



2020

AVENUES MALL REOPENING STRATEGY

Facilities Management Department

Development Control Document - Reporting System

Integrated Facilities Management Services - IFMS





Goal

Proactively protect public health and speed up the pace of economic and community recovery while Restoring quality of life.

- We will provide clear operational guidance to businesses on how to reopen while ensuring the safety of both employees and customers.
- Guidance will include social distancing and hygiene, as well as the use personal protection – for business operators, workers, and customers.
- The goal is to not only open safely, but create confidence in our society across employers, employees, and customers.
- The level of guidance will gradually become less restrictive over time, as our confidence in the ability to monitor and contain the disease increases.

REOPENING PROCESSES

PLAN FOR REOPENING

Share these rules with the employees and inform them of any additional specific measures being taken in response to COVID-19.

PROGRAM ADMINISTRATOR

Designate a team head who is accountable for implementing these rules.

CLEANING PLAN

Develop cleaning checklists that incorporate these rules. Ensure it is clear which employees are responsible for implementing the plans.



PERSONAL PROTECTION

Estimate required personal protection for employees.



THOROUGH CLEANING

Complete a thorough cleaning of facility prior to reopening, including:

- Staff break rooms
- Commonly touched areas in front of stores, such as baskets and carts.



LOG EMPLOYEES

Maintain a log of employees on premise over time, to support contact tracing.

REOPENING PROCESSES

MALL ENTRY

- Separating Entrances and Exits.
- Each glass lobby will be designated to be “Entrance Only” and “Exit Only”; refer to layout indicating the entrances and exits.
- Entrance lobbies will be covered with stickers for regulations and precautions.
- Entrance lobbies will indicate “Your Nearest Exit lobbies”.
- Temperature measures will be taken at mall entry at ground level.
- Floor stickers showing where to stand when queuing will be placed along with barriers.
- Customers and employees will be obliged to wear face masks; will be provided with a mask if required.
- Any Customers having any symptoms will be transferred to an isolation room for next steps (TBD with MOH).
- All prayer rooms are closed temporarily.
- No Valet Parking.
- Elevators will be restricted to 4 person per time with foot markers; also, to be restricted to elderly, special needs, and people with trolleys.
- Escalators will have stickers indicating a 2 m distance between each person.
- Entrance and exit apply to elevators and escalators from basement level and GF.
- Employees at entry are to wear welcoming t-shirts with the Avenues theme.
- Hand Sanitizers will be placed at each mall entry as well as escalators, elevators, and selected areas throughout the public areas.



VALET SERVICES

Discontinue valet services.



ENTRANCE

Make doorways single-direction flow.



RESTROOMS

Close satellite restrooms where necessary; implement frequent cleanings of main restrooms with cleaning logs.



CLOSE ALL DINING AREAS

- Food and drinks places inside malls can only serve take-outs.
- Close off any seating areas (e.g., food hall).

REOPENING PROCESSES



Signage

Public Areas

Retail And F&B

REOPENING PROCESSES

SIGNAGE

Post clear signage that reinforces new policies, including:

- Social distancing protocols.
- Cleaning and disinfection protocols.
- Personal protection protocols (face masks, gloves) for customers and employees.
- Employees shall stay home if sick/experiencing symptoms.
- Customers shall not enter if they are experiencing symptoms.



