



## **RELAUNCH STRATEGY PLAYBOOK**



**YOUR EVERYDAY  
THIS & THAT**



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## OVERVIEW

Capilano Mall has remained open throughout the COVID-19 crisis, with some retailers continuing to operate, while following directions by the Government of British Columbia.

At the start of May, the Government of British Columbia issued a relaunch strategy to reopen businesses in phases commencing as early as May 19, based on careful monitoring, strict guidelines, and control measures (see attached).

Phase 2 will allow some businesses and facilities to resume operations as early as May 19, including retail businesses (clothing, furniture, and book stores), personal services (hairstyling and barbershops), more scheduled dental procedures, cafes and restaurants (with sufficient distancing measures), child care, and office-based work, as long the province is able to keep infection numbers down.

As a result, Capilano Mall is getting ready to facilitate re-opening of these retailers, in line with British Columbia'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 adherence to all other health guidelines.

## CAPILANO MALL OPERATIONS

Our goal at Capilano Mall 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 6+ week hiatus. The following operational enhancements are currently under review and/or in progress:

### Interior Mall

- *Administration Office* – The administration office will be open Monday to Friday 9:00 am to 5:00 pm (regular business hours). A sneeze guard has been installed at the reception desk. 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. Signage will be in place and a complete contact list is included in this document.
- *Guest Services* – The Guest Services centre will be open during shopping centre hours. There will be one Guest Service representative working at any given time. Sneeze guards will be installed along with floor decals and applicable signage. Guest Services Representatives will serve as your main “point of contact” for day-to-day operations throughout the opening phases and can be reached by calling 604.980.8561 or emailing [capmallgs@quadreal.com](mailto:capmallgs@quadreal.com). Unannounced drop-ins are discouraged at this time.

- *QuadReal Connect* – In addition to Guest Services, QR Connect remains available 24 hours a day, 7 days a week for any maintenance requests or concerns, equipment needs, or any other service-related inquiries:
  - Phone: 1.877.977.2262
  - Email: [service@quadrealconnect.com](mailto:service@quadrealconnect.com)
  - Website: [www.quadrealconnect.com](http://www.quadrealconnect.com)
- *Entranceways* – We will be closely monitoring the entrance points in the initial opening phase in order to manage occupancy and maintain physical distancing. Security personnel will be patrolling around the mall to assist with tracking and managing occupancy ratios. Signage will be utilized accordingly.
  - Hanes Entrance – Automatic doors will be open
  - Marine Drive Entrance – Automatic doors will be open
  - Liquor Store Entrance – Automatic doors will be open
- *Movement Through the Shopping Centre* – Movement throughout the shopping centre will be controlled using unidirectional pathing with ample signage installed including floor decals for each store queues. To safely manage foot traffic, we ask you and your staff to adhere to all directional signage while moving through common areas and corridors.
- *Washrooms* – The public washrooms 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), and continue using paper products only for hand drying. The family washroom will be limited to one family at a time and enhanced sanitation and frequency of cleaning by janitorial staff has been implemented.
- *Food Court* – Food Court tenants will be provided with floor decals to provide adequate space to queue customers with 2m physical distancing in mind. Food Court tenants will be solely responsible to manage their own queues ensuring line-ups do not exceed guidelines. The seating capacity will be greatly reduced as required by British Columbia Health Services and may not be available at all during the initial Phase 2 opening.
- *Seating* – Seating has been greatly reduced throughout the shopping centre to respect the physical distancing from oncoming foot traffic as much as possible. Signage will be utilized to close off a portion of the larger seating areas (that cannot be removed) if necessary. Janitorial staff will be increasing the frequency of cleaning these areas as well.
- *Elevators & Escalators* – Signage has been installed at all the elevators and escalators to limit only 2 passengers at any given time. Stanchions, signage, and floor decals will also be in place to manage queues.
- *Line-up Queues* – Stanchions and floor decals will be in place to manage customer line-up queues for larger and higher demand tenants. Retailers will need to provide their own signage and manage their own customer queues accordingly.
- *Loading Bay Deliveries* – Deliveries will be available, with only one delivery at a time. Please let your vendors know in advance, as there could be a wait at times (if there is another delivery).

- *Waste and Recycling Management* – All waste and recycling will be open and available to retail staff allowing only one person at any given time (noting hand-sanitizing will also be available).
- *Large Retailers* – If you have exterior and interior mall entrance(s), please utilize exterior entrances primarily 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 (778) 229-5165.
- *Janitorial Staff* – We continue to have janitorial staff on site and will ramp up coverage with opening as required. There will be a high focus on increased sanitation of all touch points, seating areas, and washrooms (as previously noted).
- *Personal Protective Equipment (PPE)* – All mall personnel including 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. It is recommended retail employees wear masks and other PPE while at the mall.

