

**NOTICE TO ALL VALUED TENANTS****DATE : 3RD MAY 2020****SUBJECT : RE-OPENING OF AEON BIG MALLS BUSINESS**

Following the announcement made by our Prime Minister on 1st May 2020, AEON Big Malls is pleased to announce that our malls will resume operations on Monday, 4th May 2020, for businesses allowed by the relevant Authorities. Please refer to the following business hours of our respective malls, which will be subject to further updates from the Government and/or State Government.

Category	Area	Daily (Mon – Sun)
Mall	Klang Valley, Ipoh & Batu Pahat	10am – 9pm
	Kluang	10am – 8pm
	Penang	(TBA) 8 th May 2020
Hypermarket	Klang Valley, Ipoh & Batu Pahat	8am - 9pm
	Penang, Kluang	8am - 8pm

*Take note the above are subject to change and amend by local authority.

Tenants under the approved categories for resuming business and whom have intention to re-open their business on Monday are required to strictly comply to all the standard operating procedures as required by the authorities, among which some are included in the “Tenants Checklist” under Appendix 1, to ensure all staffs’ and public safety at all times. Also, prior to the re-opening, Tenants are encouraged to carry out proper preparations particularly on cleaning up and sanitizing their store and products and replenishing or to remove their expired merchandise.

On that note, we would like to emphasize that besides following the overwhelming requests from tenants for shorter business hours during this re-opening period, another key reason is in the view of public well-being, we wish to dedicate more effort to heighten the standard of cleaning and sanitization within the malls and traffic controlling to social distancing and conduct more checks, in line with the authorities’ guidelines. For those tenants who choose to operate even shorter business-hours than the mall’s, please fill up and sign-off in the Tenant’s Reply section below and forward it to us or to the respective Mall Managers or Shopping Mall Executives on or before the end of Monday 4th May 2020.

We strongly urge all valued tenants to refer to the Malaysian National Security Council or its website, “mkn.gov.my” for more details or updates on the respective standard operating procedures (SOP). In any event, as a responsible mall operator, we will be reviewing our operational conditions and business hours from time to time to ensure a smooth compliance of the said SOP to safeguard the safety of the patrons of our malls in the best possible manner.



Thank you.

The Management
AEON BIG (M) SDN. BHD.

TENANT'S REPLY

☐ Re-opening for Business on 4 May 2020

We undertake to: -

- a. Re-open the business on 4 May 2020 and keep the Demised Premises open for business throughout the business hours of AEON Big Malls, subject to authority guidelines or unless prior approval is obtained from the Landlord
- b. Adhere to and comply with any laws, directives, orders, guidelines, procedures, rules and regulations as may be imposed by the authorities at any time from time to time,
- c. indemnify and keep the Landlord indemnified against any and all liability, damage, loss, cost and expense which the Landlord may incur arising from any action, claim or proceeding which may be brought against the Landlord as a result of a breach by us of any Laws; and
- d. Fully adhere to and comply with the terms and conditions of the Tenancy Agreement or Letter of Offer and the Landlord and any rules and regulations as may be imposed by the Landlord at any time, failing which the Landlord is fully entitled to exercise and enforce its full rights and remedies against us at any time without further reference to us.

☐ Not Re-opening for Business on 4 May 2020

- a. Please state the reasons :- _____
- b. We hereby undertake to re-open for business on _____ 2020;
- c. We shall fully adhere to and comply with the terms and conditions of the Tenancy Agreement or Letter of Offer and acknowledge and accept that the Landlord is fully entitled to exercise and enforce its full rights and remedies against us at any time without further reference to us.

I/ We, _____ (Company No. / Business Registration No _____)
hereby inform you that I/We acknowledge, understand and accept the above Circular dated 3rd May 2020 and all the terms and conditions herein.

Trade Name :

Shoplot no. and Mall Name :

Signature :

Name :

Position :

Date :

APPENDIX 1

(1) All Tenants are required to implement the following:-

No	Details	Yes/No
1	Ensure that all staffs wear face masks at all times and gloves (where necessary)	
2	Ensure all staffs' temperature are checked at entrances before entering mall and commencing work	
3	Check and monitor staff temperature during work, for sign of fever, coughing, sneezing, respiratory problems or any prolonged / special symptoms	
4	Provide hand sanitising at the entrances and payment counters	
5	Conduct regular disinfection (with the cleaning agents approved by Ministry of Health) at areas such as payment counters, kitchen equipments and selling areas	
6	Limit the number of customers inside the Demised Premises at any one time;	
7	Ensure 1 metre "social distancing" measure at areas that have higher volume of customers	
8	Encourage usage of "cashless payment" (for e.g. credit/debit cards, e-wallet)	

(2) All F&B tenants are required to implement the following additional checklist:-

No	Details	Yes/No
1	Register the full name, NRIC or passport number, contact number and body temperature of your staffs and customers before permitting entry into the Demised Premises	
2	Arrange and place the tables within a distance of 2 metres apart	
3	Limit the number of customers inside the Demised Premises at any one time	
4	Limit the number of dine-in customers sitting at each table, with a maximum number of 2 customers (for a small table) and 4 customers (for a big table);	
5	Ensure 1 metre "social distancing" at the payment counters	
6	Sanitise your tables using a clean cloth and table cleaning spray immediately after your customer(s) leave and before allowing new customer(s) to use the tables	
7	Ensure that the sinks equipped are fully functional and have sufficient soap supply	
8	Ensure that the washrooms (if any) are fully functional and cleaned	
9	Ensure that the staffs involved in food preparation and service are healthy and adopt stringent hygiene procedures when preparing and serving food, including but not limited to using face masks and food-grade gloves	
10	Ensure that the cleaning agents (for e.g. washing liquids, detergents, etc.) used for washing utensils, crockery and areas are approved by the appropriate authorities, including the Ministry of Health.	

(3) All Tenants are advised to check and verify the latest guidelines and standard operating procedures issued by the authorities including whether their respective trade has received approval to re-open for business.