

YOUR GUIDE TO RE-OPENING

COVID-19 Retailer Handbook

CHADSTONE
THE FASHION CAPITAL



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CENTRE UPDATE



MESSAGE FROM OUR CENTRE MANAGER

This year has been difficult and disorienting, to say the least, as we've all navigated the challenges of COVID-19 in business and at home. Now, as we approach the most important time on our retail calendar, I want to reassure you that our team is committed to supporting you through to recovery.

Juggling the months ahead, much like those that have passed, is going to rely on the strong partnership we have with your teams. The success of every brand and business under the famous gridshell roof at Chadstone relies on us all working together, partnering and supporting each other to navigate COVID-19 and give everyone the best opportunity to succeed.

Our focus has always been the health and safety of our customers, you and your teams, our suppliers, contractors and the broader Melbourne community who visit Chadstone every day. We have been rigorous in our commitment to cleaning, hygiene and sanitising since COVID-19 first reached us and this will continue for the foreseeable future.

The guide to re-opening will provide you with an update on some of the measures we have in place, and changes we are implementing at Chadstone, to ensure everyone can safely access the products and services they need this festive season. We all have a responsibility to help slow the spread of COVID-19 and support the return of customers to Chadstone, which is why we're asking for your cooperation; if we all work together to implement these safety measures across the centre, we can ensure everyone who visits Chadstone gets home safely.

We are always looking at different ways to safely welcome people back to Chadstone and we encourage you to reach out to our Centre Management team for support or to share feedback on the plans in this handbook.

Again, I want to personally thank each of you for your continued support, patience and cooperation during what has been a challenging period for our industry. We appreciate your partnership and we look forward to helping ensure the festive season is as successful as possible for everyone at Chadstone.

Michael Whitehead, Centre Manager

SAFETY HIGHLIGHTS

The safety of you, your teams and our community remain our top priority and we have several measures in place to help customers maintain social distancing, along with an increased cleaning schedule.



CENTRE RESPONSIBILITY

Physical/digital signage regarding social distancing

Floor decals and social distancing reference points

Zero tolerance on anti-social or disrespectful behaviour

Centre audio messaging promoting safety and awareness

Security officers and police enforcing social distancing requirements

Monitoring customer density

Queuing guidelines throughout the centre

Manned sanitisation stations

Increased sanitisation and cleaning

Hand sanitiser available at all entrances

Face masks/coverings entry requirements

Best practice guidance and support to help our retailers operate safely

RETAILER RESPONSIBILITY

Reconfiguration of store to enable social distancing (if possible)

Signage at store entries/in-store regarding social distancing

Limiting customers in-store

Control numbers inside/outside the store

Procedures for customers touching and/or trying on items

Window signage and floor decals for social distancing in tenancy

Cleaning and sanitisation of store prior to opening

Hand sanitiser for customers and teams

Contactless payment

Use of a virtual queuing platform

As part of your COVID safe plan, we recommend you conduct and record temperature checks of all employees at the commencement of their shifts, as well as asking the following questions:

- Have you been in close contact with a confirmed case of COVID-19?
- Are you feeling unwell with symptoms such as fever, sore throat, cough or shortness of breath?
- Have you been tested for COVID-19 and awaiting your results?
- Are you a cleaning or security team member?

In the event of a confirmed case, Centre Management may request this information to fast track the contact tracing process and ensure affected retailers can return to trade at the earliest opportunity.

SOCIAL DISTANCING QUEUE MANAGEMENT

	<p>SHOPFRONT QUEUING</p> <p>Use of common mall permitted along lease line and up to 1.5m from shopfront. Virtual queuing recommended.</p>
	<p>VIRTUAL QUEUE</p> <p>Extremely limited queuing in this area. Max 2 virtual queue customers permitted along shopfront lease line prior to entry per tenancy. Queuing permitted with the use of virtual queuing system (highly recommended) or queuing within tenancy.</p>
	<p>NO QUEUING</p> <p>Use of common mall prohibited due to congestion/high traffic areas. Virtual queuing mandatory.</p>

We are implementing queuing restrictions in common mall areas to ensure we can maximise Centre occupancy in accordance with social distancing restrictions. This reduces the likelihood of having to cap overall Centre numbers.

