

# Retail Property Health & Sanitation Program

January 2021



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*\*Health & Sanitation protocols may be adjusted based upon government requirements and/or CDC/healthcare recommendations.*



# Property Health & Sanitation Program



# Employee, Vendor, Tenant & Guest General Health



The health and safety of our employees, vendors, tenants, and guests is our number one priority.

## **Personal Protective Equipment (PPE)**

Appropriate PPE will be worn by all Brookfield Properties employees based upon their role and responsibilities and in adherence to government regulations and guidance. When required, training on how to properly use and dispose of PPE will be provided. Every employee will be provided a face covering and is required to wear that face covering when interacting with others or when within the common area. Gloves will be provided for employees whose responsibilities require them. Security and Housekeeping vendors may provide relevant PPE to their teams. Guests may pick up a face covering upon arrival or request one from a Security Officer. Tenants may also provide PPE to their employees. If face coverings are required by government regulations, Security Officers will deny access to customers who refuse to wear face coverings.

## **Hand Sanitizer**

Hand sanitizer dispensers will be placed at mall entrances and in other high-traffic or high-touch locations within the property. Hand sanitizer will also be placed within the Mall Management office, Security office, Housekeeping office, and Maintenance shop.

## **Signage**

Health and hygiene reminders, including hand washing reminders, will be placed throughout the property. Signage, with appropriate training and hygiene reminders, will be posted in break rooms accessed by Brookfield Properties employees. Such signage may include reminders about the proper way to wear, handle, and dispose of face coverings and gloves; proper handwashing, coughing, and sneezing techniques; and a reminder to avoid touching your face.

# Employee, Vendor, Tenant & Guest General Health (continued)



## **Social Distancing**

Guests will be advised to practice social distancing by standing at least six feet away from others while standing in lines, using elevators, or moving around the property. Food court tables and common area seating will be arranged to permit and encourage social distancing. Employees will be reminded not to touch their faces and to practice social distancing by standing at least six feet away from guests, tenants, vendors, and other employees whenever possible. All properties will comply with local or state mandated occupancy limits.

## **Employee, Vendor, Tenant, and Guest Health Concerns**

Our employees have been given instruction on how to respond to and report incidents where someone on the property could reasonably have been exposed to someone who is presumed to have tested positive for COVID-19. Employees are instructed to stay home if they do not feel well. If employees begin to exhibit any of the symptoms of COVID-19 while at the property, they are instructed to immediately notify their manager. All vendors and tenants are expected to implement protocols for the safety of their employees and the public.

## **Case Notification**

If we are alerted to a presumptive case of COVID-19 at the property, we will work with local health officials to follow the appropriate actions recommended.\*

\* In Virginia, pursuant to the Department of Labor and Industry's Emergency Temporary Standard, tenants and contractors must notify us of any employee that has tested positive for COVID-19, present at the place of employment, within the previous 14 days of testing positive. In turn, we as building owner must notify our tenant population within 24 hours of receiving notification of the positive test result.

# Management Office Practices for Employee Protection



## **Management Office Access**

Before the property re-opens to the public, where possible, the management office will observe a "soft open". Access to the office may remain locked with signage providing a phone number for visitors to call. Public access to the office will be provided in cases where an in-person conversation is necessary. If a conversation is necessary, all Brookfield Properties parties involved will wear PPE and practice social distancing rules.

## **Management Office Setup**

The management office should be assessed to ensure social distancing measures can be observed while performing work in the office. Employees will sit in closed offices where possible, and plexiglass "sneeze screens" will be provided for employees who interact with the public or do not have access to an enclosed office.

## **Contractor/Vendor Relationships**

Brookfield Properties will provide best practices/suggestions about staggering arrival times and shifts to contracted vendor teams through appropriate corporate channels in order to prevent congregation in break rooms/arrival areas. Pursuant to their respective contracts, the vendors will be responsible for day-to-day management to the provided guidance.

# Management Office Practices for Employee Protection (continued)



## Employee Schedule and Interaction

If required by government orders, teams will continue to utilize a rotating on-property schedule to ensure appropriate business continuity while also limiting opportunities for exposure. For example, one administrative employee and one management employee are in the office daily practicing social distancing while others work from home; or maintenance employees are scheduled on alternating days with staggered arrival times and assignments in separate areas of the mall. Teams may return to a typical on-property schedule after 30 days of the property re-opening or sooner if allowable by local order. In situations where multiple staff members are at the property at the same time, measures will be taken to ensure social distancing best practices can be observed and contact with other employees and the public is limited. Mall walks and team meetings should be completed virtually or independently.

