

Updated March 18, 2020

COVID-19 (“Coronavirus”) General Information and Action Plan

To our valued Tenants and Customers:

The health and welfare of our employees, tenants and customers are foremost in our thoughts as we actively monitor the impact of COVID-19 pandemic.

In light of actions taken by various levels of government to protect against the spread of COVID-19, Strathallen, as well as many of our industry peers, has taken the decision to limiting the hours of operation at all of our enclosed shopping centres.

Although not mandated by Public Health to close or reduce hours, effective Monday, March 16 shopping centre hours were reduced to 11:00 a.m. – 7:00 p.m. daily except where regularly scheduled hours are more restrictive. These hours will remain in place until March 31, at which point we will re-evaluate.

Although shopping centre hours are restricted, there may be some essential services and retail tenants that may operate as per their usual hours of business to ensure the needs of our communities are met; we will continue to support these businesses.

Prior to this decision we had created a committee dedicated to implementing significant proactive measures focused on the safety of our employees, tenants and customers in our offices and across our national portfolio of properties. Our plans have been developed using best business/industry practices and we will monitor on a continual basis.

Based on the World Health Organization (WHO) declaring COVID-19 a pandemic and regional health organizations across the country providing recommendations, we would like to provide you with an update below on our General Information and Action Plan and Shopping Centre Marketing Events.

Food Court Changes

As per guidance from Public Health authorities, our food courts will remain open for business, however seating has been eliminated in provinces where municipal or provincial governments have mandated restaurants operate as takeout and delivery only.

Shopping Centre Marketing Events

We have made the decision to suspend all marketing events planned for our shopping centres until May 31, 2020. This includes cancellation of all Spring/March Break, Easter, Kids Club events and Walking Clubs.

We will continue to monitor this situation very closely and follow the guidance of the WHO and local government directives and provide updates as they become available. In the meantime, our shopping centres are open for business and we are here to serve and support you.

General Information & Action Plan

-) We have distributed our Coronavirus General Information and Action Plan to all Tenants, Vendors and Service Providers;
-) We have distributed a Coronavirus Fact Sheet, Coronavirus Hand Out and Protecting Against Viruses to all Tenants, Vendors & Service Providers in our portfolio;
-) We have posted Health Canada public service announcements and handwashing guides at public and staff entrances, public washrooms and throughout our enclosed shopping centres;
-) Increased hand sanitizer dispensers and/or sanitary hand wipes in the common areas in all enclosed shopping centres;
-) Increased cleaning and sanitization of all high touch areas which includes all entrances, escalators, elevators, washrooms and food courts;
-) Created a national reporting protocol with our Tenants, Vendors and Service Providers to report any incidents of COVID-19 exposure and/or symptoms.