

A NEW NORMAL HAPPY HANDBOOK



เราเอาใจใส่ทุกคน ไม่ว่าใครก็ตาม

TOGETHER
WE CARE

M

M
THE MALL

EMPORIUM

EM QUARTIER

PARAGON



TOGETHER WE CARE!

Since January, Thailand and rest of the world has been facing the pandemic within the century through a semi-lockdown and curfew, which have kept many people sheltering and working from home. It gives big impact not only to our lives but to families, businesses and so on.

Protecting the people is the key. We've prioritized 'health safety'. We've been implementing everything conceivable to ensure the wellbeing and safety of our employees, partners and customers.

Now it seems that we need to live in NEW NORMAL. Everyday life is going to be different which leads us to run business more creatively and wisely. However, one thing that would never change is 'happiness experience' to our customers, staffs and business partners.

We are always optimistic this crisis has unlock creativity of us. We truly believe with in Power of Love, Power of Faith and Power of Togetherness will bring us better days with sunny sky and rainbows.

- The Power of Love: We can forge forward together.**
- The Power of Faith: We can look forward to better days.**
- The Power of Togetherness: We can conquer all together.**

A NEW NORMAL TOUCHLESS RETAIL

By combining social distancing requirements and digitalized components, We will be introducing a new form of "Touchless Retail". To answer our prime concerns of personal safety and shopper convenience, "Touchless Retail" will comprise the following elements:

TOUCHLESS SERVICES

- Social distancing will be required at all times between customers and employees.
- Touchless Parking service will be employed.
- Doormen and lift attendants will be assigned so shoppers do not need to touch any facility.
- Hands-free shopping and Worry-free Waiting area is available.

STORE CHEK-IN

- Customers will be required to check in using the M Card mobile application, The Mall Group Official LINE account or The Mall web application QR scan. We encourage customers to do Pre-Checkin easily via M Card mobile application.
- Temperatures will be taken before each customer can enter the premises.

04

TOUCHLESS PAYMENT

- For safety and convenience, payments will be made via a cashless system, such as Thai QR Payment, Mobile Payment, Wearable Payment, Scan to Payment, etc. in the Shopping Center, Department Store and Gourmet Food Court.

Wearable Payment Devices

VISA pay Samsung Pay PromptPay truemoney rabbit card rabbit LINE Pay 支付宝 ALI PAY 微信支付 WeChat Pay UnionPay 银联

EMPORIUM EMQUARTIER PARAGON

05



SHOPPING SERVICES

- **Online Shopping:** Customer convenience, they can shop for any product sold at our department stores easily while they stay at home via M Chat & Shop (LINE application).
- **Call to Order:** (only available at specified branches): With this new service, customers can call to order and chose a form of delivery: Drive Thru, Pickup or Home Deliver (when their purchase is for 1,500 baht or more).



VALUE-ADDED SERVICES



365 DAY PROMOTION ENJOYMENT

We want to help you rekindle your lifestyle and shopping experience by offering ongoing shopping and dining promotions together with our partners, banks and other businesses.



FOOD DELIVERY THE MALL + EMPORIUM + EMQUARTIER

In partnership with LINEMAN, Thailand's top on-demand delivery platform, customers can order and receive delivery from multiple restaurants and outlets with a single payment at The Mall, Emporium and Emquartier.

THE MALL
DINING @HOME

EM·DINING



SEASONAL VIBE

Although special events and activities remain suspended for reasons of safety, we will continually refresh store decorations to reflect the seasons and holidays.



**LOVE & EXTRA CARE
TO OUR PEOPLE,
TENANTS, PARTNERS
& CUSTOMERS**



เดอะมอลล์กรุ๊ป ดูแล ใส่ใจ ไปด้วยกัน
TOGETHER
M
WE CARE

LOVE & EXTRA CARE TO OUR PEOPLE, TENANTS, PARTNERS & CUSTOMERS

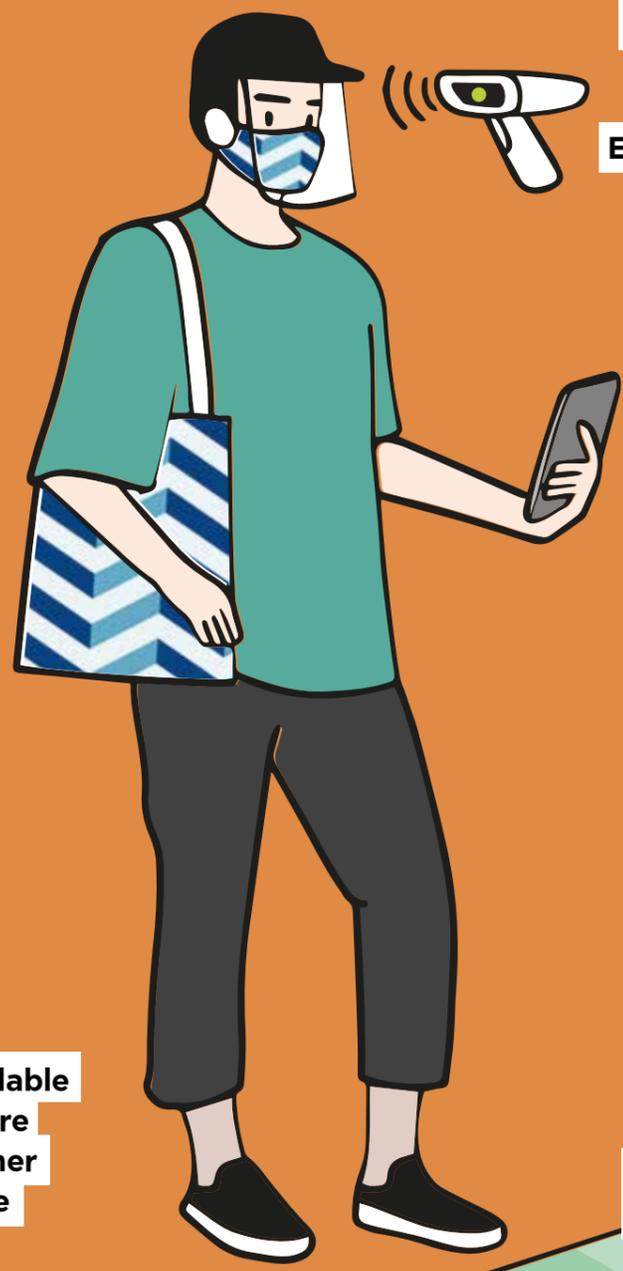
5 INTENSIVE HYGIENIC STANDARD



1 INTENSIVE SCREENING



Face masks are available for sale at the store in case the customer doesn't have one



