

Operational Protocols for Shopping Centres Under Alert Level 2

On 11 May 2020, the Government announced that New Zealand will be moving to Alert Level 2 at 11:59pm on Wednesday 13 May. To assist retail property owners in preparation for this transition, NZCoRP has created a set of operational protocols that all members will adhere to under COVID-19 Alert Level 2.

Operational protocols shopping centres should follow under Alert Level 2 are:

Note: The specific application of these operational protocols will be tailored to each shopping centre, noting the individual characteristics of properties such as their location, tenancy mix, operating hours, size, customer visits, open-air/ enclosed spaces, customer access points, car-parks, loading docks and co-location with public transport facilities.

- Making hand sanitiser available at or near key locations such as store entrances, building entrances, customer service desks, lifts, meeting rooms and food courts.
- Facilitating and encouraging social distancing guidelines in accordance with Government or public health authority directions, which is currently a distance of 2.0m. Actions could include signage 'reminders', one-way queueing, and ground markings (e.g. stickers or tape) for queueing. Displaying static and digital messaging promoting social distancing and good hygiene practices. Conducting regular PA announcements to encourage social distancing.
- Conducting rigorous cleaning, hygiene, and sanitisation regime. This will be developed individually by each centre but will include, during trade ongoing cleaning and sanitising of public spaces particularly focused on high touchpoint surfaces such as handrails, daily additional (night clean rosters) focused on surface hygiene. Shift night-time staff to daytime where possible, to increase cleaning focus and reinforce enhanced hygiene expectations.
- Ensuring public gathering and social distancing objectives in accordance with Government direction are adhered to. Actions could include regulating access points, monitoring customer counts at relevant entrances, and displaying signage.
- Encouraging contactless transactions such as 'tap and go' instead of cash for payments, facilitating distancing at public counters and benches, and centre staff wearing disposable gloves when they are handling objects and money.
- Provide touchless entry where possible in all ticketed parking locations.
- Providing appropriate PPE such as face masks and gloves for use by centre public facing teams including cleaning and security personnel if required.
- Reducing common dining seating to ensure social distancing compliance, if this cannot be achieved, removal or closure of seating. For food courts tables and chairs appropriately spaced with trays to be used where risk is minimised.
- Monitoring and encouraging customer and retailer adherence to relevant public health guidelines by security and other personnel, which may also include Police visits to shopping centres.
- Providing support to those businesses which by their nature will not achieve the 2.0-meter social distancing standards (Hairdressers, nail bars and other similar service providers, ETC) with specific arrangements for the management of public health risks in accordance to the industry based guidelines which apply to those business activities. Members will ensure that those businesses plans and activities are integrated into the wider Operational management of the Centre.

In the event of a potential or actual exposure to COVID-19, all Teams are to have response procedures in place in alignment with Government and Ministry of Health protocols.