Restricting access is a highly undesirable outcome as it will have a direct impact on retail sales and is avoidable with the right technology. Therefore;

- We assessed the Australian market for a virtual queuing solution and recommend SocialQ
- Deploying a consistent platform cross Chadstone will provide an enhanced customer experience and promote a higher frequency of visitation while reassuring customers that Chadstone is a safe place to shop
- Further information regarding registration for SocialQ will follow in the coming weeks.

A reminder that as part of your retail lease the following applies:

- 11.2(h): "The Tenant must not: use the common areas for any purpose other than travelling to or from the Premises or otherwise as permitted by the landlord."

- 1.7(e): "The Landlord may at any time: do any other thing the Landlord considers appropriate or in good business judgment to improve the amenity and use of the Common Areas and the Centre."

And from the centre rules:

- Rule 14 Use of Common Areas
- 14.1: the tenant must keep the common areas clear at all times
- 14.2: the tenant must not, without the landlords consent, use or obstruct any part of the Common Areas.

Queuing in the common area is at the landlord's discretion and we must abide by the safety regulations put in place by the Victorian government.

Our security team will be actively moving customers on from areas where queuing is not permitted.

SOCIALQ

Walk up customers can join a virtual queue rather than lining up outside when your business is at capacity, allowing them the amenity of continuing their shopping and being automatically notified via text message when they are next

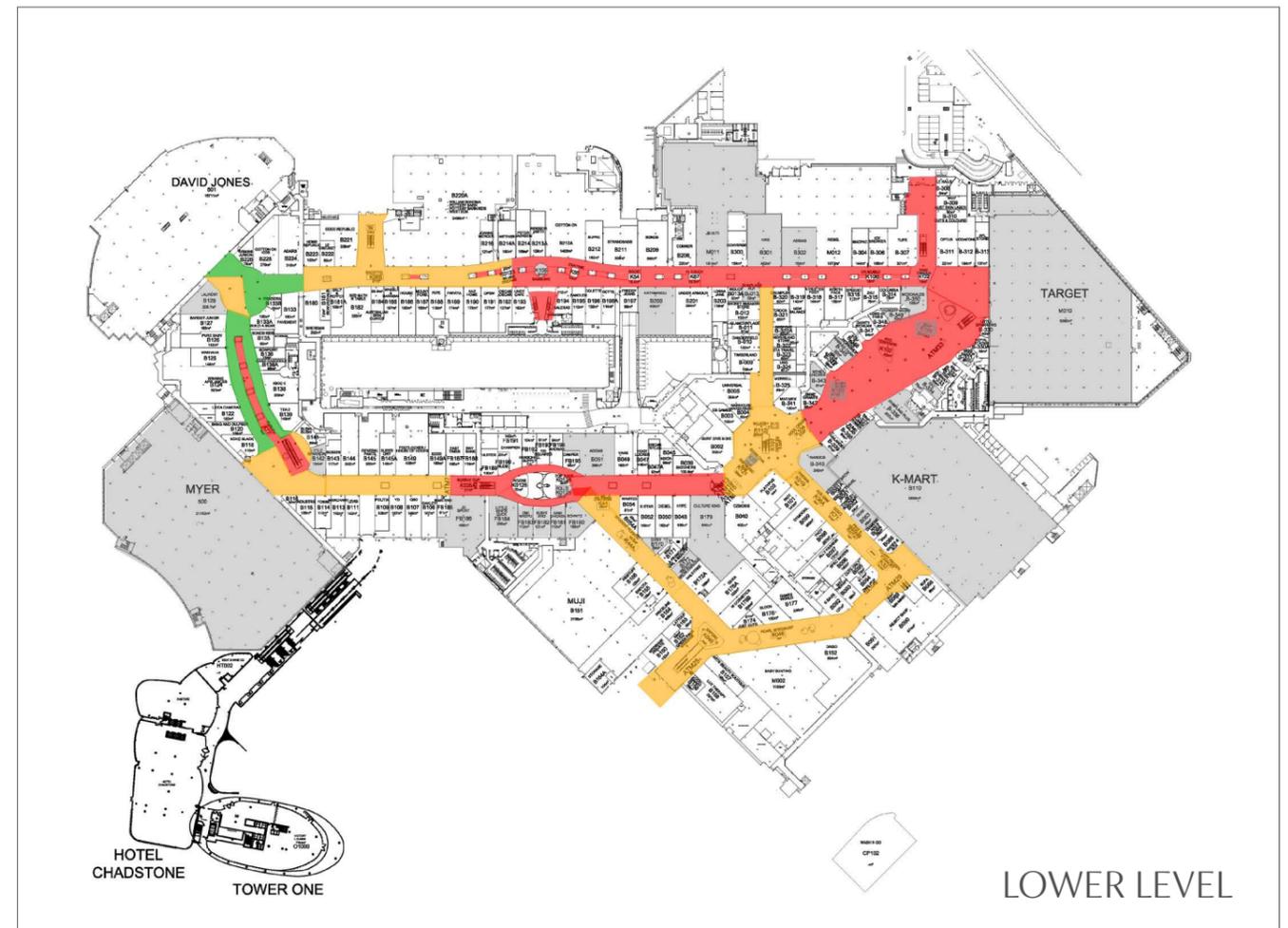
in line. This is managed via a QR Code unique to the store and is fully functional without the need to download an app. Further information regarding registration for SocialQ will follow in the coming weeks.

