



Willowbrook

WELCOME BACK

Willowbrook Shopping Centre Restart Plan





Welcome Back!

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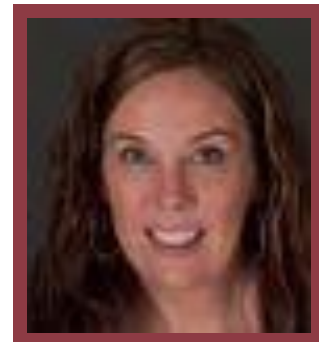
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Message from Property Manager, Christinia Kogler

I don't think in our "wildest dreams" we could've predicted how unforeseen and turbulent 2020 would turn out! Thanks to everyone who did their part and stayed home, and for all your patience as we navigated through these unprecedented times. It's been a bumpy ride but there is light at the end of the tunnel. Now, we re-open and we create our "new normal".

As I am writing this, our amazing Willowbrook family is hard at work developing our restart plan and playbook to gradually open Willowbrook Shopping Centre. I would like to welcome everyone back to our centre and look forward to working together to bring the *blossom* back to Willowbrook!



Message from Operations Manager, Steve Hardin

Welcome Back!

We have missed seeing all of you. As we re-open, I look forward to stopping in and welcoming you and your staff in person.





Overview

Willowbrook Shopping Centre has remained open throughout the COVID-19 crisis on a reduced operating schedule in order to provide access to essential service retailers. For the most part, non-essential retailers have remained closed.

At the beginning of May, the Government of British Columbia introduced a Restart Plan to allow businesses to re-open in stages based on specific guidelines, careful monitoring, control measures, and most importantly, the continuation of social distancing.

Stage 2 will allow businesses and facilities to resume operations starting the middle of May. As a result, Willowbrook Shopping Centre, aligned with British Columbia's Restart Plan, is getting ready restart **on May 22, 2020**.

For a successful re-opening, we must work together and continue to exercise the utmost care and attention in terms of continued social distancing, enhanced sanitation, use of personal protective equipment (PPE), diligent hand-washing efforts, and adherence to all other health guidelines.





Willowbrook Shopping Centre Operations

Our goal at Willowbrook Shopping Centre is to re-open and safely accommodate 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 are in progress:

- Administration Office – The administration office will be open Monday to Friday 8:30 am to 5:00 pm (regular business hours); however, the administrative team will be operating at 50% as staff will be rotated daily until further notice.
A sneeze guard is being installed at the reception desk and there will be a limit of one (1) visitor at a time in the office. Appointments with key staff should be made to avoid unanticipated drop-ins wherever possible. Signage will be in place and a complete contact list is included in this document.
- Concierge – Willowbrook’s Concierge Desk will be open during shopping centre hours. There will only be one representative working at any given time with a designated area to facilitate a line up. Plexi glass is being installed along with floor decals and applicable signage.
- QuadReal Connect – In addition to the Concierge Desk, QRConnect remains available 24 hours a day, 7 days a week for any maintenance requests, concerns, equipment needs, or any other service-related inquiries:
Phone: 1-877-977-2262
Email: service@quadrealconnect.com
Website: www.quadrealconnect.com
- Entrances – All entrances will be open.
- Directional Pathways + Movement Through the Shopping Centre – Movement will be restricted to the right side of each corridor. Floor decals will be installed as well as standing signage to direct the flow of traffic.
- Filter Changes to Tenant HVAC – Willowbrook will be accessing each retailer’s premise in order to change filters on heat pump(s). Retailers: please allow access ASAP, prior to re-opening. To coordinate, please contact: Alex Dick at alexander.dick@quadreal.com
- Cleaning – Health and safety remains our top priority! We will continue to sanitize all common area touch points including washrooms, seating areas, and entrances throughout the day. Another round of cleaning will also be conducted prior to opening each day.
- Public Washrooms – All washrooms will remain open and operational. The Family Room and Mother’s Room will have a limit of one (1) family at a time.



- **Food Court** – Food court tenants will be solely responsible for managing their line ups, both to place an order and for order pick up. Willowbrook will be installing floor decals to help facilitate socially distanced line ups. The seating area will be reopened in a limited capacity.
- **Soft Seating** – Seating throughout our common areas will be open. We are adding social distancing floor decals and tabletop cards to remind guests to remain 2 meters apart.
- **Retailer Line-Up Queues** – To date, B.C. has not released occupancy load restrictions, however, it is strongly recommended this be controlled in order to adhere to social distancing. Retailers will be provided with social distancing decals if requested. To request decals, please contact: Christinia Kogler, Property Manager at christinia.kogler@quadreal.com
- **Waste & Recycling Management** – Both the north and south recycling locations will remain open. Willowbrook’s Wednesday “Blue Bin” program is cancelled until further notice.
- **Security & Janitorial** – All security and janitorial staff will continue to work their regular shifts, 7 days a week.
- **Personal Protective Equipment (PPE)** – Willowbrook is making PPE in the form of masks and gloves available to anyone who would like them. If any guests require PPE while shopping at Willowbrook, please visit our Concierge Desk. The use of PPE is highly recommended, however not mandated at this time.
- ***NEW* Curb Side Pick-Up** – Designated parking stalls are available for curbside pick-up. These stalls are painted cranberry and numbered for easy identification. This option is extended to all Willowbrook retailers.
Stalls are located:
 - Four (4) stalls at West Entrance (outside Tim Hortons)
 - Four (4) stalls at South East Entrance (outside Swimco)

When guests park, they will contact the retailer directly to advise them of their arrival and stall number.

Retailers: Please contact Christinia Kogler if you will be participating in this program, and we will assist you in communicating to guests. As we are still in the planning stages, more information will come on this.



Opening Date

May 22, 2020

Shopping Centre Hours* – Stage 2

Monday to Saturday	10:00 am to 6:00 pm
Sunday & Statutory Holidays	11:00 am to 6:00 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.*

Willowbrook Shopping Centre Contact Information

Contact	Email	Direct Phone	Mobile Phone
Property Manager: Christinia Kogler	christinia.kogler@quadreal.com	(604) 398-2852	(778) 870-1563
Operations Manager: Steve Hardin	steve.hardin@quadreal.com	(604) 398-2849	(778) 554-6890
Operations Supervisor: Alex Dick	alexander.dick@quadreal.com		(778) 222-5612
Marketing Director: Nicole Lotz	nicole.lotz@quadreal.com	(604) 398-2845	(236) 982-0524
Marketing Coordinator: Aishwarya Singh	aishwarya.singh@quadreal.com	(604)398-2846	(236) 982-0524
Property Administrator: Patricia Luft	patricia.luft@quadreal.com	(604) 398-2847	
Property Administrator: Linda Hrelia	linda.hrelia@quadreal.com	(604) 398-2841	
Administrative Assistant: Dona Rayner	dona.rayner@quadreal.com	(604) 398-2840	
Concierge Supervisor: Crystal Snow	crystal.snow@quadreal.com	(604) 398-2848	
Concierge Desk	wbinquiries@quadreal.com	(604) 530-4492	

Retailer Conditions For Re-Opening

1. Please notify Christinia Kogler, Property Manager by email: christinia.kogler@quadreal.com.
2. Please indicate your re-opening 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 take-out and or curbside pick-up at the centre.
3. 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.



Online Resources

- www.worksafebc.com
- <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>
- http://www.bccdc.ca/health-info/diseases-conditions/covid-19?utm_campaign=20200311_GCPE_AM_COVID_2_NOTIFICATION_BCGOV_BCGOV_EN_BC_NOTIFICATION
- 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>

