ETON CENTRIS

Property Management Office
Centris Complex
EDSA cor. Quezon Avenue
Quezon City, Philippines

632.7384206
www.eton.com.ph

Ref.: C2020-GEN-025

14 May 2020

MEMO CIRCULAR

TO : Our Valued Tenants
FROM : Eton Centris Property Management Office
SUBJECT : ETON CENTRIS MODIFIED ENHANCE COMMUNITY QUARANTINE HOUSE RULES AND GUIDELINES

Dear Valued Tenants,

The COVID-19 pandemic has affected our operation in ways we could never have anticipated. As we prepare for the transition from Enhanced Community Quarantine (ECQ) to Modified Enhance Community Quarantine (MECQ), the Centris Property Management Office (PMO) have prepared Guidelines to serve as a guide to prevent /contain the spread of COVID-19. This shall only apply so long as the location of the premises is places under a MECQ.

1. General Guidelines
2. Operating Hours
3. Safety & Health Measures
4. Deliveries and movements of merchandise, equipment, furniture and construction
5. Cleaning and disinfection
6. Physical distancing measures
7. Management/Notification/Reporting of COVID-19 Cases
8. Access and Safety inspection
9. Reservation clause
10. Penalties and violation

The intention of this guidelines is not to make it difficult for the Lessee but instead to ensure the health and safety of the occupants inside the premises.

We enjoin all tenants in observing and helping enforce these Guidelines.

Should you need further clarifications, please do not hesitate to coordinate with Eton Centris Property Management Office. You can reach our Sr. Tenant Relations Manager at 7.738.4206 or email centris.helpdesk@eton.com.ph.

For and on behalf of
Eton Properties Philippines, Inc.

for: 8 May 2020

MR. JOHN PAUL DE JESUS
General Manager – Eton Properties Management Corporation

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1. GENERAL GUIDELINES

1.1. The Eton Centris PMO has established the number of customers in our common areas and inside the leased premises of each tenants based on the given guidelines of the Department of Trade and Industry (DTI). Our security personnel's will strictly monitor the traffic count. ***(Refer to attached: "Guidelines on the operations of malls and shopping centers")***

BUILDING	LEVEL	MAXIMUM CAPACITY
Centris Station	Ground floor	**125 pax**
	Second floor	**1,268 pax**
Centris Walk	Ground floor	**2,455 pax**
Centris Expansion	Ground floor	**1,350 pax**

1.2. No mask, no entry policy.

1.3. Thermal scanning of individuals upon entry to the building will remain in effect.

1.4. If a customer/employee/worker has a temperature of 37.5 degrees Celsius, even after five (5) minute rest, the person will not be allowed to enter the premises.

1.5. Availability of hand sanitizers at entry points and compulsory hand disinfection upon entry.

1.6. Reducing Mall entrances ***(Refer to Annex I)***

1.7. Allowing one-way flow to decongest queues and facilitate movement.

1.8. Senior citizens, persons with disabilities (PWD), pregnant are allowed obtaining essential goods only with one (1) companion.

1.9. Provision of markings/signage at lobbies, hallways, elevators, escalators and moving walkway.

1.10. The temperature of our mall common areas will change from twenty-three (23) degrees Celsius to a minimum of twenty-six (26) degrees Celsius.

1.11. Suspension of sales event, marketing events and promotions which tend to attract large crowd.

1.12. Assign one (1) housekeeping to regulate foot traffic inside the comfort rooms.

1.13. Sanitation protocols will be reiterated to all Centris PMO service providers during their respective daily mounting activities.

2. OPERATING HOURS

2.1 The Centris Station, Centris Walk and Complex will re-open to the public on ***Monday, May 18, 2020***, in reference to the Inter-Agency Task Force (IATF) resolution no. 35 ***(Refer to attached),*** National Capital Region (NCR) shall be placed under the MECQ. This may differ based on the recommendations of our Local Government Unit (LGU).

2.2 It is the tenant's responsibility to ensure that its employees, workers, visitors and guests shall abide by the pertinent local ordinances on curfews.

2.3 On a regular basis, Centris Station, Centris Walk and Cyberpod Retails will be operational following the schedule given below that includes holidays. The operating hours are subject to change depending on the Government's policy.

