

**To:** Tenants of Souk Madinat Jumeirah, Jumeirah Emirates Towers, Bay Avenue, Shorooq Community Center, Mudon Community Center, Dubai Wharf and Al Khail Gate Community Center  
**From:** Dubai Retail Mall Management  
**Date:** 26<sup>th</sup> April 2020

**DUBAI RETAIL MALLS STATUS UPDATE 26.04.20**

Dear Valued Business Partner,

We are pleased to inform you that in line with a decision from the UAE government, we are gearing up to partially reopen the remaining Dubai Retail shopping malls on Tuesday 28<sup>th</sup> April at 12pm, within strict health and safety guidelines.

Retail outlets will be authorized to reopen between the hours of 12pm and 10pm, excluding entertainment outlets, gyms and shisha services. Changing rooms and prayer rooms will also remain closed until further notice.

In compliance with UAE government policy on health and hygiene, all malls and tenants must maintain an occupancy ceiling of 30% of the mall's common and gross leasable area. To enforce this requirement, all retail outlets must display a red tag at their entrance to alert visitors when the premise's maximum capacity has been reached.

Please refer to the guidelines relevant to your particular services as there are many stipulations that must be strictly followed.

Visitors must adhere to the health and safety rules whilst at the shopping mall, including the requirement that they wear masks at all times, sanitize their hands prior to entering the mall, avoid public gatherings, limit mall visits to a maximum of three hours per day, and ensure a physical distance of at least 2 meters from others at all times. Smart payments (credit card and debit card) are also recommended as a means of ensuring physical distancing between employees and customers.

In addition, visitors over 60 years of age and children aged between 3 to 12 years old will not be permitted to enter any mall. All mall visitors will also have their temperature screened prior to entering the mall. Please note that it is also mandatory that all tenant staff and 3<sup>rd</sup> party workers are subjected to temperature checks prior to entering the workplace.

We would like to remind you that it is obligatory to report all cases of COVID 19 amongst retail and 3<sup>rd</sup> party staff to mall management immediately, so that we can coordinate any response or required actions.

We welcome this decision to partially reopen our shopping malls and so with the health and safety of our employees, customers and tenants as our number one priority. Should you require any further information do not hesitate to contact us.

We look forward to welcoming you back and take the opportunity to wish you a safe and blessed Ramadan.

Faithfully,

Mall Management