Temperature screening must be below 37.5 C

Each customer is required to wear a face mask at all times



Check-in for tracking purposes and contact tracing if required



M CARD APP
*Pre-registration can be done via Mcard App only



@LINE THE MALL GROUP



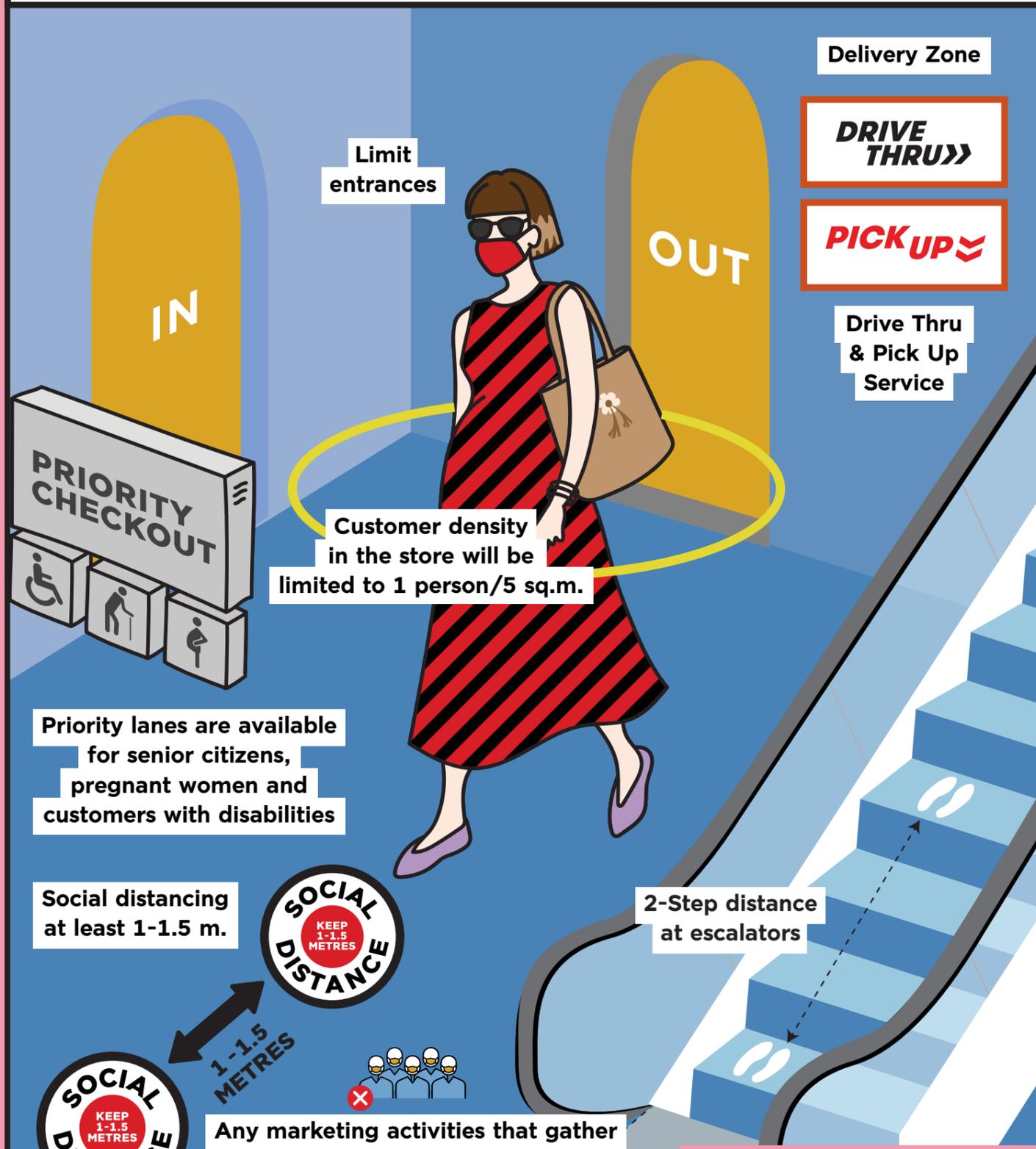
SCAN QR CODE



Cleanliness foot carpet at the entrance or exit



2 PHYSICAL DISTANCING



3 TOUCHLESS EXPERIENCE



4 HYGIENIC CLEANING

To clean **EVERY 30 MINS**

Door knobs, door locks, lift buttons, escalator handrails, water taps

EVERY 5 MINS
Sanitizer installed inside toilets are to be activated every 5 minutes

Tables, chairs and card counters at Food Court

Food court cards, parking cards

Each shopping trolley, pram and wheelchair

Delivery car or motorcycle parking

Cleanliness level at service centers

WEEKLY
BIG CLEANING
Sanitize the premises with disinfectant spray every week

Provide alcohol hand sanitizer

Guard shields are installed in every area

To Clean the floor every 30 minutes

EVERY 30 MINS

Separated trash bins for face masks are available throughout

Merchandises and shopping bags will be UV-C sterilizing chamber

UV-C Germicidal Light, will be applied to the central air conditioner every night

AIR CHANGE SYSTEM >10 TIMES / HOUR

5 COMPREHENSIVE INFORMATION TRACKING

TRACKING INFORMATION						
1	2	3	4	5	6	7
8	9	10	11	12	13	14

Relevant departments will be responsible for health histories and tracking for all staffs

Checkin for tracking purposes and contact tracing if required



Training to create the health guideline

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TO OUR PEOPLE,
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& CUSTOMERS**

INTENSIVE HYGIENIC STANDARD OF GOURMET MARKET



INTENSIVE HYGIENIC STANDARD OF SUPERMARKET DINE-IN COUNTER

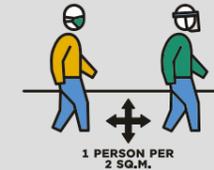
(YOU HUNT WE COOK / THE DOCK / NIPPON KAI / IMURI / THE BEEF MASTER / FAT LAMB / PETIT PLAISIR / SHIMANTO GOLD)



Big cleaning once a week while floor and common touch point surface is cleaned every 1 hour



Staffs need temperature measurement twice a day before and during working day



Limit number of customers inside the store (1 person per 2 sq.m.)



