



SUPPLEMENT TO MELROSE ARCH HOUSE RULES

GENERAL RULES – REDUCE AND PREVENT SPREAD OF COVID 19

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INTRODUCTION

- a. The COVID 19 virus is highly contagious and requires the cooperation of all persons to actively take necessary steps to reduce and prevent its spread.
- b. This document sets out the rules to be followed by the tenant and all its directors, members, employees, agents, patrons and/or any other person for which the tenant is responsible in respect of the use of the Melrose Arch precinct.
- c. This document is a supplement to the existing Melrose Arch house rules and regulations for the management and use of the Melrose Arch precinct.
- d. The Landlord shall have the right, from time to time, to make, vary, amend or add to this document governing the use of the Melrose Arch precinct which amendments shall become effective and binding on the tenant on receipt of the updated tenant document from the Landlord.
- e. The Melrose Arch Precinct Management reserves the right to insist upon compliance of these rules and any further requests made by them or the Landlord from time to time.
- f. **These rules are in addition to any Regulations which may be issued by the South African Government from time to time. The tenant is required to comply with the Government Regulations and any rules issued by the Melrose Arch Precinct Management and/or the Landlord.**



GENERAL RULES

Covid 19 Risk Assessment

1. Each tenant's business requires an individual approach to ensure the prevention of the spread of the COVID 19 virus and each tenant is required to have in place a risk assessment detailing the practical steps it takes each day in the ordinary course of its business to reduce and prevent the spread of the COVID 19 virus and the protocols it will follow should there be a COVID 19 outbreak at its premises. Melrose Arch Precinct Management may call upon a tenant at any time to provide a copy of its risk assessment.

Physical (Social) Distancing:

2. Physical Distancing should be practiced at all times in all locations within the Melrose Arch precinct, including within each tenants own premises. This means that all persons should remain at least 2 (two) meters apart at all times.
3. All persons must respect other people's personal space at all times and keep the requisite distance apart, this includes all queues and other areas around the Melrose Arch precinct.
4. Group gatherings are not permitted within the common public areas within the Melrose Arch precinct.
5. Escalators: All persons must practice Physical Distancing on all escalators – this means all persons must keep a two-step distance between themselves and the next person.
6. Lifts: All persons must practice Physical Distancing in lifts – only four persons are allowed per lift and once inside, each person must stand apart from each other inside the lift.

Masks and PPE

7. All tenants must provide their staff with adequate personal protective equipment (PPE) to protect them from contracting the COVID 19 virus while fulfilling their employment role.
8. All tenants must ensure that their employees wear a mask at all times whilst moving about in the Galleria or on any of the public walkways and public areas within the Melrose Arch precinct. Tenants must train their employees on the correct way to wear and remove their masks.
9. It is recommended that all retailers install plastic "sneeze guards" at their pay points. Commercial tenants need to conduct a risk assessment of their premises and it is recommended where required, that "sneeze guards" be installed to protect their employees, for example at reception areas.

Cleaning and Sanitising

10. The Melrose Arch precinct has installed sanitisers at all lobby entrances and entrances into the Galleria, to be used by all tenants and visitors to the Melrose Arch precinct.

11. In addition, all tenants are required to have sanitisers available within their own premises to ensure that their employees and patrons are able to remain adequately sanitized. Sanitisers are to be kept at all sensitive touch points, for example (but not limited to), in the kitchen, pay points, bathrooms etc.
12. In addition, all tenants are required to ensure that the inside of their premises remains clean and sanitised, with regular cleaning which kills any trace of the COVID 19 virus.

General

13. It is recommended that all tenants maintain an up to date and accurate register of patrons visiting their premises, to allow for tracing of persons if necessary. This is applicable to both retail and commercial tenants.
14. All tenants are required to keep up to date on all Government issued Regulations in respect of COVID 19 and the impact of these specific to each tenant's business.
15. All tenants must provide regular and up-to-date government and health authority information to their employees.
16. If an employee is not well, tenants must encourage those employees to not attend at work until they are well.
17. If a tenant's employee displays symptoms of COVID 19, the tenant must ensure that such employee and the tenant takes all the steps required by the Government to get tested.
18. The COVID 19 hotline is 0800 029 999 and all tenants are encouraged to make use of this hotline if they have any concerns regarding the COVID 19 pandemic.
19. If a tenant's employee who has been present on the Melrose Arch precinct tests positive for the COVID 19 virus, such tenant must:
 - a. **Strictly follow all Government issued Regulations in respect of the infected employee and all direct contacts of the infected employee.**
 - b. Immediately inform Reiner Henschel (reinerh@melrosearch.co.za) at the Melrose Arch Precinct's management office. The exact details required by the management office may differ from incident to incident.
 - c. Immediately shut down the affected premises in order to undertake intensive cleaning of the premises. This cleaning must be carried out within 24 hours of the tenant learning of its infected employee and the premises can only reopen for business once Melrose Arch management has authorised such re-opening. All tenants are advised to have readily available a deep cleaning / sanitizing service provider to attend urgently to the Premises.

- d. Ensure that all employees (and other known persons on the Melrose Arch precinct) who were in direct contact with the infected employee within two weeks prior to the date of the results, follow the steps required in terms of prevailing Government issued Regulations and directives.
- e. The infected employee and other direct contacts at the Melrose Arch precinct must not attend at the Melrose Arch precinct until such persons have complied with prevailing Government issued Regulations and directives allowing such persons to come out of self-isolation.
- f. It is each tenant's responsibility to ensure that it has adequate protocols in place to comply with the Government issued Regulations and the Melrose Arch precinct's requirement should there be an outbreak at its premises.