REOPENING STRATEGY
To ensure our reopening protocols were designed in a way that would best limit COVID-19 spread to our visitors and center employees, Environmental Hygienists and a world renowned Epidemiologist, were consulted and participated in the development with the protocols.

Reopening protocols focused on four main criteria to reduce infection spread

- **Employee wellness checks and wellness training**
  - Preemptive Employee Screening – Employees, contractors and vendors will be required to self-screen before reporting to work. If they have a temperature exceeding 100.4 they must stay home until they are symptom free for at least 72 hours.
  - Employees Safety Protections – Employees will be training in CDC COVID-19 safety guidelines, wear protective face masks and sanitize hands throughout the day. They will also maintain 6 feet of distance from co-workers and shoppers.
CENTER REOPENING PROTOCOLS

• Cleaning and sanitizing frequencies and focus areas
  - Common Area will be thoroughly sanitized and disinfected nightly. Touchpoint areas (restrooms, seating areas, escalator/stair handrails, trash bins, door knobs, directories, food court tables and chairs will be sanitized regularly during mall hours.

• Methods and procedures that would reinforce and support Social Distancing
  - Occupancy Limitations and Monitoring
  - Proactive Encouragement of Social Distancing Guidelines
  - Furniture Redeployment to Support Social Distancing
  - Temporary Closure of high-Interaction Areas
  - Coordinated Traffic Flow
  - Restroom Spacing
  - Deployment of Traffic Flow Signage and Social Distancing Markers
• Messaging and communication of, wellness practices, social distancing, and sanitizing efforts to visitors and employees
  ➢ Health Pre-Visit Screenings for shoppers
  ➢ Individual Personal Protection – Encourage shoppers to wear masks and frequently sanitize hands
  ➢ Healthy tips and Social Distancing reminders

After reopening protocols were developed, Center Operational Plans to accommodate these new procedures were established. The Center Operating Plans were developed to align with the Federal Government’s Phased Reopening Guidelines that States are adapting and customizing to their individual needs/situation. Center Operating Plans can expand or contract to the Reopening Phase with the most restrictive retail operating mandates (Occupancy load reductions, required temperature testing, required protective gear, etc.), to the least.
Shopper/Public/Employee Facing Safety Messaging: Illustrative Examples
April, 2020
The following deck contains the illustrative examples of how each center will be messaging to shoppers, the public and our store employees upon reopening.

There are five key consumer facing messages that will be executed, along with a series of tactical operational messages positioned at various locations outside the center as well as throughout that align with the Simon Covid-19 Exposure Control Policy and the three phases of reopening.
• Parking lot directional signage placement – includes signage on traffic posts, trailblazer signs (yard signs) placed to direct customers to Phase I Entrances
• Customer entrance / access points – Phase I (2) entrances open to shoppers
• Designated service courts for deliveries – Phase I “B” Service Court only / Phase II “B&C” Service Courts only
• Tenant / Employee mall access and parking – security check-in point at this location
• Contractor check-in point and parking

If applicable…please note any vehicular entrances that will be closed or restricted; Parking fields that will be closed or restricted; Parking garages / deck parking should also be included in this section
EXTERIOR SIGNAGE PLACEMENT/MALL ACCESS POINTS
Attach corrugated plastic signs to existing light poles or sign poles

Mall access entrance signage will be placed at (8) key entrance locations
VEHICLE ENTRANCE CLOSURES OPTIONS

- Vehicle Entrance Closures
• Markings placed on sidewalks to create shopper queues for social distancing
All messaging will be provided in standee, 22 x 28, 30 x 40 sizing for optimal use in various locations throughout all platforms. Managers should work with RVPs to determine plan for property.
CONSUMER MESSAGING STRATEGY

- Social distancing signage and common area directional floor clings, used throughout the common areas of the center
HEALTHY SHOPPER GUIDELINES

Your health and safety is our priority and we encourage you to follow these guidelines to protect yourself and others:

- Wear protective masks and use sanitizing wipes, which are available at the Mall Office.
- Maintain a distance of six feet from other shoppers.
- If a store is busy, please come back later.
- Avoid touching your mouth, nose, and eyes with unwashed hands.
- If you cough or sneeze, cover your nose and mouth with a tissue, then wash it immediately and wash or sanitize your hands.
- Thoroughly wash your hands on a frequent basis with soap and warm water for at least 20 seconds.
- Use sanitizing stations in the common areas to keep your hands clean.
- Stay home if you have a fever or cold and flu-like symptoms such as a cough, sore throat, runny nose or body aches.
- Temperature testing is available at the Mall Office.

