RE-OPENING SNAPSHOT

WESTFIELD VALLEY FAIR

JUNE 5, 2020

PREPARED BY
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Westfield Valley Fair is the largest retail establishment in Northern California, positioned at 2,446,976 square feet.

The square footage of each store allots for far greater employees than needed to operate business within it’s retail spaces, allowing for more than ample space for employees to safely distance within each unique space.

Valley Fair’s enormous size also permits far greater space per person beyond the minimum limitations, with the occupant load factor (or square feet per person) determined to be 13,119 in 2019. Since then, an additional 500,022 square feet have been added to the property allowing for even greater distancing capabilities.

Westfield will guide and assist it’s retail tenants in establishing their capacity plans and ensure they enforce them upon re-opening.

With a robust operational and safety plan in place, Westfield Valley Fair is prepared to safely re-open for in-mall shopping and support their retail tenants in doing so.
Common area corridors range from 21” in width to 61’ 2” in width, providing more than adequate space for two individuals to pass in either direction.

Through one-way back corridor traffic flows for employees, and re-routing customer paths of travel to two lane, same-direction traffic flows, Westfield will ensure more than ample distancing requirements for patrons entering the facility.

Carts, kiosks, and furniture have been removed from common area corridors to widen walkways and allow for even greater distancing.
All back corridors (employee access routes) have been routed for single-direction traffic to ensure distancing.
Safety Stickers

In-center mall corridors (customer pathways) have been re-routed with floor decals to indicate two lanes of same-direction traffic, or single-lane traffic, to ensure ample distancing.

Common area directional arrows

Line queuing decals placed outside all stores
Sanitization Stations

Hand sanitizer and sanitation & safety messaging will be abundantly distributed across the property at our Sanitization Stations.
Signage Snapshot

- Keep You Safe Poster: 23" W x 29" H
- Welcome Back Poster: 23" W x 29" H
- Westfield Cares Poster: 23" W x 29" H
- Valet Closed Counter Card: 3.5" W x 5" H
- Store Hours Vary Decal: 12" Diameter
- Exit Decal: 12" Diameter
- Enter Decal: 12" Diameter
- This Way Decal: 12" Diameter
- 6 ft Social Distancing Decal: 12" Diameter

- Temporarily Closed Poster: 23" W x 29" H
- Seating Area Unavailable Counter Card: 3.5" W x 5" H
- Do Not Sit Decal: 12" Diameter
- Keep Your Distance Decal: 12" Diameter
- No Seating Table Icon Decal: 12" Diameter
- Wait Here Footprints Icon Decal: 12" Diameter
- Unavailable Decal: 12" Diameter
- Wash Your Hands Infographic Decal: 12" Diameter

- Cleanliness Reminder Decal: 12" Diameter
- Stand Here Footprints Decal: 12" Diameter
- Here To Help Counter Card: 3.5" W x 5" H
- Maintain Distance Decal: 12" Diameter

- Please Stand Here
- From A Distance, We're Still Here To Help
- Please Maintain Your Distance Thank You

Thank you for practicing 6 ft social distancing. Please stay 6 feet apart.
Vertical Transportation Safety Signage

**ELEVATOR SIGNAGE**

- Elevator capacity signs indicating the maximum number of people allowed per car.

Images of elevator interiors and escalators with safety signage promoting social distancing guidelines.
The Westfield App + Line Pass | Retailer Experience

How It Works

• Line Pass allows customers to book appointments or register to virtual waitlists to plan their visit, reduce wait times/physical line formation, and encourage distancing.

• Retail employees manage the line systems through their personal mobile devices using our URW Connect Retailer App.

• This service is being offered free of charge to our retailers.

• The existing Westfield App will provide 2 new functionalities:
  - **APPOINTMENT BOOKING**: a customer can make an appointment to visit the store directly using the Westfield App.
  - **WAITLIST**: a customer can register for a waiting list and will get pinged with a push notification when they can visit the store, thus allowing customers to wait in their car or at a distance.
The Westfield App + Line Pass | Customer Experience

**The Customer Journey**

- A full marketing plan will be deployed to garner awareness for the Line Pass App. Virtual retailer trainings are hosted with all store employee teams.
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: Unibail-Rodamco-Westfield

Industry/Sector: Commercial Real Estate

Date: June 3, 2020

1. Are you open or partially open?  Partially Open
   a. Are you an essential business?  No
   b. Are you open under an exception such as:
      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?  No

2. How many of your activities can be moved outdoors?
   - Outdoor dining (select retailers only)
   - Curbside retail pick up
   - Drive in movie theatre
   - Outdoor fitness

3. For indoor activities:
   a. How can social distancing be maintained at points of ingress and egress, where people normally cluster?

Red & green stickers will be placed on door sets to indicate single directional flow for ingress/egress. At ingress & egress points on vertical transportation, distancing floor decals have been placed along with max capacity stickers. Back of house corridors and loading docks have also been signed, with back corridors only allowing single-direction traffic flows.
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)?

Hand sanitization stations and safety messaging has been placed throughout the entire property and at center entrances. Face masks & no-touch "safety keys" will be sold at center entrances with 100% of proceeds to go to charity. All high touch areas will be cleaned every 15-30 minutes. Play Spaces are closed. Vendors and URW employees will wear PPE including face shields.

c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry?

Select stores will be individually requiring or providing face masks, hand sanitizer, etc. prior to entry. Face masks will be encouraged prior to entry. PPE kits will be available at center entrances for those who do not bring it.

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

No events will be hosted. Retail shifts and shopping hours are evenly spread throughout the day. Through the Westfield Line Pass app, available for free to all retailers, allows customers to make appointments to visit stores or join a virtual line que, thus allowing guests to only enter the mall when it's their turn.

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

Yes, or join virtual lines to enter via the Westfield App

f. How can social distancing be maintained inside your premises?

Floor decals have been placed throughout the entire property to route single-direction traffic. Elevator & vertical transportation stickers indicate capacity and where people can stand. Floor decals are placed outside every store for line queuing - in addition to appointment based systems. Capacity plans allow for more than 1000 Sq-ft of space per person. Areas have been closed off such as Play Spaces.

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees?

All URW Employees and vendors have been provided with 5 reusable/washable masks, face shields, gloves, etc. Personal thermometers have also been provided to all employees with daily temp checks required.

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.)

Events will not be hosted until fully permitted, size and scale will be dependent on recommendations. Appointments and reservations will be required with designated time slots (Ex: Santa - IF permitted). Movie theaters & gyms/fitness centers will re-open with limited capacity when permitted.

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.)

- Work permits are always required for all vendor access to the property, including all such info
- Construction access requires daily waivers, work permits, and daily check in and out logs
- Employee work schedules and contact info is kept by all store managers, with all store managers and employees contact info housed in our URW Connect Database for instant communications to be sent

7. In order to assist safe and productive re-opening, what are your needs relative to:
   a. Regulation?
      Clear and specific guidance for business continuity which can be shared with retail tenants
   b. Licensure?
      N/A
   c. Childcare?
      Childcare must be accessible in order for retail employees to return to work
   d. Housing?
      N/A
   e. Digital Inclusion?
      N/A
   f. Commute-Free Working?
      N/A

8. If you have been opened or partially opened, what challenges have you experienced?

   Minimal retailers (less than 1%) have been able to participate due to mandate language.

   Varied mandates between counties have caused much confusion amongst both small business owners and national brands.

   Short lead times between the issuance of re-opening dates and their date of effect will delay many in their re-hiring processes, re-training, and bringing employees back from furlough.
9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been?

The community's adherence has been fantastic in addition to our retailers following safety protocols and guidance. Customers utilize all social distancing floor decals outdoors when utilizing curbside pick up for food. Construction workers adhere to policies due to an understanding that otherwise we will condemn their job site. Customers are extremely respectful of employees and distancing policies when using curbside pick up.