

STANDARD OPERATING PROCEDURES

# COVID-19 MANAGEMENT

COVID PRECAUTIONS



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## BRIEF ABOUT PANDEMIC UNDERSTANDING

### 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 corona virus 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 gets 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 1.5 meter (5 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 – SELECT CITYWALK (SCW) GUIDELINES

As we continue to navigate this new normal, we have developed a “Manual” that lays out 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.

The manual covers a wide range of topics, including:

- SCW reopening checklist including Pandemic Response Team
- Social distancing rules for SCW visitors
- Retailer’s coordination
- SCW 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



## SHOPPING CENTRE RE-OPENING CHECKLIST

S. No.	TOPIC	TASK(S)
1.	Pandemic Response Team	<ul style="list-style-type: none"><li>• Setting up the Pandemic Response Team.</li><li>• Have a plan in place to adopt this framework and develop protocols.</li></ul>
2	Preventative Material	<ul style="list-style-type: none"><li>• Ensuring operation has an adequate supply of soap, disinfectant, hand sanitizer etc.</li><li>• Ensuring minimum approved stock of face masks, face shields, gloves, PPE suits and glasses are available on site and on order with lead time.</li><li>• Availability of “Non-Touch” thermometers on site for thermal screening of all staff/retailer’s staff/visitors.</li></ul>
3	Personal Protective Equipment disposal	<ul style="list-style-type: none"><li>• Review and understand protocol</li></ul>
4	Deep Cleaning & Disinfection protocol	<ul style="list-style-type: none"><li>• Disinfect complete Shopping Centre prior to the reopening.</li><li>• Clean/disinfect HVAC air filters.</li><li>• Review, understand, and prepare for the Deep- Cleaning and Disinfection Protocol</li></ul>
5	Audit Checklist	<ul style="list-style-type: none"><li>• Implement Site Audits</li></ul>
6	Isolation protocol & Coordination	<ul style="list-style-type: none"><li>• Review and understand protocol.</li><li>• Isolation room guidelines</li><li>• protocol in place to isolate employees, retailer’s staff, customers if symptomatic</li><li>• Print out forms and protocol to be available as needed</li></ul>
7	Social Distancing protocol	<ul style="list-style-type: none"><li>• Review and understand protocol</li><li>• Complete and continue to adhere to the Social Distancing checklist</li></ul>

	On-Site Health Screening	<ul style="list-style-type: none"> <li>• Ensure protocol for screening of all individual prior to shopping centre entry</li> <li>• Ensure adequate security is in place to Prevent anyone from missing Screening protocol</li> </ul>
8	Return to Work Training Plans	<ul style="list-style-type: none"> <li>• Communicating contents of Manual with employees through distribution of soft copy of guidelines to staff / retailers / visitors , displaying signage's trainings and briefings</li> <li>• Training for Health Screeners &amp; Isolation Coordinators</li> <li>• Training for Disinfection and Housekeeping Team</li> </ul>



## THE PANDEMIC RESPONSE TEAM (PRT)

The Pandemic Response Team (PRT) is a cross functional team lead by General Manager – Operations and Engineering and the PRT team and their duties and responsibilities as follows:

- General Manager – Operations and Engineering
  - Manager Security
  - AGM Fire & Safety
  - Executive Housekeeper
  - Sr. Manager Purchase and stores
  - DGM- Guest Relation and Front Desk Operations
- 
- **General Manager – Operations and Engineering** has overall responsibility for the site's pandemic preparedness & response plan, coordinating and aligning with government agencies and the Pandemic Response Team (PRT).
  - **Manager Security** -shall work with the General Manager – Operations and Engineering to manage social distancing logistics in regard to arriving and departing shifts, as well as retailers' staff and guests. Manager security shall further support the AGM - Fire & safety by providing site specific options regarding social distancing within the shopping centre, including potential mitigation measures to manage risk of employees required to work < 1.5 meter from others.
  - **AGM Fire & Safety** - Works to develop protocols to ensure the wellness of all employees, retailers' staff and customers and the overall pandemic preparedness and response plan, also ensuring alignment with the COVID-19 Crisis Team.
  - **Executive Housekeeper** - Works to manage daily and periodic disinfection logistics, including routine and deep cleaning, disinfection processes, in accord to the protocols set up by SCW management and Government agencies. He also drives process of continual improvement and ensures 100% compliance of disinfection protocol.
  - **Sr. Manager Purchase and stores** - Works to secure all necessary supplies to implement and sustain the site pandemic preparedness & response plan, including direct procurement by the shopping centre. He in consultation with Pandemic Crisis Management team shall determine minimum and reorder level inventory of all materials required for managing precautions against Covid 19.
  - **DGM- Guest Relation and Front Desk Operations** – Works with retailers to ensure mall SOPs is followed. Guide suspected Covid19 visitors / staff to Isolation Room.