Provide alcohol hand sanitizer & plastic gloves for customers and staff within the service area



Customers are required to wear face masks all the time while staffs need to wear both face masks and face shields



Clean trolleys and shopping baskets are regularly cleaned before service



Staff assists at soup & salad bar



FOOD SHIELD installed at both fresh and cook food bars



Install COUNTER SHIELD at all cashier points and required to arrange a special counter/lane for elderly, pregnant women, disabled people or those at high risk of COVID-19 infection



TOUCHLESS PAYMENT



Install TABLE SHIELD on each dining table



Physical distancing at least 1-1.5 meter



Limit eating time : not over 1 hour



Set eating utensils 1 set / 1 customer only



Food must be freshly cooked and well done. The tasting spoon must be changed after use



No placement seasoning source on the table. Only packaged seasoning is allowed



Strictly hygienic process in food and cooking equipment installment



For TAKE AWAY packaging, lid must be tightly sealed with clear statement of restaurant name, branch, production date and staff name of cooking & preparation



Tables and chairs must be sanitized before & after use



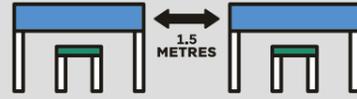
INTENSIVE HYGIENIC STANDARD OF RESTAURANT & TAKE HOME



Provide alcohol hand sanitizer for customers and staff within the service area



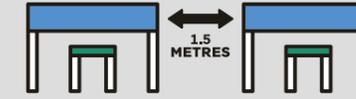
Tables and chairs must be sanitized before & after use



Limit number of people inside the restaurant.
By arranging at least 1.5 m. spacing between tables



Provide alcohol hand sanitizer for customer and staff within the service area



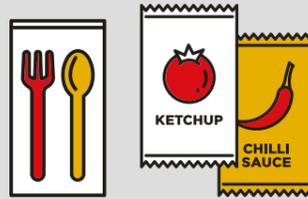
Limit number of people inside food court.
By arranging at least 1.5 m. spacing between tables



Install TABLE SHIELD on each dining table



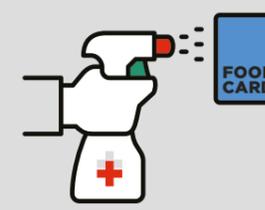
For buffet restaurant, self-service is not allowed, staff will serve at table instead



Set eating utensils and seasoning sauce has been put in packaging hygienic



Install GUARD SHIELD at Food Card exchange point



Clean and disinfect food card exchange point every 30 minutes and before & after use



Install GUARD SHIELD at Food Card exchange point



TOUCHLESS PAYMENT



Physical distancing at least 1-1.5 metres



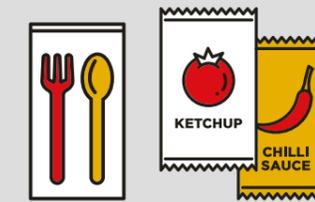
For TAKE AWAY packaging, lid must be tightly sealed with clear statement of restaurant name, branch, production date and staff name of cooking & preparation



Cashier will do change to customers via money tray only and it must be hygienic clean after use every time



All utensils must be sterilized with UV Sterilizer/ High-Temp Dishwasher
Air Purifier Machine must be installed



Set eating utensils and seasoning sauce has been put in Packaging Hygienic



For TAKE AWAY packaging, lid must be tightly sealed with clear statement of restaurant name, branch, production date and staff name of cooking & preparation



TOUCHLESS PAYMENT



Limit eating time : not over 1 hour



Limit eating time : not over 1 hour

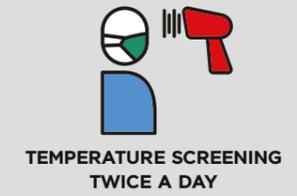
LOVE & EXTRA CARE
TO OUR PEOPLE,
TENANTS, PARTNERS
& CUSTOMERS

INTENSIVE HYGIENIC STANDARD OF DEPARTMENT STORE



INTENSIVE HYGIENIC STANDARD OF DEPARTMENT STORE

01 STAFF POLICY มาตรการสำหรับ พนักงานขาย



02 COUNTER BRAND & SHOP มาตรการสำหรับ COUNTER BRAND และ SHOP



03 PRODUCT CLEANING BEFORE & AFTER TESTING มาตรการสำหรับ การดูแลความสะอาดสินค้า



04 SERVICES มาตรการสำหรับ งานบริการ





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INTENSIVE HYGIENIC STANDARD OF RESTAURANT

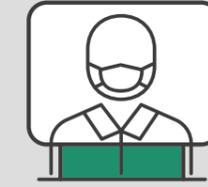
INTENSIVE HYGIENIC STANDARD OF RESTAURANT



Use reservation system
(avoid waiting in front
of the restaurant)



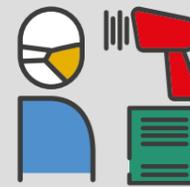
Limit number of people inside
the restaurant. By arranging
at least 1.5 m. spacing
between tables



Install **TABLE SHIELD**
on each dining table



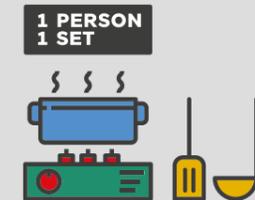
Do not pre-set eating utensils
or seasoning sauce
on the table



Check customer's
body temperature and
ask for travel history before
providing service



Provide alcohol
hand sanitizer for
customers and staff



Provide an individual eating set
i.e. 1 hot pot per customer
with separate utensils



For buffet restaurant,
self-service is not allowed,
staff will serve at table instead



Food must be freshly cooked
and well done.
The tasting spoon must be
changed after use



Tables and chairs must be
sanitized before & after use



All utensils must be sterilized
with UV Sterilizer/
High-Temp Dishwasher.
Air Purifier Machine must
be installed



For TAKE AWAY packaging,
lid must be tightly sealed with
clear statement of restaurant
name, branch, production date
and staff name of cooking &
preparation



