safety procedures of COVID-19 will be conducted for all parking staff before the Shopping Centre reopening.
2	All the parking activity will be carried out as per social distancing norms incl. placement / deployment of staff, greeting and assisting the guest etc.
3	Wherever possible, alternate parking bays will be used.
4	No staff will be allowed for touching any vehicle. If unavoidable, use proper PPEs.
5	Special precautions / care will be taken at customer touch points like cashier exit booths, ticket dispensers at entries.




FOOD COURT & RESTAURANTS:

- Food courts & Restaurants seating will be reduced and tables will be placed at a distance to adhere to social distancing norms. There will be a minimum gap of 6 feet between two tables. High chairs will be placed in a gap of 6 feet.
- Groups greater than 6 will be discouraged. Contactless ordering & payment systems will be implemented, thereby reducing crowding at QSR's. Adequate markings will be made around food counters.
- Adequate markings will be made around food counters & water fountains.
- All Staff including for home deliveries staffs will be screened before being allowed in the Shopping Centre.

FOODCOURT

**WASH YOUR HANDS
FREQUENTLY**

With soap and water for 20 seconds OR use hand sanitiser



**EMERGENCY NUMBER
XXXXXXXXXX**

**SEAT
RESTRICTED**



**EMERGENCY NUMBER
XXXXXXXXXX**

**DID YOU
WASH YOUR HANDS?**



**EMERGENCY NUMBER
XXXXXXXXXX**

- Checking hygiene and health of all Food court staff will be done.
- Ensuring that all food court operators follow FSSAI standards will be done.
- Mock practice of food court staff for 2 days will be done
- At any given point of time only 2 staff in kitchen and 1 at counter will be allowed
- Only Alternate table will be allowed for customers to use
- Every counter billing area will have a transparent sheet with only food service window.
- All Food court team will be in proper attire PPE uniform.
- All kitchen staff will not be allowed to gather in back area
- Cash transaction will be discouraged for food court cashless options like debit, credit cards, UPI and E-Wallets will be encouraged.
- Home delivery and ODC channel of sale area will be explored more through social media to improve sales.
- Food court team will serve all food only in disposable crockery & cutlery, and no other utensils will be used apart from cooking utensils
- No such customer will be allowed to occupy table if he has not purchased any item within 15 minutes of seating.
- Deep sanitisation and cleaning will be done in presence of qualified personnel, for all the kitchen area and equipment's before 2 days of opening of Shopping Centre

Disclaimer

SCAI recommends all shopping centres to strictly adhere to, comply and follow the guidelines laid down in this document prior to opening and continue to do so on resuming operations as per government directives. SCAI does not take any responsibility if individual shopping centres do not comply with these guidelines in part or in full and, shall not be held responsible for any incidents arising out of non-compliance to the guidelines. SCAI is a representative body and is only in a position to make recommendations and cannot impose these guidelines in any manner. Safe-Distancing (6 feet) subject to amendments by local authorities.

HOUSEKEEPING

- All common areas including parking, toilets, pantries, etc. to be deep cleaned & sanitised at least thrice, before the shopping centre is opened for the customers.
- HK team to be provided with safety gears (Gloves, Mask,) and trained to conduct the proper sanitisation of all common customer touch points
- All railing glasses to be frequently cleaned by façade cleaner in all floors.
- Pest control to be done 2 days prior to the shopping centre Re-Opening in the entire shopping centre.
- Health checkup of HK team every day

Housekeeping Check Points Post Lockdown

S. No.	People, Equipment & Process	
Manpower		
1	Only selected number of manpower will be deployed, based on their onsite health check-up and site requirement.	
Standard operation procedure		
1	All areas in the shopping centre including the following shall be disinfected completely using user friendly disinfectant mediums such as Virex 256 (Diversey) disinfectant	
	A. Entrance Gate of building, office etc.	D. Equipment and lifts.
	B. Cafeteria or Retailers seating area.	E. Washroom, toilet, sink; water points etc.
	C. Meeting room, higher management cabins etc.	F. Walls/ all other surfaces
2	Provision for hand sanitizer preferably with touch free mechanism will be made at all entry and exit points and common areas of shopping centre.	
3	Sufficient quantities of all the required PPEs and cleaning items should be available.	
4	All shopping centre entrance shall have adequate arrangements for temperature screening and provide sanitizers at convenient places.	
5	Lunch or any breaks of staff, to ensure social distancing.	

