

AMP CAPITAL 

# COVID-19 Retailer Handbook

As at 1 June 2020

  
**Royal Randwick**  
shopping centre



## A note from our team...

Dear Retailer,

The easing of restrictions is an encouraging sign for both our broader community and our retail community. We are pleased to see our loyal customers return to our shopping centres and support their local businesses.

As we continue to see an increase in customer traffic in our centres, we need to ensure that at all times the Government restrictions are complied with and your COVIDSafe plans are in place, as we continue to provide a safe environment for everyone.

Trade in recent weeks has firmly reminded us that shopping centres are the hub of our community and will continue to facilitate that all important human need of social connection.

This handbook has been designed to provide you with key information to ensure your store and team are prepared to face into the current environment.

We can all help slow the spread of COVID-19, to protect others ensure yourself, staff and your customers:

- Practise good hygiene
- Stay home if unwell
- Wash hands frequently with soap and water, before and after eating, and after going to the toilet
- Cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- Practise physical distancing - stay more than 1.5 metres apart
- Follow the limits for public gatherings
- Understand how to self-isolate if you need to

Compliance with ongoing government and public health authority advice remains a constant focus and we will continue to provide you with updates as they are available. Together we can keep our centre spaces safe for everyone.

And as always, your Centre Management team is ready to assist.

Thank you for your support.

Alex Brown

Centre Manager  
Royal Randwick Shopping Centre  
AMP Capital Retail

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## What we're doing

The health and safety of all our customers continues to be our primary focus and we are continuing to ensure Royal Randwick Shopping Centre has effective cleaning and hygiene measures in place at all times. Our cleaning team is on high rotation, plus we have facilities in place to support our customers and tenants to practise good hygiene, such as hand sanitisers in high traffic areas and at entry and exit points. Customers are reminded to practise physical distancing through in centre signage, floor decals and frequent PA announcements.

Our centres are aligning to the National Retail Recovery Protocol, issued 1 May. You can view the protocol in full [here](#).

Following the recently announced “Road to Recovery” by the Australian Government, and the recommended staged approach, AMP Capital has developed a COVIDSafe Policy, in line with the Safework Australia guidelines. For more information on this policy [visit this link](#). Retailers are also required to produce Workplace Health and Safety Plans including COVIDSafe planning and display this internally.

Protocol	Centre actions
 <b>Hand sanitisers</b>	We are encouraging good hygiene practices across all our assets, placing hand sanitiser units at all centre entries and other high touch points for customer use
 <b>Cleaning</b>	Our centre cleaning team are focused on hygiene and presence within the common malls, focusing on key areas such as hard surfaces, food courts and bathrooms, ensuring chemicals used are proven in removal of harmful bacteria
 <b>Centre signage</b>	<p>In centre signage – physical and digital – has been installed to remind customers to physically distance while in centre, including:</p> <ul style="list-style-type: none"> <li>– Entry signage</li> <li>– Floor decals</li> <li>– General hygiene messaging in amenities</li> <li>– Vertical transport including lifts, escalators and travelators</li> </ul> <p>We have advised our customers via digital and social media channels that all of our centres are open and trading as normal, including regular store opening updates</p>
 <b>Communications</b>	Frequent PA announcements also remind customers to physically distance themselves while in centre and messaging through the centre's digital and social channels reinforces key messages around hygiene and physical distancing
 <b>Payment and Customer Services</b>	Purchase of gift cards is now contactless and our Reception is maintaining physical distancing through signage and a roped off area.
 <b>Mall management</b>	Centre Management and the centre's Security team are monitoring volume of customers throughout the mall, requesting groups dwelling or larger than 10 disperse. Signage has also been provided to retailers to display on shop fronts, to help regulate volume of customers in store
 <b>Essential services and support for vulnerable people</b>	Signage has been installed on lifts to request that customers prioritise lift use for those who need it. Centre Management are working closely with essential services to support the more vulnerable in our communities
 <b>Team wellbeing</b>	The centre's frontline teams – Cleaning and Security – are equipped with PPE to ensure they are supported in their interactions in the mall. In our Centre Management team, we have implemented a split team roster to ensure business continuity
 <b>Centre Management communication</b>	Centre Management is regularly communicating with retail partners via memo and email to provide guidance around the latest restrictions and access to signage including floor decals and storefront signage to assist with customer capacity in store, physical distancing and general hygiene practice
 <b>Business-as-usual maintenance and emergency procedures</b>	Business-as-usual maintenance and emergency procedures are taking place as normal to ensure the safety of customers and retailers at all times

## Marketing support

AMP Capital is closely monitoring COVID-19 and the advice of state and national health authorities in relation to infectious diseases.

The centre's Marketing team can help you promote your business through this time using all centre-managed channels as listed below.

The Centre Marketing team is closely monitoring government advice to determine when it will be appropriate to resume in centre activations. In the meantime, we are planning future appropriate initiatives, in line with the needs of our customers and retail partners.

