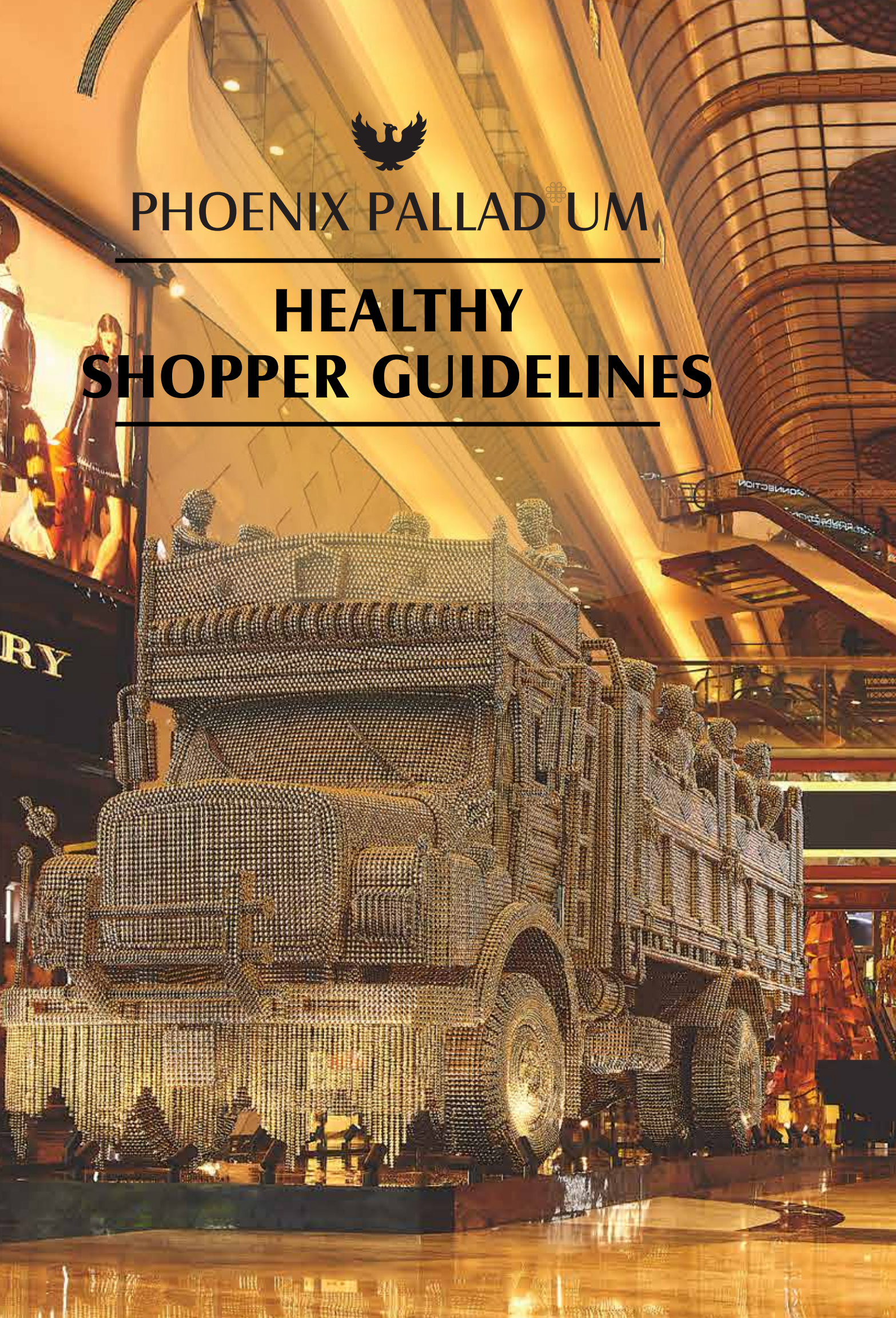


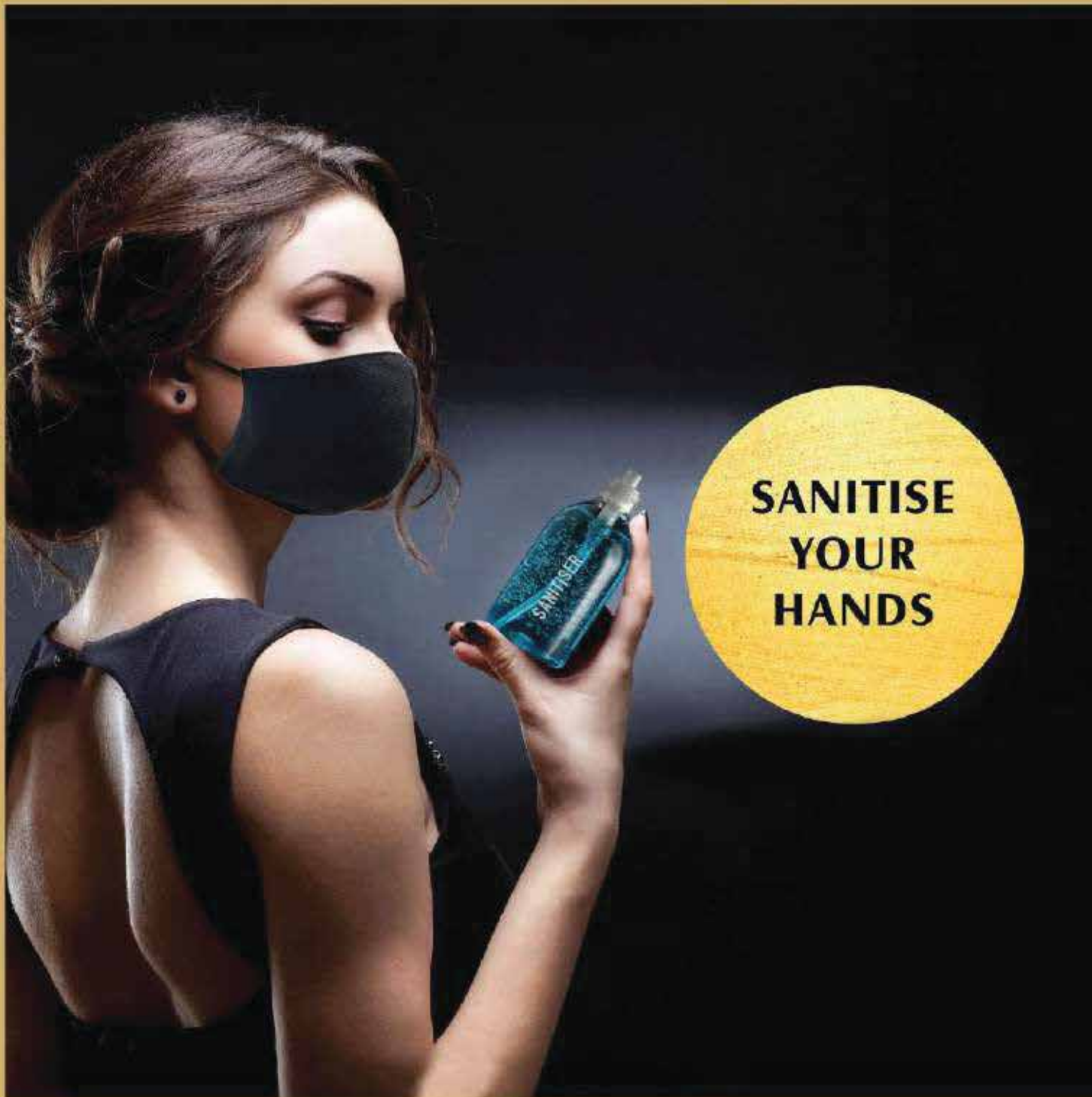