## Exterior Mall

- *Curbside Pickup* – Marked parking stalls will be in place to accommodate curbside pickup for Capilano Mall retailers. Each entranceway will have 5 numbered parking stalls with a unique identifier for ease of use, initially only second floor of North office tower and second floor of Food Court. We will continue to monitor and adjust as required.
- *Employee Parking* – Employee parking rules will be maintained to perimeter parking spaces preferably in West and East sides of parking level 3. attached). We encourage all staff to park in every other stall where possible. Security safe walks will still be available if requested.
- *Guest Parking* – Customer parking will available all throughout, except for the lower level parkade. Barricades will be in place limiting parking in P1 initially. We will continue to monitor and adjust as required.

## SHOPPING CENTRE HOURS

Monday to Saturday                      10:00 am to 6:00 pm  
 Sunday's & Statutory Holidays      12:00 pm to 5:00 pm

\*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.

## CAPILANO MALL CONTACT INFORMATION

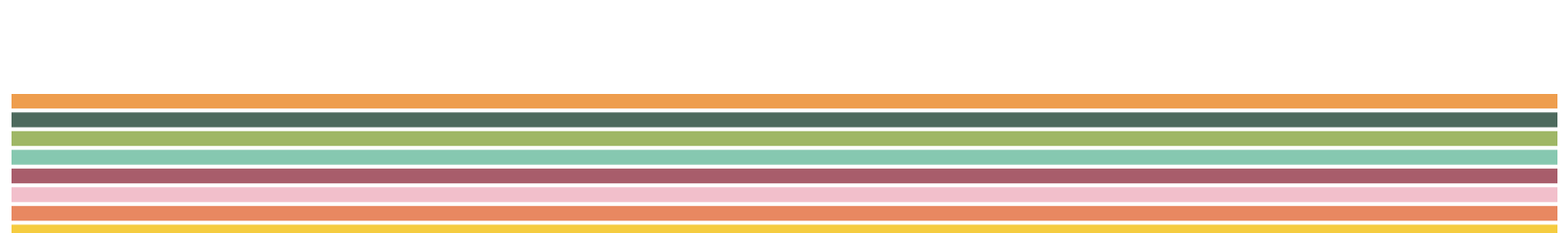
Property Manager	Emily Kim	<a href="mailto:emily.kim@quadreal.com">emily.kim@quadreal.com</a>	D: 604.990.2923 M: 236.982.2942
Assistant Property Manager	Lydia Fernandez	<a href="mailto:lydia.fernandez@quadreal.com">lydia.fernandez@quadreal.com</a>	D: 604.990.2927
Maintenance Supervisor	Len Labrie	<a href="mailto:len.labrie@quadreal.com">len.labrie@quadreal.com</a>	D: 604.990.2930
Marketing Coordinator	Clay Hamilton	<a href="mailto:clay.hamilton@quadreal.com">clay.hamilton@quadreal.com</a>	D: 604.990.2932 M: 778.318.3549
Guest Services Supervisor	Ady Martos	<a href="mailto:ady.martos@quadreal.com">ady.martos@quadreal.com</a>	
Guest Services Centre		<a href="mailto:capmallgs@quadreal.com">capmallgs@quadreal.com</a>	D: 604.980.8561

## RETAILER CONDITIONS FOR OPENING

1. Please notify Emily Kim, Property Manager by email at [emily.kim@quadreal.com](mailto:emily.kim@quadreal.com) for your re-open 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 takeout and or curbside pickup at the centre.
2. 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.

## RETAIL ONLINE RESOURCES

- <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan#phases>
- <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation>
- <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information/retail>
- <https://www.cnv.org/city-services/health-and-public-safety/emergency-preparedness/covid-19>
- <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/community-settings/malls-stores>
- <https://www.worksafebc.com/en/about-us/covid-19-updates>
- <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/retail>
- <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/restaurant-cafes-pubs>

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- [https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/class\\_order\\_employers\\_covid-19\\_safety\\_plans\\_covid-19\\_may\\_14\\_final.pdf](https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/class_order_employers_covid-19_safety_plans_covid-19_may_14_final.pdf)
  - <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/community-settings/malls-stores>
  - <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

## **ATTACHMENTS**

- British Columbia's Relaunch Strategy