



**Safe
shopping is
reassuring!**

November 2020

Visitor Code of Conduct

Safe shopping
is reassuring!



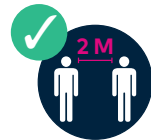
Wash your hands



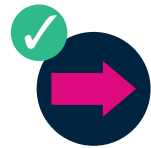
Cough in your
elbow



Avoid handling
products



Keep your distances



Follow the
directional signage



Gatherings
prohibited



Face covering
required



Limit your visit
to the essential



Observe the
latest public health
guidelines

Stay at home if



Fever



Cough



Headache



Sore throat

Thank you for your understanding

Our Action Plan

From the Parking Lot to the Entrance

Signage in the parking lot, at all entrance doors and at delivery docks

Clearly marked locations for package pickup

Setup of delivery and reception routes to minimize contacts with customers

Separate entrance and exit at designated access points

- For easier traffic management
- To promote distancing between customers

If needed, security guards posted at every entrance

- Limiting the number of occupants on the premises
- Hand sanitizing for every visitor prior to entering the centre
- Limiting the duration of visits to carry out purchases
- Asking questions to visitors to identify any risk factor



Face covering required at the entrance

Installation of sanitizer distribution stations at entry and exit points

Increased cleaning frequency of contact points

Eliminating indoor access to stores with an outside entrance

- Limiting the number of occupants on the premises
- For easier traffic management



Wash your hands



Limit your visit to the essential



Follow the directional signage



Keep your distances

From the Parking Lot to the Entrance



1 If service is available, designated package pick-up location.

2 Code of conduct displayed for all visitors to follow.

3 Separate entrance and exit doors to ensure one-way traffic.

4 If needed, security guards posted at every entrance:

- Controlling the number of people in the shopping centre.
- Asking health questions to visitors to identify any risk factors.

5 Hand sanitizer stations at the entrance of the shopping centre.

Common Areas

Signage on displays and directional markings on the floor of common areas

Security guards on duty

- Encouraging distancing between customers and manage waiting lines
- Limiting the duration of visits to carry out purchases
- Promoting customer circulation in an orderly fashion
- Repeating hygiene and safety guidelines

Broadcast of Visitor code of conduct on digital displays in common areas

Increased cleaning frequency of contact points

Closing access to furniture and vending machines in common areas

Eliminating use of rental lockers, public phones and water fountains

Closing access to children's rides, play areas and photo booths

Increasing supply of fresh air through HVAC systems and ensuring the proper operation of air filtration systems