PHOENIX PALLADIUM

**HEALTHY  
SHOPPER GUIDELINES**

WELCOME

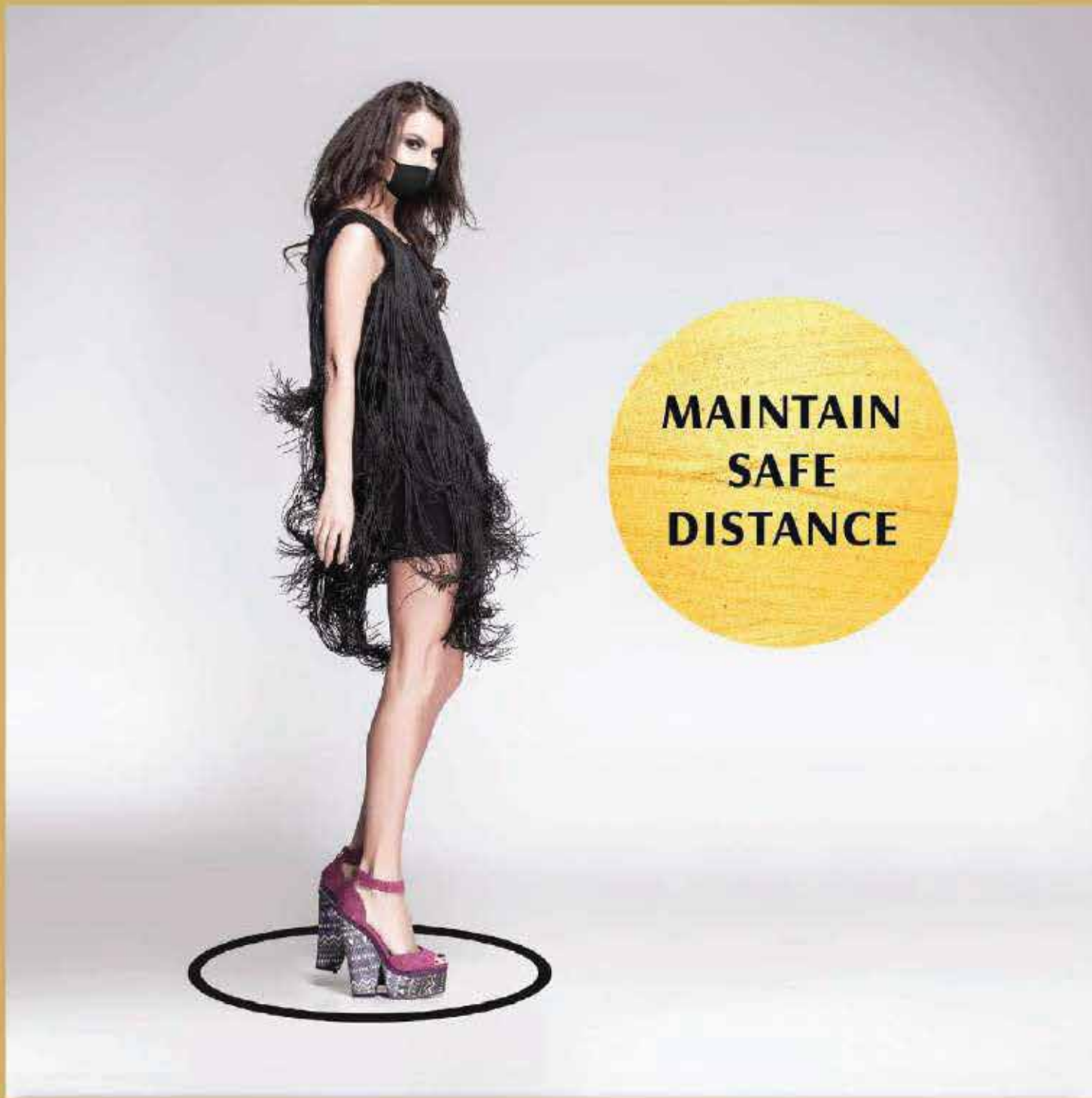




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