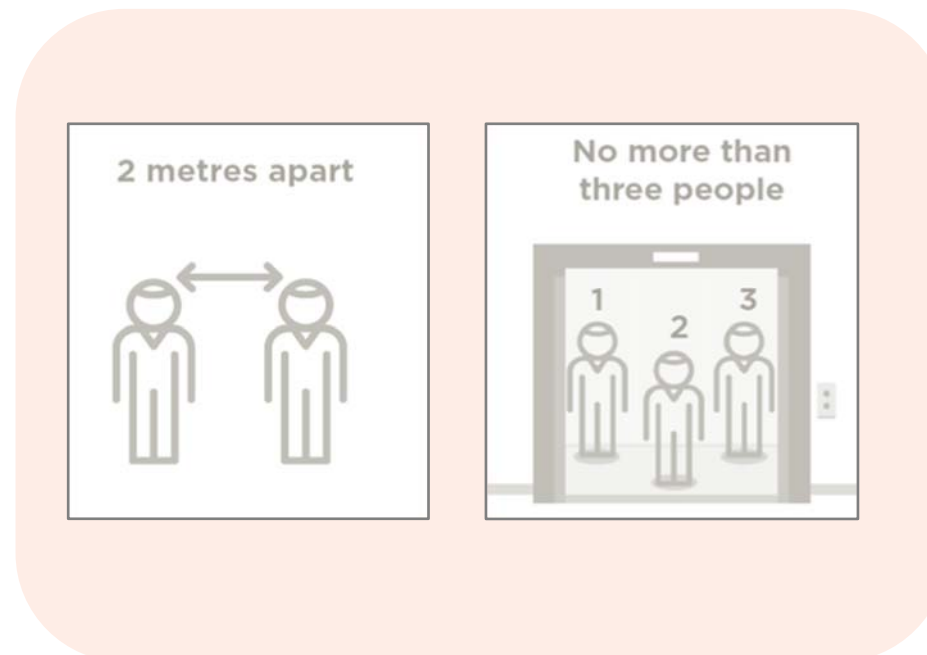
REOPENING PROCESSES

Elevators

Will be restricted to 4 person per time with foot markers; also, to be restricted to elderly, special needs, and people with trolleys.



For those who use elevators.



Social distancing on elevators.



Inside elevators.

REOPENING PROCESSES

PUBLIC AREAS

- Floor stickers to be placed to remind visitors for safe distancing.
- Sterilization is to be made every 2 hours by cleaning unit.
- Sanitizer locations are to be marked in the Avenues application for ease of use as well as have banners reminding visitors to use them.
- All benches in public areas to be removed.
- All food court seating area to be removed.
- Banners to spread awareness throughout Grand Avenues.
- All screens throughout the mall showing the safety measures taken by the Avenues.
- Dedicating the Avenues Eye for COVID19 Awareness.
- Visitors are obliged to wear their face mask during their entire visit.
- Precautionary banners to be spread throughout the mall.



VENTILATION

Increase ventilation rates and increase the percentage of outdoor air that circulates into the system where possible.



SOCIAL DISTANCING MARKERS

Install visual social distancing markers to encourage customers to remain 2m apart (e.g., lines outside of the stores if applicable, lines to make payments, lines to use the restroom).



PARTITIONS

Use partitions between employees where a 2m distance cannot be maintained, where possible.



DISCRETE WORK ZONES

Where possible, segment the workspace into discrete zones, prevent movement between zones, and close spaces where employees and customers congregate.



HAND SANITIZER

Hand sanitizer shall be made available at entrance points and common areas, where possible.