We suggest you familiarise yourself with SocialQ, or a suitable alternate, as soon as possible if you haven't yet assessed a virtual queuing solution.

FOOD CENTRAL

Density in the food central area will be tracked during peak trading days using the TallyFi live counting system to ensure social distancing is possible given the high volume of people within this area.

While we anticipate that customers will not be permitted to sit and dine in the food court due to Government restrictions, we will be implementing outdoor dining areas with a max capacity of 1800 people split across the Target roof-top carpark, Breezeway and Seed entry. This will allow customers to continue to enjoy Chadstone's food and beverage offer while being compliant with restrictions.



TRADING HOURS

This year's trading hours have been considered carefully. We wish to ensure the safety of our customers, retail team members and community and, at the same time, assist you to maximise sales. We plan to smooth peak traffic periods by encouraging visitation in non-peak periods e.g. during the week and between 9 - 11am. One of the main changes you will notice this year is the removal of the 34-hour overnight trade pre-Christmas and the extension of trading hours on and around Black Friday.

OCTOBER/NOVEMBER 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
26 Oct 9am - 5.30pm	27 Oct 9am - 5.30pm	28 Oct 9am - 5.30pm	29 Oct 9am - 9pm	30 Oct 9am - 9pm	31 Oct 9am - 9pm	1 Nov 10am - 7pm
2 Nov 9am - 5.30pm	3 Nov Cup Day 10am - 6pm	4 Nov 9am - 5.30pm	5 Nov 9am - 9pm	6 Nov 9am - 9pm	7 Nov 9am - 9pm	8 Nov 10am - 7pm
9 Nov 9am - 5.30pm	10 Nov 9am - 5.30pm	11 Nov 9am - 5.30pm	12 Nov 9am - 9pm	13 Nov 9am - 9pm	14 Nov 9am - 9pm	15 Nov 10am - 7pm
16 Nov 9am - 5.30pm	17 Nov 9am - 5.30pm	18 Nov 9am - 5.30pm	19 Nov 9am - 9pm	20 Nov 9am - 9pm	21 Nov 9am - 9pm	22 Nov 10am - 7pm
23 Nov 9am - 5.30pm	24 Nov 9am - 5.30pm	25 Nov 9am - 5.30pm	26 Nov 9am - 9pm	27 Nov 8am - Midnight	28 Nov 8am - Midnight	29 Nov 9am - 9pm
30 Nov 9am - 7pm						