Thank you,
Mall Management
CONSUMER MESSAGING

Stay Safe
Please Stay
6 Feet Apart

Together
We Thank You.

Our community has come together more than ever. Let’s celebrate those working the front lines, healthcare professionals, first responders, essential workers and more.

SIMON

Welcome Back. We Missed You.

- To thank you, and support local businesses.

SIMON

11
- Social distancing common area directional floor clings used throughout the center intermingled with social distancing signage and tape markers
• Narrow sidewalk applications will use a combination of social distancing arrows and directional signage
PLACEMENT AND HIERARCHY OF MESSAGING

- Haywood Mall Example - Lower Level

A. What We’re Doing To Keep You Safe (8)
B. Healthy Shopper Guidelines (3)
C. Social Distancing (4)
D. Together We Thank You (3)
E. Welcome Back (2)

Notes:
1. Remaining sign holder hardware will be used for tactical messaging
PLACEMENT AND HIERARCHY OF MESSAGING

- Haywood Mall Example - Upper Level

A. What We’re Doing To Keep You Safe (7)
B. Healthy Shopper Guidelines (4)
C. Social Distancing (1)
D. Together We Thank You (3)
E. Welcome Back (5)

Notes:
1. Remaining sign holder hardware will be used for tactical messaging
• Temporarily Closed
MALL ENTRANCE DOORS

- Closed Entrance Treatment
MALL ENTRANCE DOORS

- Closed Entrance Treatment
OUTDOOR CENTER ENTRANCES

• Temporary Closure with Gates available
OUTDOOR CENTER ENTRANCES

• Temporary Closure without gates available
MALL ENTRANCE DOORS

• Open Entrance Treatment
OUTDOOR CENTER ENTRANCES

- Controlled traffic flow with social distancing
OUTDOOR COMMON AREA SEATING

- Solution for common area seating that is bolted down
MALL PREPARATION COMMON AREA

• Ordering of signage and ensure adequate visible placement
• Utilize stanchions / floor decals/tape for occupancy or social distancing
• Ensure coverage and refill of all hand sanitizer station locations
• Restrooms – identify those to remain open, message for social distancing and occupancy accordingly; sign and prepare for social distancing
• Food Court/Dining Districts - furniture changes will be modified based on opening restrictions
• Play Areas will remain temporarily closed
• Soft seating changes – adjust to meet 6-foot social distancing restrictions, removed where spacing was an issue
• Vending and strollers will remain temporarily closed
• ATM’s noted as high customer touch point – hand sanitizers to be added at these locations
• Mall Office – removed seating, limited access, stanchion placement, plexi sneeze guard
MALL OPS PREPARATION OF COMMON AREAS
MALL DIGITAL SCREENS

- Digital screens, both inside and outside, will be utilized for public health and safety messaging
ENCLOSED MALL INTERIOR

- What We Are Doing and Healthy Shopper messaging throughout common areas
OUTDOOR CENTERS COMMON AREA CARTS

- Cart “clusters” will need to be spread out to comply with social distancing guidelines
- This is only applicable in few markets as most carts are already compliant with 6ft guidelines
OUTDOOR MALL INTERIOR

- What We Are Doing throughout common areas
OUTDOOR MALL INTERIOR

- Healthy Shopper messaging front and center
DIRECTORIES

- Tape lines and/or signage being used to reinforce 6' distancing and static and digital directory locations
SEATING AREAS

- Seating areas will be removed from the floor in hot spot locations
- Non hot spot centers will be staged and distanced
RESTROOMS

- Exterior restroom entrance messaging
RESTROOMS

- Interior messaging and taped off sinks and urinals
FOOD COURTS

- Distancing of tables and chairs where food courts are open
- Closed food courts will convey Takeout messaging
• Messaging at elevator banks
PLAY AREAS

