



WELCOME TO
CLOVERDALE

Cloverdale Mall Relaunch Strategy



CLOVERDALE – ALL YOU NEED

Opening Soon!

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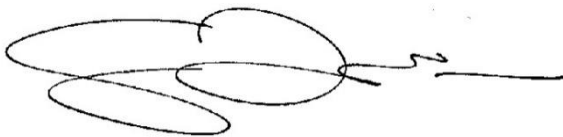
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Message from Property Manager, Stefan Pal

The outbreak of the coronavirus, known to us as COVID-19, has created a global health crisis that has had a significant impact on the way retail is perceived. The safety measures put in place to protect us, although incredibly important, have taken from us what is inherently human: contact with one another. Even though this pandemic has seemingly overwhelmed our world, we are excited and determined to bring our shopping centre back to a new social and physical reality.

As we prepare to open our doors again, our frontline staff will continue to apply new and more efficient ways of maintaining the shopping centre, the quality of our services and the safety of our stakeholders. While the unknown can be scary, we look forward to the challenges the future presents and to embracing new ways of conducting business.

Lastly, we encourage every member of the Cloverdale community to be adaptable. By fostering healthy attitudes and adhering to the preventative measures provided by our Government, we will be able to effectively communicate with the public, reducing the stigma around social interaction in the shopping centre. 2020 is destined to be a year that no one will forget but together, we will persevere.

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Stefan Pal

Property Manager – Retail East

Stefan.Pal@quadreal.com

Overview

Cloverdale Mall has remained opened throughout the Covid-19 crisis in order to provide access for essential retailers on a reduced operational schedule through Entrance 3. Non-essential retailers have remained closed as directed by the Government of Ontario since mid to late March.

Late April, the Government of Ontario issued a relaunch strategy to reopen businesses in stages commencing in May based on careful monitoring, strict guidelines and controlled measures (refer to the Government of Ontario website: www.ontario.ca).

Stage 2 will allow some businesses and facilities to resume operations as early as June 24th, 2020 including retail businesses (clothing, furniture and bookstores), personal services (hairstyling and barbershops), more scheduled dental procedures, as long the province is able to keep infection numbers down.

As a result, Cloverdale Mall is getting ready to facilitate opening of the approved non-essential retailers on June 24th, 2020 in line with Ontario's relaunch strategy. To be successful, we must work together and exercise the utmost care and attention to continued social distancing parameters, enhanced sanitation, use of personal protective equipment (PPE), diligent hand-washing efforts, and staying home if you (or your staff) are not feeling well.

Cloverdale Mall Operations

Our goal at Cloverdale is to provide safety and comfort for weekly increases in traffic as we see mall employees, contractors and guests returning to the centre after a 14+ week hiatus. The following operational enhancements are currently under review and or in progress:

Interior Mall

- Entranceways – We will be reducing the number of doors open at each entranceway in order to maintain physical distancing and utilizing signage and floor decals as required.
 - Northeast Entrance #1 (Freedom Mobile) – Handicap and Manual doors.
 - East Entrance #2 (Mr. Souvlaki, Thai Express) – Handicap and Manual doors.
 - East Entrance #3 (LCBO) – Handicap and Manual doors.
 - South Entrance #4 (Winners, KSP) – Handicap and Manual doors.
 - Southwest Entrance #5 (Hot Oven Bakery) – Handicap and Manual doors.
 - Southwest Service Entrance #6 (Service and Security) – Doublewide doors.
 - West Entrance #7 (Home Hardware, Metro) – Automatic doors.
- Administration Office – The administration office will be open Monday to Friday 9:00am to 5:00pm (regular business hours); however, the administration team will be reduced to 50% of staff on a rotational basis daily until further notice. In addition, there will be a limit of one (1) visitor at a time in the office noting appointments with key staff should be made in advance avoiding unanticipated drop-ins wherever possible.
- Guest Services – The guest services centre will be open during shopping centre hours. There will be a maximum of one guest service representative working at any given time with a single-line up queue. Sneeze guards have been installed, along with floor decals and applicable signage.