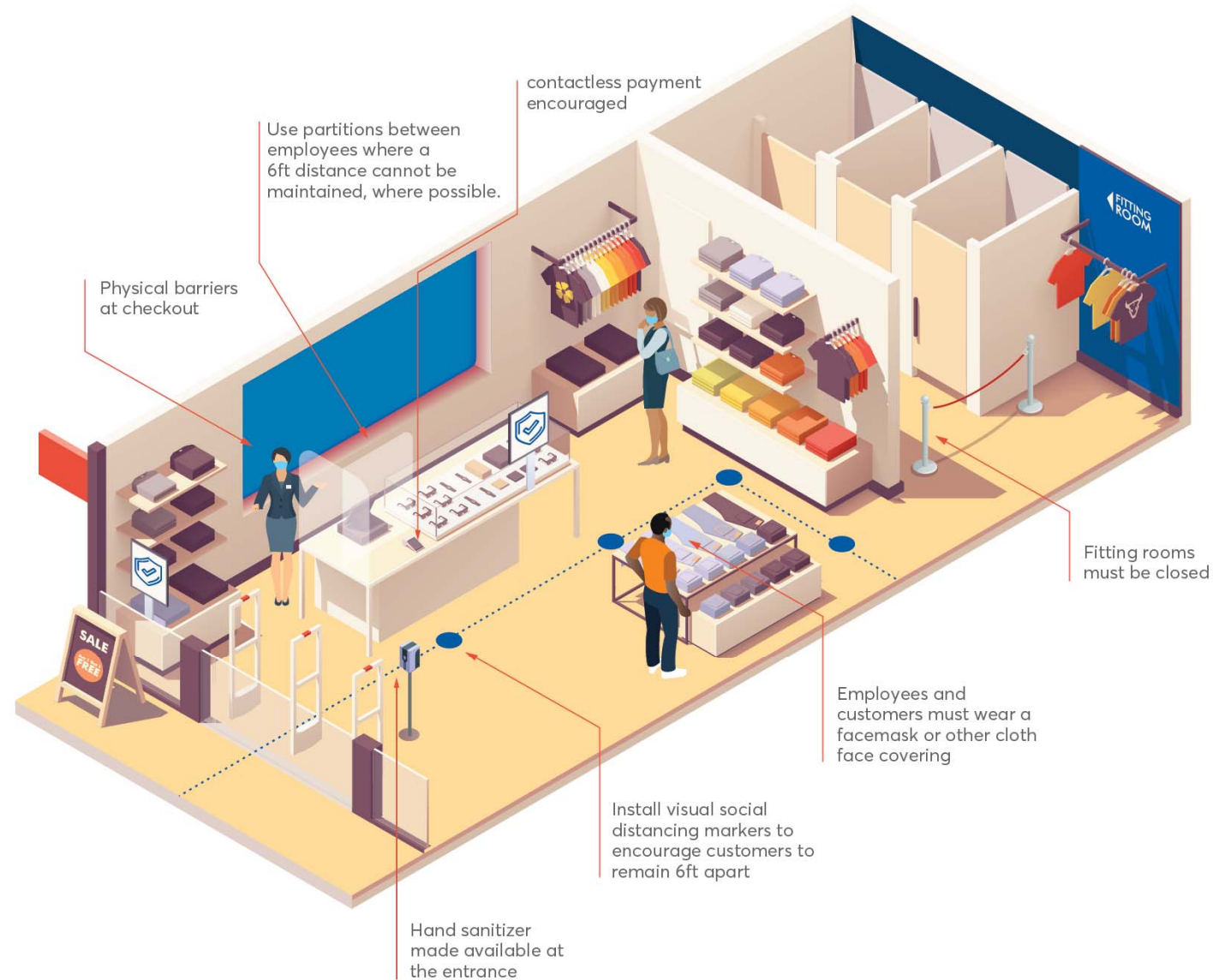
BATHROOMS

Clean and disinfect frequently, implement use of cleaning log for tracking. Clean multiple times a day and hourly during busy times.

REOPENING PROCESSES

RETAIL AND F&B

- Maximum customer limit to be placed on facades.
- Maximum occupancy is determined and indicated on a sticker placed on each shop façade as well as digital payments only indication.
- Foot markers outside of stores indicating the recommended social distance for queues in case the maximum limit in the store has been reached.
- Advise against group shopping on the banners and marketing billboards.
- Foot markers to be placed behind all cashiers to maintain safe distance.
- Social distance implemented with over the counter purchases.
- Payments are to be made digitally/online.
- Make up stores will require customers to wear gloves
- Fitting rooms are advised to be kept closed
- Providing a charged routine sterilizing service for the investors by the Avenues (TBD).



REOPENING PROCESSES



Entry And Exit Lobbies – Phase I&II




Entry And Exit Lobbies – Phase III

Entry And Exit Lobbies – Phase IV

REOPENING PROCESSES

ENTRY AND EXIT LOBBIES

PHASE I&II

		
Lobby 9	Lobby 8	That Alsalasil
Lobby 7	Lobby 7	Multilevel D
Lobby 6 – Carrefour only	Lobby 6 – Carrefour only	Next Gate
Lobby 4	Lobby 5	Multilevel C
Multilevel B (left side)	Multilevel B (right side)	Villa Fayrouz
Lobby 3	Lobby 2	Chocolate Bar Gate
Lobby 1	Lobby 1	Forever 21 Gate
IKEA Gate	IKEA Gate	-
XCITE – Mall gate	XCITE – Exterior gate	-