CHRISTMAS – DECEMBER/JANUARY 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	1 Dec 9am - 5.30pm	2 Dec 9am - 5.30pm	3 Dec 9am - 9pm	4 Dec 9am - 9pm	5 Dec 9am - 9pm	6 Dec 10am - 7pm
7 Dec 9am - 7pm	8 Dec 9am - 7pm	9 Dec 9am - 7pm	10 Dec 9am - 9pm	11 Dec 9am - 9pm	12 Dec 9am - 9pm	13 Dec 9am - 9pm
14 Dec 9am - 9pm	15 Dec 9am - 9pm	16 Dec 9am - 9pm	17 Dec 9am - 10pm	18 Dec 9am - Midnight	19 Dec 9am - Midnight	20 Dec 9am - 10pm
21 Dec 8am - Midnight	22 Dec 8am - Midnight	23 Dec 8am - 1am	24 Dec 7am - 6pm	25 Dec Christmas Day Closed	26 Dec Boxing Day 6am - 11pm	27 Dec 8am - 10pm
28 Dec 8am - 10pm	29 Dec 8am - 10pm	30 Dec 8am - 10pm	31 Dec 9am - 6pm	1 Jan New Year's Day 10am - 6pm	2 Jan 9am - 9pm	3 Jan 10am - 7pm

PARCEL CONCIERGE

Parcel Concierge provides customers the opportunity to collect online, phone and email orders from the safety of their cars.

With Parcel Concierge, we manage the day-to-day operations so you can focus on the customer and the sale. By joining Parcel Concierge, you will receive:

- Onsite support from our Parcel Concierge Team who will collect items from your Chadstone store and safely deliver to the customer waiting at the central, safe and secure pick-up bay at Valet
- Support for integration with your website or online ordering system (if you choose to do so) with Vicinity's technology partner, Brauz
- IT and Customer support from our Parcel Concierge strategy team and technology partner, Brauz
- Peace of mind – with QR code parcel tracking on orders from placement through to collection, where stores will automatically be alerted each step of the way
- Promotion via the Chadstone website, amplified by a paid social and digital strategy (with additional marketing activity released in line with Government direction)

The service launched at Chadstone on 10 August and we have seen excellent results to date:

- 20+ retailers participating across apparel, beauty, books, homewares, luxury, footwear and toys
- -1000+ parcels delivered



If your e-commerce site doesn't currently support 'click & collect', Brauz can set this up for you within 2 - 5 days (for any type of inventory system). The Parcel Concierge fee is \$2.99 per pick-up which can be paid by the retailer or passed on to the customer. If you decide you want to cancel the service after committing, we'll simply require 1 months' notice for service cancellation.

Parcel Concierge is here to stay and could be an integral part of your reopening strategy and peak trading activity this festive season. To sign up or for more information, please contact chadstone.marketing@vicinity.com.au

FREE ONLINE TRAINING

RMIT University are offering a free online course on complying with infection prevention and control policies and procedures. This 25-hour self-paced training is ideal for customer-facing workers across retail and hospitality businesses.

LEARNING IS EXTENDED ACROSS THREE MODULES:

- Prevent and control infection
- Identify infection hazards and assess risk
- Follow procedures for managing risks

To express your interest in enrolling as an individual or in a group, please reach out to:

Geoff Davey
Business Development Manager RMIT
0439 108 331
geoff.davey@rmit.edu.au

OPERATIONAL CONSIDERATIONS



WHAT YOU NEED TO KNOW AND DO

We are working to ensure flexibility for everyone as our retailers return to business as allowed. The impacts of COVID-19 continue to be felt across our community and our businesses, and we are committed to supporting your team throughout recovery.

The Australian Government has advised all businesses to prepare and implement a COVID Safe Plan that incorporates safe working protocols published by safety regulators.

A COVID Safe Plan should include a minimum of:

- General cleaning & hygiene;
- Health monitoring;
- Provision of adequate facilities (e.g. washrooms, sanitiser) and equipment (e.g. PPE);
- Social distancing requirements;
- Provision of information & instruction to workers, contractors and customers;
- Consultation and communication with workers regarding relevant risks and control measures in place;
- Emergency planning (arrangements for responding to a suspected/confirmed case of COVID-19).

Unless the government mandate of wearing masks should change, all team members, customers and anyone else visiting our centres are required to wear a mask, or appropriate face covering, when coming to work at, or visit, our centres. This covering must cover both your nose and mouth. There are exceptions including for children under 12 and individuals with valid medical conditions.

