



REOPENING BLUEPRINT FOR WEST EDMONTON MALL

At West Edmonton Mall (WEM), our top priority is the health and safety of our Guests, Tenants and Employees. We are working collaboratively with Alberta Health Services and the Government of Alberta to create a blueprint to guide us through the various stages of the Alberta relaunch strategy.

As per Government of Alberta, with the commencement of Stage 1 of the Alberta relaunch strategy, some businesses and facilities will be allowed to resume operations as early as May 14th, 2020. This stage will allow some businesses and services to reopen and resume operations with two metre physical distancing requirements and other public health guidance in place. Stage 1 businesses include:

- Retail businesses
- Some personal services like hairstyling and barber shops.
- Cafes, restaurants, pubs and bars can reopen for public seating at 50% capacity. People will not be permitted to go to the bar to order drinks, they will need to be served at the table.

As we await the specific guidelines from Alberta Health Services and Government of Alberta, as it pertains to businesses that will be allowed to reopen, we would like to share with you some operational information, as well as the protocols that we are putting in place at WEM.

The full report on Alberta's relaunch strategy can be viewed here,
<https://www.alberta.ca/alberta-relaunch-strategy.aspx>

Guidance for business owners as per Alberta Health Services:

RETAIL: <https://www.alberta.ca/assets/documents/covid-19-relaunch-guidance-retail.pdf>

RESTAURANTS: <https://www.alberta.ca/assets/documents/covid-19-relaunch-guidance-restaurants.pdf>

HAIR SALONS & BARBERSHOPS: <https://www.alberta.ca/assets/documents/covid-19-relaunch-guidance-hair-salons-barbershops.pdf>





REGULAR SHOPPING HOURS

During Stage 1 of the Alberta relaunch strategy, the operating hours will as be follows:

Monday to Saturday
Sunday

11 a.m. to 7 p.m.
12 p.m. to 6 p.m.

Additional hours will be communicated as we continue to monitor and work alongside the Alberta Relaunch Strategy and directives.



GUEST EXPERIENCE INFORMATION

All Mall directories have a scannable QR code to redirect mall patrons to our web directory. This enables everyone to access the directory information through their own personal devices and eliminates another touchpoint throughout the property.



DIRECTIONAL AND INSTRUCTIONAL SIGNAGE

WEM will be implementing the following directives to communicate protocols with Guests, Tenants and Employees throughout the Centre.

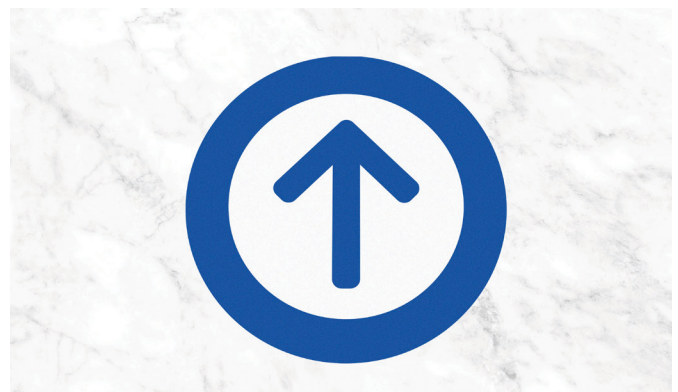
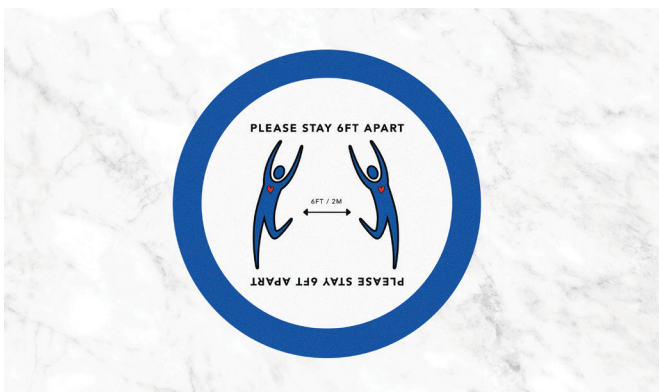
Entry Door Decals

- Upon commencement of Stage 1, all Shopping Centre entrances will reopen. Each entrance will be decaled with "Entrance" and "Exit" signage to control the flow of traffic. Interior doors will remain open, as to remove the additional touch points upon entry.