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PROPERTY	MONDAYS to FRIDAYS	SATURDAYS and SUNDAYS
CENTRIS STATION	10:00 AM to 7:00 PM	10:00 AM to 7:00 PM
WALK and WALK EXPANSION	11:00 AM to 7:00 PM	11:00 AM to 7:00 PM
CYBERPOD 1, 2, 3 and 5	11:00 AM to 7:00 PM	11:00 AM to 7:00 PM

2.4 Opening employees for non-food tenants are allowed to enter their premises one (1) hour before opening, and are allowed to stay one (1) hour after closing.

2.5 Opening employees for food tenants are allowed two (2) hours before the official opening hours and they are allowed to stay two (2) hours after closing.

2.6 Any occasional deviation from the regular operating hours requires tenant to submit a formal request to Centris PMO three (3) days in advance should tenant intend to close its leased premises, to deviate in time or to extend its store operating hours. The letter must be signed by an authorized signatory. Should the closure be approved, a clearly printed advice of scheduled store closure must be posted visibly for the information of customers at least 3 days before the closure. Make sure not to use scotch tape in posting the letter, use suction cap or approved equal.

2.7 Penalties on late opening, early closing and closure will be waived during the 1st seven (7) days after Centris PMO official announcement of re-opening.

2.8 After the given one week, no tenant is allowed to open/close earlier or later than the specified time unless a formal approval is secured from Centris PMO. Deviation from the official operating hours without approval may cause the tenant to incur penalties.

2.9 Centris PMO reserves the right to determine whether the deviation from the Centris Operating hours is reasonable or justifiable. Centris PMO's decision shall be considered final.

3. DELIVERIES AND MOVEMENTS OF MERCHANDISE, EQUIPMENT, FURNITURE, CONSTRUCTION

3.1 DELIVERY HOURS AND PROCEDURES

PROPERTY	TENANT TYPE	MORNING (BULK)	AFTERNOON (Hand-carried items only)	EVENING (BULK)
CENTRIS STATION	Non-food tenant including kiosk	6:00AM to 9:45AM	3:00PM to 4:00PM	7:00PM to 10:00PM
	Food tenant including kiosk	6:00AM to 9:45AM	3:00PM to 4:00PM	7:00PM to 10:00PM
CENTRIS WALK & GF CYBERPOD (commercial spaces)	Food and non-food tenants	6:00AM to 10:45AM	3:00PM to 4:00PM	7:00PM to 10:00PM
WALK EXPANSION	Food and non-food tenants	6:00AM to 10:45AM	3:00PM to 4:00PM	7:00PM to 10:00PM

3.1.1 Delivery beyond delivery hours shall apply a gate pass. ***(Refer to Annex II)***

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3.1.2 Centris PMO reserves the right to refuse delivery or pullout at any given schedule to ease foot traffic congestion.

3.1.3 Tenants should strictly follow our existing House Rules and Guidelines.

3.1.4 Motorcycle delivery parking areas are as follows:
(Refer to Annex III)

3.1.4.1 In front of Cyberpod 1 beside tenant's motorcycle parking

3.1.4.2 In front Cluster 2 beside Starbucks

3.1.4.3 In front of Tim Hortons at Cluster 3

3.1.4.4 In front of McDonald's

3.1.4.5 In front of BES House of Chicken drop off

3.1.4.6 Parking in front of MRF near Tong Yang

3.1.4.7 Bantayog lane near canopy

3.1.4.8 Vacant area for motorcycle at Station

4. SAFETY & HEALTH MEASURES

4.1 All tenants are urged to prepare the following:

4.2 An infectious disease preparedness and response plan to provide protective actions against COVID-19. The plan should consider and address risk level(s) associated with the worksite and tasks of their employees.

4.3 Follow the contact tracing rules in coordination with DOH and Local Government for their employees that have been exposed to COVID-19.

4.4 Monitor and report or notify to PMO and health authorities in case their employees/staff show signs or symptoms of COVID-19 cases. *(Refer to General Memo: C2020-GEN-024)*

4.5 Employee Profiling

4.5.1 It is the Lessee's responsibility to profile their employees, workers, visitors, and guests. Thus, it is highly recommended that any employee, worker, guest, and/or visitor residing in areas with high local COVID-19 transmission shall not be allowed to report to work or enter the work premises. He/she should be either working from home, staying-in the office, or off-duty.