Looking to the positive signs ahead, we're working hard on our post-recovery strategy to be ready to implement when the time is right, informed by extensive research and customer insights.

The following are current opportunities the Centre Marketing team can implement to support your brand. If you would like to discuss the below opportunities with the team, please contact Victoria Minell at [victoria.minell@ampcapital.com](mailto:victoria.minell@ampcapital.com) to arrange a phone meeting.

Channel	Detail	Requirements
Website	<b>Offer</b> To promote an offer, please supply the details, 942px (w) x 530px (h) image (no words on image), start and finish dates and times, and any terms and conditions.	<input type="checkbox"/> Offer title <input type="checkbox"/> A brief description <input type="checkbox"/> Validity dates <input type="checkbox"/> Terms and conditions <input type="checkbox"/> Optional: Submit an image to accompany your offer, 942px w x 530px h (without copy or logos)
	<b>Article</b> An article on our centre website is a great way to let customers know about your brand's news and updates (such as new collections or services).	<input type="checkbox"/> 50 – 250 words of copy (or a media release, if you have one available) <input type="checkbox"/> Hero image in 942px w x 530px h (without logos or copy)
Social media	Our centre has a Facebook page and Instagram. These feature a mix of retailer and centre-based content to create a vibrant digital community to connect with customers, even when they aren't in centre.	<input type="checkbox"/> For static posts, one or more images in the following dimensions 1080px w x 1080px h (without copy or retailer logos) <input type="checkbox"/> For stories: 1080px w x 1920px h <input type="checkbox"/> Your preferred captions / tags
Competitions and giveaways	Competitions and giveaways are always effective to achieve exposure and reach on social media. If you would like more information around this option, please contact the team to discuss.	To offer a prize or arrange a giveaway, please contact Victoria to discuss
Retailer signage support	For retailers opening and retailers currently trading, please let the Centre Management team know if any support is needed with regards to signage for outside your store, for example to assist with physical distancing and queuing.	Indicate which signage you need support with, whether: <ul style="list-style-type: none"> <li><input type="checkbox"/> Store capacity signage</li> <li><input type="checkbox"/> Social distancing decals</li> <li><input type="checkbox"/> General hygiene measures</li> </ul>

## Checklist – top 10 principles

Our centres are aligning to the National Retail Recovery Protocol. This protocol ensures our industry maintains a consistent standard and prioritises the health and wellbeing of our customers, retailers and staff. The following checklist is designed to assist you in ensuring that your store has appropriate measures in place to comply with all current requirements.

		Action(s)	Considerations
	1	<b>Hand sanitisers</b> Install alcohol-based hand sanitiser at the entry / exit and other key locations within your store	<ul style="list-style-type: none"> <li>How will you encourage customers to use it?</li> <li>Can you station someone at the entry to your store?</li> <li>Can it be made available to customers within the store?</li> </ul>
	2	<b>Cleaning</b> Review the cleaning practices for your store and ensure high touch surfaces receive extra attention	<ul style="list-style-type: none"> <li>Determine additional cleaning practices relevant for your store type</li> </ul>
	3	<b>Physical distancing in store</b> Review the customer journey in and out of your store to ensure customers and staff can maintain a 1.5m distance at all times	<ul style="list-style-type: none"> <li>If you are a national retailer, your head office will likely provide approved signage</li> <li>Consider the use of floor decals in key locations throughout the store</li> <li>All retailers can contact Centre Management for advice and assistance</li> </ul>
	4	<b>Customer volume in store</b> Brief your staff on the number of customers permitted to be in store, based on 1 person per 4 square metres, and confirm how the team will manage volume throughout the day	<ul style="list-style-type: none"> <li>Use the square meterage of your store as a base, then consider fixtures and rostered staff to ensure you can comfortably accommodate the capacity permitted</li> <li>Display signage on the shopfront confirming how many people can be in store at any one time</li> <li>Discuss how you will manage this during trade and devise a plan that considers customer entry and exit</li> </ul>
	5	<b>Payment</b> Encourage contactless payments  Ensure physical distancing is maintained	<ul style="list-style-type: none"> <li>If you aren't able to facilitate solely contactless transactions, clean your EFTPOS machine between customers, offer hand sanitiser for your staff and customers at your counters and for staff handling cash, consider having disposable gloves available</li> </ul>
	6	<b>Store management</b> Ensure your team are briefed on the measures required to comply with this protocol	<ul style="list-style-type: none"> <li>Our Centre Management team is working closely with the local authorities to manage customer flow at all times</li> </ul>
	7	<b>Supporting vulnerable people</b> Review your store's accessibility, with respect to any changes to customer journey	<ul style="list-style-type: none"> <li>If your store has internal vertical transport, consider signage to ensure that lifts are prioritised for those who need them</li> </ul>
	8	<b>Team wellbeing</b> Arrange regular staff check-ins to maintain team morale and wellbeing	<ul style="list-style-type: none"> <li>Brief your team regularly so that they are aware of how to implement and uphold measures safely</li> <li>Encourage your team to escalate any disagreeable conversations or discussions</li> <li>The centre's Security team is available to assist your team when faced with physical or verbal aggression</li> </ul>
	9	<b>Centre Management communication</b> Read, action and disseminate all communication from Centre Management to your staff	<ul style="list-style-type: none"> <li>Ensure all team members are briefed on Centre Management communications to assist with the smooth operating of the centre and your store</li> <li>Centre Management teams are communicating regularly with retailers and if you aren't receiving updates, please contact your Centre Management team to ensure your store is being included</li> </ul>
	10	<b>Business-as-usual maintenance and emergency procedures</b> Review and implement your preventative maintenance practices and emergency procedures	<ul style="list-style-type: none"> <li>There is a lot to focus on at the moment but it's important that your store's maintenance is upheld – work with your head office / owner to ensure any critical repairs are actioned in a timely manner, with respect to their severity, as normal</li> <li>An emergency can occur at any time, make sure all your staff are prepared and briefed on yours and the centre's emergency protocol should an incident or emergency situation occur</li> </ul>