Our approach to mandatory masks is similar to social distancing measures. You must ensure that you and your team members who can wear a mask do so. If someone visits your store and is not wearing a mask, please ask them why they aren't wearing a mask. If they do not agree to wear a

mask or have a medical condition that prevents them from wearing a mask, please ask them to complete their shopping quickly and safely, and either wear a mask next time they visit us, purchase a mask and come back to see us or bring in some documentation if they have a medical exemption.

To remind people of the need to wear a mask we have additional signage at each entrance, as well as notices on the centre website.

Again, we thank you for your continued support and remind you, if you or your team members have any COVID-19 symptoms, however mild, please stay home and seek medical attention.

Remember, the model Work Health and Safety (WHS) laws require all employers to take care of the health and safety of their workers and others (e.g. customers and delivery drivers) at the workplace, including the provision of adequate facilities for staff to carry out their work.

Employers must identify risks at the workplace, and where possible eliminate or minimise those risks.

If your business has been permitted to continue operating, you must ensure any risks to your workers are eliminated or minimised as much as is reasonably practicable.

To access Safe Work Australia information and guidance, please visit: www.worksafe.vic.gov.au

HEALTH AND HYGIENE

ACTIONS	DESCRIPTION	CENTRE	RETAILER
1. Regular centre sanitisation	<ul style="list-style-type: none"> • All common mall areas, special attention to high contact and high traffic areas 	✓	✗
2. Entrance information and entry expectations	<ul style="list-style-type: none"> • Display centre entry conditions, good hygiene practices, health notices and behaviour expectations • Hand sanitisers, installed, maintained, and in some cases manned 	✓	✗
3. Isolation protocols	<ul style="list-style-type: none"> • Procedures in place to maintain compliance in event of confirmed positive cases in common areas AND/OR retailer locations, • COVID-19 Precautionary or detection protocols included in booklet 	✓	✓
4. Educate staff regarding personal health safety & premise hygiene	<ul style="list-style-type: none"> • Provision of COVID-19 health & prevention staff education 	✓	✓
5. People health checks and quarantine	<ul style="list-style-type: none"> • Monitor your workers for key symptoms of COVID-19. Direct all workers (if they've been in the workplace or not) to report to you if: <ul style="list-style-type: none"> · they are experiencing any symptoms · they have/potentially have been, exposed to a person who has been diagnosed with COVID-19/is suspected to have COVID-19 · they have undertaken, or are planning to undertake, any travel • Ask staff to report if they see a coworker displaying symptoms • Direct workers not to attend or to leave the workplace if they are displaying symptoms, and get tested as soon as possible 	✓	✓
6. Sanitisation of some specific items	<ul style="list-style-type: none"> • Make arrangements for the sanitisation of products within the store (e.g. wearable apparel, accessories, jewellery) if available for inspection or can be tried on by customers 	✗	✓
7. Store environmental cleaning	<ul style="list-style-type: none"> • Retailers should ensure: <ul style="list-style-type: none"> · they provide surface wipes to disinfect counters and equipment (till, phones, keyboards and eftpos facilities) · worker's personal items used in the workplace such as glasses and phones are disinfected · high touch surfaces (doors, handrails, windows and products) are cleaned frequently · that trolleys and hand baskets are wiped clean after each use · customers are asked to only touch items they are interested in purchasing • Cleaning/disinfecting should be completed wearing gloves, alcohol-based hand sanitizer used before and after wearing gloves • Provide bins for workers to dispose of waste and rubbish immediately after use • Alcohol-based hand sanitiser should be available for workers to use after they dispose of their waste, complete cleaning, or handling items • Consider reducing the number of touch points for workers. For example, leaving access doors open where possible • Information in the Safe Work Australia Guidelines for Retail work 	✗	✓
8. Store/Office environmental cleaning and hygiene	<ul style="list-style-type: none"> • Workers should be required to practice good hygiene, including: <ul style="list-style-type: none"> · cover coughs/sneezes with an elbow or a tissue · immediately dispose of tissues · wash hands often with soap and water for at least 20 seconds · use alcohol-based hand sanitisers · clean and disinfect surfaces/shared equipment after use · wash body hair and clothes thoroughly · stay more than 1.5 metres away from others · wear a mask or appropriate face covering · report and stay home if experiencing any symptoms. • Staff members should also: <ul style="list-style-type: none"> · avoid touching their face · avoid handshakes or any other close physical contact · put cigarette butts in the bin 	✓	✓
9. Promote smart payments as preferred method	<ul style="list-style-type: none"> • Awareness for customers to pay through smart payments (credit cards/debit cards instead of cash) 	✓	✓
10. Face masks or face coverings	<ul style="list-style-type: none"> • Everyone entering the centre is required to wear a mask or face covering. This covering must cover both your nose and mouth. 	✓	✓