Limit your visit to the essential

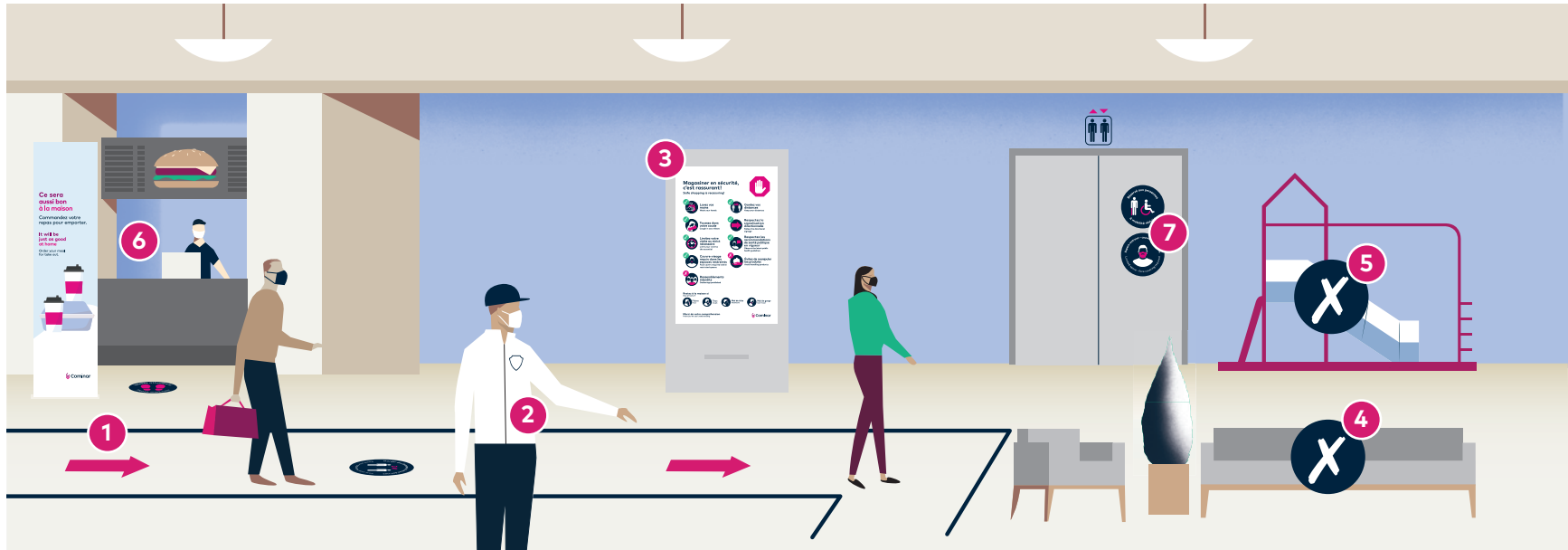


Face covering required



Follow the directional signage

Common Areas



1 Signage and one-way directional markings

2 Security agents on patrol.
- No gathering or loitering will be tolerated.

3 Code of conduct displayed for all visitors to follow.

4 Removal of furniture and vending machines.

5 Closing of children's playground areas.

6 Closing of food court areas. Takeout orders only.

7 Elevators reserved for reduced mobility shoppers only.
Face covering required in all indoor environments.

Food Courts

Signage and directional markings on the floor

Eliminating food consumption on-site

- Encouraging customers to order food to go
- Promoting the use of food delivery apps
- Eliminating access to tables & chairs

Broadcasting of Visitor code of conduct reminders on digital displays in the food court

Security guards on duty

- Encouraging distancing between customers and manage waiting lines
- Limiting the duration of visits to the extent required to complete one's purchases

Increased cleaning frequency of contact points

Eliminating access to garbage cans in food court areas



Espace temporairement fermé

Merci de votre compréhension

Area temporarily closed

Thank you for your understanding



Information Booth

Installation of acrylic panels and other physical means of ensuring proper distancing with customers

Providing protective equipment and training our employees

Increased cleaning frequency of contact points

Gift card purchases will be available by debit or credit card only. Cash will not be accepted.

Coat check and consignment services will no longer be available

Disinfection of lost items and storage in plastic bags

Portable charger loan service will no longer be available

Stroller and wheelchair loan services will no longer be available



Keep your distances



Debit or credit card only



Cash will not be accepted

Information Booth



1 Installation of acrylic panels at our information desk.

2 Gift cards purchases available by debit or credit card only. Cash will not be accepted.

3 Coat check and consignment services will not be available.

Public Restrooms

Restricting the number of users

Wearing a mask or face covering is mandatory in public restrooms

Displaying Visitor code of conduct on the interior doors of bathroom stalls

Posters installed on mirrors in public restrooms

- Promotion of efficient hand washing

Increased cleaning frequency of contact points

Separating space between urinals and sinks, by restricting access if necessary

- Encouraging distancing between customers
- Avoiding risks of cross-contamination
- Promoting hand washing to reduce the risk of cross-contamination