4.5.2 Employees, workers, visitors, and guests above 60 years of age or any age with co-morbidities or pre-exiting illnesses, or immunocompromised individuals, unless otherwise exempted under the relevant government guidelines and protocols, are highly discourage from physically reporting to work.

4.6 All tenants shall observe the following basic infection preventive measures and we encourage proper implementation of good hygiene, disinfection, and infection control practices which include:

4.6.1 Promoting frequent and through hand washing by providing workers, customers, and worksite visitors with a place to wash their hands. However, if soap and running water are not immediately available, to provide alcohol-based hand rubs containing at least 70% alcohol.

4.6.2 Workers to stay home if they are sick.

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4.6.3 Respiratory etiquette, including covering coughs and sneezes.

4.6.4 Temperature scanning of all individuals upon entry to their work place.

4.6.5 All tenants, employees, customers, service providers and the like should observe proper personal hygiene, disinfection and wearing of face mask at all times.

4.7 All tenants must prepare the following in their workplaces:

4.7.1 Provide their customers with tissue, alcohol dispensers, liquid soap and trash receptacles inside the restroom, kitchen area, and selling/dining area.

4.7.2 Regular housekeeping practice, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment.

4.7.3 Discourage their employees from using other worker's phone, desk, office or work tools and equipment, when possible.

4.8 All tenants must strictly monitor and conform to safety and precautionary guidelines issued by the Department of Health. ***(Refer to General Memo: C2020-GEN-024)***

4.9 For food delivery, parcels, and handling of packages:

4.9.1 All official parcels and packages shall be received by the designated recipient outside of the building; and

4.9.2 The delivered items must be sanitized accordingly upon receipt in our managed properties.

4.10 All Centris PMO accredited contractors and service providers (Housekeeping, Security, and Maintenance) shall submit a copy of their daily health monitoring, which include but not limited to the following:

4.10.1 List of employees

4.10.2 Temperature status

4.10.3 Blood pressure and pulse rate

4.10.4 Health conditions

5. CLEANING AND DISINFECTION

5.1 The Centris Complex will undergo a full round of intensive cleaning and sanitation, including general pest control e.g. mall misting, rat baiting, etc. seven (7) days before the lifting of the ECQ. We encourage tenants to conduct their own pest control services and disinfection as well.

5.2 Continuous cleaning and disinfection of common areas and commonly contracted areas by using a diluted bleach solution or a household disinfectant. ***(Refer to Annex IV: "DOH Sanitation Guidelines")***

5.3 All permits must be filed at least one (1) day before the scheduled start of work/delivery, except for emergency works.

6. PHYSCIAL DISTANCING MEASURES

6.1 We encourage everyone to strictly observe the physical distancing rule. ***(Refer to Annex V)***

6.1.1 All tenants should educate their employees of the following:

6.1.1.1 Importance of physical distancing

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6.1.1.2 Strictly observe precautionary measures to prevent the spread of COVID-19 by regulating the entry of people.

6.1.1.3 Remind buying public to observe physical distancing through signage and public address systems.

6.1.1.4 Implement strict sanitary measures including the use of sanitizing solutions in their leased space(s).

6.2 Smokers are required to use the Designated Smoking Area (DSA) and must maintain a three (3) meters physical distancing in the DSA. *(Refer to Annex VI)*

6.3 All customers who will enter and exit the mall shall observe proper queuing and safe distancing.

6.3.1 All customers who will enter and exit the Centris Station, Centris Walk, Cyberpod Offices and Complex will observe proper queuing and physical distancing.

6.3.2 The same protocol will be applied in commonly accessed areas such as elevator cars, escalators, restrooms.

6.3.3 Strictly observe two (2) meters physical distance between individuals.

6.3.4 Follow the markings provided by the Centris PMO.

6.3.5 After leaving the commonly accessed areas it is advisable to wash your hands with soap or use sanitizing alcohol.

6.3.6 Refrain from touching anything i.e. walls, counters and others.

6.4 Retail, food tenants and supermarket

6.4.1 Tenants should provide their own thermal scanner.

6.4.2 Once dine-in has been approved by the Government, tenants to prepare:

6.4.2.1 Maintain 2-meters distance between chairs or seats, dining tables and patrons. Provide markers in couches and booths.