In an effort to maintain a clean and safe environment for all, we have asked our employees and those of our vendors to complete a daily self-assessment and to only come to the mall if they are fever free for the last 72 hours (without taking any fever suppressant medication) and without any of the following symptoms of COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

*See next page for additional details regarding Employee Responsibilities and personal health.*

In addition, while in the mall's common areas, our employees and our vendors' employees will wear face coverings that cover the nose and mouth.

# Employee Responsibilities



## Handwashing

The CDC informs that thorough hygiene practices and frequent handwashing with soap is vital to help combat the spread of the virus. Employees should wash their hands for at least 20 seconds (or use sanitizer when soap and water is not available) every 60 minutes or in the following situations:

- Upon arrival to work/re-entry to the office
- Before and after punching in/out
- Before and after using other shared equipment (e.g., printer, copier, hand tools, refrigerator door handles, cabinet door handles, microwaves, etc.)
- After completing personal activities such as using the restroom, sneezing, touching the face, blowing the nose, cleaning, eating, or drinking

## Maintain Social Distancing

Employees should make every effort to maintain social distancing guidelines while at work. For example:

- Only one employee should enter the kitchen or other common areas at a time. If another employee is using the space, you should wait a safe distance from the door or ask them to alert you electronically when they are finished
- Schedule conversations using Microsoft Teams or other virtual software rather than having in-person meetings
- When scheduled at the same time as other employees, work with your manager to stagger your arrival/departure times to provide for proper social distancing in common areas
- Stay in your office/personal workspace when possible



# Employee Responsibilities (continued)



## Office Cleaning

Employees should do their part to keep shared surfaces clean. For example:

- Wipe down shared equipment before and after use
- Wipe down surfaces upon arrival and re-entry into the office
- Wipe down surfaces after visitors have entered the office
- Wipe down company vehicles following use (e.g., steering wheel, seat, buttons, door handles)

## Personal Health

Employees should complete a daily self-assessment and only come to the office if they are fever-free for the last 72 hours (without taking any fever suppressant medication) and without any of the following symptoms of COVID-19:

- |   |                              |                            |
|---|------------------------------|----------------------------|
| • Fever or chills                             | • Fatigue                    | • Sore throat              |
| • Cough                                       | • Muscle or body aches       | • Congestion or runny nose |
| • Shortness of breath or difficulty breathing | • Headache                   | • Nausea or vomiting       |
|   | • New loss of taste or smell | • Diarrhea                 |

Employees should leave the office immediately if they are not feeling well or are exhibiting any of the above symptoms. Employees are required to follow the CDC guidelines for returning to work after illness and for coming to/returning to work if someone they live with, or someone they have been exposed to, is exhibiting the above-symptoms or has tested positive for the virus. Employees should contact their healthcare provider with any questions or concerns.

# Employee Responsibilities (continued)



## Carbon Health

Brookfield Properties has partnered with Carbon Health to provide all its employees ongoing COVID-19 clinical monitoring, education, and support through Carbon Health's COVID Ready program. The program will remain in place during the pandemic.

By partnering with Carbon Health and launching COVID Ready, we are using an evidence-based approach to minimize the risk of spreading COVID-19 in the workplace.

**Every Brookfield Properties' retail group employee is required to register and participate in the program.**

The program will prompt you to check-in daily to report any symptoms you are experiencing and to indicate whether you have been exposed to COVID-19. If Carbon Health recommends you be tested for COVID-19 based on your reporting, you will also be required to get tested and upload your results. If you determine on your own to be tested for COVID-19, the program also permits you to upload those test results. To be clear, you are required to perform the daily check-in whether you are working onsite or remotely.

*\*If you are currently exempt from returning to your work location, you will not receive an invite to participate in the program at this time.*

The only information accessible to the Company's Human Resources Administration Team ("HR") will be: (i) whether you have completed the daily tracker, (ii) if you have been flagged as symptomatic or exposed, and (iii) any COVID-19 test results that you are required to upload. The details of an employee's disclosed symptoms are not shared with HR.

# Employee Responsibilities (continued)



Carbon Health will utilize the uploaded information to conduct contact tracing. To undertake the contact tracing, Carbon Health will reach out to you directly approximately two hours after you have uploaded your test result(s).

All Brookfield Properties' retail group employees must complete the daily symptom tracker by 9AM local time using the Carbon Health mobile app or a computer web browser. This requirement will encourage you to get into the habit of assessing, on a daily basis, how you are feeling. As we return to our offices on a more frequent basis, this resource will help maintain the health and safety of you and your colleagues.

As a reminder, if you are feeling unwell, please do not come into a Brookfield office or property location. If you are exhibiting any symptoms of illness, whether related to COVID-19 or not, you should stay at home until you are symptom-free, without medication to alleviate symptoms. As always, if you are unable to come to the office, you should notify your manager.