6	HK team to be provided with safety gears (Gloves, Mask, Head cover etc.) and trained to conduct the proper sanitization of all common customer touch points.
7	All railing glasses to be frequently cleaned by H/K staff in all floors.
8	Pest control fumigation to be done for entrances and key locations on daily basis, the same for the complete shopping centre to be done once a week.
9	Sanitize the entire shopping centre, especially all the touch points, such as Door Handles, Escalator Belts, Railings, Lift buttons, etc. as per the schedule.
10	All places/equipment's in the shopping centre, such as: all panel rooms, transformers room, breakers room, DG, gas bank room, DFMD machine, AHU rooms, chiller plant machine, exhaust fan motor, exhaust room, jet fan motors and others, should be sanitized by their respective engineers.
11	No person to be allowed in the working area or office without the mask. Proper bin to be stationed on each floor for people to dispose their mask when required. The discarded mask will be disinfected properly and burned
12	Office pantry area to be disinfected completely on daily basis. Office staff to be encouraged to have the lunch in their respective desk/ cabins. Pantry boys to take extra care in Hand Hygiene and PPEs norm adherence.

Foodcourt Check Points Post Lock-down

S. No	Standard operation procedure for Foodcourt Operations
1	A separate counter / cabin to be made for order pickup of food delivery companies. e.g. Zomato / Swiggy. The counter should be made preferably near the material receiving gate (outer area). All F&B brands to be communicated for coordination / support.
2	Check Housekeeping equipment's and machineries availability before operation starts.
3	H. K chemicals stock check for cleaning floor, table & chairs etc.
4	Re-check the H. K Machineries working conditions.
5	Dishwasher machine & geyser and re-check tray processing unit.
6	Trays availability - count as per demand, and cleaning process re-check.
7	Garbage storage area and procedure of garbage picking & dispose checking.
8	IT equipment like pos, printer, EDC machines, networking, punching checking.
9	Manpower availability checking include manager, team member, H. K team, supervisor, I. T support, M. S. T etc. with their uniform.
10	Back office stock check- EDC / PVC cards, tenner's money exchange facility, back office dashboard with passwords, stationary etc.
11	Check the cash procedure - cash collection / cash drop/ cash pick-up/ spot cash check etc.
12	Guest services check like - R.O Water service, cleaning of water tank, sanitiser stands & sanitiser stock, BGM - speakers- amplifiers, disposable glasses, feedback forms etc.
13	Signages check, cash counter check, marketing branding check, LED display check.
14	Food Court seating to be rearranged as per the social distancing norms. Moving off dining chair or tables will be strictly prohibited.
15	Fire equipment: FHC Check, extinguishers check, alarm check, fire panel etc.
16	Exhaust check, AHU Check include filter cleaning, BGM set up, FIRE EXIT check.
17	SHOPS CHECKING: - Includes- Food license, refrigerators rooms, fire panels, fire equipment's, gas panel, exit signages, ELCB Boards, stock check, staff grooming check, display & signage, Cleaning procedures etc.
Retailer's Coordination	
1	Retailers to be informed about the date of operation.
2	Facility area and equipment of retailers like drain, fresh air and exhaust to recheck.
3	Thorough cleaning of the outlet and pest controlling to be done, before ops starts.



COMMUNICATION STRATEGY FOR CUSTOMERS AND RETAILERS

The key to successfully keeping our customer base during these difficult times is well-thought-out and well-timed communication. As we continue to work through the impacts of this pandemic, transparency through communications and announcements are paramount to preserving customer relations. It will ensure that they will be loyal to us and be around when we open our doors to the public again.

Listed below are some of the communication / marketing strategy:

Advisory creatives will be placed at all entrances and in the common area at multiple locations.

