

THE TOOMBUL TIMES

APRIL 2020 NEWSLETTER



COVID-19 UPDATE

We are working hard to create a safe environment for our guests and are closely monitoring information in relation to COVID-19 from the Australian Department of Health and the World Health Organization. Under their latest restrictions, we are sad to see that some of our retailers are now closed. Despite restrictions on trade for cafes & restaurants (excluding takeaway), beauticians, massage services, nail salons, gyms and entertainment venues, the government has requested for shopping centres to remain open to ensure that communities have access to essential products and services as they need them.

The ongoing safety of our shoppers, retailers, partners and employees is our utmost priority and whilst there is the continued risk to public health, we have implemented additional precautionary preventative measures including:

- **Cleaning:** Increasing cleaning regimes around high touch points, such as doors, lift controls, food courts and amenities within this centre
- **Hand Sanitiser Stations:** Actively encouraging the practice of good hygiene and preventative measures throughout the centre by installing hand sanitiser stations at convenient locations including entrance and exits
- **Social Distancing:** Reminding our customers via posters, floor decals and lift capacity signage the need for social distancing of 1.5m.

Should there become a confirmed case of COVID-19 within your tenancy or if one of your employees has come in close contact with a confirmed case of COVID-19, you must please ensure that you fulfil your duty of care to all the other occupants in the centre and notify Mirvac/Centre Management immediately. If Mirvac/Centre Management become aware that there is a confirmed case of COVID-19 at the centre, we would follow the recommendations of the World Health Organisation and Department of Health.

It's a lot of information to take in, so should you have any questions or concerns about COVID-19 and the actions Toombul is taking, please don't hesitate to contact myself melanie.hodge@mirvac.com or Michelle michelle.lucadou-wells@mirvac.com.

This is a tough time for all our customers, retailers and employees but the health, safety and well-being of our community and our loved ones is most important. Things are changing every day, so let's stay calm, safe and look after each other.

Melanie Hodge

Centre Manager
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COMMUNITY COVID-19 SERVICES

A lot of businesses have introduced new services and additional means to make shopping a little easier for consumers during this time. If you have introduced a delivery service, a special offer or anything to provide support to your customers, please let us know so that we can help you promote this to the wider community via our social media pages and our website. You can email the details to toombul@mirvac.com

Some offer examples we've seen so far include:



TOOMBUL FRUIT MARKET

Free home delivery to customers who spend over \$30 and live in local suburbs.



THE COFFEE CLUB

Free coffee with any meal for health care workers, teachers, retail staff.

CENTRE UPGRADES

ALDI Mall Lift

We are very excited to announce that our ALDI lift is back and operational. After a couple of weeks undergoing a makeover, customers are now able to use the improved lift outside ALDI to access UPSTAIRS and the Level 1 carpark. Our two other lifts, next to Kmart and in the Petbarn Mall carpark, are still also available for use. We thank you all for your patience during the repairs and your assistance with directing customers during the closure.

UPSTAIRS Landscaping

Our landscaping works that have been occurring in the external plaza UPSTAIRS are nearing an end and we are expecting that the temporary fencing will be removed within the next week. However, based off advice from Australian Department of Health and the World Health Organization, the kids water play area will remain off until further notice.



STAFF DISCOUNTS



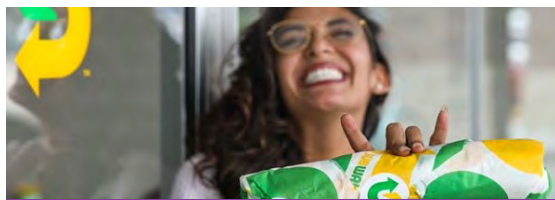
NIKU RAMEN

10% off everything takeaway, plus phone through your order and the Niku Ramen team can deliver it to your store



STEFAN HAIR TOOMBUL

25% OFF your first visit / **15% OFF** ongoing visits
Valid Mon - Fri (9am - 5pm) on Stefan Hair Packages.
LIMITED TIME ONLY



SUBWAY

Order your sub via the **Subway app** for **express** pick up or delivery.

Mention that you're a staff member at Toombul and which shop you work in, to redeem any of the above!

EASTER TRADING HOURS

At present, Toombul will still be open to customers over the Easter long weekend. However, this is subject to change given COVID-19 and the regular announcements from the government. Please keep an eye out for emails and memos for changes to these hours.

10 April, Good Friday:	Closed
(optional trade for restaurants)	
11 April, Easter Saturday:	9am to 5pm
12 April, Easter Sunday:	10am to 4pm
13 April, Easter Monday:	10am to 4pm
25 April, ANZAC Day:	Closed



MARKETING SUPPORT

There are countless marketing opportunities for all retailers to participate in that will help promote your amazing sales and assist with getting customers through your store doors. Some of these include:

FREE ADVERTISING

- **Toilet Door Posters**
Each toilet cubicle throughout the centre has a poster stand on the back of the door. Retailers can supply A3 posters to be displayed in these poster stands. Please note: Bookings must be made ahead of time.
- **Digital Directory Signage**
Our digital screens are in five high traffic areas and display scrolling advertisements when the map function is not being used by customers. Retailers can supply artwork to be displayed on these screens. Please note: Bookings must be made ahead of time and artwork must be designed to a specific size.
- **Website Advertising**
There is an 'Offers' tab on our website where retailers can promote new product arrivals or services.

If you are interested in find out more about these opportunities or would like to book a space, please contact Jenni - jenni.wallace@mirvac.com

POP UP OPPORTUNITIES

- **Pop Up Kiosk**
Stores can set up a small kiosk in the middle of the mall to increase brand awareness or to sell from an alternative location. We have 16 pop up sites you can choose from and we can also supply you with appropriate furniture such as tables etc.
- **Decals**
Whether it be to assist customers with directional information to where your store is located, or even to promote something exciting happening in store, you can install decals in prominent spaces throughout the centre. Some of the availabilities include: Food Court Tables, Floor Decals, Entry Doors, Lift Doors, Bathroom Mirrors, Full Skin on Bathroom Cubicle Doors, Escalator Sides and more!

If you are interested in find out more about these opportunities or would like to book a space, please contact Anthony - anthony.mallett@mirvac.com



Disclaimer: The information contained in this document is understood to be correct as of 1 April 2020. Changes may occur to the listed activities. Mirvac does not guarantee, and accepts no liability whatsoever arising from, or connected to, the accuracy, reliability, currency or completeness of any information provided.