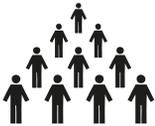
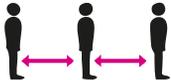


Above all else, everyone at London Designer Outlet is totally committed to providing an environment where all our guests, staff, brand partners and other visitors can **feel safe and comfortable**. In the current climate we recognise we have a responsibility to consider all the relevant risks and to stringently follow government guidelines and have therefore made a number of changes to how the centre operates.



CAPACITY CONTROL

A **maximum capacity** people count has been calculated for the entire centre. We will carefully monitor visitor numbers in the centre at all times to preserve social distancing. Should we be approaching capacity we will temporarily close access and hold guests at entrances, in a clearly marked queuing system, until volumes of footfall reduce to allow safe access.



SOCIAL DISTANCING AND QUEUE MANAGEMENT

We will provide clear messaging and floor markings at the entrances to the centre, within the mall areas and queuing zones outside stores. We will manage the flow of people by closing off certain entrances and exits as needed. We will also remind everyone about **the need to adhere to 2metre social distancing** protocols for the duration of their stay by tannoy announcements.



FACILITIES AND HYGIENE

WCs will be open on a limited basis with enhanced cleaning regimes and social distancing measures in place. We will provide **sanitising stations** in prominent locations which will be free to use and we would encourage visitors to make use of them. They will be replenished frequently.

First Aid, where required, will be administered by **our staff wearing suitable PPE**, including gloves and face masks



STORE PROTOCOLS

All stores will have completed **their own risk assessments** prior to re-opening. Whilst some brand partners may accept cash we strongly encourage everyone **to use contactless and card payment methods**. Individual stores will have their own social distancing measures and practices in place to ensure safety while you shop. We would ask all guests to follow these guidelines.

We hope that the measures in this commitment provide you with peace of mind that we can offer safe shopping and that you have an enjoyable visit to the centre.