- Shopping Centre radio/ PA will broadcast the new social distancing norms regularly using a brief but educative script.
- Seating arrangements will be withdrawn temporarily.
- There will be no Shopping Centre events or promotions in the Shopping Centre currently thereby reducing crowding by a great extent in the common areas. In case there are specific event areas, the same will be cordoned off.
- Communicate to the customers all the safeguards and precautionary measures taken at the shopping centre, with the goal that they will certainly visit the shopping centre. This should be possible through various mediums, for example, Print, Radio, OOH, Social Media, and so on.
- Create a video and run it on the shopping centre site, shopping centre AV screens, and social media platforms, to inform customers on health & safety measures taken at the shopping centre.
- Place informative standees at key locations in the shopping centre educating about health & safety measures taken against COVID-19.
- Shopping centre Do's and Don'ts guidelines (Post COVID-19) to be uploaded on social media platforms.
- Social separating foot mark stickers to be placed in areas, for example, shopping centre Entrance, Elevators, Escalators, Travellators, and so on to guarantee that social distancing is followed inside the shopping centre by all guests.
- Well Planned "Welcome back" campaign to be run on the social media platforms before the shopping centre reopening.
- Latest customer engagement technologies to be explored:-
 - Live streaming services for brands wanting to entertain and inform customers as much as sell to them.
 - Professionals to offer online livestream training sessions and at-home workouts to enhance the customer experience.
 - Virtual "try-on" videos.
 - Virtual reality (VR) shopping.

COVID-19 symptoms form Report for employees/guest presenting symptoms at shopping centre	
Name: _____	Date: _____
<input type="radio"/> Visitor <input type="radio"/> Employee <input type="radio"/> Contractor	
Job title: _____	Worksite: _____
Location of Isolation:	
Address:	
Symptoms noticed:	
<ul style="list-style-type: none"> ● Temperature >38°C (100.40F) or higher ● Shortness of breath, difficulty breathing ● Cough ● Running nose ● Sneezing ● Muscle Pain ● Tiredness 	
Time off ever on-set: _____	Time of isolation: _____
Symptoms and isolation periods will be updated periodically as information becomes available following the emergence of a pandemic virus strain.	
Where referred to:	
Notes:	
DETAILS OF REPORTER	
Name: _____	Job Title: _____
Mobile Number: _____	
Coronavirus preparation and arrangements to be made for person who become ill at shopping centre.	

Visitors & Contractors COVID-19 Self-Declaration Form

The safety of our employees, customers and visitors, remains the company's primary concern.

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in the building.

Thank you for your time and co-operation.

I am a: Company employee Visitor

Contact Information:

Name: _____ Mobile Number: _____

E-mail: _____ Location: _____

Employee Details:

Payroll ID: _____

Visitor Details:

Visitor's Company Name: _____

Name of Company Host: _____

If the answer to question 1 below is YES, access to the facility will be denied.

1. Are you showing any signs of one or more of the following symptoms?
Temperature >38°C (100.4 °F) or higher, cough, shortness of breath, difficulty breathing, tiredness?
 Yes No
2. Is the information you provided on this form true and correct to the best of your knowledge?
 Yes

SELF DECLARATION FORM

I hereby declare that I/my family member(s) have traveled/will be travelling to the following city / country from the date:

Employee Code : _____

1. Name of Employee : _____

2. Relation of the travelling person(s) to employee : _____

3. Date of Return to Home : _____

4. Destination : _____

5. Purpose of Journey : _____

6. Nature of Travel - Domestic International : _____

7. If the answer to question 1 below is YES, please contact the HR or reporting manager.

1. Are you showing any signs of one or more of the following symptoms?

Temperature >38°C (100.4 °F) or higher, cough, shortness of breath, difficulty breathing, tiredness?

a. Yes b. No

2. Is the information you provided on this form true and correct to the best of your knowledge?

a. Yes

Declaration

I hereby declare that the above statement and information are correct to the best of my knowledge and belief.