• Temporarily Closed
KIDDIE RIDES

- Temporarily Closed
• Temporarily Closed
• Temporarily closed
GUEST SERVICES

- Temporarily closed and shoppers redirected online for gift card purchasing or coupon books
MALL OFFICE MODIFICATIONS

- Door stops for hands-free entry and exit
- Stanchions placed to control point of entry
- Hand sanitizer stations in place
- Plexi-glass sneeze guard suspended from ceiling
- All items removed from accessible countertops
SOCIAL DISTANCING MARKINGS - RETAILER

- Social distancing markings in front of retailer store locations
- Similar execution of floor markings to be considered for food court, rest rooms or any common area locations that may warrant social distancing, occupancy or crowd control
Communicate Shopper Safety priority via on-site Simon Personnel or Security Team Member

PA System Messaging:
Welcome Back, we’re keeping you safe through increased safety measures and operational enhancements. You can do your part through maintaining safe distancing and practicing Healthy Shopper Habits. Thank you for helping to keep our community safe.
Direct Shoppers to most updated information regarding hours, what Simon is doing, and community outreach

Shopping Line Recorded Message:
Thank you for calling (insert property name). We are open, and our center hours are (insert days and hours). We recognize the challenge COVID-19 represents, and are doing our part to keep the community safe. Please check our website for the most up-to-date information and to see all of the ways you can help.
1.0 Purpose
The Simon Property Group (Simon) Exposure Mitigation Protocols (Protocols) are designed to mitigate property employees, store employees and shoppers from potential COVID-19 exposure by means of identification, evaluation, and control of pathogen transmission factors in the workplace. These Protocols are intended to establish procedures to address known or suspected pathogen transmission pathways and for mitigating the spread of COVID-19 in the community.

This document has been prepared and approved by the following:

- Mr. Daniel Engling, Certified Industrial Hygienist – Director of Industrial Hygiene Services, KERAMIDA, Inc. Mr. Engling earned his BS in Public Health from the Indiana University Fairbanks School of Public Health

- Dr. Jiali Han, Ph.D., Principal at Integrative Precision Health LLC. Dr. Han is a world-renowned epidemiologist and public health researcher. Dr. Han earned his Ph.D. in Biological Sciences in Public Health from Harvard University. He has twenty years of research experience with over 220 peer-reviewed publications

2.0 Responsibilities

- **Corporate Management** – Ensures that the content of these Protocols are managed effectively, and that these Protocols are reviewed and evaluated for effectiveness and updated as necessary

- **Property Management** – Ensures that these Protocols are appropriately supported and implemented. Property Management will also ensure these Protocols are readily available for examination and copying, upon request, by each employee and their designated representatives

- **Simon Employees** – Ensure that these Protocols are understood and followed. Any deviations from these Protocols through work practices or changes/failures in equipment are to be promptly reported to supervisors.
3.0 Definitions

- **Pathogen** – Organisms (e.g. bacteria, viruses, parasites and fungi) that cause disease in human beings (CDC)

- **Exposure** – Contact with a substance by swallowing, breathing, or touching the skin or eyes (CDC)

- **COVID-19/SARS-CoV-2** – COVID-19 is the condition caused by the SARS-CoV-2 virus

- **COVID-19 Symptoms** – Fever (body temperature greater than 100.4°F), dry cough, shortness of breath or difficulty breathing, and other flu-like symptoms (e.g., chills, repeated shaking with chills, muscle pain, headache, sore throat) (CDC)

- **Hand Sanitizer** – Hand hygiene fluid with greater than 60% alcohol (CDC)

4.0 References

- [www.cdc.gov](http://www.cdc.gov)
- [www.epa.gov](http://www.epa.gov)

5.0 Property Operations

#### 5.1 Measures to Reduce Employee Exposure

**Work Attendance**

- **Preemption** – Employees capable of carrying out work duties from home will be directed to do so

- **Self-Screening** – Our employees will be informed that they should not report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior to start of shift. Any symptoms should be communicated to their respective supervisor

- **Pre-Work Screening** – Upon reporting to work, employees’ body temperatures will be measured with a thermometer and assessed. Employees with body temperatures greater than 100.4°F or who have flu-like symptoms (e.g., cough, body aches) will not perform on-site work duties and will be directed to return to their homes. Any symptoms should be communicated to their respective supervisor
**Property Employee / Back of House Practices**

- **Training** – Our employees will be trained in COVID-19 safety guidelines and these Protocols. We will encourage our tenants, vendors and contractors to implement this training.