## Questions

For more information, please visit our [Carbon Health SharePoint page on Connect](#).

If you have any additional questions or issues you can contact our support team at:  
[BrookfieldRetail-support@carbonhealth.com](mailto:BrookfieldRetail-support@carbonhealth.com).

# The Guest Journey



- Until further notice, a designated Curbside Pickup area will be available for guests that do not wish to have an in-store experience
- Guests will have access to automated doors, doors that are propped open, or manual doors
- Guests will have access to hand sanitizer upon entry into the property
- Face coverings will be available upon arrival at the mall or by request from a Security officer
- No more than four guests will be permitted in elevators at one time
- Common area seating and foot court seating will be arranged to allow for and encourage social distancing
- Security and Housekeeping vendors will wear PPE
- The following services will be suspended until further notice or discontinued:
  - Valet services
  - Play areas
  - Stroller rentals
  - Mall-owned food court trays
  - Food sampling
  - Mall-operated carousels

# Cleaning Products & Protocols



Our properties' housekeeping vendors shall wear PPE and use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria, and other airborne- and bloodborne-pathogens. We are working with our vendors, distribution partners, and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

## **Reactive Cleaning Protocol**

In the event we are notified of a presumptive case of COVID-19, the common area will be thoroughly cleaned and disinfected, including touchpoints up to eight feet above the floor.

## **Public Spaces and Communal Areas**

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on high-touch surfaces including but not limited to, door handles, public restrooms, dining surfaces, counters, seating areas, elevators and elevator buttons, and escalator and stair handrails.

## **Restrooms**

Industry-leading cleaning and sanitizing protocols are used to clean public restrooms, with attention to high-touch surfaces including but not limited to, stall doors, toilet seats and handles, door and furniture handles, water faucet handles, and flooring.



# Cleaning Products & Protocols (continued)



## **Back-of-House**

The frequency of cleaning and sanitizing will also increase in the back-of-house areas including employee restrooms, loading docks, offices, and break rooms.

## **Management Office**

The office will be thoroughly and professionally cleaned each night. Employees will be provided with cleaning supplies to clean their personal areas and to sanitize all touchpoints following a visitor's entry to the office. Shared office equipment should be wiped down by employees before and after use. *See also, Employee Responsibilities.*

## **Shared Equipment**

Shared tools, vehicles, and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new employee. This equipment includes phones, radios, computers, maintenance tools, keys, time clocks, and all other direct contact items. The use of shared food and beverage equipment in the back-of-house pantries, including shared coffee brewers, microwaves, refrigerators, and other kitchen appliances, will be available for use, but employees should practice good hygiene after the use of such equipment. Sinks will be available for handwashing. Personal water bottles may be used. Employees should use a paper towel or gloves to press the water dispensing button and to use the faucet handles. The first aid kit will be available.

# Locations for the Distribution of Personal Protective Equipment (PPE)



## **Common Areas**

At predetermined locations near entrances and available upon request from a Security Officer.

## **Back-of-House**

Available in Mall Management office, Housekeeping office, and Security office.

# Social Distancing



Throughout the common areas of the property, we will allow for and encourage appropriate social distancing in a manner aimed to meet or exceed government regulations and guidance.

## **Queuing in Mall Common Areas**

Any area where guests or employees queue, including in the food court, elevator lobbies, and restrooms, will be clearly marked to allow for and encourage appropriate social distancing.

## **Food Court**

Food courts will reduce seating capacities to allow for and encourage appropriate social distancing.

## **Common Area**

Seating, RMUs, and Carts will be arranged to allow for and encourage appropriate social distancing.

## **Retail Spaces**

In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for and encourage appropriate social distancing.

# Vendor-Specific Sanitation Policies



# Housekeeping



## **Disinfectant Porter, Common Area**

Disinfect high-touch surfaces within the interior and exterior of the property prior to and during operating hours.

## **Cleaning & Sanitizing Protocol**

The following common areas to be sanitized at least once per hour:

- Entrance doors
- Escalator handrails
- Passenger Elevator exterior doors/call button/control panel
- Passenger Elevator interior cab walls/doors/call button/control panel
- Public Restroom doors
- Public Restroom toilets/urinals/hardware
- Public Restroom mirrors/countertops
- Public Restroom partition doors/sides
- Public Restroom dispensers
- Stair handrails
- Interactive Directories



# Housekeeping (continued)



The following common areas to be sanitized at least once every four hours:

- Benches
- Common Area seating and furniture
- Trash receptacles
- Employee Restroom doors
- Employee Restroom toilets/urinals/hardware
- Employee Restroom mirrors/countertops
- Employee Restroom partition doors/sides
- Employee Restroom dispensers
- Common Area handrails
- Loading Dock and Corridor doors
- Trash Room doors