(Employee Signature)

Date :

EMPLOYEE FEEDBACK FORM	
Please use this form for suggesting new ideas and providing feedback to our safety and precautions measures on COVID-19	
Name	
Department	
Date	
Feedback	

Shopping centre Name:
No of Floor:
Audited By:
Designation:

SR. No.	Description	YEN	O	NA	Remarks
General Important Points:					
1	Get in your FM team a day or two days in advance for intense deep cleaning.				
2	Plan the critical workflow... Have Team A and B, to ensure that not all come into shopping centre on the same day. Plan the makeshift arrangements. Send the comminution to your DRT and QRT team to be part of Team A and then noncritical staffs can be Team B, even here pls look at their critical work and advise them to resume shopping centre if necessary.				
3	Sanitise your entire shopping centre including your washrooms and other crowd gathering spots look at your critical supplies and get in all required supplies. (Beverages, Drinking water etc.,)				Please get in touch with your Pest control service provider. It is recommended to execute a UV disinfection treatment
4	Start the Business operations by conveying tribute to front line warrior's entire facility team, security, housekeeping and other essential service providers who worked selflessly, tirelessly during emergency and critical hours				Mode of Communication: a. HR Head or CEO can send a message to all employees. b. PA system canbe used for tribute message by CEO or HR Head.
5	Self-declaration from employees and all service providers to be taken about his or her illness on daily basis. The declaration should also include family members health status also.				
6	Please Avoid town halls, in person meetings, Trainings for some time have a bridge call and video call from your place. Also keep the cafeteria place in mind. Have very minimal crowd to have lunch on shift timing basis. This will avoid large gatherings at workplace.				

SR. No.	Description	YEN	O	NA	Remarks
General Important Points:					
7	Offer Rest and paid OFF for all front liners (Technicians, Security, HK workers and other services providers who worked and stayed at site 24X7				
8	Coordinate with your building owners to do disinfection treatment of the entire building for effective control as a tenant will be doing inside the shopping centre for our employee safety.				
9	To maintain Physical distance on the floor by marking the desks with 6 feet distance on the floor.				
10	All Sales employees to work with PPE until the normalcy returns.				
11	STOP the usage of Biometric reader for some time track the attendance through online mode.				
12	Travel restrictions on Domestic travel and Overseas travel to be extended				
13	Deployment of hand sanitisers and wearing masks until the normalcy resumes strict instructions to be passed out to all employees and for all service providers for effective usage.				
14	Designate Floor Fire Marshals and give them a responsibility to check their floor employee's whereabouts				
15	Keep all the non-essential doors open permanently. For some time switch off the access control system except critical centers and man with Additional guards if required.				
16	If your shopping centre location is in worst affected zone as per government cordon off areas. It is advisable to not open the shopping centre. Pls extend the lockdown for further days with your HR approval.				
Precautionary Measures:					
17	Screening should be maintained by checking the temperature of employees/ contractors/support staff in all entries of the shopping centre floors				

SR. No.	Description	YEN	O	NA	Remarks
18	Take an initiative and do a health screening of all employees by conducting a medical camp in coordination with your HR team				
19	Advise Pregnant lady employee to continue to work from home				
20	Sanitisation & fumigation of all lifts / elevators				Pls align with your lift OEM service provider for play store app where lift can be used via app. However, this facility depends upon the lift specification available at your shopping centre.
21	Intense Deep cleaning of your common areas like staircase, lift lobby, parking area, roof top including your panel rooms and substation etc.,				
22	Checking of all common critical amenities like lifts, DG, HVAC, UPS and Hydrant systems and Jockey pumps including filters and chiller water levels and refill the fresh water for proper functionality due to long time shutdown. Include your water dispensers as well.				
23	Restore the operation of STP. Due to its low solubility in wastewater it is released into the atmosphere producing an offensive odour. Pls call your AMC service provider for thorough check. Take necessary precautions.				
24	External areas to be checked like Outdoor units, exhaust fan areas. This is to just check if pigeons/birds/Eagle nest made or not. If witnessed initiate removal process				
Cafeteria:					
25	Cafeteria seats can be reduced to 50% this is basically to avoid 100% occupation at a time.				
26	Cafe Vendor to bring packed food only for some time until normalcy return and have digital transaction. Increase lunch hours by additional 1-hour time.				
27	Always ensure Cafe vendor is wearing all PPEs without any compromise.				

