



MACQUARIE CENTRE

COVID-19 Retailer Handbook



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What we're doing

The health and safety of all our customers continues to be our primary focus and we are continuing to ensure Macquarie Centre has effective cleaning and hygiene measures in place at all times. Our cleaning team is on high rotation, plus we have facilities in place to support our customers and tenants to practise good hygiene, such as hand sanitisers in high traffic areas and at entry and exit points. Customers are reminded to check-in and practise physical distancing through in-centre signage, floor decals and frequent PA announcements.

Our centres are aligning to The Shopping Centre Council of Australia's Reopening Protocols and COVID Safe practices, issued 30 September 2021. You can view these in full [here](#)

Below is a list of key initiatives Macquarie Centre is undertaking to help keep customers and retailers safe.

	Protocol	Centre actions
	Hand sanitisers	We are encouraging good hygiene practices across all our assets, placing hand sanitiser units at all centre entries and other high touch points for customer use
	Cleaning	Our cleaning team remains on high rotation focusing on key areas such as hard surfaces, food courts and bathrooms, ensuring products used are proven in removal of harmful bacteria
	Centre signage	In centre signage – physical and digital – has been installed to remind customers to wear masks, practice good hygiene and be mindful of physical distancing whilst in the centre, including:
	Communications	Frequent PA announcements also remind customers to check-in, wear masks, and physically distance themselves while in centre. Messaging through the centre's digital and social channels reinforces key messages around hygiene and physical distancing.
	Payment and Customer Services	Purchase of Gift Cards is available with our Concierge team who are maintaining physical distancing through signage.
	Mall management	Centre Management and the centre's Security team are monitoring volume of customers throughout the mall, requesting large groups dwelling to disperse. Signage has also been provided to retailers to display on shop fronts, to help regulate volume of customers in store.
	Essential services and support for vulnerable people	Signage has been installed on lifts to request that customers prioritise lift use for those who need it. Centre Management are working closely with essential services to support the more vulnerable in our communities.
	Team wellbeing	The centre's frontline teams – Cleaning and Security – are equipped with PPE to ensure they are supported in their interactions in the mall.
	Centre Management communication	Centre Management is regularly communicating with retail partners via memos and email to provide guidance around the latest restrictions. We can also assist with signage including floor decals and storefront signage to assist with customer capacity limits in store.
	Business-as-usual maintenance and emergency procedures	Business-as-usual maintenance and emergency procedures are taking place as normal to ensure the safety of customers and retailers at all times.

Marketing support

Our Marketing team is here to support you!

The Centre's Marketing team can help you promote your business using all centre-managed channels as listed below.

We are closely monitoring government advice to determine when it will be appropriate to resume in centre activations and events. In the meantime, we are planning appropriate initiatives, in line with the needs of our customers and retail partners.

The following are current opportunities the Centre Marketing team can implement to support your store. If you would like to discuss the below opportunities with the team, please email macquarie.marketing@ampcapital.com to arrange a phone meeting.

Channel	Detail	Requirements
Website	<p>Offer To promote an offer, please supply the details, 942px (w) x 530px (h) image (no words on image), start and finish dates and times, and any terms and conditions.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Offer title <input type="checkbox"/> A brief description <input type="checkbox"/> Validity dates <input type="checkbox"/> Terms and conditions <p>Optional: Submit an image to accompany your offer, 942px w x 530px h (without copy or logos)</p>
	<p>Article An article on our centre website is a great way to let customers know about your brand's news and updates (such as new collections or services).</p>	<ul style="list-style-type: none"> <input type="checkbox"/> 50 – 250 words of copy (or a media release, if you have one available) <input type="checkbox"/> Hero image in 942px w x 530px h (without logos or copy)
Social media	Our centre has a Facebook and Instagram page. These feature a mix of retailer and centre-based content to create a vibrant digital community to connect with customers, even when they aren't in centre.	<ul style="list-style-type: none"> <input type="checkbox"/> For static posts, one or more images in the following dimensions 1080px w x 1080px h (without copy or retailer logos) <input type="checkbox"/> For stories: 1080px w x 1920px h <input type="checkbox"/> Your preferred captions / tags
Competitions and giveaways	Competitions and giveaways are always effective to achieve exposure and reach on social media. If you would like more information around this option, please contact the team to discuss.	To offer a prize or arrange a giveaway, please contact the Centre Marketing team to discuss
Retailer signage support	For retailers opening and retailers currently trading, please let the Centre Management team know if any support is needed with regards to signage for outside your store, for example to assist with physical distancing and queuing.	<p>Indicate which signage you need support with, whether:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Store capacity signage <input type="checkbox"/> Social distancing decals <input type="checkbox"/> General hygiene measures

Your Reopening Checklist

Our centres are aligning to The Shopping Centre Council of Australia's COVID-Safe Practices. These practices ensure our industry maintains a consistent standard and prioritises the health and wellbeing of our customers, retailers and staff. The following checklist is designed to assist you in ensuring that your store has appropriate measures in place to comply with all current requirements.

