



DAVID E. SIMON

CHAIRMAN, CHIEF EXECUTIVE OFFICER & PRESIDENT

April 22, 2020

The Honorable Eric J. Holcomb
Governor of Indiana
Office of the Governor
Indiana Statehouse
Indianapolis, Indiana 46204-2797

Governor Holcomb,

Thank you again for speaking with me regarding the reopening of retail in Indiana. As we discussed, it is critically important that we restart the economy and get Hoosiers back to work as quickly and safely as possible.

Retail is a significant and vital segment of the Hoosier economy. Simon alone provides more than 16,000 jobs at our properties and contributes \$128 million of sales tax and \$15.7 million in property tax revenue to the State. Overall, the retail sector employs over 300,000 Hoosiers, more than most other sectors of the State's economy.

It is therefore imperative to reopen retail as soon as possible to stem the economic hardship all Hoosiers are experiencing, and do so in a safe and orderly manner. Simon is uniquely suited to be the vanguard for our industry, leading a successful transition from shutdown to resuming operations.

We have established a comprehensive set of protocols designed to keep all Hoosiers safe as we reopen our properties and get Hoosiers back to work and back to shopping. These protocols have been reviewed and endorsed by experts in the Environmental, Health and Safety (EHS) industry, including Keramida, a leading global EHS services firm with offices in Indiana and by Dr. Jiali Han, Ph.D., a world-renowned epidemiologist and public health researcher and member of the IUPUI's Fairbanks School of Public Health.

These protocols establish procedures for the mitigation of known or suspected transmission pathways for COVID-19 and are designed to shield our employees, store employees, vendors, and shoppers from exposure to the virus.

The Honorable Eric J. Holcomb

April 22, 2020

Page 2

While the attached document outlines in detail all the steps we are taking to safeguard our community, I wanted to take this opportunity to highlight some key aspects of our rigorous safety protocols:

- **Preemptive Employee Screening.** Our employees will be required to screen themselves at home prior to coming to work. If they have a temperature exceeding 100.4 degrees or exhibit flu-like symptoms (e.g., cough, body aches), they will be required to stay home. Additionally, anyone exposed to COVID-19 will be required to quarantine at home until they are symptom free for at least 72 hours and satisfy other CDC requirements prior to returning to work. Similar temperature testing and health screenings in compliance with CDC guidelines will take place upon arrival at the property prior to working. All employees failing the CDC-compliant health screening will be asked to return home. Our tenants, contractors and vendors will be encouraged to implement these protocols.
- **Employee Safety Protections.** Our employees will be trained in COVID-19 safety guidelines, be required to wear facial coverings, as recommended by the CDC, and be encouraged to frequently wash or otherwise sanitize their hands throughout the work day. They will also be instructed to maintain 6 feet of distance from fellow co-workers and shoppers whenever possible. Store employees, vendors and contractors will be encouraged to do the same.
- **Promotion and Enforcement of Social Distancing.** Several steps will be taken to encourage social distancing in our properties:
 - **Occupancy Limitations and Monitoring.** We will utilize existing traffic measurement technologies at our properties to ensure that overall property occupancy does not exceed a targeted level of 1 person per 50 square feet of space. As needed, we will restrict the number of open entrances to the property while complying with local fire code requirements, and have queueing protocols in place to manage traffic. Each retailer will be responsible for managing to occupancy targets set by state or local authorities for their stores.
 - **Proactive Encouragement of Social Distancing Guidelines.** Our employees and our security officers will actively remind and encourage shoppers to maintain the proper distance from fellow shoppers and workers, as well as to refrain from shopping in groups. Tenants will be encouraged to do the same within their stores.

- **Furniture Redeployment to Support Social Distancing.** Food court seating will be limited and spaced in a way to encourage social distancing. Additionally, no reusable customer service items will be available (e.g., trays, utensils, cups, etc.). Common area seating will also be reduced and reconfigured to support social distancing.
- **Temporary Closure of High-Interaction Areas.** All play areas, valet stations and drinking fountains will be temporarily closed.
- **Coordinated Traffic Flow.** Directional signage and floor decals and arrows will be deployed in the property to encourage better traffic flow, including at entrances and throughout the common area.
- **Restroom Spacing.** In restrooms, every other sink and urinal will be taped off to encourage the proper spacing between individuals.
- **Personal Hygiene.** All property and store employees, contractors, vendors and shoppers will be encouraged to take frequent breaks for handwashing or disinfecting of hands.
- **Mobile/Self-Checkout.** Shoppers will be encouraged to use contactless technology when transacting, whenever possible.
- **Deployment of Traffic Flow Signage and Social Distancing Markers.** We will deploy directional signage and dividers to separate shoppers entering and exiting the property, as well as diners ordering and picking up food in the food court. We will also deploy social distancing markers, where needed, to manage queues (e.g., at food court counters) to maintain 6 feet of spacing
- **Enhanced Sanitizing and Disinfecting.** Each night, the common area of the property will be thoroughly sanitized and disinfected using products that meet or exceed CDC guidelines. Additionally, during property hours, we will regularly sanitize and disinfect high touchpoint areas, including, but not limited to:
 - Restrooms
 - Door knobs and handles
 - Directories
 - Food court table and chairs

- Strollers and wheelchairs
- Escalator and stair handrails
- Elevator buttons
- Vending machines
- Trash bins

Each retailer will be encouraged to comply with CDC guidelines for cleaning and sanitizing their stores.

Finally, business hours will be limited to allow for enhanced sanitizing and disinfecting

- **Shopper Safeguards.** In addition to the steps outlined above, we will also implement the following steps to further protect our shoppers:
 - **Health Pre-Visit Screenings.** Shoppers will be encouraged to take their temperatures and perform health checks prior to visiting our properties and refrain from visiting a property if they are exhibiting any flu-like symptoms. Anyone exposed to COVID-19 will be expected to remain at home in quarantine until they are symptom free for at least 72 hours and satisfy other related CDC requirements
 - **Individual Personal Protection.** All shoppers will be encouraged to wear masks or facial coverings while shopping. They will also be encouraged to frequently wash or otherwise sanitize their hands while shopping, and we will make available sanitizing stations throughout the property. Additionally, we will also provide, free of charge, masks and individual sanitizing wipe packets to shoppers requesting them. Finally, we will make free temperature testing available to shoppers, using infrared thermometers
 - **Healthy Tips and Social Distancing Reminders.** Signage will be deployed at all entrances and throughout the property reminding shoppers of their part in keeping everyone safe. Representative examples of what shoppers can do to keep safe and what we are doing to keep them safe are enclosed. Additionally, we will make regular announcements over our audio system to remind shoppers of their part in maintaining a safe environment for everyone

Page 5

Enclosures: Simon Property COVID-19 Exposure Mitigation Protocols
What We're Doing To Keep You Safe On-Property Signage
Healthy Shopper On-Property Signage