



MEMO

To: All tenants
From: Pakuranga Plaza Management
Date: Friday 20th March
Re: COVID-19 FAQ's

Dear Tenants,

As we continue to navigate through the unprecedented challenges and response to COVID-19, we wanted to provide you with an update on the measures we're taking to help your business and our centre continue trading.

Our focus is on ensuring the community knows that our shopping centre is open and offers essential products and services that our communities need and want right now. We also have a number of initiatives in place to ensure this is being communicated widely.

Importantly, together with you, we need to ensure that our customers, retailers and team have the safest environment and experience when they visit our centres.

Amended marketing activities and events:

The safety and wellbeing of our customers, retailers, teams and the broader community is always our priority. As the situation is evolving, we have made the difficult decision to cancel some of our marketing activities. This is in line with the Government's mandated ban on organised non-essential events and gatherings of more than 100 people indoors.

- The April school holiday program will be cancelled.
- The Playtime monthly event will be cancelled until further notice; to ensure the safety of our younger visitors.
- The Easter program will be cancelled, and we are working on an online solution to celebrate Easter

We apologise for the inconvenience and appreciate the understanding and support of our customers and retailers during these uncertain times. We believe our marketing efforts at this time are best placed supporting our retailers, providing ongoing engagement and important updates to our





customers and supporting our centres to continue to do business. This includes working hard to amplify communications through social media and digital marketing and engage our customers.

Trading Hours:

We remain open and continue to play an essential role for our communities. We understand some of our retailers may need to adjust trading hours because of the current situation and the rotation of team members.

If you're considering amending your trading hours, please contact the Centre Management team to discuss your plans and ensure we can provide appropriate support.

Incident response:

We want to ensure you are prepared to manage a potential outbreak of COVID-19, which is why we have attached our COVID-19 Protocol Document with guidelines to follow if a member of your team is to become ill inside your tenancy.

Continued support:

The Centre Management team has materials to help answer your questions and support your teams through these uncertain times, and they are your best point of contact for support.

We have prepared Frequently Asked Questions (see below) which may assist you in responding to questions for your team, customers and other retailers.

The Pakuranga Plaza management team is actively monitoring, and will continue to act on, all health and travel recommendations and advice issued by the New Zealand Government and the Ministry of Health.

We will continue to provide our community with updates as the situation develops. Again, we thank you for your support during this time.

Kind regards,

Pakuranga Plaza Management



FREQUENTLY ASKED QUESTIONS

HEALTH AND SAFETY

Why are shopping centres still open?

Shopping centres are open and continue to play an essential role for our communities, especially during this time of concern, providing access to food, groceries, household items, products, medical services and banking.

The Government says shopping centres are providing 'essential services to the community', and we continue to be open for our customers, retailers and the broader community.

What do I do if a team member or customer is suffering flu-like symptoms in my store?

To help you respond we've provided you with our COVID-19 Protocols Document to help guide you in what steps you need to take.

This guide includes key information for the Healthline Information Line **0800 358 5453** which operates 24 hours a day, seven days a week.

How can I reduce contamination or contraction of Coronavirus?

<https://www.health.govt.nz/> recommends you and your team practice good hygiene:

- Wash hands often with soap and running water, for at least 20 seconds. Dry with paper towel or hand dryer.
- Try not to touch your eyes, nose or mouth.
- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue cough or sneeze into your upper sleeve or elbow.
- As always, if you are feeling unwell, seek medical advice. Phone your doctor or Healthline on **0800 358 5453**. It operates 24 hours a day, seven days a week. Please keep 111 for emergencies only.

What is the centre doing to ensure public safety and help control the spread of COVID-19?

The safety and wellbeing of our customers, retailers and the broader community remains our highest priority and we're continuing to monitor and act upon recommendations from the Government and health authorities and work closely with emergency services on response.

Enhanced cleaning

We have been taking extra precautions to ensure our centres are clean and hygienic. This includes more frequent cleaning and disinfecting high-touch surfaces and areas such as bathrooms, play areas, food courts and seating areas, lift buttons, handles and rails. We have also placed hand sanitisers in





key areas at our centres, including at entrances and we are encouraging proper hygiene with clear signage for our customers, in line with Government recommendations.

Constant review and monitoring of advice

We are staying up to date with the latest Government and health advice.

What additional support is available?

We're continuing to support our retailers, and we maintain an open dialogue with all of retailers as our key business partners during this time. If you are experiencing hardship, we encourage you to speak to Centre Management about your individual situation.

OPENING HOURS

What do I need to do if I want to change my opening hours?

We remain open and continue to play an essential role for our communities, especially during this time.

We understand some of our retailers may need to adjust trading hours because of the current situation and the rotation of team members.

If you need to change your store's opening hours, please contact the Centre Management team on 09 978 9101 and jaki.dwight@gypproperties.com to discuss your proposed, revised opening hours.

To ensure we can provide you with timely updates and information please ensure you provide the Centre Management team, with your up to date contact details – phone number and email address.

CLOSING YOUR STORE

What do I need to do if I want to close my store?

It's important to remember that we remain open and continue to play an essential role for our communities, especially during this time.

If you are considering closing your store, please advise the Centre Management team on 09 978 9101 and jaki.dwight@gypproperties.com

Centre Management have a checklist for closing stores/kiosks. You will be provided with this if you need to close to ensure it is done correctly.





EVENTS AND ACTIVITIES

Is the centre doing activations and school holiday activities?

We have postponed school holiday activities, centre activations and events to limit close contact which is in line with Government and health authority advice. We hope to reschedule these activities for later in the year.

LATEST INFORMATION

Where do I get important information about the latest news?

To ensure we can provide you with timely updates and information please ensure you provide the Centre Management team, with your up to date contact details – phone number and email address.

In addition to getting in contact with you we will continue to provide regular updates to our centre website, Facebook and eDM's as information becomes available.

You can also visit the following websites:

<https://www.health.govt.nz/>

<https://covid19.govt.nz/>

<https://www.who.int/>

<https://www.business.govt.nz/news/coronavirus-information-for-businesses/>

<https://www.workandincome.govt.nz/>

<https://www.ird.govt.nz/>

During this challenging time, let's keep in mind that treating each other with patience, compassion, respect and support will define who we are as a society. Our top priority is the health and well-being of ourselves and each other.

Stay safe.

