



STANDARD OPERATING PROCEDURE

MANI SQUARE MALL
[POST COVID-19 LOCKDOWN]

OVERVIEW

- COVID-19 has brought the entire world to its knees. It is an unknown enemy and more than 200 countries across the globe are trying to protect their citizens. According to the World Health Organization (WHO), COVID-19 spreads when people touch their eyes and nose after coming in contact with an infected person or contaminated surfaces or objects. Objects get contaminated when droplets from an infected person fall on them through coughing, sneezing or exhalation. In other words, it spreads in a manner similar to that of the flu.
- Social distancing seems to be the only way to control the spread of this virus. A complete lockdown seems to be the only effective way to implement social distancing. India has taken timely measures to contain the spread of the pandemic including imposing a national lockdown.
- Organizations that are prepared for the new reality with a complete new set of Hygiene Standards and SOPs will reap the benefits. The days immediately after re-opening your retail stores post COVID-19 lockdown will be critical. We will have a difficult yet crucial task of ensuring utmost safety and hygiene and instilling confidence in both internal and external customers in every possible way.
- To help Retail Business Units during this critical phase, we at Mani Square Mall have formulated a Policy to implement Social Distancing, Sanitization and overall precautionary measures to ensure safety and hygiene of all customers, retailers, and vendors at the Mani Square Mall.
- The prime objective is to contain the spread of COVID-19 infections by practicing the best measures for Hygiene.

IN-MALL PRACTICES

PROTOCOLS TO BE FOLLOWED ON OPENING

- Mall Timing
 - 11:00 HRS – 19:00 HRS
- Checking Protocol at Entry Points
 - Limited customer entry and exits points to be operational.
All customers entering the mall to be screened for body temperature with thermal guns.
 - Arogya Setup app will be a must for all customers, Retail staff, Vendors, Mall Employees and all Outsourced staff. Users with Green status (You are safe) will only be allowed to enter.
 - Wearing of Face Masks will be mandatory. In case a customer tries to enter without a mask, Mall Security will politely deny entry and ask them to strictly follow Govt. protocols.
 - No physical frisking shall be carried out.
 - Insist that customers sanitize their hands before entering inside the mall.

IN-MALL PRACTICES

- In case any symptoms of COVID-19 infection are observed, the security must say “As per the Govt. directive, I will have to note down your details and will have to guide you to the Isolation area and call for an Ambulance. Kindly cooperate with us”.
- Limited number of customers will be allowed inside the mall based on social distancing norms.
- Isolation Protocol & Coordination
 - The Isolation Room can be used for temporary Isolation of any suspected COVID-19 affected persons till the time transportation to hospital is arranged
- Social Distancing protocol
 - Social distancing seems to be the only way to control the spread of this virus. 2.0 meters distancing will be needed at all locations
 - Not more than 4 people shall be allowed inside the elevator.
 - Wait for the next elevator if the one on the floor is filled with 4 people.
 - Encourage usage of escalators.
 - Staggered Parking will be followed.

SANITIZATION MEASURES

- Check the stock of available items and place an order to receive essential items from time to time.
- Ensuring all Housekeeping staff wear safety gear like masks, gloves, etc.
- Training and briefing will be conducted on personal hygiene and mall sanitation to all Housekeeping staff.
- Disposable face masks to be issued daily and to ensure that people wear it as per the guidelines.
- No person to be allowed in the working area or office without the mask.
- Proper bin will be stationed on each floor for people to dispose their mask when required. The discarded masks will be disinfected properly and disposed.
- Hand sanitizers will be placed at all entrances including customers, staff and office entrances.
- Before mall opening hours, the entire mall common area will be cleaned and sanitized using disinfectants; especially all customers and staffs touch points.
- All entrances will be disinfected frequently.
- During the operational hours frequent cleaning and sanitization of all common areas of the mall premises to be ensured. Mainly includes entrances, escalators hand belt, corridor hand railing, side walls, elevators inside and outside, buttons, door handles, information desk, etc.
- Alternate Cubicles and washbasins will be used on daily basis (Odd Even Rule).
- The back of house such as electrical room, DG room, panel rooms, STP, AHUs, parking office, BMS, other storerooms will be fumigated with disinfectants frequently.
- Floor surfaces will be cleaned regularly with chemical disinfectants.
- All staircases will be checked and sprayed with chemical disinfectant to sanitize the area.
- Fumigation/Fogging will be done at basement parking, MLCP and outer areas.
- Public drinking water fountains will not be operational as a precautionary measure and customers will be encouraged to carry their own water bottles.

ISOLATION PROTOCOL

PROCEDURE

- Isolation protocol for Mall/ Retailer Employees/ Guests who fall sick or exhibits symptoms of COVID-19 :
- Advise employees that if a person falls sick at the Mall, they should be guided to contact the nearest Security personnel who in turn will contact the Mall Management Office. The suspected person should be guided to the designated Isolation Room.
- Telephone communications are preferred so that the Isolation coordinator can wear appropriate PPE to aid the suspected person.
- Once the suspected person arrives the Isolation Room, the Isolation coordinator must complete a COVID-19 Symptoms Form and arrange for transportation to a nearest Health Facility.
- If the suspected person is a Mall/ Retail employee, the Isolation coordinator will identify the persons who may have been in contact with the suspected employee and advise to self quarantine and contact a physician.
- The suspected employee needs to contact a Physician/ Health Service Provider and need to obtain a Medical Clearance Certificate from a Physician/ Health Service Provider to resume duty.
- The Isolation Room needs to be sanitized at regular intervals.

