



MARCHÉ CENTRAL RELAUNCH STRATEGY

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MESSAGE FROM GENERAL MANAGER, MICHEL CAUMARTIN

I don't think in our "wildest dreams" we could've predicted how unforeseen and turbulent 2020 would turn out! Thanks to everyone who did their part and stayed home, and for all your patience as we navigated through these unprecedented times. It's been a bumpy ride but there is light at the end of the tunnel. Now, we re-reopen, and we create our "new normal". I would like to welcome everyone back to our centre and look forward to work together to bring the blossom back to Marché Central!

MESSAGE FROM OPERATIONS MANAGER, FRANCOIS HUARD

Welcome Back! We have missed seeing all of you. As we reopen, I look forward to stopping in and welcoming you and your staff in person.

OVERVIEW

Marché Central has remained open throughout the Covid-19 crisis in order to provide access for essential retailers on a reduced operational schedule. Non-essential retailers have remained closed as directed by the Government of Quebec since mid to late March.

Recently, the Government of Quebec issued a relaunch strategy to reopen businesses in stages commencing in May based on careful monitoring, strict guidelines, and control measures (<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/gradual-resumption-activities-covid19-related-pause/>).

Stage 1 will allow some businesses and facilities to resume operations as early as May 25, 2020 including retail businesses (clothing, furniture etc.), cafes, and restaurants can be open only for delivery and take out until further notice. Movie theaters are not allowed yet to open.

As a result, Marché Central is getting ready to facilitate the opening of the approved non-essential retailers on May 25, 2020 in line with the Quebec relaunch strategy. To be successful, we must work together and exercise the utmost care and attention to continued social distancing parameters, enhanced sanitation, use of personal protective equipment (PPE), diligent hand-washing efforts, and staying home if you (or your staff) are not feeling well.

MARCHÉ CENTRAL OPERATIONS

Our goal at Marché Central is to provide safety and comfort for weekly increases in traffic as we see employees, contractors, and guests returning to the centre. The following operational enhancements are currently under review and or in progress:

- **Administration Office** – The administration office will be open Monday to Friday from 8:30 am to 5:00 pm (regular business hours); however, the administration team will be reduced to 50% of staff on a rotational basis daily until further notice. In addition, there will be a limit of one (1) visitor at a time in the office noting appointments with key staff should be made in advance avoiding unanticipated drop-ins wherever possible.
- **Elevators & Escalators (where Guzzo, Best Buy, Brick etc. are located)** – Signage will be installed at all the elevators and escalators to limit the number of passengers at any given time. Stanchions and floor decals will also be in place to manage queues.
- **Line-up Queues** – Stanchions will be in place to manage customer queues for larger and higher demand tenants. Retailers will need to provide their own signage accordingly.
- **Security Staff** – We continue to have security staff on-site 7 days per week.
- **Personal Protective Equipment (PPE)** – All personnel including tenant, guest services, security, janitorial, administration staff, and other service contractors will be encouraged to wear, (and in some cases, provided), PPE, including masks and gloves.
- **Curbside Pick-up** – Retailers that would like to use some parking stalls for curbside pickup should call our emergency number, 514-891-9639. Someone will then contact you to organise the setup of the curb side pick up for your store.

RETAILER CONDITIONS FOR OPENING

1. Please notify Michel Caumartin, General Manager by email michel.caumartin@quadreal.com. Please indicate your re-open plan including hours of operation, the number of staff in your store, social distancing measures, signage plan, access requirements, and any other pertinent/relevant information including whether you plan on utilizing curbside pick-up at the centre.
2. In addition, please communicate your plans regarding sick employees, employees diagnosed with COVID-19, prevention and screening initiatives, sanitation and disinfecting plans, personal protective equipment (PPE) plan, and any other relevant information

TENTATIVE OPENING DATE

May 25, 2020

**Opening subject to Quebec's relaunch strategy.*

MARCHÉ CENTRAL CONTACT INFORMATION

General Manager

Michel Caumartin, michel.caumartin@quadreal.com, 514-381-8804 x 227, C :514-770-8804

Operations Manager

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Administrative assistant,

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Sylvie Bisson, sylvie.bisson@quadreal.com, 514-381-8804 x 239



SHOPPING CENTRE HOURS

We suggest the following hours until further notice:

Monday to Friday	11:00 a.m. to 6:00 p.m.
Thursday, Friday	11:00 a.m. to 7:00 p.m.
Saturday, Sunday	10:00 a.m. to 5:00 p.m.

If you choose to operate under different hours, please inform us so we can update our website.

*** Retailers have the option of operating outside of these hours with notification to management.*

RETAIL ONLINE RESOURCES

<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/gradual-resumption-activities-covid19-related-pause/>

<https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19/Pages/outils-secteur-commerce.aspx>