

## Your safety and comfort continue to be our priority

As an integral member of the community, we are not underestimating the importance of a well-thought out plan to support our customers and our retailers. Given these uncertain times we are focused on providing a high level of safety and comfort, while ensuring our community is able to access the goods and services they require.

COVID-19 will likely disrupt our lives for some time, and we've adapted our operations to reflect this new normal.

### Store operating hours

As of January 4th, 2021, our store operating hours will be Monday to Saturday 11 am to 7 pm, and Sunday 11 am to 5 pm. We will continue to evaluate store operating hours over the next few weeks and update as required.

### Increased cleaning and hygiene practices

Prior to the provincial shutdown we implemented enhanced cleaning practices, and as we gradually reopen we will continue with these efforts.

We will continue to ensure that we have clear signage reinforcing the importance of proper handwashing and staying home when ill. We will also continue to have hand sanitizer stations located throughout the centre.

In the event that a retail client or CF employee tests positive for COVID-19, or has possibly come in contact with a suspected case, we have robust procedures in place to ensure prompt notification and undertake any necessary precautions, which may include sending employees home and deep cleaning impacted areas.

We strongly recommend that retail clients have protocols in place to ensure employees who are ill are not coming in to work, and/or leave in a timely manner.

### Safe Traffic Flow

CF will actively manage access to the centre, to control crowd density and ensure physical distancing. In order to help maintain physical distancing, it is critical that traffic flow is managed throughout the property. This includes, but is not limited to:

- Creating one-way traffic through the common areas where required
- Dividing mall entrances into "Entry Only" and "Exit Only" doors
- Ensuring safe traffic flow past and around any potential lineups
- Ensuring safe traffic flow through any potential pinch points

Stanchions and floor markings will be used to manage traffic flow.

Non-essential activities such as mall walking, other physical activities, community meetings, etc. will not be permitted until further notice.

## Shopping Centre Amenities

Food Court



Initially, upon reopening our food hall will be operating at reduced seating. Food court seating has been moved to comply with provincial guidelines and new social distancing practises are in place for line-ups, including floor markers and stanchions. And of course, there will be increased cleaning of the food court and common areas, as mentioned above.

### **Security**

Protecting our employees, visitors and the general public at Security and Guest Services is a key component of utmost concern. Best practices are geared toward ensuring a high level of comfort and educating the team, visitors and the general public on new protocols, particularly as adapted for individual properties.

Security will be increased to support all of our efforts.

### **Guest Services**

Guest Services will be open during centre hours. In addition, our CF SHOP! Text service will be available to provide contactless support to shoppers. Guests can text Guest Services at 506-801-2478 to receive virtual support during mall hours.

### **CF SHOP! Card**

CF SHOP! Cards can be purchased at Guest Services. Tap has been enabled and customers may insert cards themselves and are able to receive an email receipt for individual orders. Terminals have been updated to accept up to \$250 for tap.

Alternatively, guests can purchase CF SHOP! Cards online by visiting:

<https://www.cfshops.com/home/cf-shop-card.html>

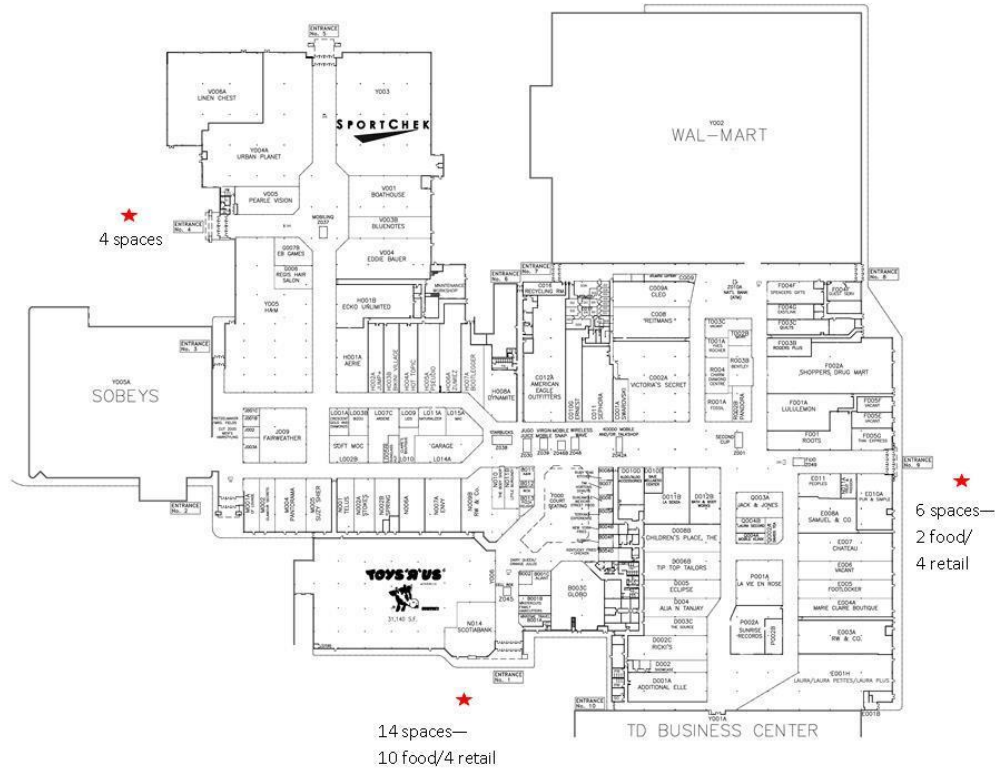
### **Nursing rooms**

Our nursing rooms will be open, but with controlled access and cleaning procedures in place after each use.

### **Curbside pick-up**

We are pleased to offer curbside pickup at our centre to support our retail partners with 3 locations around our shopping centres, indicated with signage. Guests will be asked to consult with retailers and their website to confirm they are offering this service. See below for the map:





## Communications

Communicating with all of our communities is of the utmost importance as we reopen in a safe and timely manner. Our retail clients will receive regular communications with regards to our operations and any adjustments we need to make. Our guests can look to our digital channels (website, social media) for centre updates. And of course, our management team will be onsite and ready to assist our clients and guests.

## Questions?

For detailed information about the reopening of CF Champlain, please contact us at 506-855-6255 ext. 162202 or connect with us via text at 506-801-2478.

