



COVID-19 PROTOCOLS

SHOP OUTLETS. SHOP TANGER. // BEST BRANDS, BEST PRICE AND BEST EXPERIENCE.

Tanger Outlets has established the following protocols for our shoppers, employees and store employees during the COVID-19 pandemic to reduce the risk of exposure at our properties nationwide.

As states begin a phased re-opening for retail destinations, we are working with our retail partners to create a shopping environment that prioritizes the well-being of our valued shoppers, retail partners and employees, in accordance with the latest guidance from government and public health officials.

As each state mandate is lifted, our Tanger locations are currently operating on the reduced hours of 11:00 a.m. to 7:00 p.m. daily for this introductory store re-opening period. As we move through the summer, we will keep all stakeholders updated. Our goal is to resume our regular hours when the time is appropriate. Centers that are still in states with mandates in place, the center is operating the same hours for essential retail, curbside pick and food offerings.

To ensure the safety of all while on premises, we are enacting the following additional protective procedures:

OUR TANGER EMPLOYEES:

- **SELF-SCREENING** – Our employees have been informed that they should not report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior to start of shift.
- **PRE-WORK SCREENING** – Tanger employees are asked to take their temperature prior to the start of each shift. Employees with temperatures exceeding 100.4 degrees or that exhibit other flu-like symptoms (e.g., cough, body aches) are directed to stay home.
- **TRAINING** – Our employees are trained in COVID-19 safety guidelines and these Protocols. We are also encouraging our tenants, vendors and contractors to implement this training.
- **SOCIAL DISTANCING** – Efforts to support employee social distancing, such as the introduction of barriers between desks and workstations, are being enacted throughout the properties and employees are instructed to retain six feet of social distance while on premises.
- **PERSONAL PROTECTION EQUIPMENT (PPE) USE** – Tanger is providing masks to all employees and contracted janitorial and security vendors and requiring these personnel to wear masks while on premises.

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OUR RETAIL PARTNERS:

We are recommending retail partners follow the same rules as Tanger employees to ensure the safety of our Centers. Additionally, we are recommending the following, in accordance with the latest guidance from government and public health officials:

- Employees should be allowed and encouraged to take frequent breaks for handwashing.
- Hand sanitizer product, compliant with CDC guidelines, should be made available in store.
- Occupancy within the store is limited to the degree necessary to facilitate social distancing and in compliance with state/local requirements.
- Social distancing of 6 feet between and among customers and employees should be observed, whenever possible.
- Use of touchless or contactless transaction technology should be encouraged.

OUR SHOPPERS/VALUED CUSTOMERS:

- Heightened procedures have been put in place as the mandates lift for certain business types by government requirements, and we will follow these directives.
- Tanger is providing masks to all Tanger employees and contracted janitorial and security vendors and requiring these personnel to wear masks while on premises.
- Tanger is encouraging the use of facial masks or other facial covering by all shoppers and other visitors while on site via signage throughout the property. For shoppers and visitors that have forgotten their masks, shoppers can visit Shopper Services to get a mask. Hand Sanitizer is also available in Shopper Services.
- Surfaces and areas of high traffic are regularly sanitized in accordance with health official recommendations.
- Social distancing floor decals, indicating distances of six feet, are stationed outside of retailer entrances, within Shopper Services and throughout the center.
- Most of our public restrooms are touchless, hands free services and surfaces. Signage for social distancing has been placed on mirrors/sinks and stalls.



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OUR SHOPPERS/VALUED CUSTOMERS:

- Signage has been placed at entrances and throughout the property informing all visitors of health and wellbeing protocols, temperature readings, and frequent hand washing.
- We are transitioning much of the sharing of products, cards, coupon books etc. to offering digital alternatives. If paper and plastic offerings are desired by the customer, they will be packaged and delivered to the shopper in the most touchless, sanitary fashion.
- Playgrounds, interactive features and gathering spaces are closed until further notice.
- Kiddie Rides are temporarily out of service for the wellbeing of our shoppers.
- Stroller Rentals are postponed and not offered at this time.
- Public Seating areas and eating areas are reduced or reconfigured to allow for minimum separation of six feet distance between persons.
- Food courts, when allowed by local mandates, are open with limited and social distanced seating.
- Queue lines are established outside of the stores as the stores need to limit the capacity of shoppers based on occupancy levels as directed by state or local mandate/requirements.
- Signage and Floor Decals are placed throughout the property to remind all shoppers to distance themselves for each shopper's wellbeing.
- Curbside pick-up zones have been created for shoppers who wish to use this touchless service rather than shop. Stores that offer this service vary by center location. Zones are identified with large colorful flags and dedicated reserved curbside parking places. Instructions are at these zone destinations.
- Gathering and Events/Promotions where groups gather are postponed.

Tanger will review and update these protocols as necessary.