Family room available upon request. One family at a time

Keep your hands and fingers clean

La propreté au bout des doigts

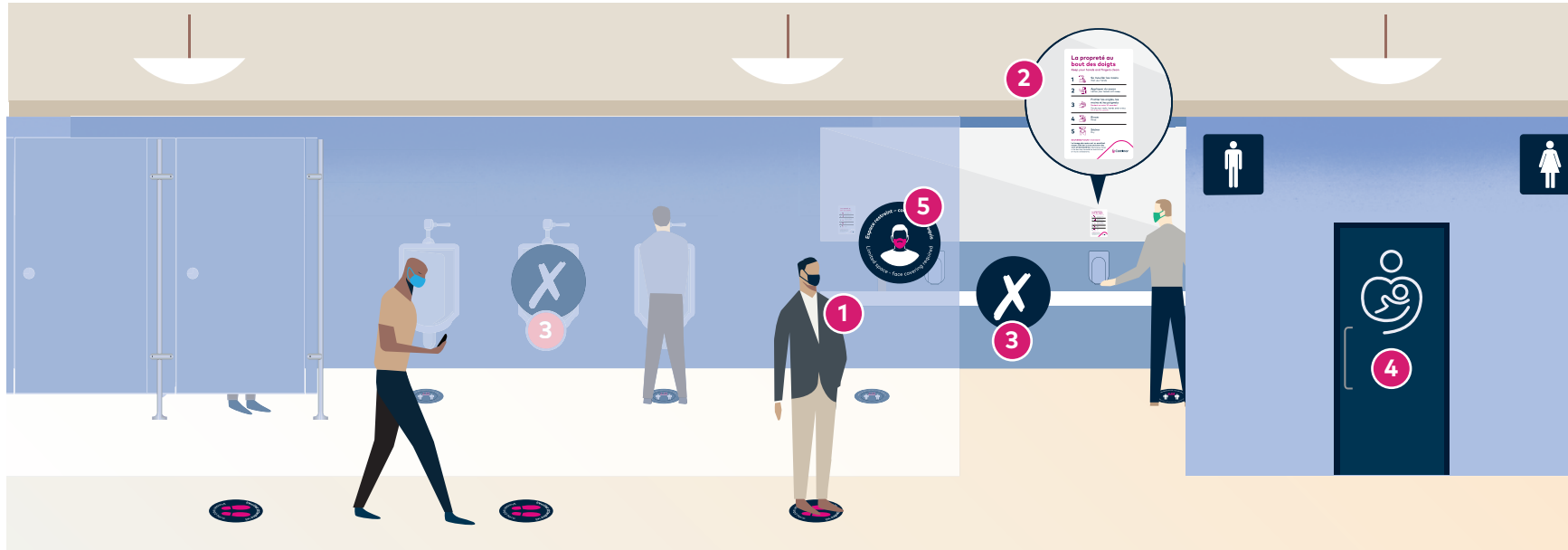
- **1** Wet your hands
Se mouiller les mains
- **2** Lather your hands with soap
Appliquer du savon
- **3** Scrub your nails, hands and wrists **For at least 20 seconds!**
Frotter les ongles, les mains et les poignets **Pendant au moins 20 secondes!**
- **4** Rinse
Rincer
- **5** Dry
Sécher

REMEMBER! SOUVENEZ-VOUS!
Washing your hands is the best way to avoid the transmission of viruses and bacteria. La lavage des mains est un excellent moyen d'éviter la transmission des virus et des bactéries.





Public Restrooms



1 Limiting the number of users.

3 Limiting space between sinks and urinals, by restricting access when necessary.

5 Face covering required in all indoor environments.

2 Informational stickers installed on mirrors to promote efficient hand washing.

4 Family room available upon request. One family at a time.

Elevators

Restricting the use of elevators to people with reduced mobility who request it

Mandatory mask or face covering required

Encouraging customers to use stairs and escalators

Signage on elevator doors and floor

Increased cleaning frequency of contact points



Évitez la contagion en espace restreint



Précautions à prendre dans un ascenseur:

- Limitez le nombre de personnes le prenant en même temps.
- Si possible, respectez une distance sociale de 2 mètres.
- Positionnez-vous de façon à ne pas être face à face.

Avoid contagion in restricted areas

Precautions to take in elevators:

- Limit the number of people aboard at the same time.
- If possible, keep 2 m of social distance.
- Position yourself to avoid being face to face.



Janitorial and Security Services

Training our personnel on new customer service protocols,
Visitor code of conduct and new cleaning procedures

Development of a new procedure to retrieve and eliminate
contaminated waste

Increased cleaning frequency of contact points



Votre santé est notre priorité

Surfaces fréquemment
désinfectées.

Your safety
is our priority

Frequently sanitized surfaces.



 Cominar

Communication and Signage

Broadcast of our Visitor code of conduct throughout our properties

Publication of our Visitor code of conduct and new directions on our websites and social media platforms

Broadcast of messages on the shopping centre's PA system

Greeting messages upon connecting to the centre's wifi network

Development of a display and signage communication toolkit for use across our properties

Visitor code of conduct

Magasiner en sécurité, c'est rassurant!
Safe shopping is reassuring!





Lavez vos mains
Wash your hands



Gardez vos distances
Keep your distances



Toussez dans votre coude
Cough in your elbow



Respectez la signalisation directionnelle
Follow the directional signage



Limitez votre visite au strict nécessaire
Limit your visit to the essential



Respectez les recommandations de santé publique en vigueur
Observe the latest public health guidelines



Couvrez votre visage
Face covering required



Évitez de manipuler les produits
Avoid handling products



Rassemblements interdits
Gatherings prohibited

Restez à la maison si
Stay at home if



Fièvre
Fever



Toux
Cough



Mal de tête
Headache



Mal de gorge
Sore throat

Merci de votre compréhension
Thank you for your understanding



 **Cominar**

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Display and Signage Communication Toolkit