Number of external emergency contact has been displayed at 24 hour helpdesk for passing off information in case of emergency -

Nearest COVID- 19 Hospital	Max Smart hospital, Saket, New Delhi	011-40554055
Centre Covid 19 helpline no.		01123978046
Centre Covid 19 helpline no.		01122307145






## PREVENTIVE MATERIAL INVENTORY

### Disinfectant Supplies & PPEs:

- It must be ensured that there is adequate supply of disinfection spray, face masks, gloves, glasses and other PPE's and materials required for fight against Covid 19 is available at site and minimum and reorder level inventory of all materials required for managing precautions against Covid 19 shall be determined with lead time.
- Shopping centre should keep a minimum quantity of 30-day supply
- Security staff, medical attendant, x-ray screener and housekeeping staff are required to wear gloves, masks, and glasses.

S . No.	Items	Image	Qty
1.	Mask (Surgical)		1000
2.	Nitrile Gloves		1000
3.	Infrared thermometer		11
4.	Disinfected (Virex II 256)		Min 30 Day Supply (90 litres)
5.	Cold Fogging/Spraying Sanitization machine		06 Machine
6.	Sensor based sanitizing dispenser		At all Entrances (10 number)
7.	Hand Sanitizer (Refills)		Min 30 Day Supply (750 litres )

8.	Hand Soap		Min 30 Day Supply(250 litre)
9.	Paper Towels		Min 30 Day Supply (2500)
10.	Glasses / Face shield		Min 30 Day Supply(200)

**About:**

To protect Our Colleagues, we follow the following protective measures as recommended by the Govt. Authorities and WHO.

1. Personal Protective Equipment (PPEs)
2. personal hygiene
3. Social distancing of 1.5meter
4. Frequent disinfection of common surfaces/tools/keys etc.
5. Managing Shifts such that there is no physical contact between one shift and another.
6. Virtual meetings
7. Application of Antimicrobial Nano Technology Antiviral Treatment on high touch surfaces.

The Executive Housekeeper and Sr. Manager Purchase are responsible for ensuring there are enough supplies as required per our company's Pandemic Plan.



## PERSONAL PROTECTIVE EQUIPMENT PROTOCOL



CITYWALK.

- Face masks is required to be worn by all personnel inside Select



- Face shields must be worn by :

- All frontline staffs who can come in direct contact with visitors.
- Isolation team members



- Our top priority is protecting our people. Based on WHO findings, it is recommended that following employees wear gloves:

- Isolation Team Members
- All Security Staff including the staff at Frisking Counter
- All housekeeping staff including those performing disinfection of common surfaces.
- Engineering staff.
- Parking staff including parking cashier who will dispense the coin and take money while visitors exits

### Note:

- Gloves, actually put employees at higher risk if not used properly. They are not recommended for general protective use for the following reasons:
- 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 DISINFECTION PROTOCOL

Deep cleaning and 100% disinfection of the complete shopping centre to be done by the trained housekeeping personnel and pest control agencies. The goal is to establish a sanitary baseline before the shopping centre reopens and record for the same shall be maintained (F01- EM04, F02-EM04, F-03-EM04).