**#TheNewNormal**



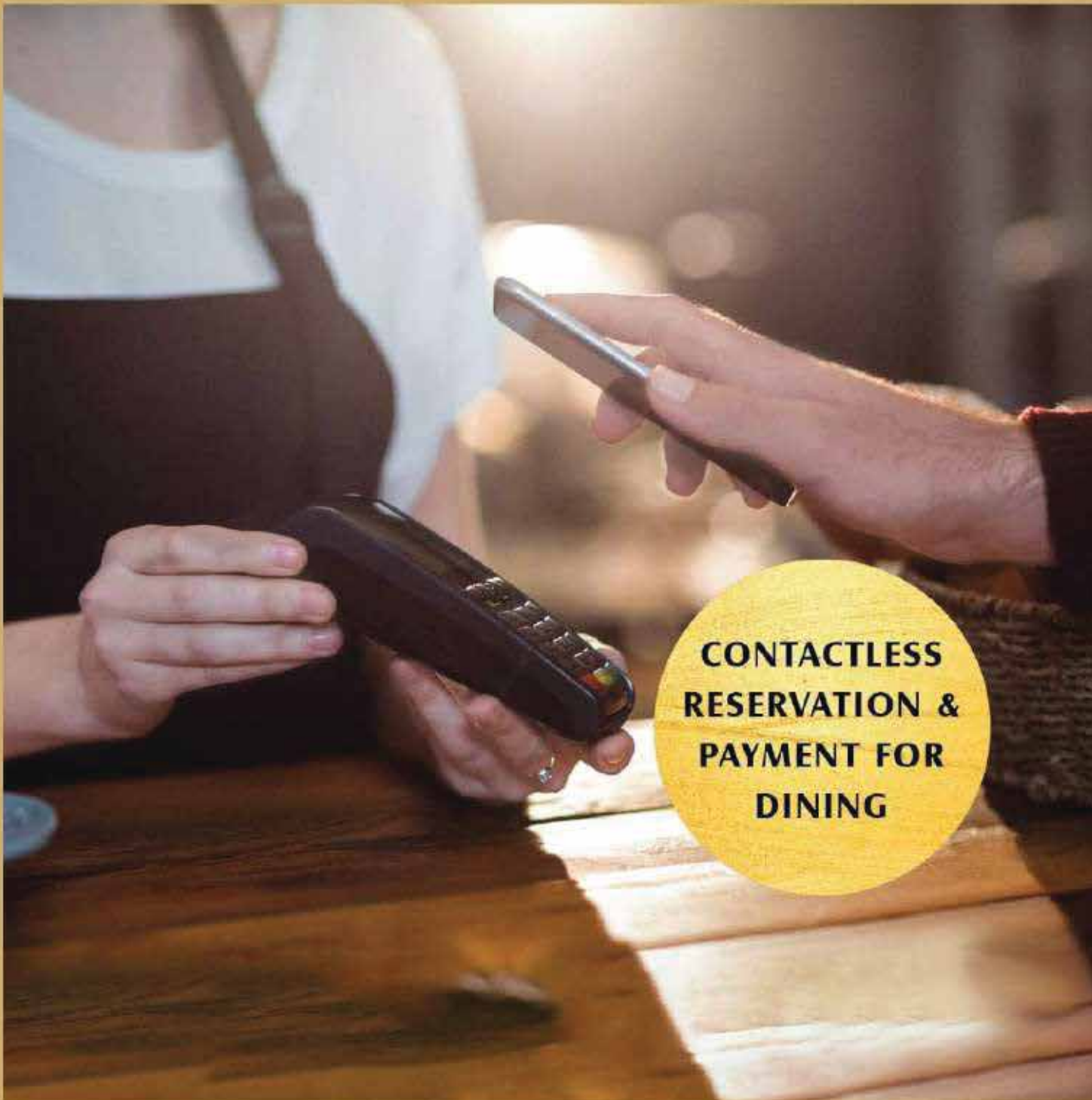