- **Social Distancing**
  - Desks and workstations will be separated by 6 feet or more or separated by a barrier.
  - Employees will be required to adhere to state and local guidelines for social distancing which are generally 6 feet of distance between individuals.
  - Signage will be posted reminding employees of CDC hygiene and safety guidelines.

- **Personal Protection Equipment (PPE) Use** – Facial coverings, as recommended by the CDC, will be worn by our employees while on property performing work duties or interacting with other persons or as mandated by state and local jurisdictions. We will encourage our tenants, vendors and contractors to implement the same precautions.

- **Personal Hygiene** – Our employees will be allowed and encouraged to take frequent breaks for handwashing or disinfecting of hands with a sanitizer. Hand washing must be performed with soap and water for at least 20 seconds, as recommended by the CDC.

- **Enhanced Sanitizing and Disinfecting**
  - The following areas will be disinfected regularly during the day and upon indication of additional need:
    - Breakrooms
    - Restrooms
    - Counters
    - Workstations
    - Employee-Only Areas
  - Touchpoints, including the following, will be disinfected frequently and upon indication of additional need:
    - Transaction Registers/Computer Touchscreens/Keyboards
    - Shared Communications Equipment Including: Phones, Radios, etc.
    - Light Switches
    - Doorknobs/Door Handles
    - Copy Machines/Multi-Function Machines
    - Counters
    - Drawer Handles, Etc.
• **Self-Service Customer Transactions**
  o When paying by credit/debit card, Customers should utilize credit card receptacles without exchanging the card with an employee
  o During each transaction, employee and Customer should maintain at least 6 feet of separation or be separated by a transparent barrier
  o Employees should wash hands or utilize hand sanitizer after each Customer transaction

• **COVID-19 Case Notification and Mall Office Recovery** – In the event one of our employees tests positive for COVID-19, we will notify the appropriate public health care authorities, and take the necessary steps to deep clean and sanitize the affected workspace

5.2 **Measures to Protect Customers/Public**

• **Reduced Occupancy** – Human occupancy within the property will be limited to a maximum density of 50 square feet per person. If the targeted occupancy is achieved, other Customers/Public will be asked to wait in their cars or in queue lines outside, spaced 6 feet apart

• **Social Distancing**
  o Dividers will be placed in entryways requiring incoming traffic to walk on only one side of entry, and outgoing on the other side to encourage visitor separation of at least 6 feet
  o On-property security staff will actively remind and encourage Customers/Public to comply with the social distancing standards
  o Social distancing markers will be placed in queue areas (e.g., food courts, restrooms)
  o Elevator occupancy will be limited to encourage proper spacing (max. of 4 per cab)
  o Public seating and eating areas will be reduced and/or reconfigured to allow for minimum separation of 6 feet between persons
  o Dining Pavilion seating area will be opened up section by section as occupancy requires, while still maintaining the required spacing. This will allow cleaning crews to concentrate their efforts and increase frequency of cleaning. No reusable customer service items will be available (e.g., trays, utensils, cups)
  o Order areas and delivery areas will be separated to encourage social distancing
  o Customers/Public in queue lines or on escalators will be directed to maintain a distance of 6 feet from other individuals by means of signage and/or other markings at 6-foot intervals
  o In restrooms, every other sink and urinal will be taped off to encourage proper spacing, and signage will be posted encouraging proper hygiene
The following interior touchpoints will be temporarily placed out of service:

§ Child Play Areas
§ Drinking Fountains
§ Valet Use

Signage and floor decals will be placed to encourage social distancing throughout the property

- **Enhanced Sanitizing and Disinfecting**
  - Soap and water will be made available to employees and Customers/Public in restrooms
  - Hand sanitizer or sanitizing materials, compliant with CDC standards, will be available to everyone in common areas and retail spaces. Signage and/or staff will be deployed to encourage the use of hand sanitizer
  - Limited Large On-Property Events – Large marketing events and activities that draw big crowds have been postponed