Physical distancing at
least 1-1.5 meter



TOUCHLESS PAYMENT



Limit eating time :
not over 1 hour

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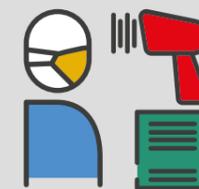
INTENSIVE HYGIENIC STANDARD OF SALON & BARBER



INTENSIVE HYGIENIC STANDARD OF SALON & BARBER



Record customer profile and use reservation system (to avoid waiting in front of the barber)



Check customer's body temperature and ask for travel history before providing service



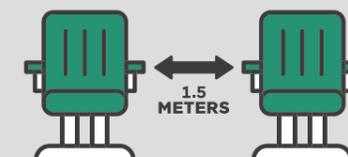
Only service which takes no more than 1 hour is allowed i.e. hair cutting, shampooing & blow dry



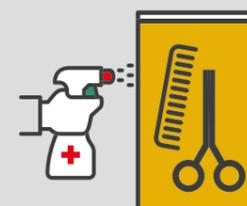
Staff must wear rubber gloves while performing duty and discard immediately after use



Limit conversation while providing service



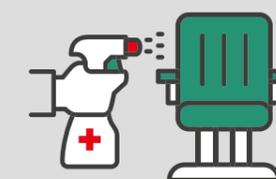
Arrange at least 1.5 m. spacing between seats and hair washing beds



All equipments must be sterilized and packed in a sterile sachet before use



Veil must be cleaned immediately after use (not re-use). Clean and disinfect hair washing beds and all equipment before & after service



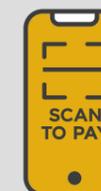
Clean and disinfect the service area and frequently touched points every 2 hours



Service which requires sharing equipment such as make-up tools is prohibited



Install air purifier machine and weekly disinfect the shop with ozone disinfectant machine



TOUCHLESS PAYMENT



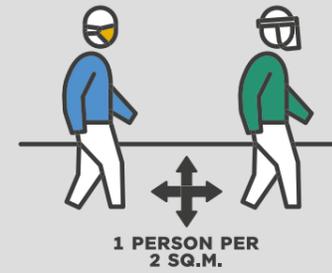
Physical distancing at least 1-1.5 meter

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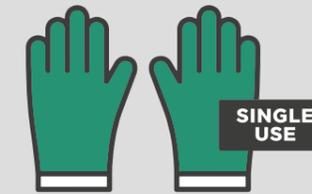
INTENSIVE HYGIENIC STANDARD OF FASHION



INTENSIVE HYGIENIC STANDARD OF FASHION



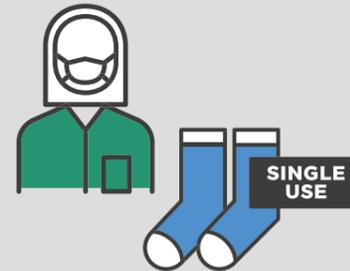
Limit number of customers inside the store (1 person per 2 sq.m.)



Provide disposable plastic gloves for customers to wear while shopping



Physical distancing at least 1-1.5 meter



Provide customers with face veil for trying on cloths and new disposable pairs of socks for trying on shoes



Provide an AR VISUAL APPLICATION to avoid trying on goods



Clean and disinfect all goods which have been tried on with UV Sterilizer before returning to shelf



Disinfect the fitting room after individual use or every hour



Install COUNTER SHIELD at all cashier points



Clean and sanitize all goods and shopping bags with UV Sterilizer



Install air purifier machine and weekly disinfect the shop with ozone disinfectant machine



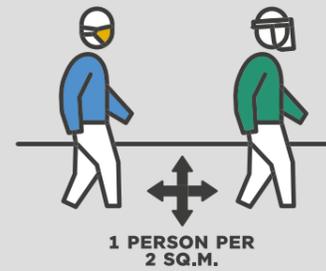
TOUCHLESS PAYMENT



**LOVE & EXTRA CARE
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INTENSIVE HYGIENIC STANDARD OF LIFESTYLE & BANK

INTENSIVE HYGIENIC STANDARD OF LIFESTYLE & BANK



Limit number of customers inside the store (1 person per 2 sq.m.)



Arrange staff to recommend and help find products (to speed up the service and avoid touching)



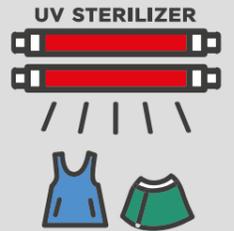
Provide an AR VISUAL APPLICATION to avoid trying on goods



Provide disposable plastic gloves for customers to wear while shopping



Physical distancing at least 1-1.5 meter



Clean and disinfect all equipments/goods which have been tried on or in contact with customers after single use.



Install COUNTER SHIELD at all cashier points



Clean and sanitize all goods and shopping bags with UV Sterilizer



Install air purifier machine and weekly disinfect the shop with ozone disinfectant machine



Banks are required to arrange a special counter/lane for elderly, pregnant women, disabled people or those at high risk of COVID-19 infection



Banks are required to clean and sanitize the ATM buttons every 30 minutes



TOUCHLESS PAYMENT

**LOVE & EXTRA CARE
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INTENSIVE HYGIENIC STANDARD OF CLINIC & BEAUTY SERVICE



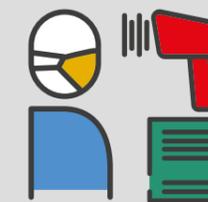
INTENSIVE HYGIENIC STANDARD OF CLINIC & BEAUTY SERVICE



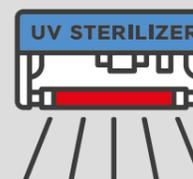
Record customer profile and use reservation system (to avoid waiting in front of the clinic)



Arrange ONLINE CONSULTATION or schedule appointments



Check customer's body temperature and ask for travel history before providing service



All equipments must be sterilized by UV Sterilizer and all surfaces must be disinfected before and after providing service



Staff must wear rubber gloves while performing duty and discard immediately after use



Limit conversation while providing service



Massage and person-to-person contact services are not allowed



Service which requires sharing equipment such as make-up tools is prohibited



Install air purifier machine and weekly sanitize the clinic with ozone disinfectant machine