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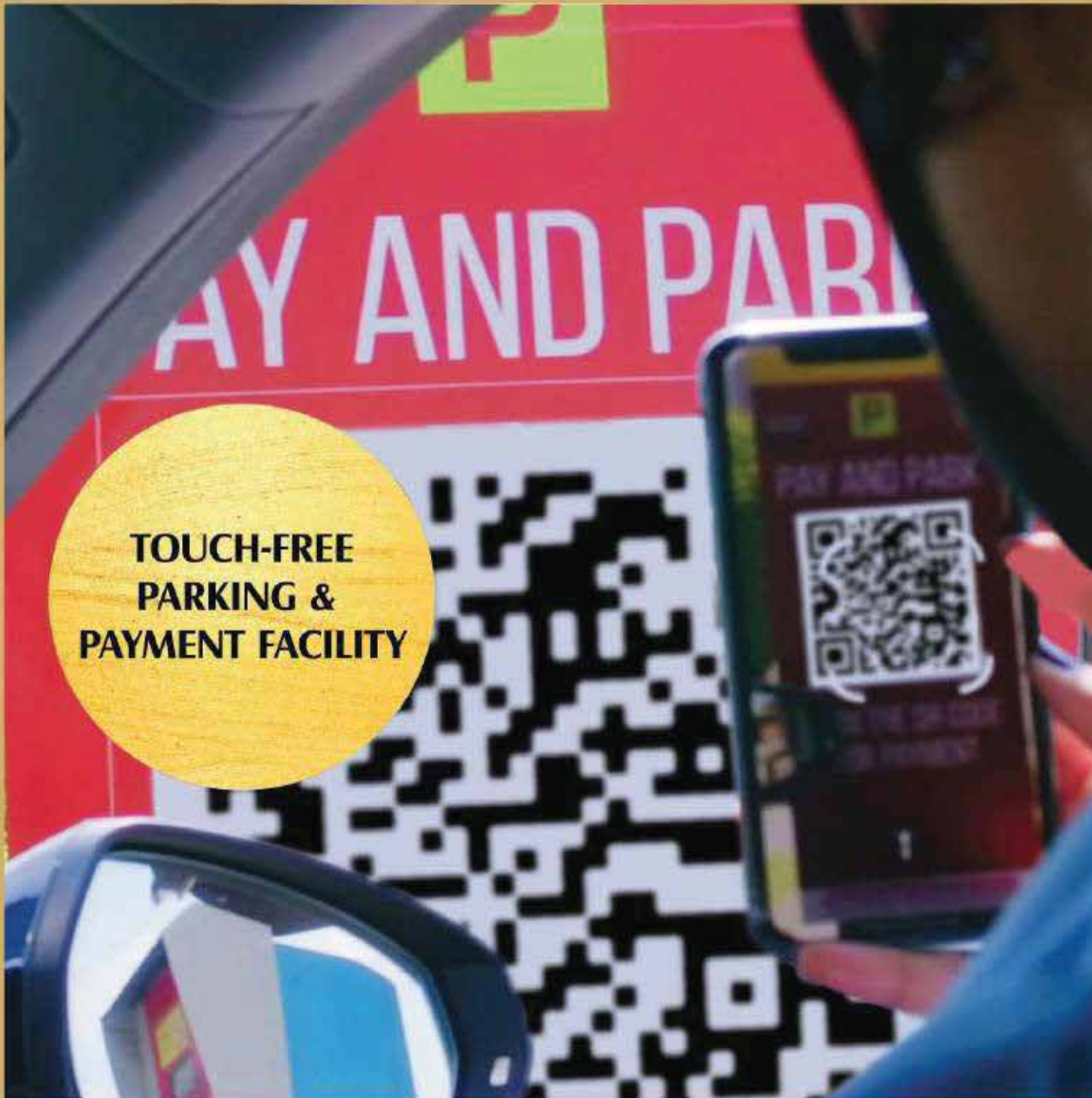