## What to do if a case of COVID-19 is identified

If you become aware of a staff member or customer that has tested positive to Coronavirus (COVID-19), please contact the Centre Management team.

They will work with you on next steps which will include sanitisation of your store, tracing that person's movements to sanitise those areas and to communicate to other impacted tenants.

If you don't have access to a cleaning company that can appropriately sanitise your store, we may be able to provide cleaning services through our cleaning provider.

A fact sheet from Department of Health on environmental cleaning and disinfection is available [here](#).

### Centre Management response

If we become aware of a staff member or customer that has tested positive, we will inform all tenants as a precautionary measure, we will specifically contact tenants that we believe were visited and we will sanitise impacted areas.

If we receive advice from a public health authority, we will follow those directions and communicate with impacted people.

Current Government Advice on different types of contact are as follows:

#### Casual Contact

You are a casual contact if you have had less than 15 minutes face-to-face contact in any setting with a confirmed case in the 24 hour period before the onset of their symptoms; or you have shared a closed space with a confirmed case for less than two hours in the 24 hour period before the onset of their symptoms. Casual contacts do not need to be excluded from work or school while well. You must closely monitor your health and if you experience any symptoms you must immediately isolate and contact your health professional.

#### Close Contact

If you have been identified as having had close contact with someone diagnosed with COVID-19. Someone from your local public health unit will be in contact with you daily while you are at risk of infection to monitor you for symptoms. You must isolate yourself in your home for 14 days after last contact with the confirmed case.

If notifying Centre Management of a confirmed case of COVID-19 on the premises of Royal Randwick Shopping centre, please provide:

- What day(s) the individual was onsite
- What time(s) the individual was onsite
- The locations the individual went whilst being onsite (all areas including the store)
- A description of the individual
- Confirmation as to whether the staff member has the Australian Government COVIDSafe app downloaded and on them at all times
- Any other significant details that would assist in assessing any COVID-19 impacts

For the latest health advice, and to stay informed, we recommend visiting Safe Work [www.swa.gov.au/coronavirus](http://www.swa.gov.au/coronavirus), your state health department <https://www.health.nsw.gov.au/> or <https://www.health.gov.au/>.

## Key contact details and resources

If you are on site and need any operational assistance, please contact Centre Management on 02 9398 9099 or after-hours Security on 0431 082 711 who can direct your call as necessary.

There is always a Centre Management team member on site during core centre trading hours.

To ensure business continuity, our Centre Management team is rostered in the office on different days.

You can contact any of the team by phone and email as listed below:

AMP Capital Representative		Phone Number	E-mail address
Centre Manager	Alex Brown	0434 306 384	alex.brown@ampcapital.com
Operations Manager	Nathan Whittle	0498 999 036	nathan.whittle@ampcapital.com
Marketing Manager	Victoria Minell	0468 577 160	victoria.minell@ampcapital.com
Reception	Jodi Roper	02 9398 9099	royalrandwick@ampcapital.com

## Useful resources

National Retail Recovery Protocol

<https://www.scca.org.au/wp-content/uploads/2020/05/Joint-Media-Release-NRA-SCCA-SDA-PGA-ARA-Retail-Recovery-Protocol-1May2020.pdf>

Australian Government Department of Health

[www.health.gov.au](http://www.health.gov.au)

Safe Work Australia (SWA)

[www.swa.gov.au/coronavirus](http://www.swa.gov.au/coronavirus)

National COVID-19 Hotline

1800 020 080

State and Territory Health Departments

<https://www.health.gov.au/about-us/contact-us/local-state-and-territory-health-departments>

Thank you for helping us to keep our centre safe for everyone.

[ampcapital.com](http://ampcapital.com)

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