

4 August 2020

Dear Stakeholders,

**Re: Hooper Centre Shopping Village – Coronavirus (COVID-19) Centre Update**

The COVID-19 situation continues to evolve with a second wave gripping the Australia's south eastern states and now multiple positive cases detected in Queensland.

These recent positive cases are an important reminder that **TOGETHER WE MUST NOT BECOME COMPLACENT**. We must at all times remain vigilant and proactive in the approach we are taking to minimise the risk of infection.

Our first priority, as always, is to continue to protect the health and safety of our customers, retailers and service providers. While Hooper Centre Shopping Village's stores and customer amenities remain open to service the local community, we remain committed to adhering to the Government requirements by following the "Hooper Centre Shopping Village's Centre Management and Retailers COVID Safe Plan".

This in essence includes:

1. Increased cleaning services, including disinfecting of high traffic areas;
2. Increased onsite monitoring, ensuring greater quality control of all daily operations;
3. Ongoing postponement of major group gatherings;
4. Providing hand sanitiser throughout all customer facilities;
5. Actively promoting personal hygiene and social distancing through installation of COVID Safe notices throughout the centre; and
6. Ensure our retailers:
  - Display their in-store COVID Safe Plan;
  - Provide hand sanitiser for customer use;
  - Provide social distancing markers for safe interaction;
  - Display maximum safe social distancing notices;
  - Encourage contactless payment options;
  - Encourage customers to abide to 1.5m social distancing requirements; and
  - Ensure in-store seating provided is adhering to the social distancing regulations.

We strongly encourage all stakeholders to continue upholding personal hygiene practices such as social distancing, regular hand washing, use of hand sanitiser and wearing a mask when possible. Most importantly, if you feel unwell or have flu like symptoms you must self-isolate and obtain professional medical advice.

For more details on your obligations and to best protect yourself and others, please see Queensland Health's advice at [www.health.qld.gov.au/coronavirus](http://www.health.qld.gov.au/coronavirus).

As always, we encourage all customers to continue supporting your local retailers who remain open during this challenging time and thank you for your patience, cooperation and understanding.

Let's respect each other, be kind, be patient. We are all in this together.

Kind regards,

Centre Management