Physical distancing at least 1-1.5 meter



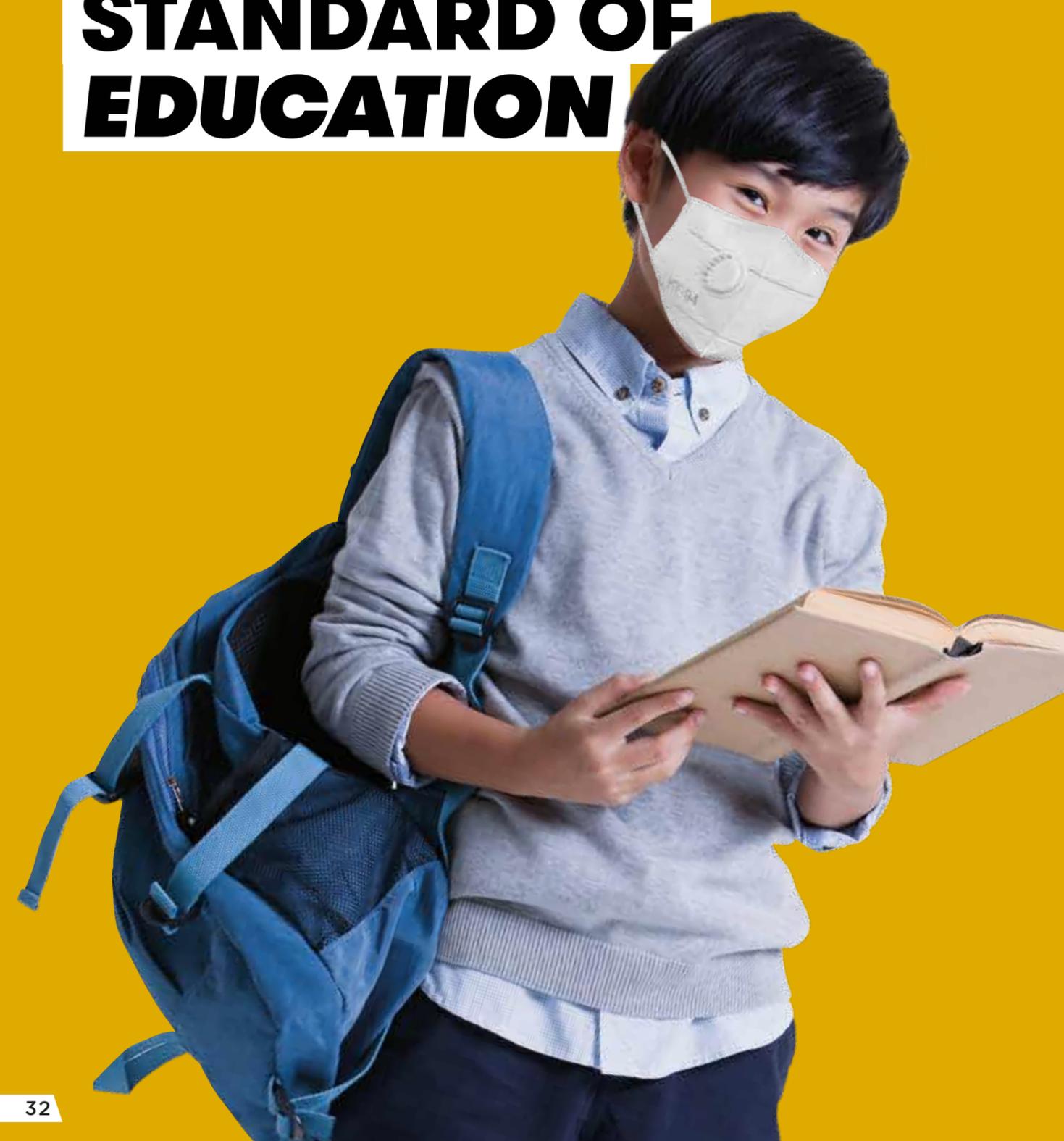
Limit service time : not over 1 hour



TOUCHLESS PAYMENT

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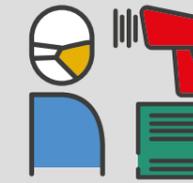
INTENSIVE HYGIENIC STANDARD OF EDUCATION



INTENSIVE HYGIENIC STANDARD OF EDUCATION



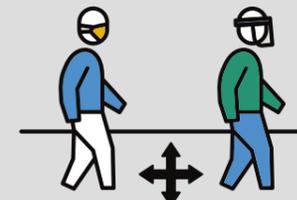
Record customer profile and use reservation system (to avoid waiting in front of the classroom)



Check customer's body temperature and ask for travel history before providing service



Provide alcohol hand sanitizer for customers and staff



1 PERSON PER 2 SQ.M.

Limit number of customers inside the classroom (1 person per 2 sq.m.)



Tables and chairs must be sanitized before & after use



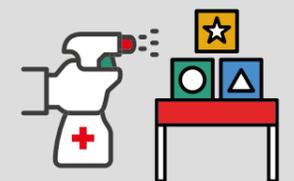
Physical distancing at least 1-1.5 meter



Install TABLE SHIELD on each table in classroom and every service point



Limit number of people inside the classroom. By arranging at least 1.5 m. spacing between tables



Clean and sanitize all goods and touching with UV Sterilizer



Install air purifier machine and weekly disinfect the school with ozone disinfectant machine



Limit conversation while providing service



Teacher & staff must wear rubber gloves while performing duty and discard immediately after use



TOUCHLESS PAYMENT

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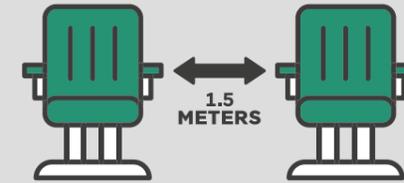
INTENSIVE HYGIENIC STANDARD OF FITNESS



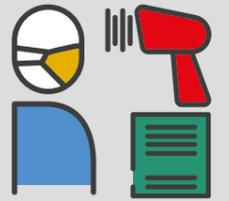
INTENSIVE HYGIENIC STANDARD OF FITNESS



Record customer profile and use reservation system (to avoid waiting in front of the fitness)



Arrange at least 1.5 m. spacing between seats at waiting area



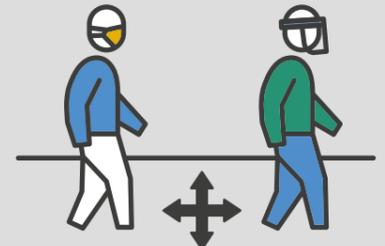
Check customer's body temperature and ask for travel history before providing service



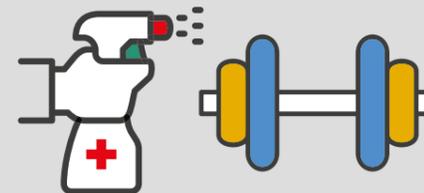
Provide alcohol hand sanitizer for customers and staff



Install air purifier machine and weekly disinfect the shop with ozone disinfectant machine



Limit number of customers inside fitness
-Studio class (1 person per 2.5 sq.m.)
-Cardio zone (1 person per 4 sq.m.)
-Free weight (1 person per 2.25 sq.m.)



