

Customer frequently asked questions

General

Are there any changes to the centre opening hours? When will they return to normal?

Our centres have remained partially open throughout this period, although as we start to see more retailers opening, the opening hours for each centre may be slightly different to before. Please check with your local centre management team for details.

We are working with the Merchants and Tenants Associations to phase these opening hours. We took a similar approach when we reduced opening hours and moved to a partial closure at the start of the lockdown.

How is intu going to keep centres/my staff safe?

We are doing everything we can to make sure our centres are safe places to visit and work. We have social distancing measures throughout the centres, including our car parks, entrances, malls, toilets, facilities and services, food courts and back of house areas. Hand sanitiser will be available throughout our centres and at the entrances, for use as people come inside and through their visit with us. Soap and hot water are also available in our toilet facilities.

We are asking everyone to play their part too and help us defeat the virus by following the official Government guidance, instructions provided by our teams and the safety information that is widely available in centres and on our online channels.

We will also do everything we can to support you to open your store as safely possible and in line with the Government standards associated with social distancing and hygiene.

What cleaning regime/maintenance process will centres have in place?

Our staff have been working incredibly hard to keep our centres clean and safe. We were already cleaning key touchpoints (such as keypads, escalators, handrails, toilets etc) more frequently and that will continue for the foreseeable future. We will also do everything we can to support you to reopen your store as safely possible and in line with the Government standards associated with social distancing and hygiene.

For the last few weeks, our technical teams have also continued their maintenance work, in some instances this has been reduced based on an assessment of risk. As we return to business as usual, so will the maintenance protocols.

How are you maintaining social distancing measures?

We will be asking everyone who visits our centres to follow the official guidelines, the instructions provided by our teams as well as the safety information that will be widely visible and available.

We will also support you to maintain social distancing measures within your store. You are responsible for setting and managing any limits by defining the number of people that can reasonably follow 2m social distancing within the store and we can provide a waiting area on the mall if you think you are unable to establish safe social distancing measures within your store.

Our teams are familiar with the guidance and will be reminding people to keep a safe distance. Anyone refusing to do so will be asked to leave the centre immediately.

What steps will intu take if people do not observe social distancing guidelines?

We will be asking everyone who visits our centres to follow official guidelines, the instructions provided by our teams as well as the safety information that will be widely visible and available. Our teams are familiar with the guidance and will be reminding people to keep a safe distance. Anyone refusing to do so will be asked to leave the centre immediately.

If we feel that people are deliberately breaking the guidelines and risking the safety of those around them, we won't hesitate to call the police. At times like these we simply cannot allow the actions of individuals to potentially threaten the safety of everyone else.

Are you limiting the number of people in the centre at any one time?

Yes, safety is our priority and there are now limits on the number of visitors within our centres. This will be managed by our centre staff at entrance/exit points.

How many people are going to be allowed into each centre at any one time?

This is based on the size of the centre and ensuring that people can maintain a 2m social distance. Please speak to your usual contact to find out what is in place at a particular centre.

How many cars are going to be allowed to park at each centre?

We will be limiting the number of cars able to visit to ensure visitors can abide to social distance guidelines in the car parks and throughout the centres. This will be based on the maximum capacity for each centre.

Are you going to be giving visitors a time limit to be in the centre?

No, however our teams will be managing the number of visitors inside our centres and we will have controls in place at entrance and exit points to help us do that effectively. Visitors can still very much expect our usual, warm intu welcome, but it's important to monitor capacity very carefully and stay within the recommended limits. It is likely therefore that we will have a queuing system outside centre entrances to regulate footfall.

We can also provide a waiting area on the mall if you think you are unable to establish social distancing measures within your store.

How many people are going to be allowed in centres at any given time?

The capacity for each centre will differ in accordance with their size. Please speak with your local centre management team for more details.

Are larger groups of people such as families going to be able to enter the centre together?

Yes, however our teams will be managing the number of visitors inside our centres and we will have controls in place at entrance and exit points to help us do that effectively.

Is intu potentially rushing to open its centres?

Not at all. We are following the official guidance very carefully to support our customers to reopen their stores in line with the Government guidance.

