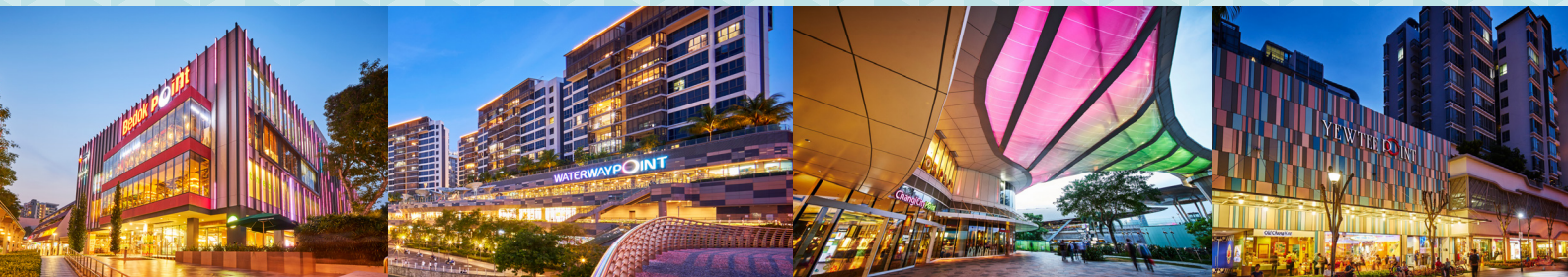




Frasers Property Retail Tenant Information Kit



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Welcome back

As our nation gears towards the gradual resumption of economic activities in three phases, we at Frasers Property Retail would like to welcome you back to our malls.

In preparation for our tenants' phased reopening, we have put in place ongoing measures to uphold high public health standards at our malls.

The well-being of our tenants, shoppers and staff remain our utmost priority, and this Information Kit outlines the measures we have taken thus far. It contains useful information on how we have prepared our malls operationally for your safe re-opening, while demonstrating our commitment to maintain the highest standard of hygiene at our malls.

While we practise elevated hygiene standards and reinforce safety management measures to protect the communities that we operate in, we cannot do it without you. It takes the collective effort of the entire community to stem the spread of COVID-19, and we would like to remind all of you to remain vigilant and to join us in doing so. Our team will be reaching out to you with regards to sanitation and maintenance of your premises.

Thank you and we look forward to working closely with you to keep our malls a safe place for all.

The Frasers Property Retail Team



Safe Re-opening of Shops and F&B Establishments





#Hello WelcomeBack

Air-conditioning and Kitchen Exhaust Systems

To maintain our malls' indoor air quality, all air-conditioning and ventilation systems have been sanitised with disinfecting agents. Car park exhaust ducts, main grease pipes and sewer lines are also being sanitised to ensure appropriate levels of hygiene. For FCU/AHU units that fall under the care of Centre Management Office, our Operations team has carried out chemical servicing and cleaning.

What you need to do

If your air-conditioning and kitchen exhaust systems do not fall under the care of Centre Management Office, please engage your contractor(s) to:

- Conduct chemical servicing and cleaning of your FCU units
- Conduct maintenance checks of your kitchen exhaust systems, including replacement of filters, and cleaning of hoods, fans and ducts

Our Operations team will conduct a final test run of all FCU/AHU units and kitchen exhaust systems before re-opening.





Plumbing and Sanitation Maintenance

To ensure strict hygiene standards, our Operations team has carried out the following measures mall-wide:

- All toilet fittings and fixtures have been checked, and faulty taps have been repaired or replaced
- All sewer lines and main grease pipes have been flushed out

What you need to do

- Flush out all faucet and tap points in your stores and F&B establishments before you commence business operations





#HelloWelcomeBack

Pest Control

To ensure that our malls are free of pests and rodents, all common areas of our malls have been fumigated.

What you need to do

- Engage your appointed contractor to carry out pest and rodent control treatment of your premises
- Submit a copy of the service report to your respective Centre Management Office after the treatment has been completed





#HelloWelcomeBack

Distribution of Masks and Face Shields

Frasers Property Retail committed US\$50,000 to purchase its first batch of made-in-Singapore masks from Razer's mask manufacturing line. The masks will be distributed to over 1,300 tenants across 14 malls and all frontline staff at Frasers Property Retail. In addition, face shields will also be distributed to our tenants, frontline staff, and vendors as an added layer of protection.

In support of Razer's #ForSingaporeansBySingaporeans initiative, Frasers Property Retail also provided spaces across all our malls for the deployment of Razer's mask vending machine. Singaporeans can claim their free mask by Razer from the vending machine as well as purchase more masks at their convenience at our malls.