All equipments must be sterilized before and after use



Physical distancing at least 1-1.5 meter



Install COUNTER SHIELD at all cashier points

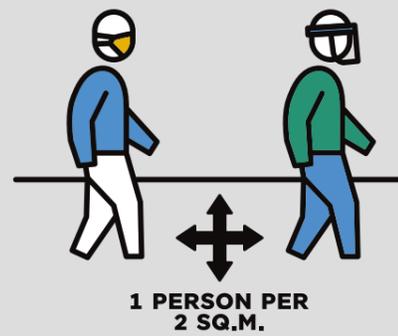


TOUCHLESS PAYMENT

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INTENSIVE HYGIENIC STANDARD OF TELEPHONE SERVICE CENTER & MOBILE PHONE SHOP

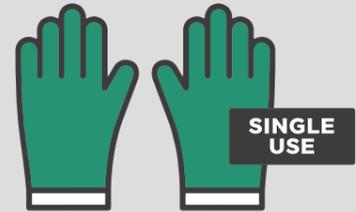
INTENSIVE HYGIENIC STANDARD OF TELEPHONE SERVICE CENTER & MOBILE PHONE SHOP



Limit number of customers
inside the store
(1 person per 2 sq.m.)



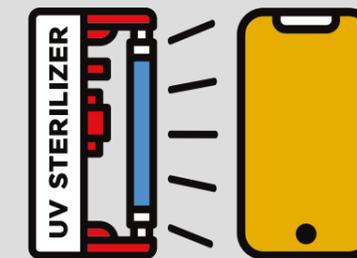
Arrange staff to recommend
and help find products
(to speed up the service and
avoid touching)



Provide disposable plastic
gloves for customers to
wear while shopping



Physical distancing at
least 1-1.5 meter



Clean and sanitize all goods and
touching with UV Sterilizer



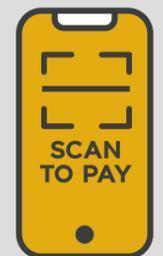
Install COUNTER SHIELD
at all cashier points



Clean and sanitize all goods
and shopping bags with
UV Sterilizer



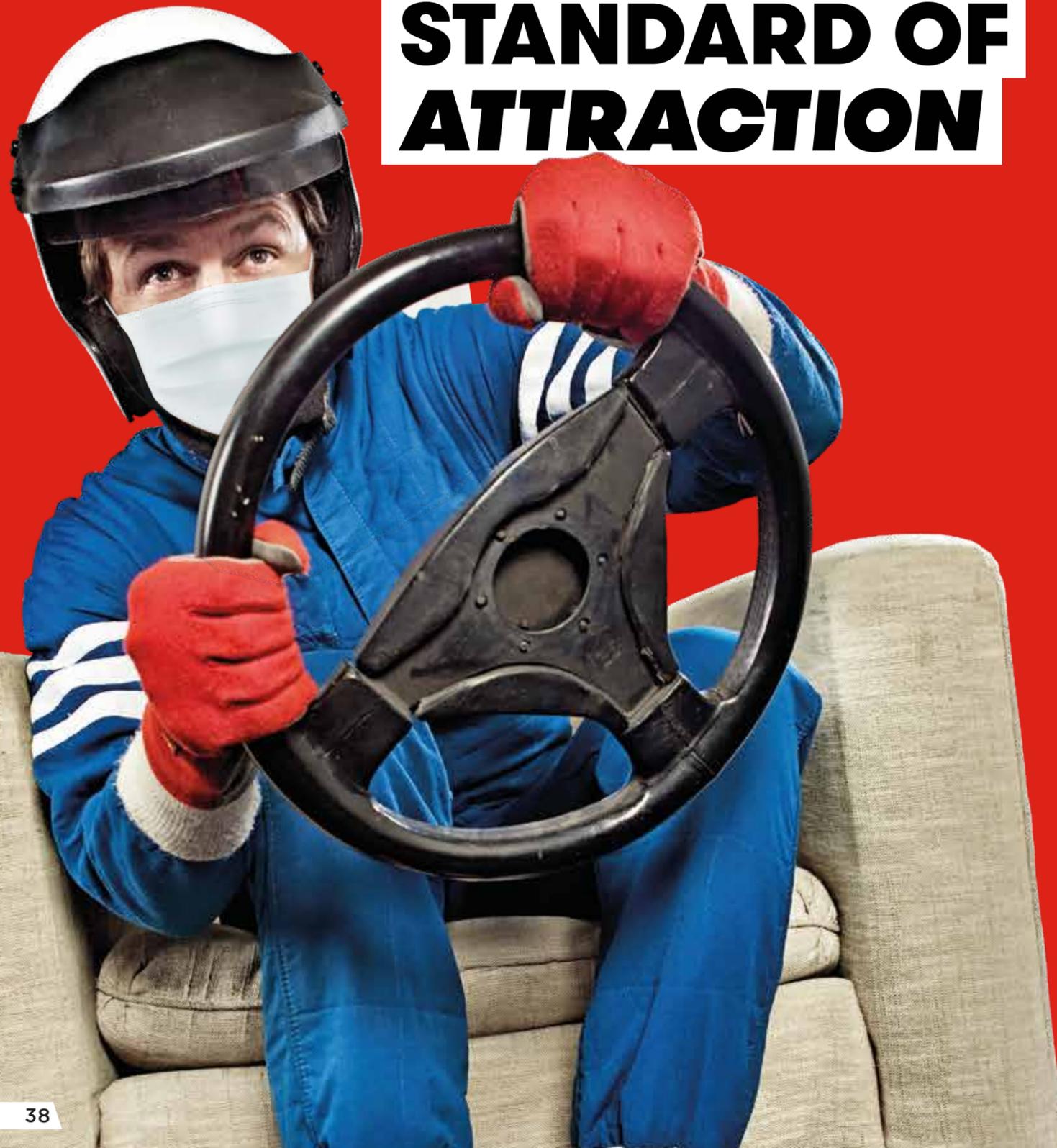
Install air purifier machine and
weekly disinfect the shop with
ozone disinfectant machine