REOPENING PROCESSES






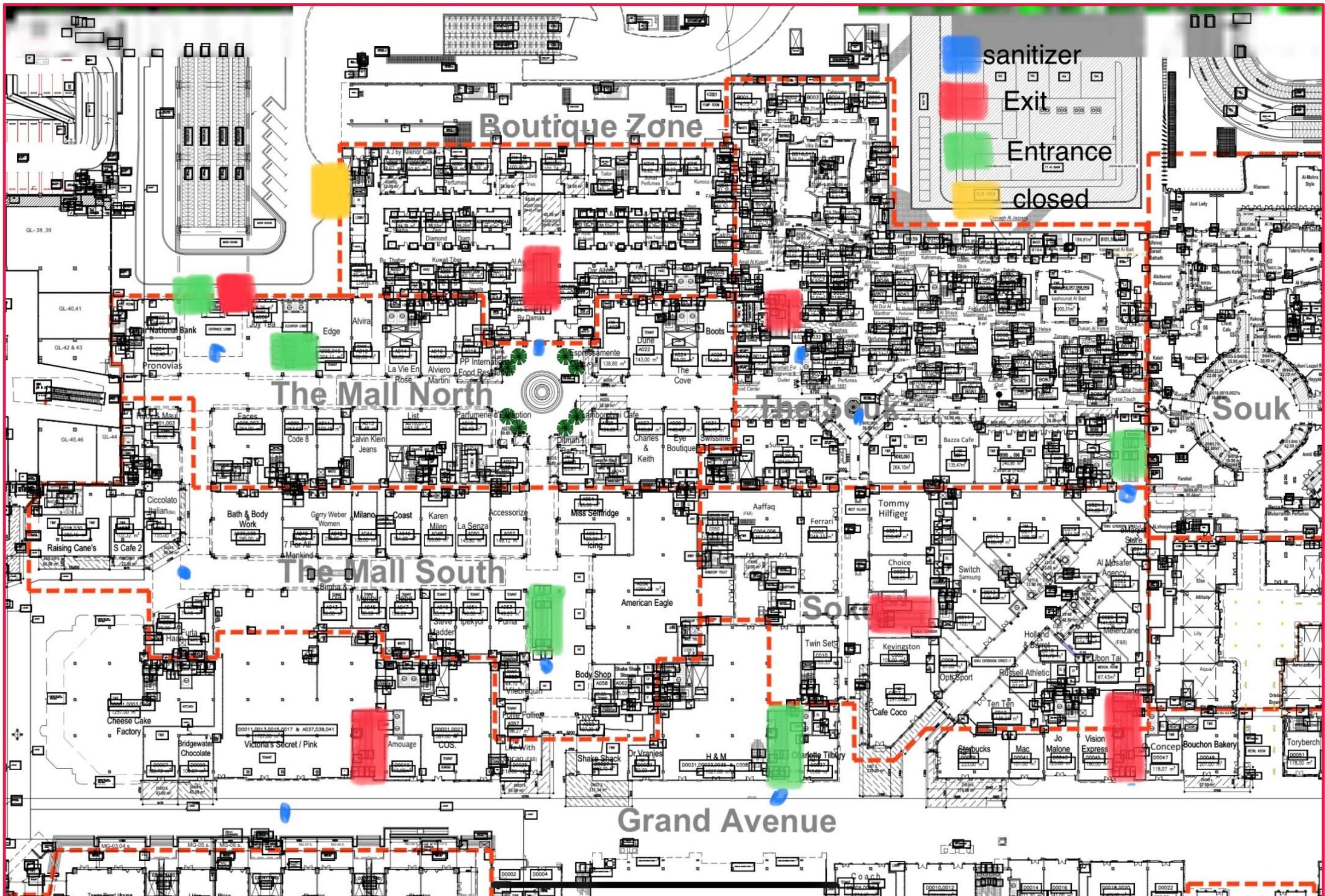
REOPENING PROCESSES



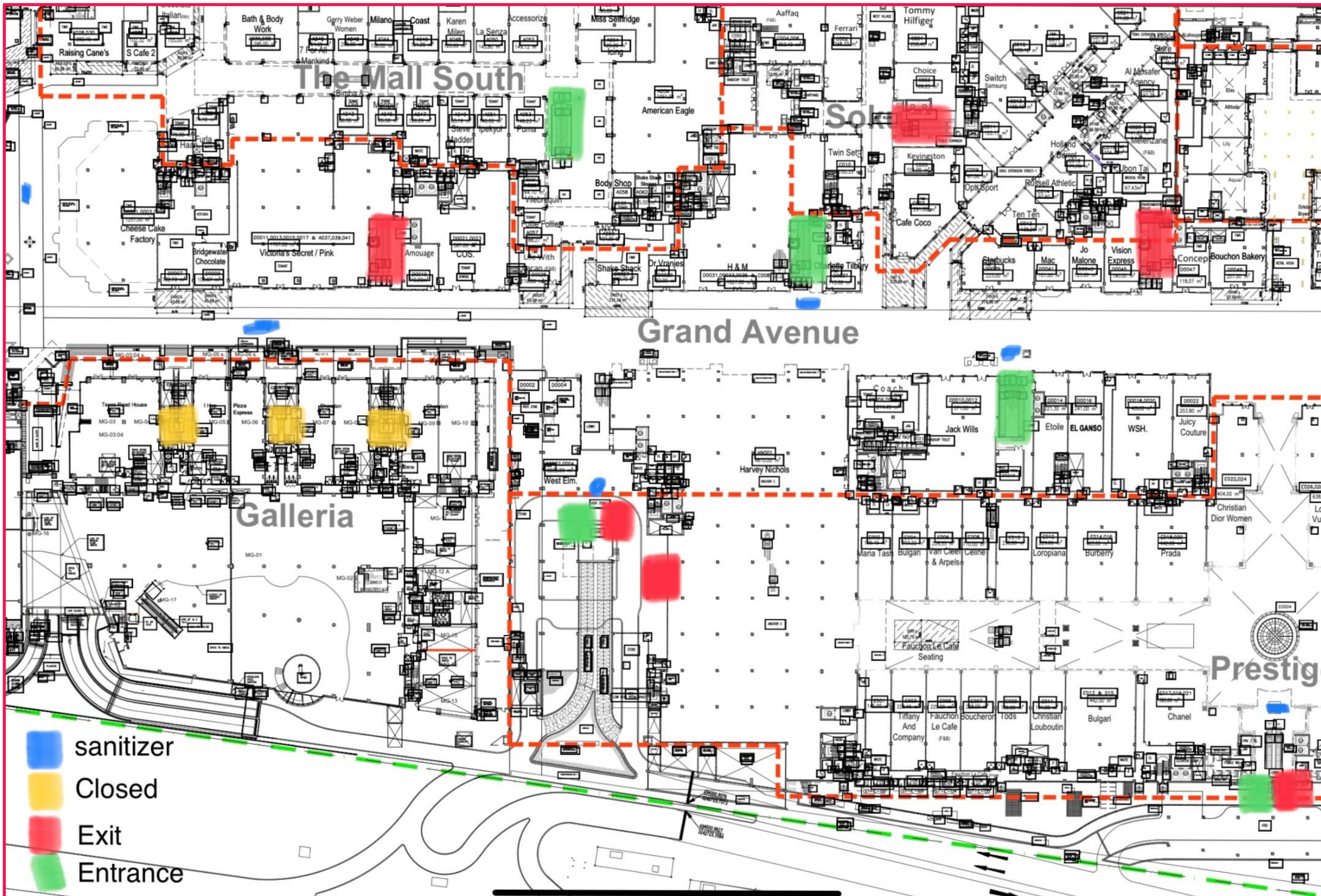
REOPENING PROCESSES

PHASE III

		
Gate 21	Gate 20	-
Gate 19	Gate 18	-
Gate 17	Gate 16	-
Gate 15	Centrepont	-
Gate 14	Boutique Zone	-
Gate 13	Gate 12	-