Hygiene Initiatives and Safety Management Measures



First mall operator
to adopt the use of
UV-disinfecting robots



#HelloWelcomeBack

UV-Disinfecting Autonomous Mobile Robots

Frasers Property Retail is the first mall operator in Singapore to roll out made-in-Singapore UV Disinfecting autonomous mobile robots - called Sunburst UV Bots. Each UV Bot is equipped with a camera, built-in sensors, software, and an ultraviolet-C light module that emits powerful UV-C rays to eradicate viruses. The UV Bots will supplement existing manpower in upholding hygiene and sanitisation standards in the malls. The first UV Bot has been rolled out at Northpoint City, with 10 more UV Bots to be rolled out to the other malls.



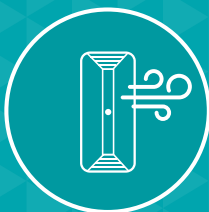


#HelloWelcomeBack

Hygiene Initiatives for Restrooms, Lifts and Escalators

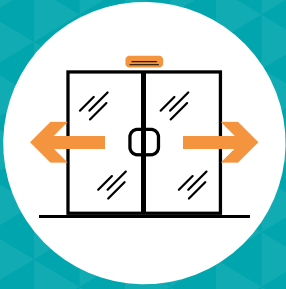
We have implemented a number of enhanced hygiene initiatives and safety management measures for our restrooms, lifts and escalators, including:

- Increased frequency of cleaning and disinfection
- Display of clear and prominent signage that reminds shoppers to observe safe distancing
- Installation of Photoplasma air and surface disinfecting units in high-traffic restrooms and lifts
- Use of alternate sinks and urinals to ensure safe distancing



Mall-wide Safety Management Measures

We remain committed to keeping you and our shoppers safe.



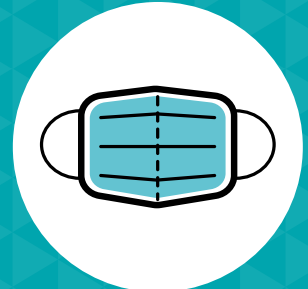
Automatic doors for contactless entry



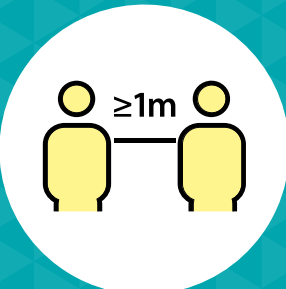
SafeEntry QR or SafeEntry NRIC



Compulsory temperature screening



Compulsory mask wearing



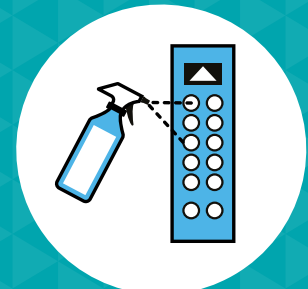
Maintain a safe distance



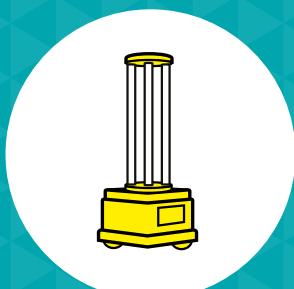
Use of alternate sinks and urinals



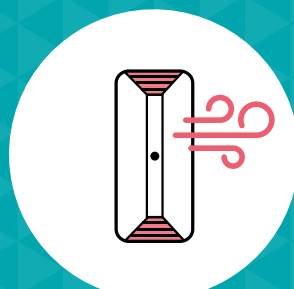
Additional hand sanitiser stations



Disinfectant coating on high-contact touch points



UV-Disinfecting Autonomous Mobile Robots



Photoplasma air and surface disinfecting units

in high-traffic restrooms and lifts



Deep cleaning and disinfection





SG Clean Certification

SG Clean is part of a nationwide engagement effort to rally the public and businesses to uphold good sanitation and hygiene practices. It is awarded to shopping malls, F&B and retail establishments who have put in place precautionary measures against the on-going health risk.

To boost public confidence in your business and in our malls, we strongly encourage you to apply for SG Clean certification.

What you need to do

- Contact the appointed Assessment Organisation at <https://www.sgclean.gov.sg/join/for-owners/assessments/> to arrange an on-site assessment of your business
- Upon certification, display the SG Clean Quality Mark decal on your shopfront



Stay in touch

Thank you for your patience and cooperation during these unprecedented times. With ongoing vigilance and teamwork, we are confident that we can re-open safely together.

For clarification or assistance, please call your Centre Management Office.

The Centrepont	6737 9000
Anchorpoint	6475 2257
Bedok Point	6481 1353
Causeway Point	6894 2237
Changi City Point	6511 1081 / 6511 1088
Eastpoint Mall	6587 7200
Northpoint City	6754 2300
Waterway Point	6812 7315
YewTee Point	6465 1986
Century Square	6789 8827
Hougang Mall	6487 4155
Tampines 1	6572 5500
Tiong Bahru Plaza	6276 4883
White Sands	6589 2800