SOCIAL DISTANCING

One of the most effective ways to minimise the spread of the COVID-19 virus is to limit physical proximity between workers and others. Refer to SafeWork Australia’s Checklist for Physical and Social Distancing.

ACTIONS	DESCRIPTION	CENTRE	RETAILER
1. Out of store social distancing	<ul style="list-style-type: none"> Ensure clear line of sight to social distancing protocols and expectations at entry points and in key areas Usage of virtual queuing platform encouraged where necessary Social distancing signage/floor decals at point of sale locations 	✓	✓
2. Centre & store maximum occupancy	<ul style="list-style-type: none"> Monitor and maintain maximum occupancy to common centre areas 	✓	✗
	<ul style="list-style-type: none"> Stores to display maximum occupancy at front door Have in place arrangements for enforcing maximum customer numbers in store and for queuing (based on map provided) 	✗	✓
3. Attractions /entertainment venues to remain closed	<ul style="list-style-type: none"> Closure of all entertainment & tourist attractions to restrict crowding Minimal public seating 	✓	✓
4. In store social distancing	<ul style="list-style-type: none"> To encourage physical distancing: <ul style="list-style-type: none"> calculate the area of your retail floor space and set a limit on the number of customers/staff who can be inside use floor markings to provide minimum distance guides use separate doors for entry and exit if possible If social distancing measures introduce new health and safety risks (e.g. because they impact communication) manage those risks Where reasonable consider: <ul style="list-style-type: none"> changing the floor layout to improve traffic flow; spaced floor markings at queuing points, such as checkouts/entrance 	✗	✓
5. Staff break out areas/ stock rooms	<ul style="list-style-type: none"> Ensure staff or break rooms allow for physical distancing 	✗	✓
6. Staff rotations and working from home	<ul style="list-style-type: none"> Facilitate working from home arrangements where possible Rotate tasks so that no one has all the contact with customers. Consider split rosters/teams to allow for isolation if possible 	✓	✓



GENERAL ADVICE AND RECOMMENDATIONS

Keep your knowledge of the COVID-19 situation up to date. Follow advice from credible sources such as the Australian Government Department of Health and check daily for any updates to safety advice.

ACTIONS	DESCRIPTION	CENTRE	RETAILER
1. General advice for your workers, customers and contractors	<ul style="list-style-type: none"> Avoid touching your mouth, eyes, and nose with unwashed hands Clean your hands for at least 20 seconds using soap and water or alcohol-based hand rub Cover your nose/mouth when coughing and sneezing with a tissue or a flexed elbow. Put tissues in the bin. Avoid close contact with anyone with cold or flu-like symptoms Physical distancing - maintain a 1.5 metre distance to others Stay home if you are sick Seek medical advice if you have a fever, cough, sore throat or shortness of breath (call your doctor or Healthdirect on 1800 022 222) 	✓	✓
2. Keep workers informed	<ul style="list-style-type: none"> Provide workers information about the risks of exposure to COVID-19 Where required, workers should be trained in infection control 	✓	✓
3. Consultation and communication with workers	<ul style="list-style-type: none"> Consult with your workers on health and safety matters relating to COVID-19. Allow workers to express views before making decisions Workers are most likely to know about the risks of their work The model Code of Practice: Work health and safety consultation, cooperation and coordination can provide more information about your duties to consult Communicate clearly about control measures. Provide clear direction and guidance about expectations Workers should know: <ul style="list-style-type: none"> when to stay away from the workplace, what to do if they become unwell, what symptoms to be concerned about Remind workers they have a duty to take reasonable care for their own health and safety and to not affect the health and safety of others Provide workers with a point of contact to discuss their concerns, and access to support services, including employee assistance programs 	✓	✓