FLOOR DECALS

- Directional signage will be placed on the flooring throughout the Shopping Centre, providing direction on the flow of traffic. This will create a one-way flow of traffic down each corridor. Floor decals will also be placed within each elevator to encourage social distancing.
- For tenants who would like to apply social distancing customer markings in the hallway outside of their location, WEM will provide the approved graphic print file. Tenants will be responsible for the cost of production and install.





GUEST MESSAGING

- Guest messaging will be placed throughout the Shopping Centre, on digital and static signage with reminders to practice social distancing and proper hand washing/sanitizing procedures to prevent any spread.
- Signage and showcards will be placed in both food courts reminding guests that *"Social Distancing is in effect"*.
- Health and Safety messaging will be announced over our Public Announcement system throughout the property periodically.



FOOD COURT & RETAIL OPERATIONS

The following directives will be in place as it pertains to food court and retail operations:

- Food court seating will be reduced to 50% in both gourmet food courts. This will be accomplished by removing any removable furniture and tables, alongside the wrapping of select tables to ensure proper social distancing is achieved. Signage will be placed throughout food courts as well to remind guests that social distancing is in effect.
- Food court trays will be removed, as such food and beverage tenants will be asked to maintain the grab and go model to reduce touch points.





- Retail tenants will be permitted to have their storefronts closed if they are working on an appointment type basis, or to control the flow of traffic in and out of the store. Tenants will be asked to have professionally designed and printed signage indicating this to guests. This will be a temporary allowance and subject to approval.
- All docks have resumed regular operations as outlined in the Tenant Manual.
- WEM will be expanding our curbside pickup program to include Entrances 1,8,23,40,45,50 and 56. Information on participating in this program will be posted on the Tenant Portal for tenants and on wem.ca for Shopping Centre guests.



HOUSEKEEPING

Enhanced housekeeping practices have been implemented including continuous cleaning and disinfecting of crucial touchpoints through WEM including railings, escalators, elevators, interior and exterior doors, restrooms, food court amenities, directories, rides, guest scooters, wheelchairs, etc. Tenants will be encouraged to do the same within their locations. Hand sanitizer stations have been placed at all mall entrances. The overnight cleaning crews will allow for additional daily deep cleaning procedures after Mall closing and until reopening the following day.

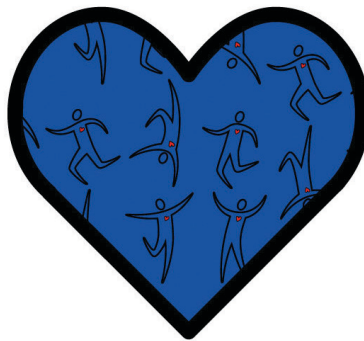




ADDITIONAL PREVENTIVE CONTROL MEASURES

In addition to the directives provided above, WEM will also be implementing the following preventive controls:

- All moveable common area seating will be removed.
- Acrylic shields will be installed at all Guest Services counters throughout the Shopping Centre.
- Front line staff (Guest Services, Security, Facilities Management, etc.) will be supplied with appropriate Personal Protective Equipment based on job requirements.
- Guests will be encouraged to wear a mask when visiting the Shopping Centre.
- WEM Security team will be onsite 24/7 and will be monitoring all common areas to ensure Guest, Tenant and Employee safety. **WEM Security can be reached at 780-444-4444**
- Mall patrons must comply with rules and regulations set out by the Mall, Alberta Health Services and the Government of Alberta around health and safety.



Let's stay safe
**TOGETHER,
BUT APART.**