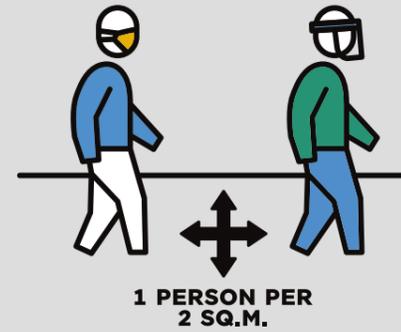
TOUCHLESS PAYMENT

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INTENSIVE HYGIENIC STANDARD OF ATTRACTION



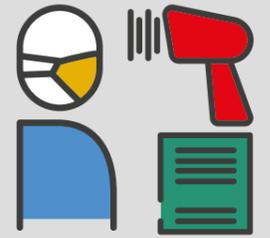
INTENSIVE HYGIENIC STANDARD OF ATTRACTIONS



Limit number of customers
inside attractions
(1 person per 2 sq.m.)



Provide alcohol hand sanitizer
for customers and staff



Check customer's
body temperature and ask
for travel history before
providing service



Physical distancing
at least 1-1.5 meter



Install air purifier machine and
weekly disinfect the shop with
ozone disinfectant machine



All kids must wear
hygienic mask and
FACE SHIELD at all time



Limit service time :
not over 1 hour



All equipments must be
sterilized and before use



TOUCHLESS PAYMENT



Install **TABLE SHIELD**
on every service points



Install **COUNTER SHIELD**
at all cashier points



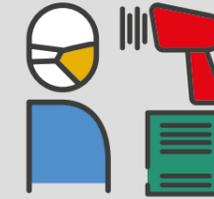
**LOVE & EXTRA CARE
TO OUR PEOPLE,
TENANTS, PARTNERS
& CUSTOMERS**

INTENSIVE HYGIENIC STANDARD OF FANTASIA LAGOON

INTENSIVE HYGIENIC STANDARD OF FANTASIA LAGOON WATER PARK



Provide alcohol hand sanitizer for customers and staff within the service area.



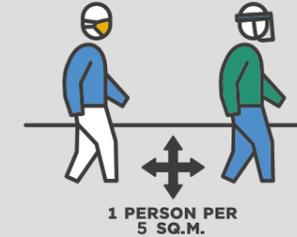
Check customer's body temperature and ask for travel history before providing service



Install COUNTER SHIELD at all cashier points



Use money tray for receive and change money. Money tray must be sanitized before & after use



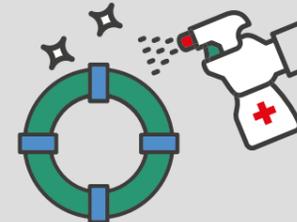
Limit number of customers inside (1 person per 5 sq.m.)



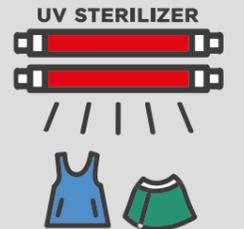
Physical distancing at least 1-1.5 meter



Limit service time : not over 2 hours



All rental equipments must be sanitized before & after use



Clean and disinfect all goods which have been tried on or in contact with customers after use



Limit conversation while providing service



Tables and chairs must be sanitized before & after use



Limit number of people inside waterpark. By arranging at least 1.5 m. spacing between tables



Cleaning service areas and public touch points with antiseptic every 1 hour



Measure water quality in the pool 3 times/day



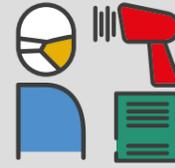
TOUCHLESS PAYMENT

**LOVE & EXTRA CARE
TO OUR PEOPLE,
TENANTS, PARTNERS
& CUSTOMERS**

INTENSIVE HYGIENIC STANDARD OF EVENT SPACE & MCC HALL

THE MALL
CONVENTION
CENTER

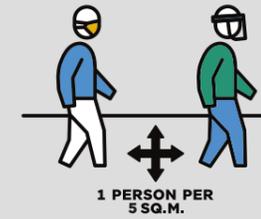
INTENSIVE HYGIENIC STANDARD OF MCC HALL & EVENT HALL



Check customer's body temperature and ask for travel history before providing service



All staffs are required to wear masks, FACE SHIELD and gloves while performing duty



Limit number of customers inside MCC & Event Hall (1 person per 5 sq.m.)



Provide alcohol hand sanitizer for customers and staff



Physical distancing at least 1-1.5 meter



All booths must have at least 2 m. spacing between booth



Install TABLE SHIELD on every service points



Tables and chairs must be sanitized before & after use



For TAKE AWAY packaging, lid must be tightly sealed with clear statement of restaurant name, branch, production date and expiration date



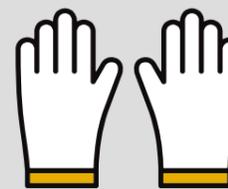
FOOD SHIELD installed at both fresh and cook food bars



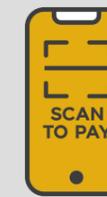
Provide customers with face veil for trying on cloths and new disposable pairs of socks for trying on shoes



Clean and disinfect all goods which have been tried on with UV Sterilizer before returning to shelf



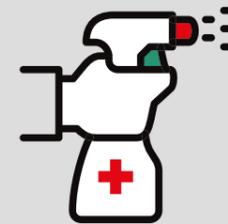
Provide disposable plastic gloves for customers to wear while shopping