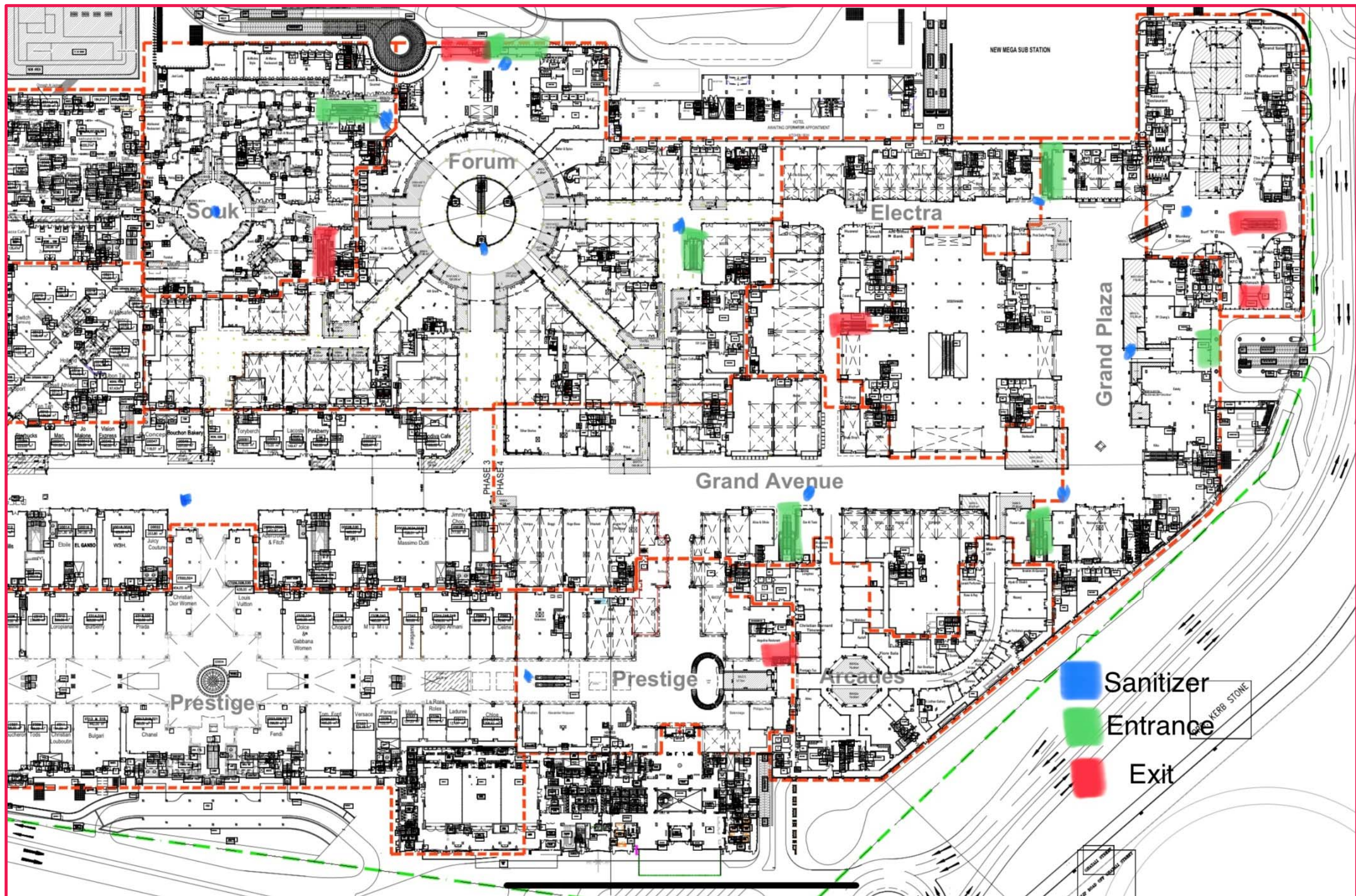
REOPENING PROCESSES



REOPENING PROCESSES

PHASE IV

		
Gate 29	Gate 28	-
Gate 27	Gate 26	-
Gate 25	Gate 24	-
Grand Plaza	Food World Gate	-
Gate 23	Prestige (Next to Gucci)	-
Gate 22	-	-



REOPENING PROCESSES



Partially Open Staying Safe

the place to be

الأفنيوز

THE AVENUES

AVENUES MALL REOPENING STRATEGY

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