INSTORE PRACTICES

GENERAL GUIDELINES FOR RETAILERS

- Provide thermo-guns to screen all personnel for body temperature
- Get signed self-declarations on health conditions by all sales staff of the store
- Identify a room or area where someone who is feeling unwell or has symptoms can be safely isolated
- Create a Rapid Response Team of at least 2 managers who will monitor employees/ customers with infections/ symptoms and will take necessary actions
- Conduct daily fever and Quarantine checks —Every individual to be checked for quarantine stamp on hand and body temperature through infrared thermometers without fail
- Defer joining of employees traveling using public transport such as train/bus/taxis/ auto in the initial stages
- Encourage employees to use their private vehicles while commuting to work and avoid using drivers
- Staff residing in Containment Zones should not be allowed to resume work
- Put up signage and posters around the workplace to remind staff and others of the risks of COVID-19 spread and necessary measures to contain it
- Retailers to maintain a checklist on daily hygiene activities

INSTORE PRACTICES

GENERAL GUIDELINES FOR RETAILERS

- All tenants and retail staff to use designated Mall staff Entry and Exit points at all times including Operational Hours
- Encourage quick shopping options like order on phone and pick from the store Install no-touch trash bins, instruments such as sneeze guards/ protective screens at checkout/ cash counters
- Disinfect entire store and back office area frequently, carry out fumigation of workplace on daily basis for first 14 days
- Communicate with your customers, with all the precautions & safety measure taken by your brand, so that they have the confidence to visit the Mall. This can be done through multiple media such as Print, Radio, OOH, Social Media, etc.
- Undertake complete deep cleaning and pest control of your stores
- Create floor markings at the tills to ensure social distancing
- Manage stores with minimum number of staffs
- Mandate employees to have lunch at their own work stations; no employee to be allowed to wash their lunch box in the wash basin

INSTORE PRACTICES

GENERAL GUIDELINES FOR RETAILERS

- Place sanitization products, and preventive guideline posters at all entry and exit points
- Disinfect surfaces including doorknobs, handrails, the POS system, tables and desks, front entrance, carts, registers and bathrooms at regular intervals for the entire duration a store is open
- Provide PPE kits, Bio-Degradable gloves, masks to all staff
- Place sanitizing hand rub dispensers at prominent places around the workplace make sure these dispensers are regularly refilled
- Mandate the staff using public transport to sanitize themselves before entering the store
- Ensure physical distancing by keeping a distance of at least 2.0 meters between employees
- Encourage contactless payment options
- Ensure cashiers wear gloves while dispensing cash
- Replace physical bills with a soft copy to be sent to customers via email / SMS

PROCEDURE OF GOODS HANDLING & GOODS HANDLERS (MALL & FOOD COURT)

- Face Mask & gloves are compulsory for Goods Handlers, Drivers & Delivery personnel's during stock handling & delivery
- All delivery vehicles should be disinfected before dispatch
- Follow alternate parking of vehicles at loading bay
- Drivers and delivery men must adhere to social distancing norms at loading bay, Service Lifts and other common areas of the mall
- Vehicles carrying food items should strictly be used for food delivery and distribution only
- Brands to ensure all drivers, cleaners and delivery executives should carry and frequently use an alcohol- based hand-sanitizer and should pass through disinfection tunnels
- A fresh new set of disposable gloves is to be used while handling different food items like frozen food, perishable products, Meat & Fish, Fruits & Vegetable, etc. to contain the cross contamination
- Once materials are unloaded post approval by Mall Security, all packaged goods and materials needs to be sanitized before taking inside the mall
- FSSAI guidelines with regards to COVID-19 should be strictly followed to where applicable

RECOMMENDATIONS FOR SALON & SPA

- Ensure body temperature check is done for every customer
- Daily deep cleaning & sanitization of salons to be undertaken
- Sanitize and disinfect work stations after every session
- Social distancing to be maintained between two workstations
- Mask, Gloves should be provided and made mandatory for your clients
- Shoe-Covers are advised for all customer and Spa/ Salon should facilitate the same
- Staff must wear gloves, face visor, Shoe covers and a face mask while at work and must change it frequently
- Encourage customer walk-ins through Pre-booked appointments only
- Use hand sanitizer at the beginning of each session
- Sterilize & disinfect all tools & equipment before and after each session
- Introduce single-use towels, bibs, scissors, combs and other tools wherever possible
- Stop the circulation of Newspaper, Books and Magazines
- Encourage contactless payment options

