

# Curbside Pick-up Program

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COVID-19 Program

May 21, 2020

## Curbside Pick-up Program Overview

Below is an overview for our *Curbside Pick-up Program*. This overview was completed to understand our tenants' current business model and site-specific details in order to successfully implement a suitable curbside pick-up program for each centre.

- 1. Identification of Tenant Requirements:** In order to fully understand our tenants' needs, we requested each tenant provide us with information on their current e-commerce platform and curbside pick-up requirements. This information assisted us in understanding tenant demand.
- 2. Identification of Curbside Pick-Up Locations/Zones:** In order to successfully plan property specific curbside pick-up programs, Property Managers reviewed the following important factors:

- Review tenant e-commerce platform and curbside pick-up requirements;
- Quantify the amount of stalls required, if any, based on tenant feedback;
- Identify preferred location of curbside pick-up area(s) keeping in mind strategic planning for proximity to main entrances and major tenants, ease of traffic flow, adherence to any existing parking restrictions in place, fire lanes, handicap allocated stalls and overall site line visibility;
- Placement of additional pick-up zones, where required, based on size and complexity of the site;
- Incorporating social distancing measures to ensure social distancing practices are enforced;
- Numbering of parking stalls and zones (where applicable) for ease of reference.

- 3. Identification of Landlord & Tenant Curbside Pick-up Program Responsibilities:**

In order to have an effective Curbside Pick-up Program, it is important to identify and establish the responsibilities of both the Landlord and Tenant to ensure success. Below outlines the general responsibilities of each party:

Landlord:

- The Landlord will establish the *Curbside Pick-up Zone* and install signage and wayfinding signage to clearly identify the curbside pick-up area(s);
- The Landlord will provide each tenant with "Tenant Curbside Pick-up Program Guideline" to follow in administering their e-commerce pick-up strategy;
- The Landlord will not directly manage curbside pick-ups, however, will review how the program is performing and make any necessary adjustments should there be a requirement to do so.

Tenant:

Tenant will manage their own e-commerce pick-up program in accordance with Landlord "Tenant Curbside Pick-up Program Guideline" as provided herein.

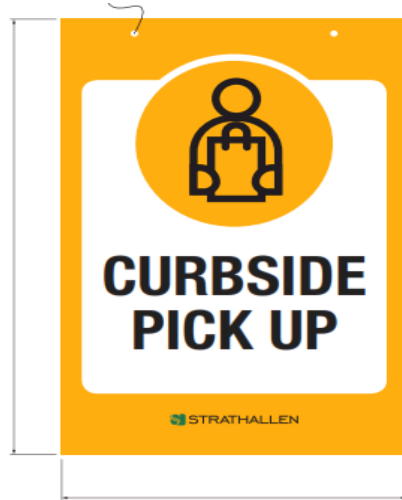
## Tenant Curbside Pick-up Guideline

Landlord is providing tenant with an interim Curbside Pick-up Program as follows:

1. Curbside Pick-up Program has been implemented for the use and benefit of all tenants to successfully support their business needs;
2. The dedicated curbside pick-up area is specifically identified on a site plan provided by the Property Manager;
3. The use of the designated pick-up area is for use in common by all tenants and is non-exclusive;
4. Tenants are required to have their customer call them and provide their stall number (and zone, if applicable) as soon as they arrive to the curbside pick-up area and tenant shall expeditiously deliver goods directly to their customer;
5. Tenants shall ensure they adhere to all government and health authority social distancing measures;
6. Tenants are not permitted to use the dedicated pick-up stalls for customer to return merchandise;
7. Tenant shall immediately advise Property Manager of any on-site issues, concerns or non-compliance;
8. Tenant shall not implement alternative curbside pick-up locations at any time, unless otherwise approved by the Landlord in writing;
9. Tenant will advise Landlord of any change in their use of this program at all times;
10. Landlord reserves the right to change the allocation and location of curbside pick-up areas at any time upon advance notice to tenants.

## Curbside Pick-up Signage – Single Zone

### Stall Signage



#### GRAPHICS:

- 24" x 36"
- Digitally Printed
- Applied on 4mm Coroplast

#### FRAME:

- 13lbs. Aluminum Frame
- Black Color
- Attachment



### Stall Numbering

1, 2, 3

### Directional Signage

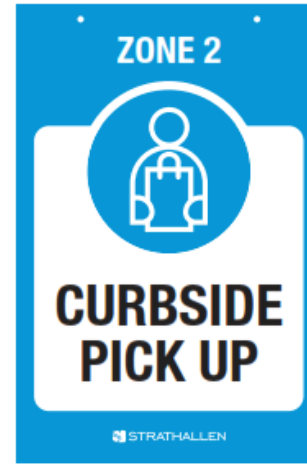
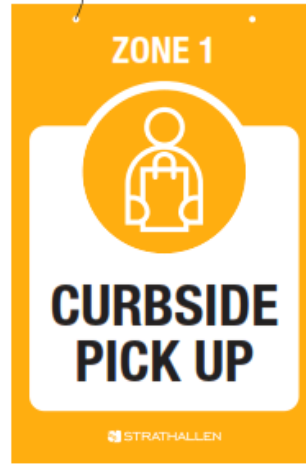