6.4.2.2 Use hand sanitizer pre- and post-drinks, snacks and meals.

6.4.2.3 Use utensils (do not eat finger food, sandwiches, etc. with hands).

6.4.2.4 Use tissue for pump dispenser condiments (ketchup, salt, pepper etc.).

6.4.2.5 Do not share dishes and drinks.

6.4.2.6 Buffet restaurants are encouraged to implement additional safeguards such as assigning food station service staff to handle utensils for serving

6.4.3 Wipe down handle of grocery carts and baskets, and wash or sanitize hands before entering and after leaving the store.

6.4.4 Try to shop at times when there are fewer shoppers (first thing in the morning).

6.4.5 Arrange a covered area, markers, and spacing for queuing lanes. Different queuing for mobile applications e.g. Grab, Food Panda, Lalamove and the like.

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6.4.6 Consider order online or using take-out, drive through or delivery services.

6.5 Dermatological clinics (non-aesthetic), Dental clinics and veterinary clinics

6.5.1 We recommend that chairs and/or lounge are marked at least one (1) seat apart or minimum of 2-meters distance.

6.5.2 Wear proper Personal Protective Equipment (PPE) by Doctors, nurses and attendants.

6.6 Renovating/Constructing tenants ***(Refer to "Construction Safety Guidelines from the DPWH" and "Centris New Normal Fitout Guidelines for Contractors and Service Providers")***

6.7 Adjust motorcycle parking areas at two (2) meters apart to follow safe distancing.

7. MANAGEMENT/NOTIFICATION/REPORTING OF COVID-19 CASES

7.1 In case the Property has a suspect, probable and confirmed COVID-19 case, all tenants shall observe the following:

6.7.1 Closely monitor their employees and immediately report/disclose noted COVID-cases (Suspected/Probable and Positive) to PMO and health authorities.

6.7.2 Cooperate and follow contact tracing/notification/reporting procedures of PMO pursuant to DOH/National/Local Government issuances.

6.7.3 The applicable affected leased area must be immediately vacated, cordon off and shall be sanitized overnight at the expenses of the tenant. PMO to sanitize common areas.

6.7.4 All tenants to keep PMO up-to-date concerning the latest developments and reassure PMO that measures are being taken for COVID-19 cases.

8. ACCESS AND SAFETY INSPECTION

8.1 Centris PMO shall, from time to time, conduct safety inspection of tenant's compliance to Centris PMO House Rules and Regulations, compliance to government and industry safe practices.

8.2 In a similar capacity and in accordance with the character of the Centris premises as a private property, the officers and authorized representatives of Centris PMO reserves the right to exclude, evict or prevent entry of any person in any part of the complex.

8.3 Tenants shall promptly correct any hazards, safety deficiencies, or other such non-compliant installations or practices that may be noted by the Centris PMO.

9. RESERVATION CLAUSE

9.1 Receipt of this Centris Property Management Modified Enhanced Community Quarantine House Rules and Guidelines shall confirm that the Tenant understands and conforms to the terms and said terms shall automatically form part of the signed Contract of Lease and will be for its immediate and strict implementation.

9.2 Eton Properties Management Corporation (EPMC) reserves the sole right to amend these rules, as it may deem necessary and appropriate without prior written notice, subsequent to the

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Government Regulations. Tenant will be duly advised of any changes made in these House Rules and Regulations.

9.3 Everyone is enjoined to observe, follow and help in enforcing these New Normal Guidelines for the health and safety of the management and the tenants.

10. PENALTIES AND VIOLATION

10.1 Non-compliance with any of the above-stated house rules and regulations including our existing procedures, shall be given consequent penalties defined below:

- First Offense - Written warning
- Second Offense - Php 10,000.00 per day with written memo
- Third Offense - Penalty will double for every succeeding offense

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MODIFIED ENHANCE COMMUNITY QUARANTINE HOUSE RULES AND GUIDELINES FOR ETON CENTRIS TENANTS

CONFORME:

_____

OWNER / TENANT'S REPRESENTATIVE
(SIGNATURE OVERPRINTED NAME)

_____

TENANT NAME

_____

DATE

ETON PROPERTIES PHILIPPINES, INC.