RECOMMENDATIONS FOR FOOD & BEVERAGE OUTLETS

- Complete deep cleaning of entire kitchen, guest area and service area before re-opening the restaurant (Post Lockdown)
- All staff should wear gloves, masks, head caps, shoe-cover at all times
- All staff members should mandatorily go through all necessary Food Handler's Medical Tests as prescribed by FSSAI
- All staff members handling food should thoroughly wash their hands at regular intervals
- All perishable goods like vegetables, foods, meat, etc. to be washed and sanitized before cooking
- All cutlery/ crockery should go-through a 5-step cleaning process of Scrape, Wash, Rinse, Sanitize and Air-dry
- The spoons, forks and knives should be placed in the sterilizer before handing over to the customers

RECOMMENDATIONS FOR FOOD & BEVERAGE OUTLETS

- The tray/ salver used to shift crockery and cutlery should also go through the 5-step cleaning process before being taken to the dining area
- All tables and chairs at the dining area to be cleaned and sanitized after every use
- Discard the practice of reusing cloth napkins and promote single-use napkins/tissues
- Facilitate self-ordering counter/ QR code scanner-based ordering to eliminate human interaction
- Introduce “Buffet at your table concept” if not, follow the below Buffet based services should ensure customers are not contaminating spoons and chafing dishes and ensure you have enough manpower to help customer serve food items from buffet
- For pubs & bars, explore partnering with liquor brands and offer fresh new glasses to customer and encourage them to take away post usage or Promote disposable glasses
- In case of online Food Delivery service, third-party delivery executives will not be allowed inside the mall beyond loading/ unloading bay. The store will have to deliver the packed food at loading / unloading bay

RECOMMENDATIONS FOR FOOD & BEVERAGE OUTLETS

- Restaurants/ Food Court counters to ensure all items used to pack food for online delivery are properly sanitized
- Rearrange equipment for facilitating physical distancing for staff
- Place sanitizers at kitchen entrance, Storage rooms and staff changing areas
- Encourage contactless payment options
- All Restaurants and Food Court counters to follow all Covid 19 safety and security guidelines on food safety and food handling issued by FSSAI.

ISOLATION CHECKLISTS & FEEDBACK FORM

COVID-19 Symptoms Form

Report for Mall & Retail Employees/Outsourced Contractors /Visitors
presenting Symptoms at the Mall

Name: _____ Date: _____

Select the appropriate box: ☐ Visitor/Shopper ☐ Employee ☐ External Contractor

Employee ID: _____ Job Title: _____ Worksite: _____

Address: _____

Location of Identification: _____

Symptoms Noticed (Select symptoms observed):

- ☐ Fever (Body Temperature $>38^{\circ}\text{C}$ (100.40F) or higher)
- ☐ Cough (Usually Dry Cough)
- ☐ Sore Throat
- ☐ Shortness of Breath (Difficulty Breathing)
- ☐ Fatigue (Tiredness)
- ☐ Runny/Stuffy Nose
- ☐ Body Ache / Pain

Temperature Marked: _____ Time of Fever on-set: _____

Time of Isolation Protocol: _____ Referred to: _____

Notes: (Details on Accompanying Members/Mode of Travel/Exposure to colleagues/Others)

Details of Reporter:

Name: _____ Job Title: _____

Contact Number: _____ Signature: _____

COVID-19 Self-Declaration Form

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 on the premises.

I am a : ☐ Visitor/Shopper ☐ Employee ☐ External Contractor

Name: _____ Contact Number: _____

Email ID: _____ Residential Area: _____

Employee ID: _____ Job Title: _____ Company: _____

Residential Address (Current): _____

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

(Access to the premises will be denied if 'Yes')

NO YES

☐ ☐

- Fever (Body Temperature >38°C (100.40F) or higher)
- Cough (Usually Dry Cough)
- Sore Throat
- Shortness of Breath (Difficulty Breathing)
- Fatigue (Tiredness)
- Runny/Stuffy Nose
- Body Ache / Pain

I hereby state that the information stated on this form is true and correct to the best of my knowledge.

Signature: _____

Date: _____

Thank you for your time and co-operation.

Stay Safe.

Travel Declaration Form

I hereby declare that I/my family member(s) have travelled/will be travelling to the following city / country on the dates as specified below:

Name: _____ Contact Number: _____

Company: _____ Department: _____

Employee ID: _____ Job Title: _____

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

Destination: _____ Date of Travel: [Onward] _____ [Return] _____

Nature of Travel: ☐ Domestic ☐ International

Purpose of Travel: ☐ Personal ☐ Business

Mode of Travel & Corresponding Details: _____

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

(If 'Yes', Kindly contact the HR or Reporting Manager)

NO YES

☐☐

- Fever (Body Temperature >38°C (100.4°F) or higher)
- Cough (Usually Dry Cough)
- Sore Throat
- Shortness of Breath (Difficulty Breathing)
- Fatigue (Tiredness)
- Runny/Stuffy Nose
- Body Ache / Pain

I hereby state that the information stated on this form is true and correct to the best of my knowledge.

Signature: _____

Date: _____

FEEDBACK FORM

Please use this form to provide feedback and to suggest new ideas we could implement to improve our safety and precautionary measures to tackle COVID – 19

Name: _____

Contact Number: _____

Email ID: _____

Company: _____

FEEDBACK:
