



16 March, 2020

Dear Melrose Arch tenant

With the news being full of stories of Covid-19 (coronavirus), and following President Cyril Ramaphosa's address to the nation last night, we are sure you have concerns about what safety measures Melrose Arch is taking. We would like to assure you that Melrose Arch is taking the threat of Covid-19 very seriously and is doing all it can to protect customers, tenants and residents.

We are aware of four cases of Covid-19 in the precinct that have been brought to our attention today. All four patients immediately took precautions as soon as they thought they had contracted the illness and self-isolated themselves or were placed in quarantine. Their respective companies also implemented measures to ensure the rest of their staff were not at risk.

Melrose Arch has implemented a number of precautionary measures to safeguard against Covid-19. These include installing hand sanitiser stations at the main entrances from the parking basements to the Retail Galleria. The hand sanitiser stations can be found at the Lower Retail Galleria entrance from the purple basement (next to the Melrose Arch Flower Market); at the Middle Retail Galleria entrance from the red basement (near Nedbank); at the Middle Retail Galleria entrance from the Piazza (revolving door), and at the Middle Retail Galleria entrance from Melrose Boulevard (sliding door near PostNet).

Our cleaning products have been replaced with World Health Organisation-recommended chemicals, and we will be immediately disinfecting all building lobbies, lifts, kitchens and bathrooms in common areas, door handles, lift buttons, handrails, escalator handrails, etc across the precinct with a disinfectant that has a 30-day residual effect.

Members of Melrose Arch Precinct Management have met with representatives from the Department of Health and our Compliance Officer has arranged with the department to dispatch a team to visit all our restaurants to educate staff on preventative steps to take against coronavirus. Medi Response is based at Melrose Arch and is on high alert and ready to provide medical assistance and advice if necessary.

Melrose Arch Precinct Management is constantly reassessing the situation and will be guided by advice from health professionals and the Department of Health should there be more cases of Covid-19 reported in the precinct.

Tenants are reminded to review their internal business procedures in light of this heightened pandemic and take all necessary precautions to protect their staff from infection. Please notify Melrose Arch Management if there will be any change in business hours or major changes in staffing and other operational issues.

If you have any queries, please contact Melrose Arch Management on (011) 684-0000. For more information about Covid-19, please visit the World Health Organisation's website, www.who.int, or the National Department of Health at www.health.gov.za.

Yours faithfully,
MIKE VERMAAK
MD: MELROSE ARCH