

# When you Love Shopping Centers, it Shows

Dedicated to Our Communities, Our Tenants and Our Customers

Dear Tenants,

As a nation, we have received some shocking statistics over the past week with COVID-19 cases passing 3 million confirmed cases, some ICU units are at full capacity and still the "debate" over wearing a face covering continues. Not all states are on a similar trajectory, but we as a nation must come together in order to stop the spread.

I recently sent an email to our communities urging and pleading to wear face masks and socially distance while in public and at our shopping centers. This was well received and so we followed up with another survey asking customers how they feel about safety precautions, the response was overwhelming. We ask these questions and pass the information along to you for you to continue and improve the ways to serve customers in a safe and secure way.

## What makes customers feel safe?

We asked **1325**

community members and shoppers



### What factors are affecting customers' decisions to shop/dine inside again?

**92%**  Employees are regularly **disinfecting** high-traffic areas

**Barriers** at check-out  **78%**

**8.7**

**50%**  Everyone inside is wearing a **facemask**

Importance that restaurants have **socially-distanced outdoor seating** from 1-10, with 10 being very important

Please use this information to improve the environment in your store or restaurant. If you have specific questions on setting up outdoor seating or need help in procuring hand sanitizer, cleaner or face masks – please reach out to your property manager as we have relationships with vendors that can procure those items. Now is the time that we need to make a difference and can by following the guidelines established and enforcing the measures that have been put in place for everyone's safety.

Sincerely,

Sandy Sigal  
President and Chief Executive Officer



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