



24 March, 2020

Dear Melrose Arch tenant

As you are aware, last night President Cyril Ramaphosa announced a nationwide 21-day lockdown in South Africa in a bid to contain the spread of the Covid-19 virus. The lockdown will commence at midnight on Thursday, 26 March. All South Africans will have to stay at home from then and may only go out under strictly controlled circumstances to buy food, seek medical care or buy medicine and other supplies, or collect a social grant.

Emergency services, health workers, traffic officers, security services, banking services, soldiers, laboratory services and businesses involved in supplying and producing food and basic services like food and medication are exempt from this rule.

In accordance with the lockdown, **Melrose Arch will be shutting down the precinct at 18h00 on Thursday, 26 March.**

I would like to assure you that I and other senior managers will be on site at Melrose Arch for the duration of the lockdown period. The senior managers assisting me will be:

- Joe De Beer, Financial Director
- Reiner Henschel, Operations Director
- Wayne Preston, Security Manager
- Ziyanda Nkosimbini, Operations Manager
- Ian Steynberg, Engineer

Melrose Arch will also maintain a skeleton staff of essential services on the precinct. This will include Hard Services Support Staff (electrical, air conditioning, maintenance) as well as Security, Cleaning, Landscaping and Waste Management.

RETAIL AND RESTAURANTS:

All retail stores and restaurants must close for the duration of the 21-day lockdown, which ends on Thursday, 16 April. The only exceptions will be Woolworths, Clicks and Nedbank (FNB to be confirmed).

Woolworths: 09h00 to 16h00. Please note that only the entrance in the Lower Retail Galleria will be open to control customer entry. Pay points will be available in the Lower Level and Middle Level of the Woolworths store. The Upper Level pay points and fitting rooms will be closed. The Woolworths Café will be closed from Friday.

Clicks: 09h00 to 16h00

Nedbank: Monday: 08h30 to 16h00

Tuesday to Thursday: 09h00 to 16h00

Friday: 08h30 to 16h00

Saturday: 08h30 to 12h00

All retail and restaurants must:

- Ensure all taps and water points are closed.
- Ensure all non-essential electrical items such as coffee machines, kettles, microwaves, toasters, TVs and monitors are unplugged.
- Ensure that all perishable food items are removed from fridges. This applies to restaurants especially.
- Ensure that all waste is removed from your premises and taken to the applicable waste room.
- Restaurants must ensure that the gas feed to their premises is shut.
- Restaurants must ensure that all large electrical equipment – salamanders, ovens, stoves, undercounter fridges, upright fridges, coffee machines, etc – is switched off.

COMMERCIAL:

All commercial tenants must:

- Ensure all taps and water points are closed.
- Ensure all non-essential electrical items such as coffee machines, kettles, microwaves, toasters, TVs and monitors are unplugged.
- Ensure that all perishable food items are removed from fridges in common area kitchens and staff canteens.
- Ensure that their IT team has backed up all servers and that their internal data rooms are made safe in the event of an emergency.
- Ensure that all lights are switched off where possible.

Please be aware:

- Chilled water to the premises will be shut down.
- Power to the HVAC units (air conditioning) and plant rooms within commercial premises, as well as those serving the premises, will be shut down.
- The number of lifts operating will be reduced to one lift per building, to be used by essential staff only.

ACCESS TO PRECINCT:

- The Corlett Drive and Whiteley Road entrances will be locked. The only entry and exit to and from Melrose Arch will be through the Athol Oaklands Rd entrance on to Melrose Boulevard.
- The entrance and exit lanes at Athol Oaklands will be reduced to one lane only and access to the precinct will be strictly controlled. All persons entering will be required to register their details.
- The booms to the public basement areas will be opened permanently during this 21-day period.
- The booms to the tenant basement and residential areas will remain access controlled.
- This will be in effect from 18h00 on Thursday, 26 March.

We would like to assure you of our commitment to maintaining the high standards for which Melrose Arch has become known throughout these trying times. If you have any queries, please contact Reiner Henschel, Operations Director, at reinerh@melrosearch.co.za.

We wish you and your families all the best during the lockdown. Please take all the necessary precautions, stay safe and play your part in helping to flatten the curve.

Yours faithfully,



MIKE VERMAAK

MD: MELROSE ARCH

p.s Be Safe