### 5.3 Retail Store Measures to Protect Customers/Public

Stores will be asked to follow the procedures below:

- **Training** – Store employees should be trained in COVID-19 safety guidelines

- **Self-screening** – Store employees should be informed that they should not report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior to start of shift. Any symptoms should be communicated to their respective supervisor

- **Pre-Work Screening** – Upon reporting to work, the store employees’ body temperatures should be measured with a thermometer and assessed. Employees with body temperatures greater than 100.4°F or who have flu-like symptoms (e.g., cough, body aches) should not perform on-site work duties and should return to their homes. Any symptoms should be communicated to their supervisor

- **Personal Protection Equipment (PPE) Use** – Tenants should provide masks or facial coverings as recommended by the CDC and sanitizing products for their employees. Store employees should wear masks or facial coverings while on property and frequently wash or otherwise sanitize their hands

- **Reduced Occupancy** – Tenants should monitor and manage store occupancy to targeted level set by state or local authorities
• **Personal Hygiene** – Employees should be allowed and encouraged to take frequent breaks for handwashing or disinfecting of hands with a sanitizer. Hand washing must be performed with soap and water for at least 20 seconds, as recommended by the CDC.

• **Social Distancing** – Steps should be taken to encourage 6 feet of distance between individuals on properties. Signage, stanchions and other appropriate measures should be implemented to maintain and encourage social distancing requirements.

• **Enhanced Sanitizing and Disinfecting**
  o Regularly sanitize and disinfect high touchpoint areas (e.g., counters, POS terminals/cash wraps, screens) throughout the day.
  o Provide enhanced sanitizing and disinfecting every evening after the store closes for business.
  o All sanitizing and disinfecting should be performed with CDC-compliant cleaning products.

• **Self-Service Customer Transactions** – Customers should be encouraged to pay using mobile technology or self-service POS terminals wherever possible.

• **Package Handling** – Store employees should follow the latest guidelines on the handling and processing of inbound/outbound packages.

• **Sampling** – Tenants should reduce, reconfigure or eliminate product sampling, or tasting.

• **COVID-19 Case Notification and Store Recovery** – In the event an employee tests positive for COVID-19, the tenant should immediately notify the CDC and local public health officials and take necessary steps recommended by the CDC, which include thoroughly sanitizing and disinfecting the store and affected work areas.

**5.4 Customer/Public Guidelines**

Customers/Public will be encouraged to:

• **Self-Screening** – Perform a self-health check prior to visiting the property. Anyone with a temperature greater than 100.4°F or who has flu-like symptoms (e.g., cough, body aches) will be advised not to visit the property.

• **Personal Protection Equipment (PPE) Use**
  o Customers will be encouraged to wear facial coverings as recommended by the CDC.
  o Free masks and sanitizing wipe packets will be available to shoppers at designated entrances or at the mall office.
• **Social Distancing** – Customers will be encouraged and reminded to maintain 6 feet of separation with others by way of:
  o On-property signage
  o Public service announcements
  o Active and ongoing encouragement by property security staff

• **Personal Hygiene**
  o Refrain from touching their nose, mouth, and eyes
  o Wash their hands on a frequent basis with soap and warm water for at least 20 seconds
  o Use sanitizer stations in the common areas of the property to keep their hands clean

5.5. **Digital Communication and Signage**

• At all public entrances, customers will be asked to refrain from entering the property if they, or anyone they have been in contact with, are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior

• Measures (signage or staff) will be deployed to encourage the use of hand sanitizer

• While visiting the property, customers will be instructed to adhere to state and local guidelines for social distancing which are generally 6 feet of distance between individuals, including at the following locations:
  o Entrances
  o Escalator and Elevator Landings
  o Directories
  o Restaurant Counters

• Directional floor decals and arrows will be used to promote better traffic flow in the property

• Directional entrance door signage will be used to separate shoppers entering and exiting the property

• Signage will be posted at gift card check-out workstations with customer-facing instructions for conducting transactions

• Regular announcements will be made over the property’s audio system reminding shoppers of their part to keep everyone safe
Property Cleaning/Sanitation

- **Personal Protective Equipment (PPE)** — All janitorial staff will be equipped with personal protection equipment, including facial coverings and gloves recommended by the CDC