# Housekeeping (continued)



The following common areas to be cleaned and sanitized each day:

- Sign holders and stanchions
- Emergency Call Button panels
- Life Safety equipment
- Escalator ledges and glass
- Freight Elevator doors/call button/control panel
- Freight Elevator interior cab walls/doors/call button/control panel

The following areas will be cleaned and sanitized as follows:

- Management office to be sanitized each day
- Security and Housekeeping offices and breakrooms to be cleaned and sanitized upon shift change

# Housekeeping (continued)



## Physical Distancing Protocol

Minimize contact with guests and maintain appropriate social distancing guidelines unless a specific incident requires otherwise.

## Equipment

- Personal Protective Equipment. Face covering, gloves, protective eyewear (as needed)
- Microfiber towels
- Cleaning chemicals must meet EPA and CDC guidelines
  - Hard Surface Disinfecting Wipes: 1-minute dwell time
  - ERC, or equivalent, Performance Wipes: 15-second dwell time



## **Cleaning & Sanitizing Protocol**

- All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- After an incident, Shift Supervisors will request that the housekeeping vendor properly sanitize the area and ensure proper protocols are followed
- Shift Supervisors to log completed tasks
- Handcuffs, holding rooms, and all related equipment and contact surfaces to be sanitized at the beginning of each shift and after each use

## **Physical Distancing Protocol**

- Standard protocols will be followed unless a specific incident requires more invasive contact (i.e., taking a subject into custody for a criminal offense)
- Security Officers to assist with enforcing physical distancing protocols in established guest queuing areas as required
- Security Officers will approach, investigate, and enforce only obvious violations of government-recommended social distancing guidelines in the mall common areas, keeping in mind that:
  - People who live or are quarantining together are exempt from guidelines
  - All interactions should be customer service-based and emphasize the need to balance customer actions with government rules intended to prevent the spread of COVID-19

# Security (continued)



## Equipment

- Personal Protective Equipment. Face coverings, gloves, protective eyewear (as needed). If face coverings are required by government regulations, Security Officers will deny common area access to customers who refuse to wear face coverings
- Security Officers to familiarize themselves with hand sanitizer and face covering distribution points for guests



# Guidance for HVAC Equipment



# HVAC Equipment Maintenance



## Prior to Shopping Center Re-opening

- Identify MERV rating of filters used in equipment maintained and operated by Landlord and switch all air filters to 2-inch MERV 13 filters and 1-inch MERV 13 filters with equipment that can only hold that filter depth
- Coordinate with maintenance staff/contractors to perform scheduled preventative maintenance (i.e., spring maintenance). Cleaning should follow industry standards. Below are specific tasks that should be accomplished along with typical maintenance activities:
  - Cleaning of interior of AHUs/RTUs including coil drip pans, filter rack, etc.
  - Cleaning any obstructions from dampers and outdoor intake bird screens
  - Confirming damper actuators and linkage are working properly
  - Replace filters with MERV 13
  - Any mold or other contaminants should be reported to mall staff
- Work with OTI or your controls contractor to disable demand control ventilation on all HVAC equipment maintained and operated by Brookfield Properties. Note, not all equipment has this functionality. A general rule of thumb is if the equipment is 15 years old or newer, then the unit should be checked to see if DCV is enabled

# HVAC Equipment Maintenance (continued)



- Building air flush should occur four days before opening (**this needs to be done after new filters have been installed**):
  - All equipment operated by Brookfield Properties should run for three nights in advance of the center opening to the public
  - **The control on the RTU/AHU fans should be set to continuous.**  
To clarify, some RTUs have an option to cycle fans or run them continuously. If set to cycle and space temperature is satisfied, then the fans turn off. When set to continuous, the fans run whenever the unit is scheduled to turn on even if the space temperature is satisfied. **This is different than setting a VFD in "hand". VFDs should remain in "auto" mode**

## Central Plant Properties

- If cooling tower and/or chilled water system has automatic make-up water systems that were valved off, then property should return systems to normal operation
- Work with your water treatment provider to test water prior to turning systems back on and adjust water chemistry as necessary. Discuss legionella prevention strategies for cooling tower water
- Strainer filters, side stream filters, sand filters, etc., should be flushed and cleaned prior to turning systems on
- Condenser water systems and chilled water systems should run for an extended period so filters can clean the water in the distribution piping, as it may be stagnant. Monitor water filters every few hours and replace as necessary until water systems are clean and water chemistry is correct. Ideally, system components (i.e., chilled water coils in AHUs, chiller tubes, cooling tower nozzles, etc.) are isolated as much as possible to prevent dirt accumulation/blockage