Housekeeping should clean, sanitize 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 Measures:

- This checklist should be implemented in shopping centre to reduce the risk of spread of Infection (F01 EM-04, F02 EM04, F03 EM04).
- Only Employees who are trained on the specific chemicals usage and are provided with appropriate PPE shall perform disinfection; employees will be provided specific instructions regarding disinfection processes, chemicals usage and safeties associate with it and the instruction regarding use of PPE's through trainings and briefings. All training records shall be maintained (F05- 6201).
- The cleaning steps outlined below should be taken routinely, based on frequency mentioned to disinfect workplace surfaces, chairs, tables, etc. and protect employees.
- Quarterly Application of Antimicrobial Nano Technology Antiviral Treatment on high touch surfaces.
- 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 Requirement to carry out the deep cleaning and disinfection activity**

- Training of personnel to execute the process of cleaning, disinfection and disposal of waste (F05-6201).
- 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 II 256 (disinfectant) used through fogging, spraying and wet mopping.
- OXIVIR/Virex II 256 wipes used as wipes on surface which are regularly touched by customer and employees
- 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
- Personal Protective equipment (PPE) requirements for the Deep Cleaning team
- For carrying out deep cleaning and Cold fogging housekeeping team must wear Gloves, Face mask and Face shields



## AUDIT CHECKLIST

### Inspection Area

#### General Disinfection Measures

1. Checking the training imparted to cleaning crew / employees about the disinfection method and frequency (F05 :6201)
2. To check if only Virex II 256 as has been determined by Mall management is being used .
3. Check if all areas as finalized by mall management for comprehensive cleaning in all common surfaces (elevators buttons, tools, trays, railings, digital directories, escalator handrails, machines, all offices, desk and conference rooms (cabinets, desk, table and chair surface), cafeteria/canteen (tables, chair surfaces, dispensers, vending machines, etc. washrooms is being done at defined frequency (F01 EM04, F02 EM04,F03 EM04)

#### 2nd Layer Audit

Audit of the above shall be performed by PRT and following actions shall be followed :

4. Were non-conformities raised? Y/N
5. If yes, were they actioned?
6. If no, please provide reasons:



## ISOLATION PROTOCOL

### **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 – Disaster management room near Jantar Mantar has been identified as Isolation room and signage has been displayed at the entrance of the room.
- Area has been isolated by putting flex barrier to restrict movement in the area.
- Adequate number of face mask, gloves, PPE suit and face shield) (at least 10nos of each.) has been kept in Isolation room to handle in case of emergency, daily round of AGM fire safety has to be there in Isolation room for checking the adequate stock and noting the findings in checklist (F05 EM04).
- Yellow colored dustbin to be provided in Isolation room for disposing off the used PPE's.
- Ensure regular cleaning and proper disinfection of Isolation room on daily basis and same shall be recorded in F05 EM04).

### **Isolation Protocol**

Isolation Protocol for employees, retailer's employees or guests who become ill or exhibiting symptoms of COVID-19 at shopping centre: Pandemic Response team shall act as 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:

- 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.
- The Isolation Coordinator must call the Operations Head for advice regarding transportation to health facility.

- 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.
- The Isolation Coordinator should direct the ill person to the nearest hospital as advised by the local health authority.
- 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 is being 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.

- Maintaining safe distance of 6 FEET from other customers and staff.
- 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.
- Security deputed in floors shall ensure that visitors are not flouting norms of social distancing, if visitors are seen gathered at one place they must be politely asked to follow social distancing norms of keeping a distance of 6 feet between them.
- CCTV operator to continuously monitor camera throughout the mall to see adherence to social distancing norms.
- At any given point of time not more than 3 customers be allowed to enter the Elevators if lift operator is present else 4 customers be allowed to enter the elevator. 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 and Escalator social distancing guideline to be installed in lift lobbies and in front of escalator respectively.
- Guidelines to be followed by visitors shall be placed at the entrance.



## **SOCIAL DISTANCING PROTOCOL – IN OFFICE**

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

- Roster should be made such that entire team is divided into two and each team works on alternate days or as deemed fit by HOD keeping in mind both the teams are not reporting to office on same day.
- The distance of chair between 2 staff reporting to office should not be less than 6 feet.
- Plexi glass partition to be installed to create physical barrier between 2 staff.
- Lunch to be done by staff sitting at their respective seat only/cafeteria where only 2 chairs per table shall be allowed keeping in mind the social distancing norms.
- As far as possible virtual meetings to be carried out with retailers/vendors/persons other than staff, if meeting is necessary it should be carried out in open space and if it had to be carried out indoor then social distancing norms of 6 feet.
- Where a minimum distance cannot be maintained due to workplace design appropriate PPE's must be used.
- Sitting arrangement should be staggered to avoid face to face desk layouts.
- Remote work to be assigned when possible or when mandated by the government to keep the operation efficient and communications flowing.