Waiting area



Respect the instructions



Directional arrows

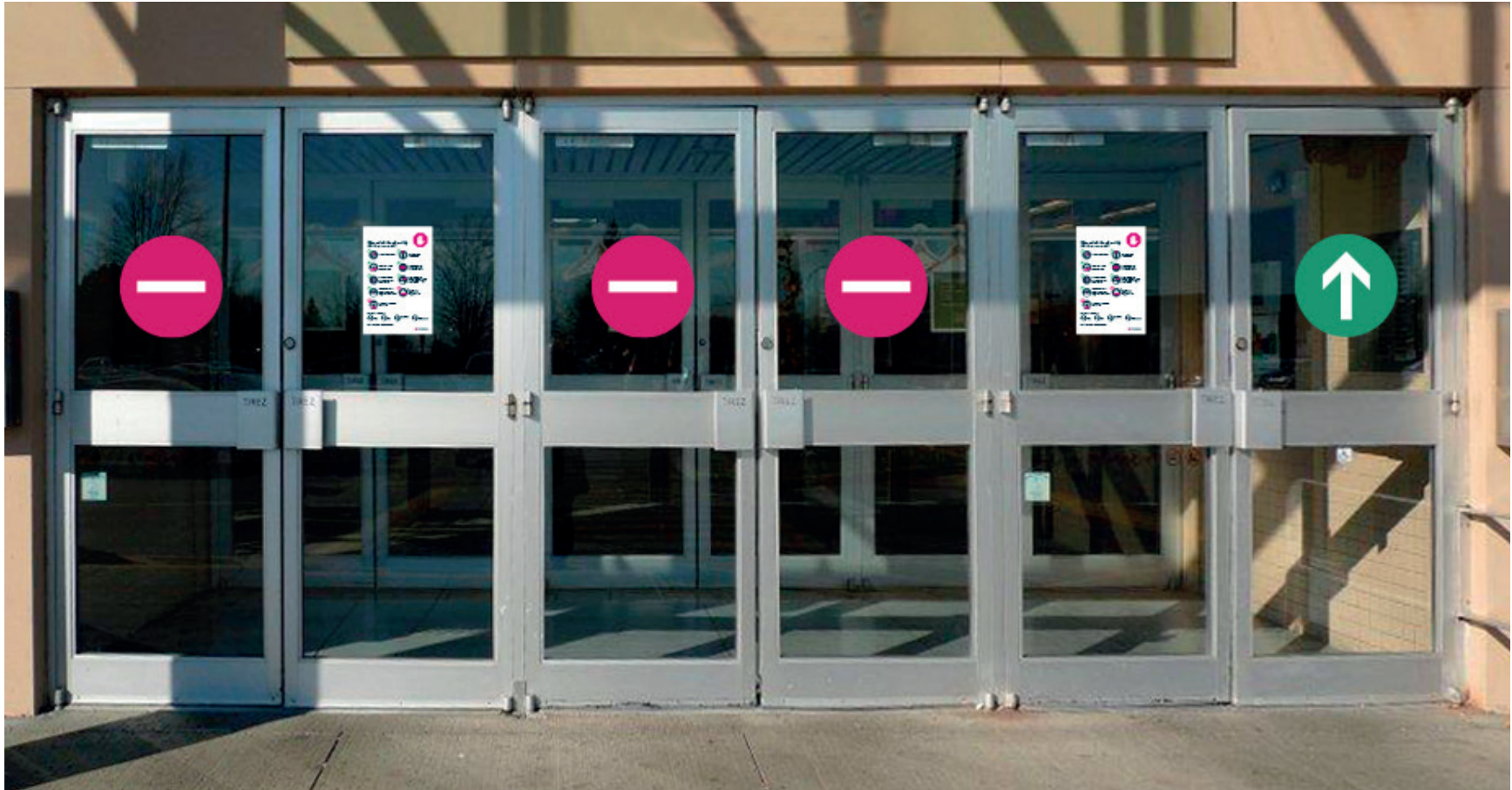


Adhesive tape / Safety corridors



Waiting lines





If needed, stationary security guard



- Hand sanitizing for every visitor prior to entering the centre
- Limiting the duration of visits to carry out purchases
- Special attention on seniors and the reason of their visit
- Asking questions to visitors, to identify any risk factor

Hand sanitizing station





Sens unique
One way

Access to furniture
will be eliminated

Merci
de respecter
les consignes
de sécurité

Please respect
the safety
instructions



Espace
temporairement
fermé

Merci de votre compréhension

Area
temporarily
closed

Thank you for your understanding

Cominar

Ce sera
aussi bon
à la maison
Commandez votre
repas pour emporter.

Ce sera
aussi bon
à la maison
Commandez votre
repas pour emporter.



Cominar

Commandez pour emporter



Order for take out