



SHOPPING MALLS

The measures mentioned in this document will be implemented in our shopping centers once the regulations authorize it, adjusting to the requirements of each jurisdiction and to the complete compliance with the corresponding health protocols.

MEASURES TO BE TAKEN FOR SAFE OPENING

The main objective of this protocol, designed for the operation of all the stores and services included in the Shopping Centers of IRSA Commercial Properties, is to formulate an orderly scheme that avoids crowds and excesses of public, based on the following objectives:

- To minimize the transmission and spread of the COVID-19 virus from person to person in all Shopping Centers, through operation strategies as recommended by the health authorities.
- To operate our Shopping Centers in safe health conditions for our collaborators and visitors in strict compliance with the current legislation on prevention of COVID-19, which has been issued by the National, Provincial and Municipal authorities applicable to each jurisdiction.
- To positively influence the communities where the Shopping Centers operate to help the population become aware of the situation and adopt effective prevention measures in accordance with the recommendations of the specialists.

The key aspects of our COVID-19 safety protocols are detailed below. It should be mentioned that they have been reviewed and approved by experts in Epidemiology, Health and Environmental Safety.

1. OPERATING HOURS

When the regulations authorize it, stores and stands will operate with a reduced schedule scheme, this scheme prevents the movement of people on public roads at rush hours. In addition, it gives us a greater margin of time to implement cleaning and sanitation protocols in our shopping center.

Commercial stores and stands: 12:00 a.m. to 8:00 p.m.

Gastronomic stores and stands: 12:00 a.m. to 11:00 p.m. (take away and delivery)

Pharmacies, Banks and Supermarkets: they will operate in the allowed hours according to regulation of each jurisdiction.

2. ENTRY CONTROLS

Customers

- **Occupancy limitations and monitoring.** We will use the existing traffic measurement technologies in our shopping centers to ensure that the general occupancy does not exceed the limit allowed per sqm according to current regulations of each jurisdiction. In case of authorization to circulate by DNI number on certain days, this will be controlled at the entrance of the shopping center.
- We will have an **appointment reservation system** for admission through an application or website. When booking the shift, the client will receive a notification and when he arrives at the mall it will be



checked through the a QR code scanning. This system will provide faster access for people who have the reservation made, through the same entrance as the rest of the public and with the same controls.

- **Accesses will be reduced** so that there is only one pedestrian access and one vehicular access. In case of a lot of concurrence, the different accesses will be enabled one by one in order to avoid long queues and crowds. In each enabled access, all public access measures will be considered.
- **Alcohol gel totems and temperature taking** will be installed in accesses and common spaces.
- We will install **sanitizing rugs** at the accesses to closed spaces.
- There will be personnel to **take the temperature** with devices approved by ANMAT at the authorized accesses (pedestrian and vehicular).
- **Control / provisioning of personal protection elements.** Face masks or mouth, nose and chin covers. (In case the client does not have it.)
- If a person has fever greater than what current regulations allow, it will be prohibited his entry to the Shopping Center.
- Parking charges will be released (during a period to be determined by the shopping center) to encourage the use of private cars.

Supplier and employees

In order to create a safe environment for our **suppliers and employees of the Shopping and / or tenants and permittees**, we will limit the entry points to a **single space**, where trained personnel will perform control tasks on each person who wants to access our shopping centers:

- **Temperature measurement, smell test and survey of symptoms and diseases in their family environment.** If required by the competent health authority to the jurisdiction of each shopping center, the affidavit of health will also be delivered.
- Delivery of **personal protection elements kits** (if necessary). Face masks or mouth, nose and chin covers for Shopping staff. All the staff of the tenants and / permittees and / or their suppliers that enter the Shopping Center must use personal protection elements and have the necessary equipment in accordance with the provisions issued by the Government in relation to the prevention of COVID-19. In all cases, the responsible for providing such elements will be each employer with respect to their dependents or contractors (tenants / permittees / suppliers / shopping center).
- We will have **an updated registry** with all the people who enter the Shopping Center to carry out tasks, allowing us to have an epidemiological registry in case the health authority requires it.
- Our tenants / permittees and service companies will be asked to organize shifts that include the **minimum amount of necessary personnel** for the operation of their business, dividing their schedules into fixed teams to follow up on epidemiological control if necessary.
- **The parking fee will be released** for a period to be determined to encourage employees of all tenants / permittees to attend in their own vehicle and avoid public transportation.
- We will provide **sanitizing rugs** for cleaning the shoes of employees and suppliers. All the personnel that provide services in the Shopping Centers will be trained in the prevention measures of COVID-19, in order to comply with and enforce the recommendations issued by the Government and those of this Protocol.
- Evacuation protocol simulations will be adapted so that it can be carried out, maintaining the safety distance between people who participate in the simulation, in agreement with the enforcement authorities of each jurisdiction.
- All personnel will be informed that they should not go to work if they present symptoms compatible with COVID-19 and, if they present them during the working day, we will proceed to comply with the current medical care protocol.



