



GPO STANDARD OPERATING PROCEDURES

POST COVID-19 (Revised March 1, 2021)

*Pls. note that this SOP may change as the Public Health guidelines are updated.

HOURS OF OPERATION

- 10AM – 7PM

ENTRY

- **“No Mask, No Entry” Policy.** If a customer does not have a mask, their entry will be denied.
- Entrance 1 (facing Ruby Tuesday), Entrance 2 (facing King’s), Entrance 3 (beside Ross Dress for Less), and North Side Entrance (facing Wendy’s) will be the designated entrances for the main mall area. They will be manned by security and/or GPO staff.
- Security/GPO staff will check the temperature of all incoming customers at the designated entrances. IF a customer exhibits a temperature reading of 100.4 degrees Fahrenheit or higher, they will be asked to seek medical attention and will be denied entry into GPO.
- Customers will then be asked if they would like to sanitize their hands at the designated hand sanitizing station by the entrance after passing the temperature checks. This is optional to customers as some have their own hand sanitizer.

SALES FLOOR AREA

- Directional signs are in place to show the flow of traffic. Customers are asked to follow the signs to avoid cross contamination with others.

- There are three designated “turn arounds” wherein customers can cross over to get to their store of choice. These include the area by Docomo Pacific, near the play area, and in front of the Information Booth.
- Elevator is designated for “single use”, “couples”, or for “families” to adhere to the social distancing rules.
- GPO Tables and Chairs by Chatime and Levi’s will be removed. Customers cannot utilize these due to social distancing measures based on the latest executive order, and public health guidelines.
- Benches will not be available for customer use until such time further restrictions are lifted.
- Message chairs will be taped off and will not be available to customers.
- Social Distancing window clings are used at each store front to emphasize the 6ft. rule while creating the line outside of the stores.
- Individual stores have implemented their own “social distancing” policies within their spaces. They also monitor their employees for signs/symptoms of illness. Should an employee come into contact with someone who is COVID positive, or become positive, said employee will be asked to take off from work immediately to isolate and will not be allowed to return to work until a negative COVID test result is presented.
- Effective August 1, 2020, Ross’ interior gate was opened during GPO’s operating hours. To control the amount of people filtering into the mall, GPO security will monitor and screen all customers crossing into the shopping center.
- All other tenant exterior/interior doors or gates will remain secured. (i.e. Skechers and Best Seller Book Store’s exterior door.) Customers entering the mall through the ABC exterior door will be screen by designated store employees. This will help us in screening customers at all entrance points into the mall.

FOOD COURT

- The main Food Court Entrance will be used to create a “One way in / One way Out” layout.
- Our team member will check the temperature of all incoming customers at the designated entrances. IF a customer exhibits a temperature reading of 100.4 degrees Fahrenheit or higher, they will be asked to seek medical attention and will be denied entry into GPO.
- Customers will then be asked if they would like to sanitize their hands at the designated hand sanitizing station by the entrance after passing the temperature checks. This is optional to customers as some have their own hand sanitizer.
- Tables and chairs were rearranged to adhere to the 6ft. social distancing rule. Seating is available for two, four and six dine in guests.
- Floor markers were put in place 6ft. apart in front of each restaurant.
- Individual restaurant lines were formed with floor stickers to manage the flow of traffic.
- The food court stairs are divided in half with bright colored tape. One way UP / One way DOWN.
- Outdoor dining is also available under the canopy outside of the food court.

SIGNAGE

- Signage will be placed at all entrances showcasing our “**No Mask, No Entry**” Policy, temperature checks, and how to stop the spread of the COVID-19 Virus provided by DPHSS.
- Other signage includes our modified store hours, elevator and bench signage for single use, couples or families, and floor directional signage for the main sales floor area.

SANITIZING

- AMI, Security, and GPO staff will wipe down all door handles, elevator buttons, massage chairs, and stair railings every hour with disinfectant.
- AMI will disinfect the mall with their electrostatic disinfection device 3x per week or more as needed.
- Hand Sanitizer stations are located at each entrance, outside of the restrooms (upstairs and in the food court), and in the play area.

CHILDREN'S PLAY AREA

- The play area on the main sales floor will remain closed until further notice. This will help stop the spread of any virus.
- AMI will continue to clean and sanitize the play area daily.