

8 June 2021

To: All ADGM Licenced Persons

**REGISTRATION AUTHORITY CIRCULAR NO. (11) OF 2021: Shopping mall and retail store operating requirements – family seating update**

This circular replaces Registration Authority Circular No. (5) of 2021 and updates seating restrictions for food and beverage outlets as set out in Section 1. Capacity restrictions remain unchanged.

The purpose of this circular is to inform all Abu Dhabi Global Market (ADGM) Licenced Persons of the shopping mall and retail store operating requirements in the ADGM Financial Free Zone (Al Maryah Island), as set out below.

The following are health and safety preventative and precautionary requirements applicable to the operation of shopping malls and retail stores in the ADGM.

**Section 1 - General Requirements**

1. Suspension of common seating areas.
2. Mall capacity shall not exceed 40%.
3. Entry is prohibited for seniors above 70 years old.
4. Food and beverage outlets, including restaurants and cafes and mall food courts, must comply with the following restrictions:
  - a) Capacity shall not exceed 60%;
  - b) A maximum of four (4) people per table, however, members of the same family are allowed to sit at the same table without limit; and
  - c) A minimum of 2m distance between tables.

**Section 2 - Mall Operator Requirements**

1. Masks are mandatory for all visitors four (4) years old and above. Entry must be denied for those failing to comply.
2. All visitors are encouraged to bring their own shopping bags.
3. Only three (3) people, including driver, are permitted per car entering the mall parking facilities.
4. Passenger vehicle disinfection services are permitted, subject to being provided by ADGM licenced disinfection service provider in defined areas only, and in adherence with all relevant health and safety protocols including social distancing.

5. Separate mall entrances and exits where possible.
6. Crowd management, installation of hand sanitiser dispensers and thermal screening required at all entrances.
7. Entry to the mall must be denied to any person entering the mall who registers a temperature of 38°C, or higher.
8. Regular hand sanitization dispensers must be placed throughout the mall including all touchpoints and escalators as per guidelines.
9. Encourage cashless payment methods / transactions.
10. Lifts must be restricted to People of Determination or parents with children in pushchairs / strollers only, with a maximum capacity of two (2) people per lift.
11. Floors and escalators must be marked to ensure social distancing.
12. All touch screens must be disabled.
13. Paramedics to be available during mall trading hours.

### **Section 3 – Tenant Requirements**

1. All staff must download and register with the UAE Government's AL HOSN (COVID-19) application.
2. All staff must wear masks and gloves (changed frequently).
3. All staff, contractors and delivery drivers must have their temperature checked prior to entering the mall. Entry to the mall must be denied to any person registering a temperature of 38°C, or higher. Regular monitoring of staff temperatures throughout trading hours is also encouraged.
4. All staff, contractors and delivery drivers must:
  - a) enter and exit the mall via dedicated staff entrances or operational loading docks, and
  - b) only use staff washroom facilities – the use of visitor / customer washrooms is strictly prohibited.
5. Stores must be sanitised daily and at regular intervals.
6. Store capacity shall not exceed one (1) customer per 5m<sup>2</sup>. Stores shall display maximum occupancy signage at their premises.

7. Convenience and grocery stores and supermarkets must ensure social distancing between customers queuing for payment.
8. Customers are to be encouraged to use cashless payment methods / transactions.
9. Refunds and exchanges are permitted, subject to the following conditions – the returned item:
  - a) must not be on display or available for re-sale for 48 hours after return; and
  - b) must be thoroughly disinfected before being made available for re-sale.
10. Trolleys must be sanitised before and after every use.
11. Restriction of product testing including, make up and cosmetics. No self-service trying of shoes or perfumes.
12. Use of fitting rooms is permitted, subject to the following conditions:
  - a) fitting rooms, including the door handles / knobs, seats and counters must be sanitised frequently throughout the day and whenever needed, and
  - b) customers must be limited to trying a maximum of three (3) items in the room.
13. Food and beverage outlets, restaurants, coffee shops, and cafes must:
  - a) Ensure daily sanitization including, tables and seats after every use;
  - b) Prevent vulnerable members of staff from returning to work;
  - c) Check the body temperature of all staff members on arrival using infrared thermometer; and
  - d) Ensure there are no buffets, open food displays or samples.
14. Food & beverage outlets must use single use cutlery and take away packaging, unless the establishment uses dishwashers with sanitising (high temperature) cycles.
15. Hand sanitisers must be available at every counter.
16. Salons are restricted to hair and nail services only by appointment with no waiting areas and implementation of social distancing measures.
17. Jewellery businesses must:
  - a) ensure regular sterilisation during trading hours, including display areas,
  - b) prohibit the trying on of jewellery that touches the face, and
  - c) use an ultrasonic device to sterilise and sanitise gold pieces.

**The above requirements are mandatory for all ADGM licenced mall operators and retailers and are effective immediately until further notice.**

The Registration Authority monitors adherence with these requirements.

Non-compliance with these requirements may result in regulatory action including financial penalties starting from USD 800 and up to USD 10,000 and/or commercial licence cancellation.

*Further Information*

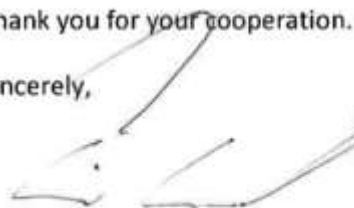
If you have any questions in relation to this circular, please contact the Monitoring & Enforcement Division of the RA by telephone on +971 (0)2 333 8888 or by email: [monitoring@adgm.com](mailto:monitoring@adgm.com).

For further information and official updates on COVID-19 from the Abu Dhabi Department of Health, please go to: <https://www.doh.gov.ae/covid-19>.

For the most recent updates on COVID-19 related ADGM Circulars and Services, please go to: <https://www.adgm.com/registration-authority/covid-19-circulars>.

Thank you for your cooperation.

Sincerely,



ABU DHABI GLOBAL MARKET  
سوق أبوظبي العالمي 4D

Registration Authority