- Install **hand sanitisers** for staff and customers
- Install **check-in** signage at entries
- Install **physical distancing** and **capacity** signage at entries
- Ensure your staff are briefed on store **capacity limits**
- Review your stores **accessibility** in terms of customer journey
- Encourage **contactless** payments
- Have your **COVID Safe Plan** in place

In addition to the above, consider the following if your store has been closed during restrictions:

- Conduct a staged power up of all electrical items, this will reduce the likelihood of nuisance tripping of electrical circuits
- Conduct an inspection of your tenancy to ensure no leaks / damage or other items of note have occurred during your period of closure
- Ensure your telephones and internet are working

Additionally, for food retailers you should:

- Hot flush of trade waste drains to ensure no waste matter has solidified in the pipework during the period in which your tenancy has been closed.
- Check all gas connections
- Check kitchen exhaust ducts prior to cooking to ensure there is no build-up of dust which could present a fire hazard. Consider when the exhaust ducts were last cleaned. If they haven't been completed for some time and they are scheduled soon, consider bringing forward the clean now.
- It is unlikely that plastic food trays will be used. Please consider how this may impact your service.

With respect to vaccination compliance and obligations

- People aged 16 years and over will **only be allowed entry into some venues or settings if fully vaccinated**, along with people with exemptions. In some venues, children under 16 will have to be accompanied by a fully vaccinated member of their household to enter. This includes hospitality venues, non-critical retail stores, personal services, sporting, recreation and entertainment facilities and event. Critical retail such as supermarkets and pharmacies will still be accessible to those not fully vaccinated
- Businesses will be responsible for taking **reasonable measures to stop unvaccinated people entering premises**. For example, having prominent signs stating requirements, Service NSW QR codes, staff checking vaccination status upon entry and only accepting valid forms of evidence of vaccination
- **Authorised officers will monitor businesses re-opening**, particularly those that have vaccination requirements, for example hospitality, retail, gyms, and personal services (e.g. hair, beauty)
- **Penalties may apply for individuals and businesses who don't comply**. On the spot fines may apply to individuals for not complying, or for using fraudulent evidence of vaccination or check-in. On the spot fines may apply to businesses for not complying with the Public Health Order vaccination requirements. Further penalties may apply for significant breaches.

The information above is from the NSW Health website and is a guide only. For more information regarding your responsibility regarding vaccination compliance, please contact NSW Health directly.

What to do if a case of COVID-19 is identified

The Service NSW QR code check-in system will remain in place in the general community. This system will be used to notify people who were in the same venue as a positive case. People will be asked to monitor for symptoms and get tested if they become unwell. Other settings, including schools, workplaces and high-risk settings, such as healthcare and aged care, will have specific risk assessment approaches.

If a staff member tests positive, whether they are vaccinated or not vaccinated, they must self-isolate for 14 days and follow the advice from NSW Health. Businesses should refer to their COVID-19 Safety Plan and risk assessment approach for further instructions on notifying other staff.

Businesses must inform NSW Health **if three or more employees test positive for COVID-19 in a seven-day period**.

Businesses can reduce the risk of closure or staff going into isolation by **implementing rigorous COVID-19 Safety Plans**. Other proactive steps businesses can take include ensuring staff are vaccinated and implementing regular onsite testing programs for workers.

Key contact details and Useful Resources

If you need operational assistance, please contact Centre Management on 02 9887 0800 or after-hours Security on (02) 9887 0822 who can direct your call as necessary.

Alternatively, please email:

Macquarie Centre Enquiries: macquariecentre@ampcapital.com or Macquarie Centre Operations: macquariecentreoperations@ampcapital.com

There is always a Centre Management team member on site during core centre trading hours.

You can contact any of the team by phone and email as listed below:

AMP Capital Representative		Phone Number	E-mail address
Centre General Manager	Natalie Douglas	0408 428 030	natalie.douglas@ampcapital.com
Assistant Centre Manager	Carly Xerri	0466 467 560	carly.xerri@ampcapital.com
Retail Manager	Honor Marshall	0435 543 246	honor.marshall.2@ampcapital.com
Senior Marketing Manager	Michelle Thomas	0414 169 842	michelle.thomas@ampcapital.com
Retail Marketing Manager	Amanda Zubrycki	0422 168 552	amanda.zubrycki@ampcapital.com
Operations Manager	Travis Cock	0466 949 267	travis.c@ampcapital.com
Facilities Manager	Geoff Walker	0434 850 908	geoff.walker@ampcapital.com

Useful resources

The Shopping Centre Council of Australia Reopening Protocols & COVID Safe Practices

<https://www.scca.org.au/covid-safe-reopening-protocol-shopping-list-of-covid-safe-practices/>

Safe Work Australia (SWA)
www.swa.gov.au/coronavirus

National COVID-19 Hotline
1800 020 080

Thank you for helping us to keep our centre safe for everyone.

Australian Government Department of Health
www.health.gov.au ampcapital.com

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