## **SOCIAL DISTANCING PROTOCOL – DURING SHIFT CHANGE**

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

Start times shall be staggered and there shall be a gap of 15 minutes in between each designated shift.

- Employees are to enter and exit at the designated entrances and exits (gate no.4 and 5 respectively for entry and exit).
- End of shift times has been scheduled to ensure there is no physical contact between the staff of different shifts.
- All items to be handed over from one shift to other to be kept at designated place and no in-person handing over to take place.
- 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.



## **SOCIAL DISTANCING PROTOCOL – DURING BREAKS**

Management of employee breaks has been done to provide social spacing and proper hygiene. Start and end times of break has been staggered.

- Seating and Capacity of cafeteria has been reduced to half and only 2 chairs per table has been restricted, also plexi glass to be installed for social distancing during eating.



## 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 security staff at all the entrance of the shopping centre for all incoming guests/ employees / contractors/ suppliers and only asymptomatic persons to be allowed to enter shopping centre. If a person temperature is found to be 100.4°F (38°C) or higher or if a person has signs of flu then the person to be politely denied entry to the shopping centre.
- If a person exhibits visible symptoms inside mall of illness consistent with COVID-19, then the isolation protocol mentioned above to be followed.
- 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.
- The training plan has been structured effectively to disseminate this information to the site's various teams , training records to be kept for inspection (F05-6201).

Topic	Audience	Content Included
Overview of company's COVID-19 response protocols and resources	All shopping centre employees including contractual staff	<div>Overview of SOP</div> <ul style="list-style-type: none"><li>• Shopping Centre Opening protocols</li><li>• Shopping centre Reopening Checklist</li><li>• Pandemic Response teams</li><li>• Preventative Material Inventory</li><li>• Personal Protective Equipment</li><li>• Disinfection Measures</li><li>• Isolation protocol</li><li>• Social distancing protocol</li><li>• On-site health screening</li></ul>

Disinfection Training	Housekeeping staff	<p>In-depth review of the role, responsibilities and safety requirements for the disinfection team.</p> <ul style="list-style-type: none"> <li>• PPE</li> <li>• General Disinfection Measures</li> <li>• Deep Cleaning &amp; Disinfection protocol</li> </ul>
Isolation Coordinator and Health Screening Leads	PRT and Security	<p>In-depth review of the role, responsibilities and safety requirements for the Isolation. Coordinator and on-site health screeners:-</p> <ul style="list-style-type: none"> <li>• PPE</li> <li>• Isolation protocol</li> </ul>



## RETAILERS CO-ORDINATION

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 is to be implemented .

- Material In / out approval request to be shifted as far as possible from physical to digital methods.
- Invoices / bills distribution process to be shifted as far as possible 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.

Retailers should strive to create a warm, open atmosphere that welcomes customers back and demonstrates that retailer understands their concerns considering the fact that 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 .

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



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- 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 authorities. Retailer stores staff to be well versed with a six feet social distancing norms and sanitization best practices.
- Retailers to restrict customer entry depending on their store size, ideally 1 customer for 50 sqft.
- Apparel retailers in particular can let shoppers announce their visits beforehand, giving associates an opportunity to set aside the right items in order to minimize 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 sanitization of the store should be also done before opening the store for first time post lock-down.
- 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 counter, temporarily moving workstations to create more distance.
- Restriction of product testing such as make up, shoe trials, perfumes and restricted usage of trial rooms.
- Following guidelines is recommended to Cinemas operators as and when Government allows opening of the same.
- 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 is recommended to F&B partners: -**

- Daily restaurant sanitization
- Sanitization of tables and seats after every use.
- Periodic sanitization 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. (Minimum distance of 2.5 meter between tables).
- Encourage cashless payment methods.
- Cleanliness of raw materials used.
- Medical checks and temperature screening of all employees.
- Ensure the maintenance of hygiene inside restaurant premises.
- All booking desk / podium outside the restaurants should have sanitizers.
- Use of only one time use good quality disposable napkins in place of cloth napkins.