The safety of everyone who visits our centres is our highest priority, and we are going to do everything we possibly can to ensure our centres are safe places to visit and to help you to open your store and as soon and as safely possible.

What will you do if one of your customers doesn't follow social distancing guidelines?

We have been working closely with all our customers during the lockdown period to support them with their re-opening plans.

However, if there were to be an issue, all our customers have a requirement within their lease to provide legal compliance, so we would insist they follow the guidance or further action would/could be taken against them. Naturally we would work closely with them on this, as it is within everyone's best interests that we all work together to keep people safe.

What will you do if one of your customers opens earlier than the government guidelines allows?

We have been working closely with all our brand customers during the lockdown period to support them with their re-opening plans.

However, if there were to be an issue, as per their lease, a customer must follow legal compliance and we would work closely with them to comply with government guidelines.

Can our employees use the food courts and other facilities? Will there be any restrictions in place?

As per the Government's guidelines, food courts and seating areas will be closed but some outlets will be open for takeaway service only. Please check the relevant websites to see what's available and please remind staff that when they do leave the store for their lunch breaks they maintain the social distance guidelines.

How will you maintain social distancing in food courts and restaurant areas?

All our plans contain guidelines on social distancing, and we'll be reminding people to keep at least 2m apart in all areas of the centre.

Restaurants and cafes are remaining closed until further notice, apart from when offering hot or cold food to be consumed off the premises. All seating areas have been removed to discourage people from gathering.

Have intu staff been specially trained to manage this new way of shopping?

Yes, all staff have been through specific guidance/training to carry out their duties in the new way of working. Our teams will be roaming the malls to provide any support our visitors or customers need.

What sort of PPE will intu staff be wearing in the centre/s?

Face coverings will be worn by our staff in centres as advised by Government and face visors will be worn by our waste/environmental teams.

Will you be temperature checking people as they come into the centre?

Temperature checking is not part of the Government's guidelines and isn't an effective way of screening people for coronavirus. Using surface temperature checks i.e. just on the skin rather than in ear can provide inaccurate results. A surface temperature for example can be caused by other factors not related to the virus. However, please be reassured that we are doing everything we can to make sure our centres are safe places to visit and work.

What will we have in place for visitors with mobility issues who would ordinarily need the use of seating whilst visiting us?

Shop mobility services are going to vary as some centres have in house shop mobility schemes whilst others are contracted and may not open during this phase. Centres will be managing their in-house shop mobility by encouraging people to book in advance and then meeting visitors at the car rather than inviting them into the shop mobility unit. Please visit the centre website to check for details before setting off on your journey.

In order to discourage people gathering and to support social distancing measures, seating has been removed from the malls. We know that for some of our less mobile visitors this could be a problem for them. We will have 'here to help' team members at entrances and within malls, and we would ask anyone who is in need of additional support to speak with a member of the team.

Do you have a contingency plan in place if the Government were to impose restrictions again?

Yes, we have individual plans in place at all our centres and we're able to re-introduce safeguards and restrictions if needed. We can do that in a phased way as well.

Store specific

When can I open my store again?

Non-essential retail will start opening from 15 June and we'll work with you to make sure this happens as safely as possible. Your usual contact at intu will be able to give more details and help with anything you're unsure of.

Why can't I open my store yet? [store included in Government's phase 3 measures]

We're following the Government guidelines which means it is unfortunately outside of our control as to when different types of stores can open. but we'll continue to work with you to help get you ready to reopen when you can.

Are there now limits on the number of people in stores at any one time?

Yes, and this depends on the size of your unit. You are responsible for setting and managing any limits by defining the number of people that can reasonably follow 2m social distancing within the store and any outdoor selling areas.

There is more information on the Government's website, but you should take into account total floorspace as well as likely pinch points and busy areas, such as any particular congestion areas like doorways between outside and inside spaces. The Government has shared its guidance [here](#).

We can help if you think you are unable to establish a safe waiting zone within your store by providing a waiting area on the mall. Your usual contact at intu will be to give more details and help with anything else you're unsure of.

