



Kite Realty Group (KRG)

COVID-19 RE-OPENING EFFORTS & GUIDELINES

5.8.2020

The following serve as general commitments and guidelines in relation to Kite Realty Group shopping centers. This material has been collected from government and other outside sources. Users should monitor information from the Centers for Disease Control and other government and trusted sources for changes to recommendations as circumstances develop. To the extent any of the following conflicts with requirements imposed by, or advice issued by, federal, state or local government sources, please disregard these guidelines and follow the government requirements and advice. This document may evolve as needed.

KRG EFFORTS

In order to create the best experience possible for our tenants and shoppers, Kite Realty Group will endeavor to do the following:

- Implement dedicated parking spaces for “order pickup” at each shopping center to provide a convenient transactional option for shoppers and retailers (Exhibit A below)
 - Provide signage and demarcation tools to retailers requiring queues outside their stores, in order to safely practice social distancing (Exhibit B below)
 - Continue to explore creative ways to be of service to our retailer community, in addition to our \$5 million Small Business Loan program, created in an effort to provide expedited funds to small-shop retailers ([SBL Program details](#))
 - Communicate relevant information regarding ordinances and operations to our tenants
 - Continuously work to establish evolving protocols in relation to COVID-19 in order to provide a helpful and functional environment for tenants and shoppers
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RECOMMENDED GUIDELINES FOR TENANTS

All recommended guidelines are intended to follow best practices as defined by the CDC (www.cdc.gov)

Tenant Employees

- All tenant employees should be educated on the CDC COVID-19 safety guidelines (www.cdc.gov)
- No tenant employees should report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms within 72 hours prior to the beginning of a shift
- All employees should communicate any symptoms of COVID-19 to their respective leadership

- Masks or facial coverings, as recommended by the CDC or mandated by state/local order, should be worn by employees while performing work duties or interacting with other people
- Employees should be allowed and encouraged to take frequent breaks for handwashing

Tenant Operations

- Hand sanitizer product, compliant with CDC guidelines, should be made available in-store, if possible
- Use of contactless transaction technology is encouraged
- Use of plexiglass or other separators at transaction points is encouraged, when possible
- Social distancing between customers and employees should be adhered to, whenever possible
- Occupancy within a store should be limited to an amount that can allow for compliant social distancing
- Signage should be considered to encourage social distancing requirements, and to the extent lines form, floor markings can be used to encourage proper distancing
- If needed, signage should be considered to create a one-way traffic flow through a store
- Seating in break rooms, cafeterias, and other common areas should be adjusted to reflect social distancing practices
- Gatherings or meetings of employees of 10 or more during working hours should be prohibited
- Surfaces and equipment which will be regularly contacted should be cleaned and disinfected

RECOMMENDED GUIDELINES FOR KITE REALTY GROUP PERSONNEL

All recommended guidelines are intended to follow best practices as defined by the CDC (www.cdc.gov)

- All KRG employees should be educated on the CDC COVID-19 safety guidelines (www.cdc.gov)
 - KRG will work to ensure proper protocols are implemented and readily available for review and distribution when needed
 - No KRG employee should report to a property or work if they are experiencing symptoms of COVID-19 or have experienced symptoms within 72 hours prior to the beginning of a shift
 - All KRG employees will be required to adhere to state and local guidelines for social distancing (generally 6 feet between individuals)
 - Personal Protection Equipment (PPE), as recommended by the CDC, should be worn by our employees while on a property performing work duties
 - All KRG employees should practice recommended hygienic practices before and after visiting a tenant's premises
 - KRG may implement new procedures and protocols at shopping centers to ensure the safety of all who visit – signage or other materials may be required for these efforts
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EXHIBIT A: Order Pickup Parking Signage

DRAFT/SUBJECT TO CHANGE



EXHIBIT B: Sidewalk Queue Marker

DRAFT/SUBJECT TO CHANGE



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