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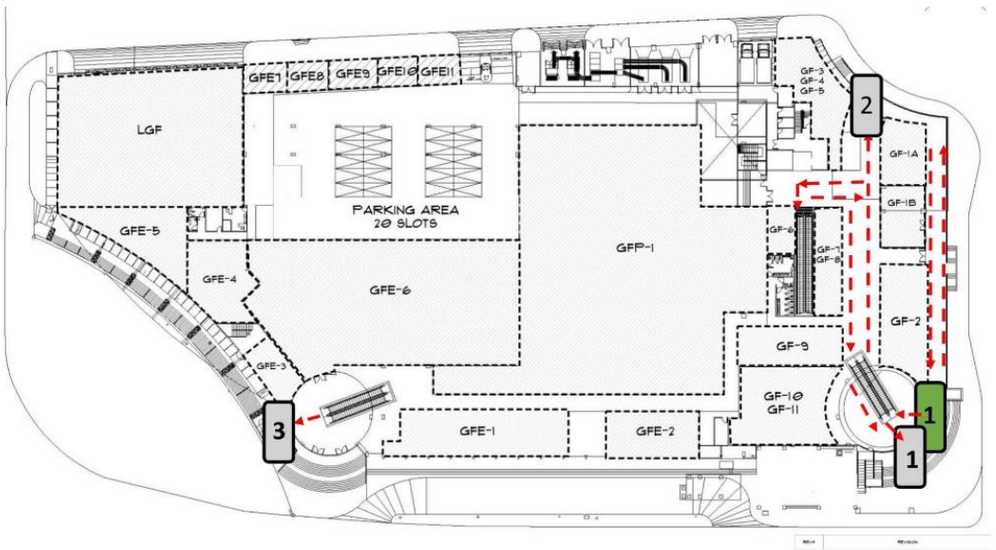
GF ENTRANCE & EXIT

Legend:

- Entrance
- Exit

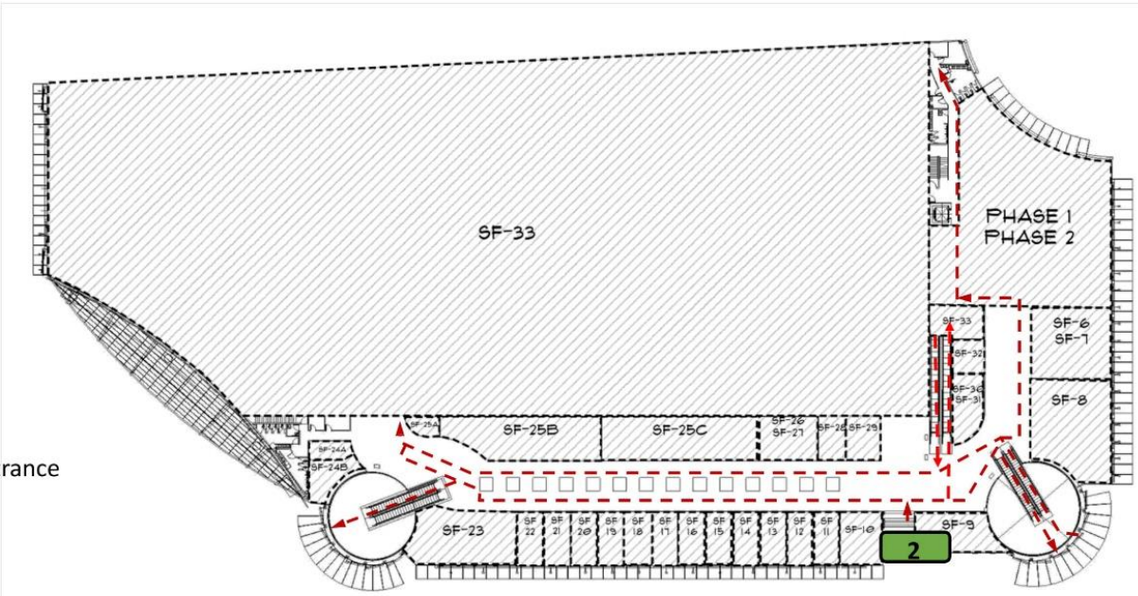


GROUND FLOOR PLAN – CENTRIS STATION

2F ENTRANCE

Legend:

- Entrance



SECOND FLOOR PLAN – CENTRIS STATION

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Annex II: *"Process of filing permits"*

PROCESS OF FILING OF WORK PERMITS (WP), GATE PASS (GP) AND SERVICE REQUESTS (SR)

- Eton Centris Property Management Office (PMO) will be implementing paperless filing of permits e.g. Work Permit (WP), Gate Pass (GP) and Service Requests (SR).
- All permits must be filed at least two (2) days before the scheduled start of work, except for emergency works.
  - The tenants, tenant contractors and service provider's authorized personnel's should provide email address/es to Centris PMO.
  - Centris PMO to send copy of permits to the email address/es given.
  - Authorized personnel's must specify detailed scope of works, list of manpower, list of equipment, items for delivery/pull out and actual photos (if applicable) on the permit to be done in a specific period of time.
  - All approval from Centris PMO for any activity of the authorized personnel shall be reflected in the WP, GP and/or SR.
  - Authorized personnel to fill up the form/s and to send scanned copy to the Centris PMO.
  - Centris PMO shall acknowledge and shall checked the permit/s via email based on the releasing and receiving time below.
  - Once approved or with comments or disapproved, Centris PMO to send response to the authorized personnel and shall notify the Tenants, Safety Officer and Centris Security assigned at site.
  - The authorized personnel shall acknowledge and must post the approved permit on the door/board up that can be easily seen and accessible.
- A service charge will be reflected on the Permit when manpower posting and/or equipment from Centris PMO are required to accomplish the work. ***(Refer to our existing House Rules and Guidelines)***
- Receiving time and releasing time of permits:

RECEIVING TIME of PERMITS	RELEASING TIME of PERMITS
8:00AM-10:00AM	To be released at 11:00AM on the same day
10:01 AM-3:00PM	To be released at 4:00PM on the same day
Received beyond 3:01 PM onwards	To be released at 8:00AM on the following day

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Annex III: *"Motorcycle Delivery Parking"*

1. In front of Cyberpod 1 beside tenant's motorcycle parking
2. In front Cluster 2 beside Strabucks
3. In front of Tim Hortons at Cluster 3
4. In front of McDonald's
5. In front of BES House of Chicken drop off
6. Parking in front of MRF near Tong Yang
7. Bantayog lane near canopy
8. Vacant area for motorcycle at Station

LEGEND:

MOTORCYCLE DELIVERY PARKING & WAITING AREA

Mga hakbang sa paggawa ng iyong **0.5% sodium hypochlorite/bleach disinfectant solution para sa surfaces ng bagay-bagay.**

1

Ipunin ang lahat ng mga materyales na kakailanganin.

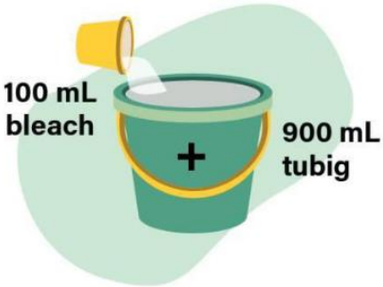
2

Gumamit ng guwantes, apron at bota kapag humahawak at naghahanda ng mga solusyon ng bleach.

3

Ibuhos ang dami ng tubig na kinakailangan (sa isang plastik na lalagyanan) pagkatapos ay idagdag ang bleach:

4 **OPTION 1:**
Gamit ang bleach na may 5% na aktibong chlorine:



5 **OPTION 2:**
Gamit ang chlorine powder/ granules / tablet na may 60-70% aktibong chlorine:

6

Lagyan ng label ang iyong mga lalagyan ng disinfectant at tukuyin ang konsentrasyon ng bleach. Pwede nang gamitin ang disinfectant solusyon

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Mga hakbang sa paggawa ng iyong **0.05% sodium hypochlorite/bleach disinfectant solution para sa handwashing.**

1

Ipunin ang lahat ng mga materyales na kakailanganin.