Do you allow queuing outside of our retail unit?

Yes, we'll provide an area on the mall if a safe waiting zone can't be established within your store.

Floor markers are allowed within these waiting zones, along with clear signage to direct visitors to the start of the queue and a reminder on social distancing whilst waiting in the area. Our teams

will also be roaming the malls to help with any visitor queries and provide an extra level of support for anyone waiting outside your store.

All we ask is that you speak to your usual contact at intu to discuss your requirements and share your plans so that we can provide more details and help with anything else you're unsure of.

How will you safely manage queues outside every store?

We're working with all our customers to help them reopen safely and discuss what support they need, such as waiting zones outside their stores.

Floor markers are allowed within these waiting zones, along with clear signage to direct visitors to the start of the queue and a reminder on social distancing whilst waiting in the area. We'll be on hand to help you manage these queues and our teams will also be roaming the malls to help with any visitor queries and provide an extra level of support for anyone waiting outside stores.

Are there any mandatory requirements that the customer must undertake? For example, disinfecting the store a certain number of times per day.

There are certain things you'll need to do to maintain and reopen your store as safely as possible. The Government's guidance for reopening retail space, which you can find [here](#), covers off some of this and there are a number of other checks we will need confirmation on to ensure your store is ready to open.

We'll be in touch with you on this anyway but feel free speak to your usual contact at intu at any time who will be able to go through everything we need and help with anything else you're unsure of.

Will there be any restrictions at the delivery bay or elsewhere? (e.g. extra security / health checks)

It is important we maintain social distancing rules in our service and other back of house areas to keep everyone safe. We're working with all our customers to help them reopen safely and discuss what support they need, such as their delivery requirements. This will allow us to manage these areas safely and introduce delivery slots if they're needed.

Our teams will be monitoring these areas and will also be on hand to support and ensure everyone remains socially distanced.

I've been told I can reopen but I'm not comfortable about the risks to myself/my staff.

This is understandable. We know that a lot of us will be feeling anxious about either coming back to work or going out shopping again and we're doing everything we can to make that feel less scary.

We have social distancing measures throughout the centres, including our car parks, entrances, malls, toilets, facilities and services, food courts and back of house areas. Hand sanitiser will be available throughout our centres and at the entrances, for use as people come inside and through their visit with us. Soap and hot water are also available in our toilet facilities. Our staff are also working incredibly hard to keep our centres clean and safe. We were already cleaning key touchpoints (such as keypads, escalators, handrails, toilets etc) more frequently and that will continue for the foreseeable future.

We will also do everything we can to support you to reopen your store as safely possible and in line with the Government standards associated with social distancing and hygiene.

I'd like to go into a sales period. Is that OK?

Throughout this period, we have worked closely with our customers to support them through the lockdown phase and to help them be in the best possible position to reopen when the time is right in line with government guidance.

We appreciate that you want to get back to your usual business as quickly as possible and that this could include going into a sale relatively soon after reopening.

The safety and wellbeing of everyone that visits one of our centres is our priority, and we're doing everything we can to make sure our centres are safe places to visit and work.

For that reason, we would ask you to let us know in advance if you are intending to go into a sales period on re-opening, and to share you plans with us as to how you will continue to manage social distancing.

This will then help us to manage footfall across the whole of the centre and avoid any queuing pinch points that could be caused as a result.

How will you keep me informed over the coming months?

We may have to adapt the way we communicate with you but that doesn't mean we won't stay in touch. We will still hold regular tenant meetings by conference and video call, and in person when it is safe to do so and will use our communications system and email to deliver important messages.

General maintenance

Have you taken specific measures on your freshwater network before opening to avoid any bacteria/legionella? If yes, please specify and/or provide test results.

Our freshwater systems regime/servicing has continued to operate as normal. All our L8 requirements in monitoring and testing have continued throughout the partial closure period. We expect our customers to have continued with their statutory testing and their normal monitoring regime on all L8 requirements as well. Guidance on the statutory testing during partial closure has been issued to all customer head offices. Please share with us evidence that you have taken the necessary precautions.

Have you taken specific measures on your air handling units before opening? If yes, please specify and/or provide test results.

