



MEMBERS CIRCULAR

10 February 2020

Ref 002/02/20

Dear Members

URGENT ! PRECAUTIONS FOR CURRENT WORLD HEALTH EMERGENCY

As you are all aware, the World Health Organisation (WHO) has currently declared a world health emergency in view of the novel corona virus (nCoV) outbreak affecting several locations globally.

Safety for all staff, tenants, patrons, visitors and shoppers etc is of primary concern in shopping malls and we understand malls have also enhanced their on-going efforts to prevent the spread of nCoV locally. We would like to reinforce these measures being undertaken among our member malls and to also remind your mall operations to introduce, continue and/or reinforce any or all of the following action, where applicable:

- Installation of hand sanitisers at all entrances, lift lobbies, toilet lobbies, concierge stations and other central locations
- Face masks should only be worn by those already having symptoms
- Thermal scanners for body temperature screening of mall management and operations staff (including out-sourced personnel) and business outlets
- More frequent sanitization and cleaning/wipe-down of public utilities and other touch point areas eg escalator hand-rails, lifts, balcony railings, balustrades, sitting areas, e Directories, washrooms, baby rooms, concierge stations, wheelchairs, baby strollers, kiddie rides and scooters children's play areas etc. and all others that involves human contact
- In the event of any related unwellness, reporting to the relevant authorities and/or self-quarantine

Whilst we work with the relevant authorities to alleviate and mitigate the negative effects of nCoV on the shopping scenario in our country, we look forward to the close cooperation of all members to continue to maintain high standards of cleanliness and hygiene in all malls. We would also like to remind members to be aware of fake news resulting in negative perceptions of malls and to only take heed of information released by the relevant authorities.

We are confident that shopping malls will remain resilient and with prudent management, we shall overcome these hurdles together. Thank you.

Yours faithfully

PERSATUAN PENGURUSAN KOMPLEKS MALAYSIA (PPK)

TAN SRI DATO TEO CHIANG KOK, President

Persatuan Pengurusan Kompleks Malaysia (PPK)

Malaysia Shopping Malls Association

A608, 6th Floor, Lobby 2, No. 1, Jalan SS20/27, Damansara Intan, 47400 Petaling Jaya, Selangor D.E. Malaysia

T +603 7727 6202/6232 **F** +603 7727 6203 **E** secretariat@ppkm.org.my **W** www.ppkm.org.my