2

Gumamit ng guwantes, apron at bota kapag humahawak at naghahanda ng mga solusyon ng bleach.

3

OPTION 1A:
Maghanda ng 0.5% bleach solution (100ml na bleach + 900ml na tubig)

4

OPTION 1B:
Kumuha ng 100mL 0.5% solusyon mula sa step 3 at idagdag sa 1 litro ng tubig

5

OPTION 2:
Kung gumagamit ka ng chlorine powder / granules / tablet, magdagdag lamang ng 1 kutsara ng chlorine (20g) sa tubig.

6

Lagyan ng label ang iyong mga lalagyan ng disinfectant at tukuyin ang konsentrasyon ng bleach. Pwede nang gamitin para sa handwashing

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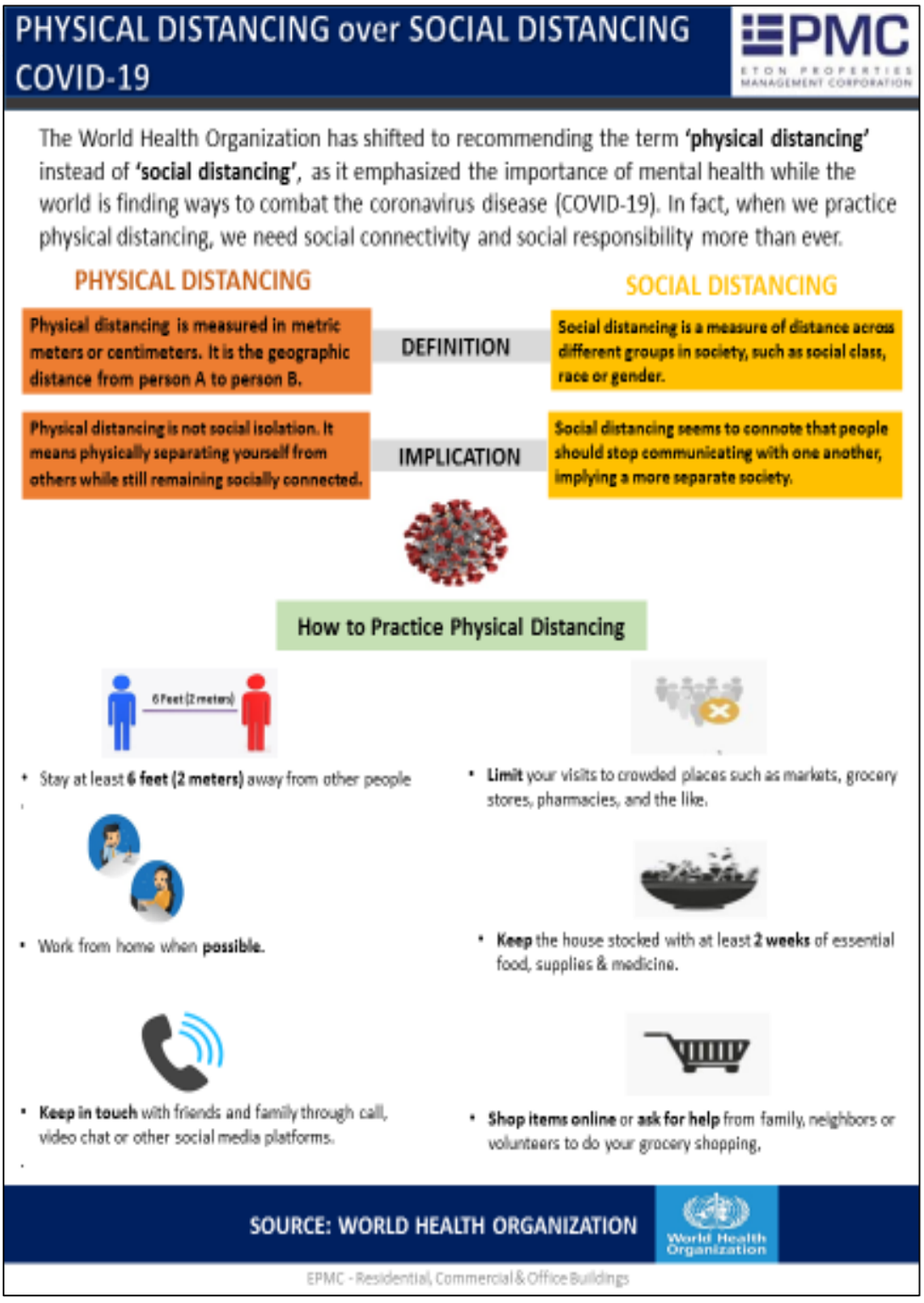
Annex V: *"Physical distancing over Social distancing"*



