

# REOPENING

UPDATED ON GUIDELINES & PROTOCOLS

As of May 11, 2020

## Protocols update for Stage 1 Wholesale and Retail Trade

**All previously announced protocols for stage 1 economic activities to be maintained, plus the following amendments:**

- During Ramadan: operating hours for malls are set at 10 hours daily, starting 12 pm and ending at 10 pm
- Post Ramadan: normal operating hours for malls, recommended Weekdays: 10 am to 10 pm and Weekends: 10 am to 12 pm (note: malls to adhere to curfew timings announced by Federal Government)
- Maintain occupancy ceiling to 30% of common areas and gross leasable areas, maintain capacity level of staffing to 30%
- 75% of the mall parking to be closed
- F&B outlets and food courts maintain 30% capacity, and ensure social distancing rules implemented such as seating arrangements and maintain placing tables 2 meters apart for all customers or set up separators/screens between tables. Take-away highly encouraged
- Elevators are only used by persons with special needs (e.g., disabilities, baby stroller) with 30% capacity maintained
- Categories not permitted to enter the mall include:
  - Children under 12 years, and children of any age-groups with medical conditions
  - Elderly above 60 years old
  - High risk individuals with medical conditions [applicable to all age groups]

## Protocols update for Stage 1 Wholesale and Retail Trade

**All previously announced protocols for stage 1 economic activities to be maintained, plus the following amendments:**

- “No Refund/Return Policy” restriction to be removed, conditional to make items sanitization and set aside for 24 hours before being sent or used by another customer.
- Restrictions on sales and promotions lifted
- All changing and fitting rooms can open under the following restrictions:
  - Customers must wear masks all the time
  - Each customer can try up to 5 items only in the store
  - Customers to spend a maximum of 10 minutes in the fitting room
  - Returned items not to be put back on the shelves or used by other customers, they must be put aside by the retailer for 24 hours
  - Continuous sterilization of the fitting rooms to be performed

## Protocols update for Stage 1 Offices/Office Buildings & Social Welfare Services

**All previously announced protocols for stage 1 economic activities to be maintained, plus the following amendments:**

- 6 hours operating during Ramadan and normal operating hours post Ramadan, while adhering to curfew timing
- Maintain occupancy ceiling to 30% of common areas and within office premises
- Maintain capacity level of staffing to 30%
- People permitted in elevators no more than 30% capacity
- Pantries can be opened for usage by individuals strictly for food and drink consumption maintaining a 2m social distancing and must use disposable utensils (total number of employees at one time inside the pantry must be clearly posted at the entrance)
- All coffee stations should follow 2m social distancing guidelines and queuing is avoided, no water dispensing machines allowed, the stations to be sanitized after every use or once every hour at minimum

**Stay Safe!**

**THANK YOU FOR YOUR COOPERATION.**