- 8.5" x 36"
- Single Sided Only
- Digital Print
- 4mm Coroplast Material
- Zip Ties Provided



## Curbside Pick-up Signage – Multiple Zones

### Stall Signage



### Stall Numbering

1, 2, 3

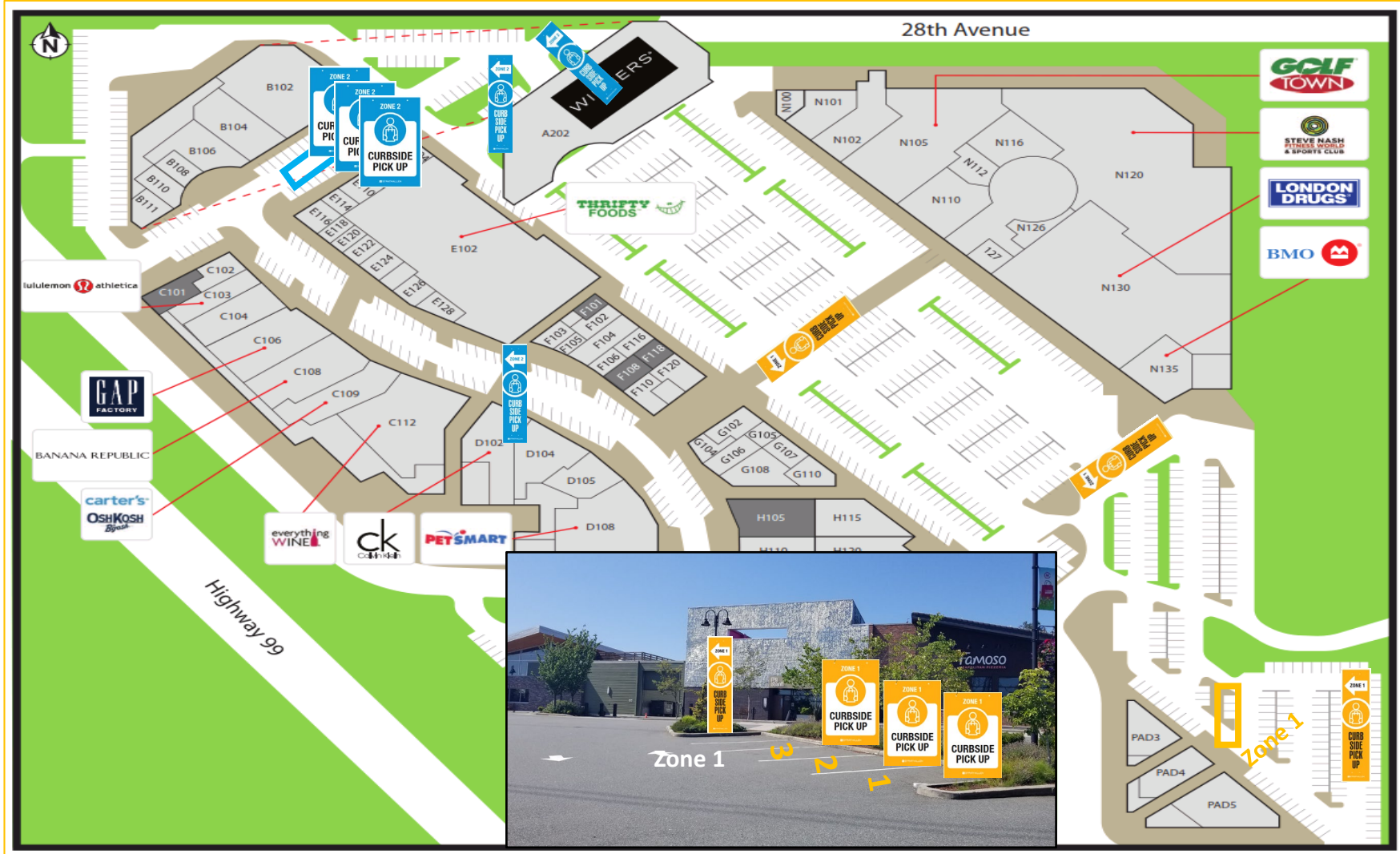
1, 2, 3

1, 2, 3

### Directional Signage



## Sample Curbside Pick-up Plan



As each shopping centres Curbside Pick-up Program varies and uniquely addresses the specific demands, this plan is an example for demonstration purposes only. If for any reason there is conflict between this plan and governmental or site-specific mandated requirements, the latter shall prevail.

