



The shopping centre industry is prepared to serve its customers safely

Statement of the Polish Council of Shopping Centres (PRCH) in view of the introduction of additional restrictions throughout the country

During the pandemic, it is the responsibility of the retail sector to allow customers have safe access to the goods and services they need for their daily lives. Tenants, landlords and managers of shopping centres have taken a number of measures to ensure a high level of sanitary safety during shopping, including regular disinfection, permanent availability of disinfectants, and up-to-date announcements and pictograms on the premises of shopping centres reminding of the need to keep the social distance. Thanks to the implemented solutions, as an industry we are prepared to provide safe customer service in the current situation.

With their large areas, shopping centres can ensure that shoppers are able to keep the social distance and comfortably meet many needs in a single place. Since the announcement of the epidemic emergency, stricter sanitary regime has been in force in retail schemes. The so-called "hot spots" which are frequently touched by customers, such as handles, handrails, dispensers, buttons and other places frequently touched by visitors, are disinfected regularly and repeatedly during the day. Customers have constant access to the necessary protective measures. Shopping centres provide antibacterial soaps and disinfectants. At many locations in retail schemes, disposable protective masks can be obtained or purchased. Visitors to the centres are informed about the applicable safety rules via PA systems and multimedia displays. In addition, in order to make moving inside the building easier, there are pictograms in shops and in the walkways indicating the need to keep a safe distance. Security personnel pay attention to and inform customers about the need to cover their nose and mouth.

In addition, as part of the nationwide PRCH #Ishopsafely action, under the patronage of the Ministry of Health and the Ministry of Development, we promote good practices when visiting retail facilities, e.g. proper use of face masks, hand washing or cashless payment. All this to ensure that people inside our premises can feel safely and comfortably and satisfy their consumer needs.

We would like to thank all those working in shopping centres, tenants, their employees and the personnel of companies providing maintenance services in the facilities, for taking care of customer safety, their full commitment and compliance with procedures.

We would also like to thank all customers who take care of others and respect the obligation to cover their noses and mouths and follow the recommendations of the sanitary services. In these difficult times, let us use reason to protect our loved ones and respect the work of the workers of all places of retail and services.