

## **SOCIAL DISTANCING GUIDELINES FOR SHOPPING CENTERS**

### **Key Areas of Shopping Centers**

1. The Entry of the Shopping Center
2. Atrium and other Public Areas Norms and Management
3. Retail Stores Guidelines
4. Parking Norms and Management
5. Food Court and Restaurants Norms
6. Services and Facilities (Washrooms, Elevators, Travellators, Escalators, etc.) Norms and Guidelines.

### **1. THE ENTRY TO SHOPPING CENTRE:**

Restricted customer entry norms shall be implemented as per the norms, prevailing from time to time. Wherever possible option of scheduling of customers will be implemented, giving a real time details of total customers present in the Shopping Centre. Norm of 75 sq. ft. per person will be strictly implemented and monitored on real time basis based on entry and exit data. Citizens above the age of 65 and below the age of 10 and pregnant ladies will be discouraged from entering to the mall.

- Malls to work with 50% employee strength till further notice. All employees will be screened before allowed entry to the mall.
- Security guard will be deployed for each of the following activities for every of the entry of the mall:
  - Two guards for Que Management to ensure 6 ft. distance between two people
  - One guard for Checking of Arogya Setu and mandatory wearing of mask
  - One guard for Checking Temperature and thermal screening
  - One guard for sanitizing bags and other customer belongings
  - Floor Marshalls in each floor to monitor the crowd and ensuring that people are wearing masks
  - Crowd to be limited to ensure that not more than 1 person is there is for every 75 sq. ft. of area available in the mall. That means a mall of 7,50,000 sq. ft. cannot have more than 10,000 people at any given time.

Shopping Centers Association of India

CIN: U93000DL2008NPL178695

Regd. Address: S – 61A Okhla Industrial Area, Phase – II, New Delhi – 110020, India, Tel No: +91 –11–40525000

Mumbai Address: 1st Floor Panchal Iron Works, Plot No. 111 / 3, Marol Co-Operative Industrial Estate, Marol, Andheri (East), Mumbai 400059 | Tel:91 – 22 – 28508070 / 71.

## **2. ATRIUM AND OTHER PUBLIC AREAS NORMS AND MANAGEMENT**

Seating arrangements will be withdrawn temporarily. No events will be conducted in the atrium which generally attract large crowds. Two Health wardens will be deployed in each floor and atriums to ensure compliance of social distancing norms of 6 ft between two people. Foot markers will be placed in all the areas for easy identification. Movement of people will be monitored through close circuit cameras and regular feedback will be given to Health wardens deployed at the floor. Wherever feasible common areas on the floor will be made into one-way paths. The floors need will have social distancing markers in place.

Advisory creatives will be placed at all entrances and in the common area at multiple locations.

Shopping Centre radio/ PA to broadcast the new social distancing norms regularly using a brief but educative script.

Automatic sanitizers will be placed at various places in the common areas including at the entrances at escalator landing etc.

All common areas will be sanitized at regular intervals.

### **CUSTOMER HELP DESK:**

Social distancing stickers in front of desk to maintain distance. Also, the Customer Representative staff will inform customers to maintain social distancing and avoid gathering.

## **3. RETAIL STORES GUIDELINES**

Stores will be mandated to follow the norm of 75 sq. ft. per person in their stores. The entry for number of people who can be inside a shop at any point in time will be fixed and displayed at every store entrance. Foot markers will be placed outside for people who wait in their respected enclosure at a distance of 6 ft. each. Stores will be encouraged to pre book visit of the visitors to the store.

## **4. PARKING NORMS AND MANAGEMENT**

Each parking area/floor will be managed by three security guards and traffic wardens. Only 50% capacity will be utilized for car and two wheeler parking. Every alternate car parking slots will be closed.

## **5. FOOD COURT & RESTAURANTS NORMS:**

Food courts & Restaurants seating will be reduced and tables will be placed at a distance to adhere to social distancing norms. There will be a minimum gap of 5 ft. between two tables. High chairs will be placed in a gap of 5 ft.

Groups greater than 6 needs will be discouraged.

Contactless ordering & payment systems will to be implemented, thereby reducing crowding at QSR's. Adequate markings will be made around food counters.

All Staff including for home deliveries staff's will be screened before being allowed in the mall.

## **6. SERVICES & FACILITIES NORMS AND GUIDELINES**

### **ELEVATORS/LIFTS:**

At any given point of time number of customers allowed to enter the elevators will depend on the elevator size. Elevator guideline will be in place outside every elevator. Permanent distance markers inside elevators will be placed so that people follow the markers. Lift attendant will be placed in each lifts to ensure compliance.

### **WASHROOMS**

Only alternate wash basin and urinals will be in use. There will be an attendant in each of the wash room to monitor the compliance.

### **AIR CONDITIONING**

CPWD guidelines for Air-conditioning will be followed.

- Increase intake of fresh air to at least 20%, thus ensuring fresh air circulation of treated air.
- Cleaning of return air on weekly basis
- Maintain temperature at 24-30 degrees
- Ensuring Toilet exhausts are running 24 hours

### **ADDITIONAL POINTS**

- No events till April 15, 2021
- To ensure food court customers wear a mask when they are not eating
- Digital payment and digital ordering to be encouraged
- Distancing norms on lift and escalators
- Physical distancing at the entrance must be maintained when queueing up

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