Additionally, following guidelines is recommended for Entertainment Zones as and when government permits its opening: -

- Restrict F&B service on seats facility.
- All the rides to be sanitized every day and customer touch points to be sanitized multiples times a day.
- Restriction to be imposed in the number of customer entering the store.



## SHOPPING CENTRE GUIDELINES

As the shopping centre is opened to public, 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 will be implementing changes in shopping centre Operations timings making it a single shift operations, which will help us in operational efficiency and reducing the overall running cost.

### 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 sanitizers next to the ATMs.
- The latest development on COVID-19, preventive measures currently in place and way forward to be discussed in core committee meetings.
- Service of wheel chair to be done such that it is sanitized after every use and baby pram to be stopped temporarily.
- For lost and found items a separate box to be maintained and all the items to be sanitized regularly.
- Customers feedback machines installed at concierge and MOD desk to be removed temporarily.
- All customer lifts to be manned always by our security guard to avoid unnecessary touch on panel.



## GENERAL STANDARD OPERATING PROCEDURES APPLICABLE FOR ALL EMPLOYEES

### 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 to HR. 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 all contractor needs to submit the indemnification to Mall and for their own record they must take self-declaration from all their staff regarding their health status and recent travel history, indemnification form is enclosed in Annexure 2.
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, Clorox Disinfecting Wipes, Virex II 256.
5	Promoting the use of Arogya Setu App by all Employees. Arogya 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 to be stopped at site.
8	Large gatherings or meetings of 10 or more people to be avoided. In case of shift briefing, social distancing norms of minimum 6 feet distance to be followed.
9	All employees to register themselves on Government portal of vaccination – Cowin and get themselves and family members vaccinated depending on availability of vaccine, post Vaccination certificate of the same to be uploaded on HR one app. SIPL shall also tie up with Private organizations, which have been authorized by government so that all staff who have not got themselves vaccinated due to non-availability of slots get themselves vaccinated at Mall/designated vaccination centre. Human Resources to make list of all employees along with their family details who are eligible for vaccination.



## TECHNICAL CHECK POINTS POST LOCKDOWN

### Technical Check Points Post Lock-down

#### People, Equipment & Process

##### Manpower

- |   |  |
|---|--|
| 1 | Selected manpower based upon their health status 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 to restart each utility segment.  |
| 2 | Technical manpower movement to be restricted to its designated area only. Movement can be done only with Shift Engineer / manager approval or in case of any emergency.  |
| 3 | Sanitizing of AHU room, AHU, filters, fresh air dampers are being done twice a day (10 am and 4 pm) and services area sanitisation to be done before the start of every shift . Records to be maintained for the same (F01- EM04, F02-EM04, F-03-EM04, F04- EM04)  |
| 4 | <ul style="list-style-type: none"><li>• Mall temperature to be maintained between 24 degree Celsius to 30 degree Celsius.</li><li>• Humidity level to be maintained between 40 % to 70 %</li><li>• All fresh air dampers to be opened for maximum fresh air intake</li><li>• All the stores to be instructed to keep their entry door open</li></ul> |
| 5 | All preventive maintenance activity of all equipment's to be completed before opening of shopping centre.  |

##### Machine

- |   |  |
|---|--|
| 1 | Health check and Planned preventive maintenance of all critical equipment should be done through their respective OEM's/In house Engineering team. |
| 2 | Sanitization of all common tools to be done at the end of each shift   |

##### Material

- |   |  |
|---|--|
| 1 | Necessary Consumables / spare inventory must be check & procured at store. |
|---|--|

2	Mask, Sanitiser, Hand gloves, COVID-19 PPE kit & face shield stock should be maintained in store and minimum stock level defined must be maintained.
<b>Safety</b>	
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. Contractors to submit indemnification to SIPL helpdesk before start of work. All vendors to follow guidelines issued by Government agencies for carrying out renovation/fitout works.
3	Temperature testing of all workers should be done while entering and exiting the site and records should be maintained by contractor for inspection.
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. Social distancing of 6 feet to be maintained between workers as far as possible.
5	Disposable hand gloves and masks to be disposed off only in yellow colour dustbin which are kept in all washrooms and Garbage area.



