

**PROTOCOLS  
TO ENSURE SAFE SHOPPING  
AND  
SOFT REOPENING OF MALLS IN MAURITIUS**

**conceptualised by**



**May 2020**

## THE SAFE SHOPPING

The Safe Shopping has been conceptualised through a joint-working group regrouping representative of all Malls in Mauritius. It is based on a comprehensive document(annexed) that ensure safety and wellness of all the customers coming to the malls. it has been prepared in alignment with international norms benchmarking with the protocols and guidelines of Malls in UAE. All retailers in the Malls have been briefed and instructed to take the necessary measures and precautions and to ensure strict compliance with the guidelines and protocols of safe shopping. Activities like Family Entertainment and Cinemas will not be allowed to start.

### Proposed:

Operating Hours	10 am to 8 pm
Capacity should not be more than	30%
Maximum Trip Duration of Customers within the mall	90 Min

It is proposed that the malls will be opened from **10 am to 8pm** aligning with the business hours of the supermarkets. The maximum capacity should not be more than 30% and the maximum trip duration of customers within the mall is 90min.

### 3.1 24 Hour Mall Sanitisation

All common areas of the mall premises including toilets will be cleaned after each visit and all entrance areas will be disinfected. Moreover, the Malls have already made arrangement to install disinfection channels/ corridor at the entrance of the malls.

### 3.2 Entrance Health Checks

The Malls will ensure that anyone entering the mall, including staffs, visitors and suppliers undergo a compulsory temperature screening and checks with the introduction of thermal temperature scanners.

### **3.3 Provision of Masks and Hand Sanitisers**

The mall owners jointly with the shop retailers in the mall will ensure and enforce that all visitors have to wear masks all the time in the mall from the time of entry. Non-compliance will lead to denial of entry. Hand Sanitisers will be installed at different points.

### **3.4 Ensuring Social Distancing with guided security officers**

All shops will be required to ensure social distancing measures monitored by their respective staffs and will be constantly checked by the security officers of the mall.

### **3.5 Malls workers to be educated on the Covid-19 Health Precautions and Prevention**

The mall owners and the retail shop owners have jointly agreed that all their employees should be briefed and trained on maintaining personal safety and positive hygiene while facing customers.

### **3.6 Promote Smart Payments as Preferred method**

The Mall owners and the retail shop owners have jointly agreed to promote awareness to customers to pay through smart payments such as credit/ debit cards/ internet and mobile banking. cash payment still remains valid.

### **3.7 Ensure strict Compliance with supply chain and storage quarantine practices.**

The Mall owners and the retail shop owners have jointly agreed to comply strictly with the protocols towards sanitary measures and hygiene in dealing with supply chain and storage of goods.

### **3.8 A dedicated separate doors for entry and exit**

The Mall owners will ensure that there are dedicated separate doors for entry and exit with a one-way controlled pathway.

## 4.0 Illustrations to sensitise the General Public in Malls



# MAKING YOUR SHOPPING EXPERIENCE SAFE

## #SafeShopping

Think Safe, Act Safe, Shop Safe

### Upon arrival in the mall



**1.** Temperature check (it should not be over 37.5°) for all staff, tenants, service providers and visitors



**2.** Mask Control. Mask will be available at the Mall at cost price



**3.** Enter the #safeshopping tunnel for disinfection before entry into the mall

### During the visit



**4.** Social distancing in the toilets



**5.** Hand sanitisers in the common areas

### Upon leaving the Mall



**6.** Use dedicated bin to throw your mask away




**7.** Daily disinfection of the mall and the shops including service yards, stores, technical areas and back of house of tenants


## 5.0. Compliance of Retail shops to ensure Safe Shopping

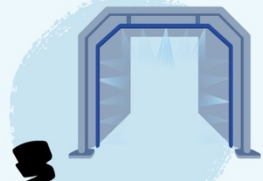



WHAT OUR TENANTS DO TO ENSURE


# #SafeShopping

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1. Daily disinfection of the mall and the shops including service yards, stores, technical areas and back of house of tenants
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2. Thermal camera check for all employees and service providers if they are wearing mask and if temperature is less than 37.5 will get access to the disinfection tunnel
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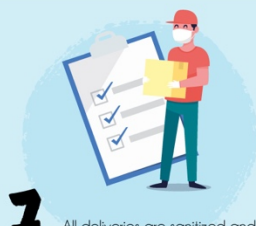
3. Control of employees / service providers that will go through gates / disinfection tunnel
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4. All products are disinfected after handling.
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5. Products used are effective against SARS-CoV-2 virus and are not harmful to your health

### Deliveries

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6. Access control of each vehicle entering the compound
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7. All deliveries are sanitized and checked before entering the mall.