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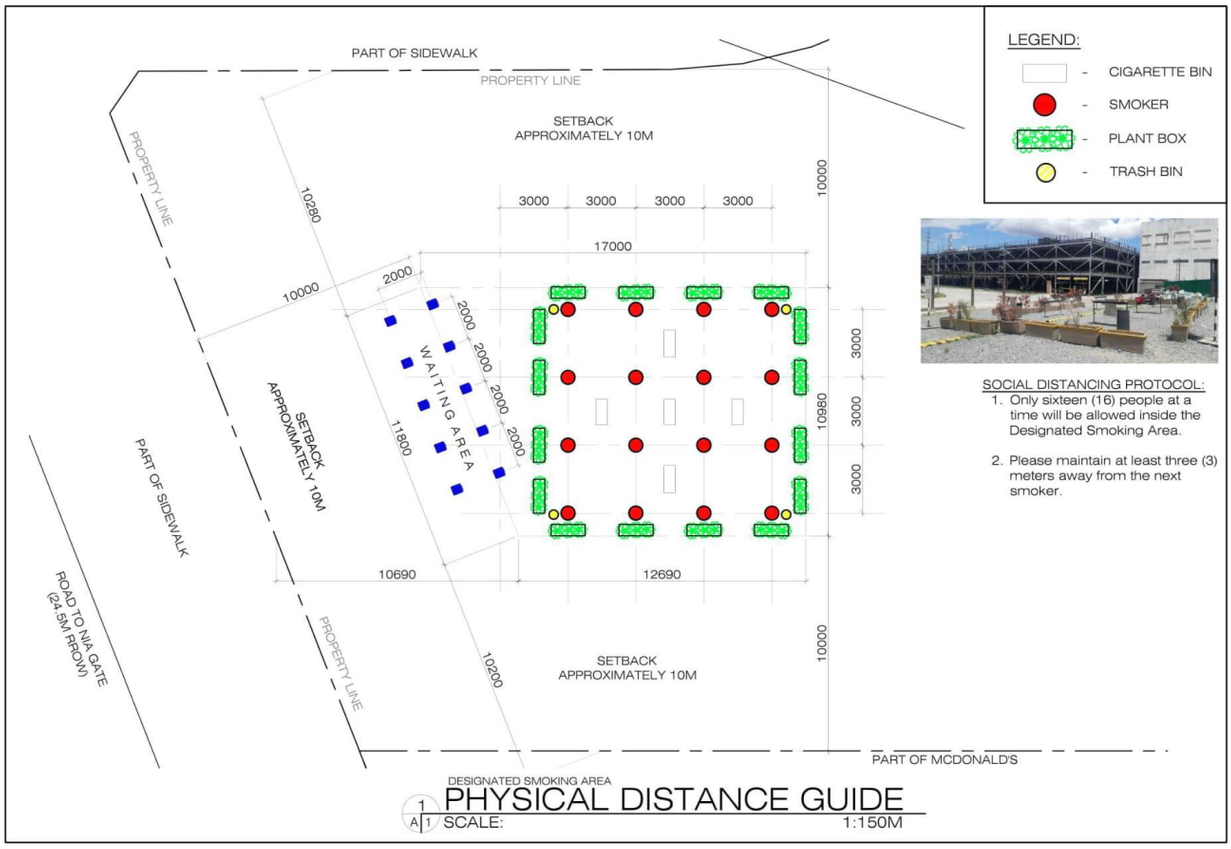
DESIGNATED SMOKING AREA PHYSICAL DISTANCE GUIDE
COVID-19 Awareness

EPMC ETON PROPERTIES MANAGEMENT CORPORATION



EPMC - Residential, Commercial & Office Buildings