## STANDARD OPERATING PROCEDURE - SECURITY

### SECURITY

- Ensure that accurate & strict procedures are implemented for testing body temperature at every entry point.
- Ensure that All staff of retailers, Security, Housekeeping, Facility Management, shopping centre Management, etc, must be allowed to enter the shopping centre, with complete checks and record for the same to be maintained.
- Ensure proper social distancing at customer entry and common areas in the shopping centre.
- Ensure that every retailer in the shopping centre, is following all the Social Distancing norms of the shopping centre.
- Ensure Entire team will wear all requisite Personal Protective Equipment (PPE) at all times.
- Align with parking team to guide/organize customers to park their vehicles with necessary distancing, presently parking to be done such that only 50 % space is used for parking with alternate parking space empty.

Security Check Points Post Lockdown	
	People, Equipment & Process
Employees & Regular Staff Entry	
1	Briefing and training to staff regarding health, sanitisation etc before shopping centre reopening and records to be maintained for the same (F05-6201).
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 consistent with COVID-19 inside the shopping centre, then the isolation protocol will be followed.
4	Use of personal protective equipment's like Mask is compulsory & Gloves is advisable
5	Availability of sanitiser at entrance of all offices and at work stations
6	No manual frisking or other touch point by done by security.

<b>Retailers, Visitors, Vendors &amp; guests</b>	
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 consistent with COVID-19 when inside the shopping centre, 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 and monitoring through CCTV's to ensure that the customers & team members are maintaining the social distancing and gathering
7	Strict restriction on gutka, tobacco, paan on site as spitting of these can spread contamination.
<b>Vehicle Entry</b>	
1	Maintenance of all gates and cleaning of traffic equipment's and coins.
2	Sanitisation of traffic equipment's to be done hourly
3	Ensuring guards should wear PPE while doing vehicle checking (Mask & Glovers)
4	Align with parking team to guide/organize customers to park their vehicles with necessary distancing, presently parking to be done such that only 50 % space is used for parking with alternate parking space empty .
<b>Material Gate</b>	
1	Use of PPE's by staff deployed at gate (Mask & Gloves)
2	Availability of Sanitizer at material gate
3	Sanitization of area of material entry gate to be done after end of each shift.
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	Hourly 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. Sanitization of all materials except food items to be done using Virex II 256.

### Security Equipment's

1	Health check-up of all security equipment's (HHMD, X-ray, DFMD, SFMD Etc)to be done before shopping centre reopening.
2	Hourly sanitization of equipment's like HHMD, X-ray baggage scanner, tray etc





## STANDARD OPERATING PROCEDURE - HOUSEKEEPING

### HOUSEKEEPING

- All common areas including parking, services area, first aid room, garbage room, pantries, elevators, escalators and other touch points etc. to be deep cleaned & sanitized on hourly basis.
- HK team to be provided with safety gears (Gloves, Mask, PPE suit, face shield etc.) and training to be conducted for the proper sanitization of all common customer touch points and proper use of PPE's.

Housekeeping Check Points Post Lockdown	
People, Equipment & Process	
Manpower	
1	Only Asymptomatic 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 to be made at all entry and important locations in common areas of shopping centre.
3	Sufficient quantities of all the required PPEs and cleaning items should be available.
4	During Lunch or any breaks, briefings and trainings of staff and while performing their assigned work social distancing to be ensured.

5	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.
6	All railing glasses to be hourly cleaned by H/K staff in all floors.
7	Pest control fumigation to be done for entire shopping centre as per defined SOP.
8	Hourly Sanitize the entire shopping centre, especially all the touch points, such as Door Handles, Escalator Belts, Railings, Lift buttons, DFMD machine etc.
9	All services area/equipment's in the shopping centre, such as: all panel rooms, transformers room, breakers room, DG, chiller plant room to be sanitized after end of each shift.
10	No person to be allowed in the working area or office without the mask. Yellow colour bin to be stationed in all washroom people to dispose their mask when required. The discarded mask to be disposed off as per norms.
11	Office pantry area to be disinfected completely on hourly 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.
12	All sanitizing/cleaning records to be maintained (F-01 EM04, F02 EM04, F03, EM03, F04 EM04).



## STANDARD OPERATING PROCEDURE - PARKING

- Proper training on safety procedures of COVID-19 to be imparted and records to be maintained (F05-6201).
- Parking staff to be placed at designated places only after considering social distancing of COVID-19.
- No Staff to touch any bike or vehicle in any manner.
- Limited cars to be allowed in parking and only 50 % space to be used for parking cars such that there is a gap of one parking space between 2 vehicles .

