



Reopening your store

WS



PERSONAL PROTECTION EQUIPMENT (PPE)

We are encouraging all employees and vendors to wear face masks/coverings as recommended by the CDC. Tenants should provide masks or facial coverings and sanitizing products for your employees and customers (particularly upon entering the store without such precautions). Store employees should wear face masks or face coverings while on property and frequently wash their hands or otherwise sanitize their hands.

Make sure to designate receptacles for discarded face masks/PPE.

HYGIENE AND SELF-SCREENING

Employees should not report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior to start of shift. Any symptoms should be communicated to a person's manager. Employees who experience symptoms at work, should leave work and notify their manager.

CAPACITY LEVELS

Tenants should monitor and manage store occupancy to targeted levels set by state or local authorities.

SOCIAL DISTANCING

Place signage in conspicuous locations throughout the store, particularly high-traffic areas such as entrances and exits, checkouts, fitting rooms, etc. Signage could include the following best practices/guidelines you will be implementing:

- Asking customers and employees not to enter the store if they are sick or have felt sick within the last 72 hours.
- Encouraging customers and employees to maintain six feet of distance at all times, per CDC guidelines.
- Floor markers located six feet apart any place where customers are likely to queue.
- Entrance-exit or one-way only signs.
- Recommended hygiene practices, how to stop the spread of germs.
- Promoting frequent and thorough handwashing in all restrooms.





SOCIAL DISTANCING (CONTINUED)

- Requesting customers temporarily cease using reusable bags, or to bag their own purchases if they choose to use reusable bags, and to clean reusable bags
- Information on pick-up/carryout options.
- Consider programming in-store audio messaging to frequently remind employees and customers to follow CDC guidance on hygiene and physical distancing.
- For high-traffic retailers and retailers with checkout counters that do not allow adequate distance between the customer and employee, consider installing Plexiglass “sneeze-guards.”
- If capacity limits are implemented, ensure distance markers are located outside of store to allow for queuing while maintaining physical distance; employees can also be assigned to assist customers with waiting to enter.
- To the extent possible, use of point-of-sale terminals and other workstations is staggered.
- Implement and encourage use of contactless payment options for employees and patrons, contactless signatures for deliveries. If contactless signature for deliveries is not possible, require employees to use own pen.
- Where possible, employee shifts and meal breaks should be staggered to avoid crowding.
- High-traffic areas have been widened to the extent store configuration allows.

SUPPLY CHAIN INVENTORY

Assess supply needs and explore options for sourcing additional supplies required for business operations; assess how to best leverage existing relationships with vendors.

- Create a plan for how you will source and distribute cleaning products and PPE, accounting for existing and/or future shortages. Establish a protocol to monitor this on a frequent basis as rules and health guidance ebb and flow with the prevalence of the virus.
- If you have international operations, consider current challenges with respect to shipping certain products (such as PPE) across borders. You may have to modify your traditional supply chain routing.
- Establish procedure for regularly disinfecting inventory and newly received deliveries.





SUPPLY CHAIN INVENTORY (CONTINUED)

- Establish protocols for handling and processing shipping and receipts (including disinfection).
- Evaluate current situation as it relates to ports of entry and trucking logistics for your product. Will this impact your ability to timely re-supply, both now and in the medium term?
- Keep an eye out for future legislation which might have the effect of requiring truck drivers to quarantine upon crossing state-lines, etc., thereby further disrupting the supply chain.

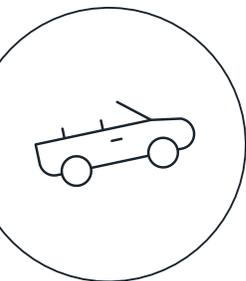
RETURNS & EXCHANGES

- Consider modifying return and exchange policies.
- Establish procedures for processing, handling, and disinfecting returns and exchanges.
- Consider requiring returned items to be sealed and stored separately, requiring employees to use PPE to process, handle and disinfect returns, and storing returns in isolation for a safe time period before returning them to sales floor.

FITTING ROOMS

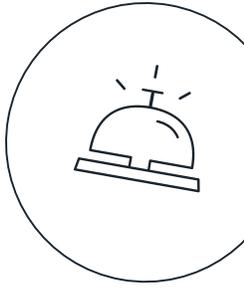
Decide whether to re-open fitting rooms. If you decide to open them, ensure fitting rooms are “customer ready” by cleaning prior to any customer usage. Similarly, ensure that fitting room is properly sanitized after customer use.

- Encourage customers to use hand sanitizer/wipes before trying on items and to keep protective mask on during fitting.
- Determine procedure for disinfecting fitting room items (not just clothing, but also jewelry, eyewear, etc.). For example, consider having items that have been tried on segregated and steamed, and wait a safe time period before putting items back on sales floor.



TESTERS & SAMPLES

- Prohibit customer use; consider entirely removing from sales floor.
- Only provide ones that are individual wrapped and sealed – do not open for customer.



CONTACTLESS SHOPPING OPTIONS

- WS will support businesses via our curbside “Pick-Up Quick” program, which will designate short-term parking options for BOPIS or purchases made via phone. Please contact Property Team to discuss.
- Promote contactless payment options (e.g., RFID credit and debit cards, Apple Pay, etc.).