SR. No.	Description	YEN	O	NA	Remarks
28	Instruct the Cafe vendor to share the daily food checklist audit report pre and post food preparation.				
29	Encourage employees to bring their own food and plan at their seats itself for time being. Increase Pest control frequency. If it is carpet flooring, take a call!				
Transportation:					
30	Try to get exception approval				
31	Continuation of sanitation of transportation vehicles/cabs and shuttle buses provided to employees.				
32	Please define used mask process clearly at your shopping centre and ensure proper disposal after use.				
33	Please have face mask dispenser if possible, at your workplace				
34	If you have video wall create awareness about the COVID-19 and safety Measures				
35	Outer areas especially in large garden spots inside the campus to be cautioned for rodent entries and snake's entries. Advisable to do a snake repellent treatment before occupation.				
Other Points to be followed and looked at:					
35	Outer areas especially in large garden spots inside the campus to be cautioned for rodent entries and snake's entries. Advisable to do a snake repellent treatment before occupation.				
36	Any indoor plants placed for long time to be replaced				
37	Encourage employees to park their four-wheeler on their own. Avoid valet driver parking for a safer side.				
38	Greet people on our traditional way rather shaking your hands together				
39	Please update yourself daily by watching News, Reading Newspaper.				
40	In case of any government directives decides to lock-down again to prevent the second wave of COVID-19, then we will have to follow as per the requirement and post the lock-down. Pls do plan the resumption plan in coordination with your HR Team				

SCAI Board of Directors

Amitabh Taneja,
Chairman & Founder Director,
SCAI

Chairman and Managing
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Director, Knight Frank (India)

SCAI Sub-Committee for SOPs



Mukesh Kumar
Chairman, CEO, Infiniti Mall

The SCAI Sub-Committee for SOPs thanks top management and operations teams of the following shopping centre developers/ Shopping Centres for their inputs and active participation in the development and approval process of this comprehensive manual of guidelines for the shopping centres that includes pre-opening protocols as well as protocols once the centres are operational.

- Phoneix Mills
- DLF Shopping Malls
- Inorbit Malls
- Nexus Malls
- Bhartiya City Centre
- Lulu Malls
- Prozone INTU Properties
- Pacific Malls
- Select City Walk

Shopping Centre Professionals (Operations)



Ashish Bhandari
AVP, Infiniti Mall



Virendrasingh Thakur
Centre Head, Inorbit Malls



Shibli Khan
GM - Mall Operations,
DLF Shopping Malls



Akashdeep Singh Noul
Centre Director,
Ahmedabad One
(Nexus Malls)

Disclaimer
SCAI recommends all shopping centres to strictly adhere to, comply and follow the guidelines laid down in this document prior to opening and continue to do so on resuming operations as per government directives. SCAI does not take any responsibility if individual shopping centres do not comply with these guidelines in part or in full and, shall not be held responsible for any incidents arising out of non-compliance to the guidelines. SCAI is a representative body and is only in a position to make recommendations and cannot impose these guidelines in any manner.

The Shopping Centres Association of India (SCAI), a NPO (non-profit organisation) was set up in the year 2008 with the vision to engage in, and encourage, the development of the shopping centre industry in India, by equipping it with the requisite knowledge base and operational skills, to enable it to assume its rightful place in the society, the economy, and the world. SCAI aims to play an anchor's role in the evolution of the Indian shopping centre industry and to consolidate the entity of the individual shopping centre, helping it merge into the larger society as an institution of importance.

This will be achieved by:

- Developing the distinct function of the shopping centre towards marketing of consumer goods and services
- Building up — and inspiring — a body of focused research into the architecture, aesthetic and design aspects of shopping centres
- Encouraging the development and spread of sophisticated management paradigms and maintenance methods
- Being a knowledge resource centre that collects, analyses and disseminates information on techniques of profitable operation

Delving into macroeconomic, legislative and marketing factors with a bearing on the shopping centre industry and Guiding members to come on their own as credible, responsible and forward-thinking stewards in the arena of shopping centre development and management.

This attempt by SCAI to bridge the gap between the Indian shopping centre industry and the retail industry, and create important linkages between the two will be brought about through:

- Creating a research cell that will support design, centre management, marketing and promotion, and thereby create or redefine the rules of the industry
- Developing new managing parameters for creating profitable operations from the experienced institutions, which will support upcoming (individual) centres and the industry
- Working towards marketing and promotional activities affecting the shopping centre industry and guiding it towards creating new techniques for growth



**AT LAST, SAFETY FIRST !
THANK YOU!**

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