### Parking Check Points Post Lockdown

#### People, Equipment & Process

##### Manpower

- |   |  |
|---|--|
| 1 | Only Asymptomatic manpower will be deployed, based on their health condition and site requirement. |
|---|--|

##### Standard operation procedure for Parking Operations

- |   |   |
|---|---|
| 1 | Proper training on safety procedures of COVID-19 to be conducted for all parking staff before the shopping centre reopening and records to be maintained (F05-6201).                                  |
| 2 | All the parking activity to be carried out as per social distancing norms incl. placement / deployment of staff, greeting and assisting the guest etc.  |
| 3 | Only alternate parking bays to be used.   |
| 4 | No staff to be allowed for touching any vehicle. If unavoidable, use proper PPEs.   |
| 5 | Special precautions / care to be taken at customer touch points like cashier exit booths, ticket dispensers at entries. All coins dispensed at entry to be sanitized before handing over to visitors. |



## STANDARD OPERATING PROCEDURE – FOOD COURT

### FOODCOURT

- Check hygiene and health of all Food court staff. Ensure that all food court operators follow FSSAI standards.
- Staffing in Restaurant and Kitchen to be done such that social distancing norm of 6 feet is maintained as far as possible, all staffs to wear appropriate PPE's .
- Only 2 chairs to be placed in 1 table, for physical distancing plexi glass to be installed on food court tables.
- Every counter billing area to have a transparent sheet with only food service window.
- Cash counter to have Plexi glass installed to act as a physical barrier

Foodcourt Check Points Post Lock-down	
	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 to be placed in Food court terrace). Food court operations team to communicate and coordinate the same with all F&B brands inside food court.
2	Food court operations team to check all Housekeeping equipment's and machineries availability before operation starts.
3	H. K chemicals and PPE stock to be checked by Food court operations team.
4	Food court operations team to check Dishwasher machine for their proper operations.
5	Food court operations team to check Trays availability - count as per demand.
6	Food court operations team to sanitize hourly the Garbage storage area and should ensure safe procedure of garbage picking & dispose checking.
7	IT equipment like POS, printer, EDC machines, networking, punching checking to be sanitized on hourly basis and records should be maintained.
8	Food court manager to check manpower availability checking to include team member, H. K team, supervisor, I. T support, M. S. T etc. with their uniform.
9	Food court operations team to check Back office stock check- EDC / PVC cards, tenner's money exchange facility, back office dashboard with passwords, stationary etc.

10	Check the cash procedure - cash collection / cash drop/ cash pick-up/ spot cash check etc. Cashless transaction to be encouraged in Food court.
11	Food court operations team to check Guest services check like - sanitizer stands at entrance, sanitizer stock, BGM - speakers- amplifiers, disposable glasses, feedback forms , social distancing sign boards etc.
12	Food court operations team to carry out Signage's check, cash counter check, marketing branding check, LED display check.
13	Food Court seating to be rearranged as per the social distancing norms as instructed by MOHFW, Govt. of India .
14	In house Fire safety team to check Fire equipment: - FHC Check, extinguishers check, alarm check, fire panel etc.
15	Before opening Exhaust duct to be cleaned and maintenance staff of food court to check Exhaust, AHU including filter cleaning, FIRE EXIT check.
16	Food court operations team to do foodcourt outlets CHECKING which shall Include- 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.
<b>Retailer's Coordination</b>	
1	Helpdesk to inform retailers about the date of operation by e-mail after receiving notification from Govt. of Delhi.
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.

Listed below are the communication / marketing strategy: -

- 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, Print, 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 used:-
  - 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.