COVID-19 PROTOCOLS

Your COVID Safe Work Plan should include protocols to be followed in circumstances where a member of your team or a customer is suffering flu-like symptoms while in your tenancy or if you have a confirmed case of COVID-19.

EMERGENCY PLANS

PLANS SHOULD INCLUDE THE FOLLOWING AT MINIMUM

- 1 Immediately close your tenancy, evacuate everyone from inside (including staff)
- 2 Follow appropriate measures to clean tenancy (disinfecting all areas/any toilet facilities)
- 3 Our team can assist you in identifying health authorities and reporting requirements
- 4 Ask the team member or customer to leave the centre immediately
- 5 If you have a confirmed case and personal protective equipment is available, ask them to put it on
- 6 If they are exhibiting milder symptoms, call the National COVID-19 Hotline 1800 020 080 (provide detail)
- 7 If the person is severely ill, call Triple Zero
- 8 Notify relevant state-based health department
- 9 Provide access to health officials if they visit, implement all steps as advised
- 10 Provide psychological and social support services to isolated, infected and affected team members

In the event you or one of your team are concerned that they may have been in contact with an individual who is displaying any COVID19 symptoms, ensure they thoroughly wash their hands with soap and wipe any surfaces with disinfectant.

- Follow escalation process
- Notify your Health & Safety Team (if applicable).

CLEANING

Cleaning is important for infection control because reports suggest COVID-19 may live for up to 72 hours if not treated. Contaminated areas must be thoroughly cleaned after any suspected exposure using gloves.

Cleaning solutions should be prepared immediately before use following directions

Mops should be laundered or cleaned in detergent and warm water, rinsed in hot water, then stored to dry

Mop heads should be detachable or stored with the mop head up

Surrounding floor and wall areas also cleaned

Use damp dusting lint-free cloth

Bathrooms should be cleaned at least twice daily, depending on the type of microorganism

Buckets should be emptied after use, washed with detergent and warm water, rinsed in hot water, stored to dry

Work surfaces should be cleaned with the disinfectant solution and allowed to dry naturally

For further detail and reference, please follow the SafeWork Australia guidance material:

- Cleaning in the retail industry
- Cleaning Checklist

For the latest health advice, and to stay informed, we recommend visiting your state health department or www.health.gov.au

KEY CONTACTS



Please find below some key contacts to help you manage and/or reopen your business.

CHADSTONE

RECEPTION

chadstone.reception@vicinity.com.au or 03 9563 3355

RETAIL MANAGEMENT TEAM

chadstone.retail@vicinity.com.au

MARKETING TEAM

chadstone.marketing@vicinity.com.au

ACCOUNTS

chadstone.accounts@vicinity.com.au

For any COVID-19 related retailer enquiries, please email reception.chadstone@vicinity.com.au where they will be directed as appropriate.

Note: As retailers return, we may experience periods of high demand so please bear with us and we'll do our best to action your request as quickly as possible.

RETAILER PORTAL

We will also continue to share the latest COVID-19 centre updates via the online Retailer Portal. To ensure you receive all communications, please ensure you are registered as a member and subscribed to notifications and newsletters.

YOU CAN REGISTER BY:

- Downloading the Equiem App from the App Store on your mobile device and following the prompts
- Typing in the URL and following the prompts:
chadstoneportal.com.au

GOVERNMENT REQUIREMENTS AND GUIDANCE

AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH

www.dhhs.vic.gov.au/coronavirus

SAFE WORK AUSTRALIA (SWA)

www.swa.gov.au/coronavirus

NATIONAL COVID-19 HOTLINE

1800 020 080

www.worksafe.vic.gov.au

VICTORIAN CORONAVIRUS HOTLINE

1800 675 398



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