**#TheNewNormal**



**CONTACTLESS  
RESERVATION &  
PAYMENT FOR  
DINING**

**#TheNewNormal**



**#TheNewNormal**



# THANK YOU FOR VISITING US

OUR TEAM IS COMMITTED TO KEEPING YOU SAFE  
AND HAVE TAKEN A NUMBER OF MEASURES TO ENSURE  
THAT PROPER HYGIENE IS MAINTAINED ON EVERY FLOOR,  
ON EVERY SURFACE, IN EVERY CORNER.

WITH A LITTLE HELP FROM YOU, WE ARE SURE  
WE CAN MAKE THE GOOD TIMES LAST.  
WE ARE HAPPY TO SEE YOU AGAIN



# HEALTHY SHOPPER GUIDELINES



MANDATORY  
TO WEAR MASK



TEMPERATURE CHECK  
AT ALL ENTRANCES



MANDATORY TO SANITISE  
YOUR HANDS FREQUENTLY



UV SCANNER  
AT ENTRY  
FOR DISINFECTING  
YOUR HAND BAGS



SANITISATION  
MATS FOR  
DISINFECTING  
YOUR FOOTWEAR



REAL TIME CUSTOMER  
DENSITY COUNT TO  
ENSURE CROWD  
MANAGEMENT



SAFE  
AIR CONDITIONING  
AS PER GOVERNMENT  
GUIDELINES



UV BOX FOR  
DISINFECTING  
SHOPPING BAGS,  
POST YOUR SHOPPING



MAINTAIN 6 FEET OF  
SOCIAL DISTANCING



CONTACTLESS  
PAYMENT  
METHODS  
RECOMMENDED



VERIFY AAROGYA SETU  
APP AT ENTRANCE

# YOUR SAFETY BEGINS AT OUR ENTRANCE



SANITISATION MATS  
FOR DISINFECTING YOUR FOOTWEAR



UV SCANNER AT ENTRY FOR  
DISINFECTING YOUR HAND BAGS



UV BOX FOR DISINFECTING  
SHOPPING BAGS, POST YOUR SHOPPING



AI TECHNOLOGY FOR CROWD CONTROL:  
REAL TIME CUSTOMER DENSITY  
COUNT TO ENSURE CROWD MANAGEMENT



TOUCH-FREE PARKING:  
SAFE & CONTACTLESS PARKING  
& PAYMENT FACILITY



AROGYA SETU APP:  
VERIFY AROGYA SETU APP AT ENTRANCE





## **SAFE AC GUIDELINES**

- 1. DEDICATED TEAM FOR MONITORING GOVERNMENT AC GUIDELINES**
- 2. FULL CONTROL OF INDOOR TEMPERATURE AND HUMIDITY**
- 3. CROSS VENTILATION OF FRESH AIR WITH 1.5 TIMES AIR CHANGES PER HOUR**
- 4. FREQUENT DISINFECTION AND MERV 13 GRADE AIR FILTERS IN AHUS**
- 5. FREQUENT COIL CLEANING AND SANITISATION**
- 6. REGULAR MONITORING OF RESTROOM'S EXHAUST UNITS FOR ADEQUATE FRESH AIR SUPPLY**

# ESCALATOR GUIDELINES



MAINTAIN  
2-STEP  
DISTANCE



SANITISE  
YOUR HANDS  
FREQUENTLY

# ELEVATOR GUIDELINES



AWAIT YOUR TURN



ALLOW GUESTS TO  
EXIT FIRST



ONLY 3 GUESTS/A FAMILY  
ALLOWED AT A TIME



PLEASE AVOID ELEVATORS  
& USE ESCALATORS

# **WE SANITISE THEM REGULARLY FOR YOUR SAFETY**

- RESTROOM DOORS
- WATER COOLER TAPS
- SOAP DISPENSERS
- TISSUE DISPENSERS
- RESTROOM WC
- HAND DRYER
- WASHROOM JET SPRAYS
- NAPPY CHANGERS
- GUEST LIFT BUTTONS
- ENTRANCE GLASSES
- DOOR KNOBS & HANDLES
- SCANNING MACHINE TRAYS
- ESCALATOR BELTS
- HELPDESK
- ALL COMMON SEATING AREAS
- DUSTBINS
- RAILING HANDLES
- MALL DIRECTORIES
- ATM MACHINE BUTTONS
- RESTAURANT TABLES & CHAIRS

**SERVICES TEMPORARILY  
UNAVAILABLE  
FOR YOUR SAFETY**



**PORTER**



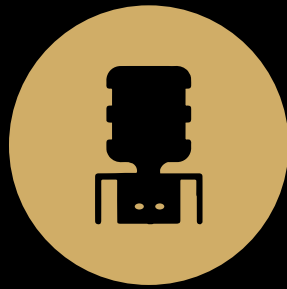
**BAGGAGE  
COUNTER**



**VALET  
SERVICE**



**PORTABLE  
CHARGER**



**WATER  
DISPENSER**



**CONCIERGE  
DESK**

# IN CASE OF EMERGENCY



IF ANY OF OUR CUSTOMER FEELS UNWELL  
DURING THEIR VISIT, THEY ARE ENCOURAGED  
TO INFORM THE HELPDESK



OUR STAFF WILL ESCORT THE CUSTOMER  
TO THEIR VEHICLE OR ISOLATE AS PER THE  
GOVERNMENT MANDATES

FOR MORE DETAILS AND TIMELY UPDATES

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