## ANNEXURE -1 SANITIZATION CHECKLIST

CITYWALK SCW		SANITIZATION CHECKLIST												Form No. F-01-EM04 Rev. & Issue 00 & 03/03/2020 Page 1 of 2		
LOCATION:-		Date:-												Checked		
															HK SUP & Time	UM Sig. & Time
Time																
9.00																
10.00																
11.00																
12.00																
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20.00																
21.00																
22.00																

CITYWALK SCW		SANITIZATION CHECKLIST												Form No. F-01-EM04 Rev. & Issue 00 & 03/03/2020 Page 2 of 2	
LOCATION:-		Date:-												Checked	
													HK SUP & Time	UM Sig. & Time	
Time															
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10.00															
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## ANNEXURE -II ESCALATOR SANITIZATION CHECKLIST

 SCW		ESCLATOR SANITIZATION CHECKLIST																								Form No.	F-02-EM04
																										Rev.& Issue	00 & 03/03/2020
																										Page	1 of 1
		Date:-																									
ESCLATOR NO																									Checked		
	ESC-1	ESC-2	ESC-3	ESC-4	ESC-5	ESC-6	ESC-7	ESC-8	ESC-9	ESC-10	ESC-11	ESC-12	ESC-13	ESC-14	ESC-15	ESC-16	ESC-17	ESC-18	ESC-19	ESC-20	ESC-21	ESC-22	ESC-23	ESC-24			
	P2 Z-1	P1 Z-1	GF Z-1	FF Z-1	GF Z-3	FF Z-3	P2 z-4	P1 z-4	GF Z-5	FF Z-5	SF Z-5	TF Z-5															
Time																									H/K SUP & Time	UM Sig. & Time	
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## ANNEXURE -III ELEVATOR SANITIZATION CHECKLIST

 SCW		ELEVATOR SANITIZATION CHECKLIST												Form No.	F-03-EM04
														Rev. & Issue	00 & 03/03/2020
														Page	1 of 1
Lift NO		LIFT-2	LIFT-3	LIFT-4	LIFT-5	LIFT-6	LIFT-7	LIFT-8	LIFT-12	LIFT-13	LIFT-14	LIFT-15	LIFT-16	Checked	
	Location	LLA	LLA Service	LLB	LLB	LLB service	LLB	LLB	LLC	LLC	LLD	LLD	LLD service		
Time														H/K SUP & Time	UM Sig. & Time
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## ANNEXURE -IV AHU ROOM CLEANING AND SANITIZATION CHECKLIST

 <b>Checklist For AHU Room Cleaning and Sanatization</b>		F-04 EM-04															
Identity of Unit:		1		2		3		4		5		6		7		8	
Month	Check Points	1000	1600	1000	1600	1000	1600	1000	1600	1000	1600	1000	1600	1000	1600	1000	1600
1	Sanitization of filter																
2	Cleaning of AHU room																
3	Fresh Air Damper Cleaning and Sanatizing																
4	Fresh Air Damper Position (Open/Close)																
	Done By																
	Checked By																
Month	Check Points	9	10	11	12	13	14	15	16								
Sr. No.	Check Points	1000	1600	1000	1600	1000	1600	1000	1600	1000	1600	1000	1600	1000	1600	1000	1600
1	Sanitization of filter																
2	Cleaning of AHU room																
3	Fresh Air Damper Cleaning and Sanatizing																
4	Fresh Air Damper Position (Open/Close)																
	Done By																
	Checked By																



## ANNEXURE -V SELF DECLARATION

### SELF-DECLARATION FORM

Sr. No.	Question	Answer Yes/ No	Description (if any)
a)	Do you have fever, cough, cold, body pains, etc?		
b)	Did you travel in last two months before lockdown?		
I.	In India		Specify where and share the address
II.	International Travel		Specify which Country
c)	Did any of your family members with whom you are staying travel in last few weeks?		
d)	Were you in-person contact with a suspected or confirmed COVID 19?		
e)	Did you or any close family member participate in any meeting or gathering which more than 15 people attended in last two weeks?		
f)	f) Is anyone in your family or relative a COVID warrior and have you come in contact with them?		
g)	Are you suffering from any disease such as diabetes, high Blood pressure, lungs infection or any other Chronic disease?		
h)	Have you visited any marriage ceremony / social gathering / place of worship in last 2 months?		



## ANNEXURE -VI SUSPECTED COVID 19 REPORT FORM

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"><li>• Temperature &gt;38°C (100.40F) or higher</li><li>• Shortness of breath, difficulty breathing</li><li>• Cough</li><li>• Running nose</li><li>• Sneezing</li><li>• Muscle pain</li><li>• Tiredness</li></ul>		
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.		

[www.selectcitywalk.com](http://www.selectcitywalk.com)