- Prevention actions will be coordinated with all tenants and suppliers, so that the provisions of the competent authorities are complied with.
- Direct and constant communication will be maintained with all tenants and permittees in order to comply with this protocol.

3. CLEANING AND SANITIZATION

We will implement a **daily disinfection protocol** that includes the following issues:

- **Disinfection with 70% alcohol, quaternary ammonium and sodium hypochlorite.**
- **We will increase the number of staff dedicated to cleaning** common areas.
- **We will intensify the cleaning of sensitive sectors** such as escalators, elevators, toilets, railings, doors, restrooms, rest areas, escalator handrails, garbage containers, doorknobs and handles, directories, tables and chairs in food courts, etc.
- **We will incorporate sanitation posts** (alcohol gel) in entrances, ascents and descents of escalators, bathrooms, cinemas, play areas, food court, etc.
- **We will install communication signage in all places of common use** (entrances, changing rooms, dining rooms, technical corridors).
- Merchandise transport personnel must enter with all the protection elements and their temperature will be controlled, carts and elements transported will be disinfected with the solution indicated by the Ministry of Health by personnel trained for this purpose.

4. STORES AND STANDS

- Each store / stand will be required to have gel alcohol available for staff and clients, the use of a chinstrap and all the security measures recommended by the Ministry of Health. Likewise, the cleaning and disinfection of all the surfaces of the premises will be assiduously recommended, with emphasis on doors, windows, counters and all overexposed spaces.
- Each store / stand must have a protective screen in the cashier sector that limits the distance to the customer.
- The use of electronic means of payment will be advised and the use of cash will be discouraged.
- Stands must have a protective screen in a sector intended for the collection and delivery of products, they must have a 1m distance on the floor between the counter and the customer. And they must have communication about the attention of 1 person at a time and inviting them to respect the rules of social distance for waiting.



5. SOCIAL DISTANCING

Our shopping centers are social spaces that intersect and satisfy innumerable needs, due to the facts of public knowledge, our businesses and our tenants reality changes.

From now on we must incorporate a new concept into our daily life: SOCIAL DISTANCING.

To meet this new trend, we will take the following measures:

- **Healthy tips and social distance reminders.** They will be placed in all the accesses to the common spaces of the shopping center. Additionally, we will make regular announcements through our audio system to remind buyers of their role in maintaining a safe environment for us all.
- **Relocation of furniture to support social distancing.** Seating in the food court and in gastronomic sittings outside the stores will be limited and spaced to encourage social distancing. Also, there will be no reusable customer service items available (for example, trays, utensils, cups, etc.). Common area seating will also be reduced and reconfigured to support social distancing (baby stroller and wheelchair loan services will be discontinued).
- We will limit the **maximum amount of people allowed to enter** stores as established by the norm through signage and will be controlled by each tenant.
- We will signal **one-way directions of movement** in our corridors.
- We will reduce the number of **1 health center per level** (foreseeing the provision of toilets for people with reduced mobility).
- The **use of toilets will be restricted according to maximum capacity**, canceling 1 urinal, 1 lavatory and 1 box interleaved.
- The use of elevators will be exclusively for people with reduced mobility.
- **We will delimit the use of escalators**, communicating the recommendation of 1 person every 4 steps.