Our centre air handling plant has continued to run on a phased/rotation basis with most providing full fresh air whilst taking advantage of the low external air pollution and air quality which is at its best levels for many years. All building service plant are now being set back to normal operating hours. All air filters will continue to be changed as required with any major service visits being undertaken as necessary.

What do we need to do about our fire alarm?

A test should be conducted as soon as possible to ensure the unit life safety systems are functioning correctly. Any defects should be reported to your contractor as soon as possible to

remedy any faults. Check the relevant service paperwork as the dates of the last system service may have expired.

What do we need to do about our sprinkler systems?

A flow switch test should be conducted as soon as possible to ensure the unit life safety systems are functioning correctly. Any defects should be reported to your contractor as soon as possible to remedy any faults. Check the relevant service paperwork as the dates of the last system service may have expired.

What do we need to do about our water systems, WC sets?

Flushing of your unit water systems should be undertaken to reduce the risk of a build-up of legionella bacteria. If no regular flushing has taken place during the lockdown, you should consult your risk assessments and company procedures as further assistance may be required. Check the relevant service paperwork as the dates of the last system service may have expired.

Do you have the latest water test report completed in April?

Yes, the latest water test reports are available on request.

What do we need to do about our emergency lighting?

You should undertake a flick test and complete a survey of your emergency lighting. Any defects should be reported at the earliest opportunity to your contractor or maintenance teams. Check the relevant service paperwork as the dates of the last system service may have expired.

What do we need to do about our gas systems?

If your gas systems have been isolated, the systems may require flushing. Consult your risk assessments and company procedures. Ensure the gas safe certificate is within date. Check the relevant service paperwork as the dates of the last system service may have expired.

What do we need to do about our air conditioning?

Ensure any air conditioning or air flow systems are working correctly. Think about additional cleaning such as replacement filters etc. Check the relevant service paperwork as the dates of the last system service may have expired.

What do we need to do about our smoke extract systems?

Ensure any smoke extract systems are working correctly. Think about additional cleaning such as replacement filters etc. Check the relevant service paperwork as the dates of the last system service may have expired.

What do we need to do about our generators?

If your unit has independent generators for back-up power, check the relevant service paperwork as the dates of the last system service may have expired.

What do we need to do about our electrics?

Ensure your portable appliances are safe for use. Check the PAT testing dates and report any defects to your incumbent contractor or maintenance team. Check your 5-year fixed wire certificate. Check the relevant service paperwork as the dates of the last system service may have expired.

What do we need to do about our grease traps?

Catering units should ensure grease traps are clear and, if are due to be cleaned or emptied, consult your contractor or maintenance team.

What do we need to do about our fire extinguishers?

Fire extinguishers are serviced each year to maintain their operational effectiveness. Please look on the body of the fire extinguisher and check the last service date. If these have expired, please speak with your contractor as soon as possible. Check the relevant service paperwork as the dates of the last system service may have expired.

What do we need to do about our training?

You should run some refresher training for all your teams covering your unit and centre emergency procedures. All training should be recorded, and attendance sheets signed by the individuals attending the sessions. If your teams are requiring any specialist training i.e. Food Safety, First Aid etc. check the training records for all staff to ensure certification is within date.

What do we need to do about our lifts and escalators?

If your unit has its own lifts and escalators, start-up checks should be made to ensure correct operation. Check the relevant service paperwork as the dates of the last system service may have expired. Also, it would be advisable to check the dates of the last insurance inspections. If these have expired, consult your head office as these may have to remain out of service until the insurance inspections have been carried out.

What have you done about the passenger lifts? Have they been inspected and serviced according to plan?

All passenger lifts and escalators have received planned preventative maintenance and insurance inspection – the servicing and inspections have continued during the coronavirus lockdown.

What has intu done to ensure that vermin have not become a problem whilst the centres have been shut?

Our centres have been partially open throughout the lockdown period. During this time we have continued to work with our pest control contractors and have encouraged our customers to do the same during this period. All service corridors and service yards have been deep cleaned, the bins have been deep cleaned and refuse collected.