



## CRAIG REALTY GROUP

April 22, 2020

### VIA EMAIL AND AIR COURIER

Ms. Michelle Steel  
Orange County Board of Supervisors  
Chairwoman Second District  
333 W. Santa Ana Boulevard  
Santa Ana, CA 92701  
[Michelle.Steel@ocgov.com](mailto:Michelle.Steel@ocgov.com)

Mr. Donald P. Wagner  
Orange County Board of Supervisors  
Supervisor Third District  
333 W. Santa Ana Boulevard  
Santa Ana, CA 92701  
[Donald.Wagner@ocgov.com](mailto:Donald.Wagner@ocgov.com)

Dear Ms. Steel and Mr. Wagner,

I hope you both are well and healthy. We are all looking forward to a prompt and safe reopening for Orange County. In that regard, I've listed below some of the best practices we plan to implement at our retail centers, both here in Orange County and in Los Angeles and Riverside counties.

#### **OPERATIONS**

- Modify operating hours, e.g. reducing hours from 10 am-9 pm to 11 am-7pm.
- After 30 days, evaluate and resume normal hours when possible.
- Develop and offer a curbside pick-up option for tenants who wish to utilize it. Identify a highly visible, tented area with easy and convenient parking capability.
- Install prominent signage for shoppers for curbside pick-up, instructing them to call or text stores directly and stores will deliver products to the pick-up area. Customers can have their trunks open and items can be placed directly into the trunks with no contact.
- Reactivate services such as trash, utility, music, landscaping services as needed.
- Postpone or cancel any large-party events or group reservations where social distancing measures cannot be implemented.

#### **WELLNESS & HYGENIC PRACTICES**

Social distancing has created new awareness around sanitized environments and its importance in maintaining wellness.

- Increase frequency of cleaning efforts to every two hours throughout the entire facility.
- Use CDC-approved products such as ready-to-use, germ killing based disinfectant sprays.
- Dedicate more time to clean and disinfect around the property, commonly touched surfaces by guests and employees including elevator buttons, break rooms and clock-in stations.

- Maintain visible cleaning efforts throughout the property to reassure guests throughout the day.
- Place on-site safety and health signage throughout the property, with the following messaging: Stay safe and healthy, please sanitize your hands, cover your mouth and don't enter if you are currently sick.
- Include similar messaging on the website, social media communications, and on exteriors and perimeters of the property.
- Place hand sanitization stand up and wall mounted units throughout the property, especially in common gathering areas, bathrooms and at all entrances to the property.
- Place hand-washing reminders near the sinks of all public bathrooms.
- Outfit all customer-facing staff with proper masks, disposable gloves and face shields. In addition to safety, this will also help identify to our shoppers those that are working to keep all areas clean and safe for their use.
- Take temperature of all employees at a checkpoint when they arrive for their shift and ask employees to stay home if they feel unwell.

#### **CUSTOMER SERVICE**

As customers return, there will be heightened emotions. Empathy and customer service will be critical at this time, and training associates to be supportive of customers' emotional well-being will determine how they remember their shopping experience.

- Install plexi-guard shields at face-to-face interaction spots.
- Offer digital alternatives for current paper products and coupons where possible.
- If standard offerings are desired by the customer, they will be packaged and delivered to the shopper in the most touchless, sanitary fashion.

#### **SOCIAL DISTANCING PRACTICES**

Shoppers and team members will have a heightened desire to limit interactions. To accommodate this, the following should be established:

- Social distancing floor decals will be used to ensure space from one shopper to the next at the entrance of stores, at Customer Service center and throughout common areas.
- For any lines that may occur outside stores, customers must remain six feet apart, without blocking other retailers' doors.
- Provide line stanchions to stores with high traffic patterns.
- Place all tables and chairs six feet apart at food areas.
- Limit seating to two people per bench (or one family) on benches in common areas.
- Security to monitor any crowd gathering and politely ask violators to disperse as needed.

#### **RETAILER STORE SUGGESTIONS**

- Place tape or other markings at least six feet apart in customer line areas inside the store.
- Ask employees to maintain social distancing requirements whenever possible.
- Provide face masks and gloves to employees.
- Leverage chip and pin cards or contactless payment systems like Apple Pay, Google Wallet, or WeChat. Otherwise, sanitize POS systems regularly.
- Limit the number of customers inside the store, with an employee posted at the front to ensure maximum capacity is not exceeded.
- Provide in-store signage with social distancing reminders.

- Create one-way aisles where possible.
- Ensure there is plenty of soap and encourage employees to wash hands frequently.
- Clean and disinfect restrooms and break rooms often.
- Have touchless hand sanitizer(s) available at sales counters.
- Invest in a non-contact instant read thermometer for employees and/or guests.
- Provide plexiglass shields at point of sale areas separating employees from guests.
- Keep storefront doors open as much as possible; otherwise, clean and disinfect door handles regularly throughout the day.
- Frequently disinfect regularly touched items: displays, changing room doors, fixtures, etc.
- Additionally, for food service retailers:
  - Eliminate self-serve options for drinks or food
  - Place all food items in containers with lids
  - Discontinue food sampling

We look forward to working with you on additional best practices the County may recommend and a responsible and successful reopening of business in our County.

I look forward to our next phone conference on Thursday at 2:00 p.m.

Sincerely,



Steven L. Craig  
President/CEO  
Craig Realty Group