6. FOOD COURTS

- **The capacity of the locations will be reduced** to 50% and will be reported in revenue.
- **We will separate the tables** at not less than 2 meters.
- We will request the stores that have **self-service terminals to keep them DISABLED.**
- In the order lines and cashiers social distance signage will be placed on the floor.
- We will deliver **paper bags, tablecloths and disposable tableware instead of trays.**
- **Garbage cans lids will be adapted to minimize contact** in case of utilization and the communication of the recycling islands will be increased.



7. ENTERTAINMENT AND PARKING

- **Capacity of the locations will be reduced to 50%**, with one seat in between in the case of cinemas as provided by the current regulations of each jurisdiction.
- **Simultaneous people will be limited** in these spaces according to current regulations in each jurisdiction.
- **The maximum allowed capacity will be communicated at the entrance.**
- **The space for dispatch and delivery vehicles will be delimited.**
- Parking fee will be released (for a time to be determined).
- In the event of **clearance for cinemas, hairdressers, gyms and playgrounds, specific protocols for each activity will be implemented according to the regulations of each jurisdiction.**

8. DELIVERY

- There will be a space in the parking lot of the shopping centers or in an access, but outside the shopping center, for the delivery of merchandise to the **deliveries**.
- They must be attended **exclusively in that space, and in no way can they enter the shopping center.**
- **The line will be carried out complying with the recommended social distance.**
- **The delivery and reception of merchandise will be carried out taking into account all the sanitization and bromatological measures in force.**

9. CARPICKING

- We will have a **space in the parking lot** of each shopping center.
- The client arrives **and without getting out of the car** shows the staff of the carpickng stand what he is going to pick up.
- **The staff picks it up from the corresponding store**, places it in the trunk of the car or where the person indicates it, and by scanning a QR code, the package is considered delivered.





HOTELS

We inform that Buenos Aires Intercontinental Hotel, Libertador Hotel both in Buenos Aires City and LLao Llao Hotel, in Rio Negro province, are temporarily closed given the measures of public knowledge adopted to prevent the spread of Covid-19 and that they will remain so until new provisions at national and provincial level.

Following the advice of the WHO, the UNWTO, the Argentine Association of Hotels and the provisions of the National Ministry of Health and of the local authorities, the measures and protocols involve different aspects, from building improvements, to hygiene and safety standards, deep cleaning with hospital disinfectants, technology investments, as well as an intensive awareness and training plan for all our staff.

Some of the measures that guests may experience in the near future are:

1. ENTRY CONTROLS

- Carpets and sanitations systems for guests and staff access as well as luggage.
- Temperature control before entry.
- Control / provisioning of personal protection elements. Face masks or mouth, nose and chin covers.
- Supplier certification, material and merchandise handling.

2. CLEANING AND SANITIZATION

- Personal disinfection kits for all our guests.
- Personal protective equipment for our collaborators.
- Sanitizing stations in public areas.
- Special sanitation process for room keys, pens, payment terminals and items for common use.
- Provision of sanitizing elements in guest rooms and places of access, such as elevators, receptions, restaurants, gym, and also in employee and supplier areas.
- Visible verification of sanitized items, reduction of furniture / high contact items, new laundry protocols and new technology in the rooms.
- Provision of individual bathroom amenities in public rooms and bathrooms and changing rooms in the spa and gym area.
- Reinforcement of security and hygiene measures and disinfection in the differentiated treatment of waste.
- Additional deep cleaning of high contact surfaces and social distancing in public spaces.
- In the case of Llao Llao hotel, there will also be sanitation and measures in line with the public areas in the service of vans for transfers of guests within the resort or others areas.



3. SOCIAL DISTANCING

- Reduced contact and / or digitization ant check-in and check-out.
- Digitization of information and its services (restaurants, gym and others).
- Information in digital media in public areas about measures and precautions, as well as on the TV in the room.
- Contactless payment option in the different services.
- Mandatory use of chinstrap.
- New distance standards, capacities and service protocols for food, banquets and room service.
- Establishment of a contingency plan for suspected or detected cases.

After reopening, for more information visit:

<https://hotelintercontinentalbuenosaires.com-hotel.com>

<https://www.libertadorhotels.com>

<https://www.llaollao.com>