- **CDC Recommended Disinfectants**
  - Disinfectant and disinfectant materials, as recommended by the CDC, and related supplies will be made available to all janitorial employees assigned to sanitation tasks
  - Disinfectants will be selected from the EPA list of chemicals designated as effective against SARS-CoV-2 virus and used in accordance with or exceeding CDC sanitation guidelines

- **Enhanced Sanitizing and Disinfecting**
  - The following will be disinfected regularly throughout the day and upon indication of additional need:
    - Restrooms
    - Directories
    - Seating areas
    - Wheelchairs
    - Strollers
    - Tables
    - Recharging Stations
    - Chairs
  
  - **High Touchpoint Areas** — Interior high touchpoints areas, including the following, will be disinfected frequently and upon indication of additional need, using EPA-approved sanitation chemicals and in accordance with CDC guidelines:
    - Food court tables, chairs and counters
    - Restrooms
    - Seating Areas
    - Directories
    - Door Handles/Doorknobs
    - Elevator Buttons
    - Escalator Handrails
    - Stair Railings
    - Trash Bins
    - Guest Service Counters, Phones, POS terminals and Workstations
    - Other Touchpoints, as needed

  - **Enhanced Overnight Sanitizing and Disinfecting** — Properties will be thoroughly cleaned during non-operating hours meeting or exceeding CDC guidelines and recommendations
o **HVAC Systems** – Air quality testing has been completed showing that the indoor air quality at our properties is better than outside air quality. Filters will be cleaned and replaced on a regular basis.

o **Reduced Business Hours** – Business hours will be limited to allow for enhanced workspace cleaning and sanitizing.
QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER INSTITUTIONS

Company/Organization Name: Simon Property Group
Industry/Sector: Shopping Center/Mixe Use Real Estate Development
Date: 6-1-20

1. Are you open or partially open? YES
   a. Are you an essential business? NO
   b. Are you open under an exception such as: YES
      i. Outdoor Business?
      ii. Pickup/Delivery?
      iii. Curbside Retail?
      iv. Food Distribution?
   c. Have employees and customers cooperated with the health safety protocols? YES
   d. To your knowledge, have employees or customers become infected with COVID-19? YES

2. How many of your activities can be moved outdoors? At enclosed centers few. We have postponed marketing events which draw crowds or encourage gathering.

3. For indoor activities:
   a. How can social distancing be maintained at points of ingress and egress, where people normally cluster? Creating barriers and dividers to separate lanes of pedestrian traffic. Floor decals reminding visitors to keep 6' spacing.

   b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)? Maintain social distancing, follow CDC recommended hygiene practices, wear a facial covering, frequent breaks for handwashing,
staggering work shifts where possible to reduce employee contact, removing common area seating to prevent gatherings.

c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry? **Masks are provided at the entry door along with hand sanitizer.**

d. Can the times of activities be staggered to reduce the amount of people gathered at any one time? **YES**

e. Can customers make appointments to gain entry while inside capacity is restricted? **YES**

f. How can social distancing be maintained inside your premises? **Floor decals, removal of seating, or rearranging to create more distance. Blocking off every other sink and toilet, line markers at 6' intervals.**

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees? **We have purchased masks from several sources and have provided to centers for customer distribution. We have purchased reusable facial coverings for employees. We require employees to have temperature checks when the report to work, in addition to completing a wellness check questionnaire.**

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.) **We can regulate gatherings by controlling entrance access, keeping gathering areas like children's play area closed, postponing marketing events.**

6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.) **We have the ability to trace employees through time cards and payroll records.**

7. In order to assist safe and productive re-opening, what are your needs relative to:
   a. Regulation?
b. Licensure?

c. Childcare?

d. Housing?

e. Digital Inclusion?

f. Commute-Free Working?

8. If you have been opened or partially opened, what challenges have you experienced? **None to this points.** Due to low percentage of retailers are able to open this is reduced customer count significantly within the first 3 weeks of reopening. We have found customers and tenants to be very responsible to the social distancing requirements and guidelines.

9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been? **We have found customers and store employees to be very conscientious and self aware related to social distancing needs, use of hand sanitizer and wearing of facial coverings.**