



Dear Tenants and Our Cherished Customers,

April 27, 2020

RE: COVID-19 POST-LOCKDOWN TRADING AT THE MALLS

Management is happy to announce that following the lifting of the two-week partial lockdown by Government in the fight to curb the spread of the coronavirus, your mall is now fully open to offer the full benefits of services to all category of customers. It is important to note, however, that business will be conducted with the strictest adherence to all stipulated safety and hygiene protocols.

We have been closely monitoring the situation during the lockdown and since its withdrawal on April 19, 2020 and are indeed grateful to both our tenants and customers for the high level of understanding and cooperation demonstrated during this trying period.

In our collective responsibility and resolve to prevent the transmission and spread of the coronavirus on our premises while we go about the business of trading and shopping, Management particularly wishes to draw your attention to the latest Ministerial Directive on safety and the wearing of face masks at all public places across Ghana.

The directive, issued on April 25 by the Ministry of Health through the Ghana Health Service demands that all persons use face masks while they are in public places, especially in circumstances in which social distancing may be difficult. The directive categorically enjoins the following category of persons to wear a face mask at all times while they go about their business:

“Food vendors and sellers at markets, commercial vehicle drivers and attendants, commuters on public transport, persons in commercial centres, facilities and buildings, including but not limited to offices, bars, workshops, restaurants, sports arenas and spas, saloons, SHOPPING MALLS, churches, clinics and hospitals and all other facilities accessible to the public, whether privately or publicly owned.”

In line with the spirit of the above government directive, Management hereby proceeds to make the wearing of a face mask MANDATORY at all times for all customers and patrons of the mall, as well as for each of our tenants, their staff and their suppliers or contractors, as long as they operate on the mall premises.

We hereby sincerely appeal to our Tenants, Customers and all other patrons of the mall to commit themselves fully to the Management's (and for that matter, the government's) quest to safeguard the health of our shoppers, our employees and our tenants. Besides the mandatory wearing of Face Masks, Management is implementing other elaborate measures to keep everyone in our building safe and healthy.

Needless to say that, in the heat of this health crisis, our shopping centre continues to play an essential role within the community, providing our customers with access to shopping and dining as well as to essential household items, products and services. At the same time however, we are very mindful about concerns over the possibility of transmission and spread of the Coronavirus in public spaces and we are proactively adopting measures to ensure that our centres remain safe places to visit, work and enjoy. We will continue to run business as usual with a strict approach to high sanitary and hygienic measures (cleanliness, sanitation, education of staff on best practices etc.)

(continued...)

WHAT YOU CAN DO AS A TENANT:

GENERAL

- Ensure that your staff are always wearing face masks.
- Ensure that your customers and visitors are wearing face masks before they may be admitted and attended to in your store.
- Provide your staff and customers with hand sanitizer or soap always
- If you have a staff member that is sick, ensure that they stay at home
- Continual cleaning is of utmost importance, think doorknobs in dressing rooms, pay points / POS machines to be cleaned after each transaction, encouraging card payments over cash transactions etc.
- Educate your staff on the virus and how it spreads (seek more info from ghanahealthservice.org or contacts 0558439868 and 0509497700 / Emergency Number -112)
- Continually communicate with your customers on social media
- Kindly send all statements and press releases that you issue to our marketing team so we can share same on our platforms.
- Explore how you may be of help to your community, medical workers, police service etc.
- Try and give messages of hope and inspiration to those around you.

FOOD & BEVERAGE STORES:

- As per the directives, every vendor and member of staff, as well as every customer, must wear a face mask; Sit-in/sit-down customers must observe the protocol on social distancing to the letter. The tenant must ensure that whether food was ordered, delivered or taken away by customers, such customers are in their face mask and are standing at least two metres apart.
- Continually wipe solid surfaces and door handles and knobs, chairs and tables
- Ensure that your kitchens and staff are adhering to the strictest hygiene protocols.
- Ensure that your suppliers are as passionate about hygiene as you are
- Staff morale, education and encouragement will be of utmost importance

SUPERMARKETS

- Ensure that all your trolleys and baskets are constantly washed in the evening / morning before opening time and continually wiped down throughout the day
- We recognise that this is a fluid and dynamic situation and we are in constant contact with the relevant authorities to ensure we continue to implement the highest quality hygiene and safety measures and will adjust accordingly as more information becomes available.

The Landlord's Commitment

- **SAFETY:** We are a property company built on warm and gracious hospitality and our number one priority remains keeping our customers, tenants and teams safe.
- **CLEANLINESS:** We are continuing to practice the highest standards of cleanliness and sanitation that now includes weekly deep cleansing of our bathroom facilities as well as daily dedicated cleaners to public bathroom areas.
- **SANITIZERS & HAND SOAP:** We are continuing to offer Sanitizers and hand soap at all our properties with instructions for maximum safety
- **COMMUNICATION:** We have posted information about Corona Virus at all vantage points and are in the process of placing hygiene tips on our lift buttons, escalators, parking machines, entrance and exit points etc.
- **EVENTS:** We have cancelled all major events that attract more than 21 people at a go pending further directives from the government.
- **OPEN FOR BUSINESS:** Groceries, clothing, fashion and beauty electronics, health and wellness, household products; Food Vendors, Restaurants and fast food operators, banks and the Telcos are now open and trading; We will however continue to assess the situation on a continuous basis and will update tenants and the general public accordingly.

Keep safe from all of us at West Hills Mall

