



Micronesia Mall Operating Guidelines - Post COVID-19

Property Operations

I. Measures to Reduce Employee Exposure

• **Self-Screening** – Our employees will be informed that they 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 their respective supervisor.

• **Pre-Work Screening** – Upon reporting to work, employees' body temperatures will be measured with a thermometer and assessed. Employees with body temperatures greater than 100.4°F or who have flu-like symptoms (e.g., cough, body aches) will not perform on-site work duties and will be directed to return to their homes. Any symptoms should be communicated to their respective supervisor.

II. Property Employee / Back of House Practices

• **Social Distancing**

1. Desks and workstations will be separated at least 6 feet.
2. Employees will be required to adhere to social distancing which are generally 6 feet of distance between individuals.
3. Signage will be posted reminding employees of CDC hygiene and safety guidelines.
4. Face masks or shields will be worn by our employees while on property performing work duties or interacting with other persons. We will require our tenants, vendors and contractors to implement the same precautions.

• **Personal Hygiene** – Our employees will be allowed and encouraged to take frequent breaks for hand washing with soap and water for at least 20 seconds.

• **Enhanced Sanitizing and Disinfecting**

a. The following areas will be disinfected regularly during the day and upon indication of additional need.

- Breakrooms
- Restrooms
- Counters
- Workstations
- Employee-Only Areas

b. Touchpoints, including the following will be disinfected frequently and upon indication of additional need:

- Computer Touchscreens/Keyboards
- Shared Communications Equipment Including: Phones, Radios, etc.
- Light Switches
- Doorknobs/ Door Handles

- Copy Machines/ Multi-Function Machines
 - Drawer Handles, Etc.
 - Customer Service Transactions
 - Permanent shields/ transparent barriers are installed on the counters.
 - During each transaction, employee and customer should maintain at least 6 feet of separation or be separated by a transparent barrier
 - Employees should wash hands or utilize hand sanitizer after each customer transaction.
 - COVID-19 Case Notification and Mall Office Recovery – In the event one of our employees tests positive for COVID-19, we will notify the appropriate public health care authorities, and take the necessary steps to deep clean and sanitize the affected workspace.
- **Outside Vendors Delivery** - {2} entry doors in the main loading dock will be used for delivery. All delivery personnel will be required to undergo the same entry protocols used for employees.

III. Measures to Protect Customers/Public

- **Reduced Business Hours** – Business hours will temporarily be limited to 11am - 8pm, daily.
- **Reduced Occupancy** – Human occupancy within the property will be limited to 75%. If the targeted occupancy is achieved, other Customers/Public will be asked to wait in queue lines outside, spaced 6 feet apart.

• Entrances

No Mask, No Entry Policy. Customers will be required to check their body temperature and sanitize their hands prior to entry. Customers with body temperatures greater than 100.4°F or who have flu-like symptoms (e.g., cough) will be denied entry to the mall.

• Social Distancing

- a. Incoming traffic to walk on only one side entry, and outgoing on the other side for a separation of at least 6 feet.
- b. On-property security staff will actively remind and encourage Customers/Public to comply with the social distancing standards.
- c. Digital screens at the entrances and at the food court will display to encourage social distancing at all times.
- d. Distancing markers will be placed in queue areas (e.g., food courts, restrooms).
- e. Elevator occupancy will be limited to encourage proper spacing (max. of 3 per cab)
- f. The food court capacity was reduced to 50% occupancy. No reusable customer service items will be available (e.g., trays, utensils, cups).
- g. Customers/Public in queue lines or on escalators will be directed to maintain a distance of 6 feet from other individuals by means of signage and/or other markings at 6-foot intervals.
- h. In restrooms, every other sink and urinal will be taped off to encourage proper spacing, and signage will be posted encouraging proper hygiene.
- i. The following interior touchpoints will be temporarily placed out of service:
 - Strollers
 - Massage Chairs

- **Enhanced Sanitizing and Disinfecting**

- Soap and water will be made available to employees and Customers/Public in restrooms.
- Hand sanitizer or sanitizing materials, compliant with CDC standards will be available in common areas and retail spaces. Signage and/or staff will be deployed to encourage the use of hand sanitizer.
- High touch areas such as door handles, elevator buttons, railings of escalators and stairs, handrails will wipe down with disinfectant every hour including any other high touch areas.
- Restrooms will be disinfected every hour or as necessary.
- Food court tables and chairs, wall dividers and railings will be wiped down with disinfectant regularly.

- **Limited Large On-Property Events** – Large marketing events and activities (e.g. Zumba) that draw big crowds have been postponed.

IV. Retail Store Measures to Protect Customers/Public

- Stores will be asked to follow the same procedures noted above where applicable. PNB, Denny's and Macy's will control/monitor their own entrances including Payless Supermarket.

V. Updates - We will continually review and evaluate our exposure control Protocols and update it as necessary and needed.