- ❑ Public Restrooms – The public restrooms will be open; however, we will be reducing the number of stalls available (opening every other stall), the number of sinks available (every other sink), removing/shutting down the hand dryers and using paper products only for hand drying. The family restroom/nursing room will be limited to one family at a time and enhanced sanitation and frequency of cleaning all restrooms will be implemented immediately. Signage and floor decals will be installed accordingly.
- ❑ Food Court – In Phase 2, food court tenants will be open for take-out only. All food court seating will be unavailable until further notice.
- ❑ Kiosks – Kiosk operators will be provided with stanchions and floor decals to provide adequate space to queue customers and maintain flow of traffic to maximize physical distancing. Kiosk operators will be solely responsible to manage their own queues ensuring line-ups do not exceed guidelines.
- ❑ Line-up Queues - stanchions and floor decals will be in place to manage customer queues for larger and higher demand tenants. Retailers will need to provide their own professional signage and manage their own customer queues accordingly.
- ❑ Deliveries – Deliveries will need to be closely managed, scheduled and coordinated with the assistance of security and operations staff. Signage and oversight will be provided – security can be reached at 416-402-2607.
- ❑ Waste and Recycling Management – Signage and floor decals will be in place ensuring only one person in compactor facilities at any given time with floor decals and stanchions in place to queue accordingly.
- ❑ Large Retailers – If you have exterior and interior mall entrance(s), please utilize exterior entrances only (at this time) and limit access to common areas where possible to avoid customer queues running in front of adjacent tenant spaces.
- ❑ Security Staff– We continue to have security staff on site 7 days per week, 24 hours per day. Security can be reached at 416-402-2607. Security contact information will also be posted throughout the common area.
- ❑ Janitorial Staff – We continue to have janitorial staff on site and will ramp up coverage with opening as required.
- ❑ After-Hours Forms – Any access to the mall outside of operating hours requires an approved ‘after-hours form’ (attached). A copy of this form can also be emailed. To request a form please email stefan.pal@quadreal.com or kevin.gray@quadreal.com.
- ❑ Personal Protective Equipment (PPE) – All mall personnel including tenants, guest services, security, janitorial, administration staff and other service contractors will be encouraged to wear, (and in some cases, provided), PPE, including masks and gloves.

Exterior Mall

- ❑ Curb Side Pick-up – Marked parking stalls will be in place to accommodate curb-side pick-up for Cloverdale Mall retailers. Each entranceway will have at least 5 – 10 numbered parking stalls with a unique identifier (i.e. Northeast Entrance – NE #1, NE #2; South Entrance – SE #1, #2) for ease of use.
- ❑ Employee Parking – Employee parking rules will be maintained to perimeter parking spaces only.

Retailer Conditions for Opening

1. Cloverdale Mall retailers will need to confirm whether they are included in the Stage 2 – approved retailers list **prior** to opening on June 24th, 2020 (refer to Ontario’s relaunch strategy - attached).
2. If approved, please notify Cloverdale Mall Property Manager by email stefan.pal@quadreal.com. Please indicate your approval and re-opening plan including hours of operation, number of staff in your store, social distancing measures, signage plan, access requirements, and any other pertinent/relevant information including whether you plan on utilizing take-out and or curbside pick-up at the centre.
3. In addition, please communicate your plans regarding sick employees, employees diagnosed with COVID-19, prevention and screening initiatives, sanitation and disinfecting plans, personal protective equipment (PPE) plan, and any other relevant information.
4. For access to the mall outside of normal operating hours you will need to complete an after-hours form (as per normal procedures and noted above) and email to stefan.pal@quadreal.com or kevin.gray@quadreal.com.

Tentative Opening Date

June 24th, 2020*

**Opening subject to Ontario’s relaunch strategy.*

Shopping Centre Hours

Monday to Saturday 10:00 a.m. to 6:00 p.m.*
Sunday’s & Statutory Holidays 12:00 p.m. to 5:00 p.m.*

**Hours will be reviewed on a weekly basis and may be adjusted based on customer traffic and demand.*

**Retailers have the option of operating outside of these hours with notification to management.*

Retail Online Resources

- <https://www.ontario.ca>
- <https://www.ontario.ca/page/reopening-ontario-after-covid-19>
- <https://covid-19.ontario.ca/>