TOUCHLESS PAYMENT



Big Cleaning MCC Hall & Event Hall every day after event



Clean and sanitize the service area and frequently touched point hourly



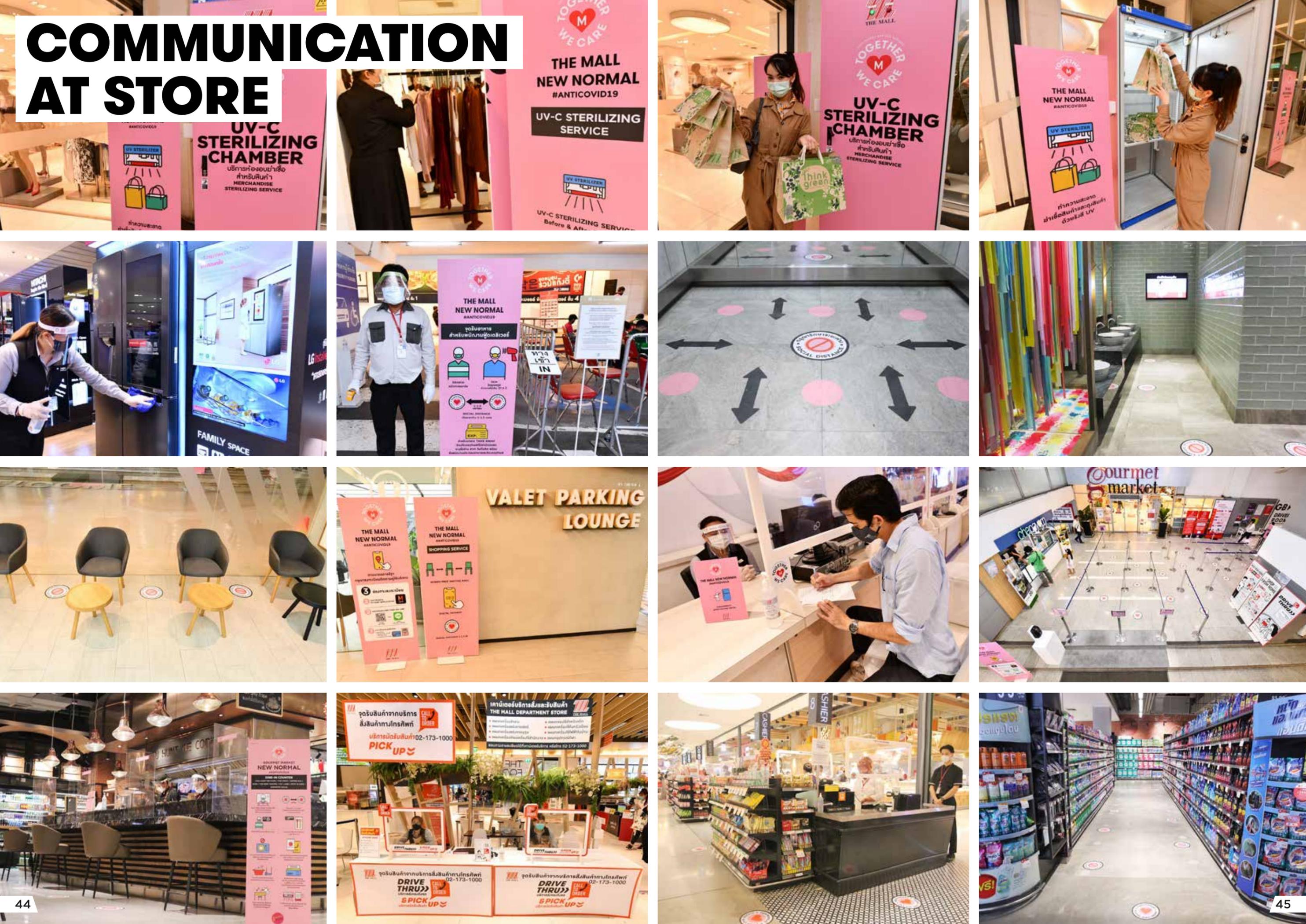
Provide an AR VISUAL APPLICATION to avoid trying on goods



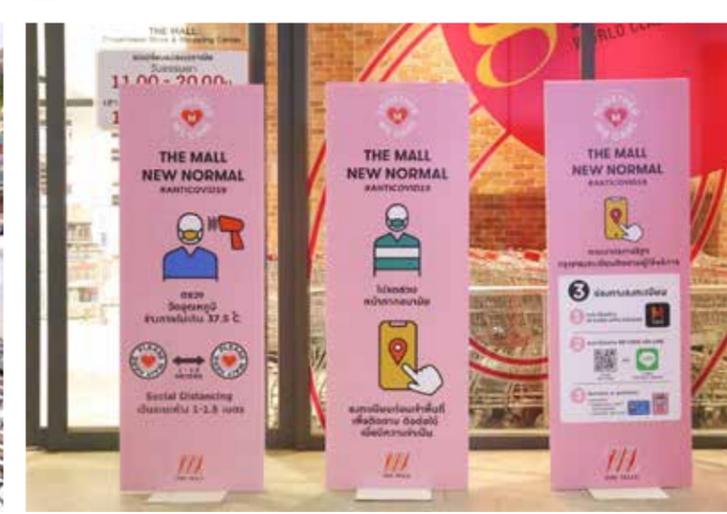
Install COUNTER SHIELD at all cashier points

All renters are required to submit layout plan and activity plan to branch marketing for approval 15 days in advance of event date

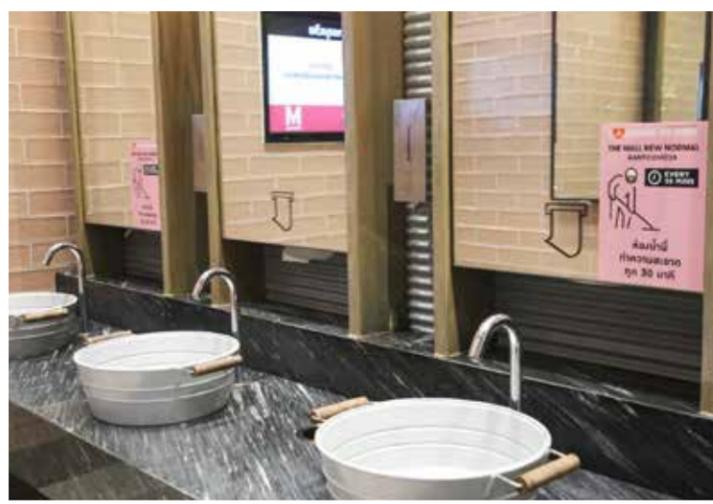
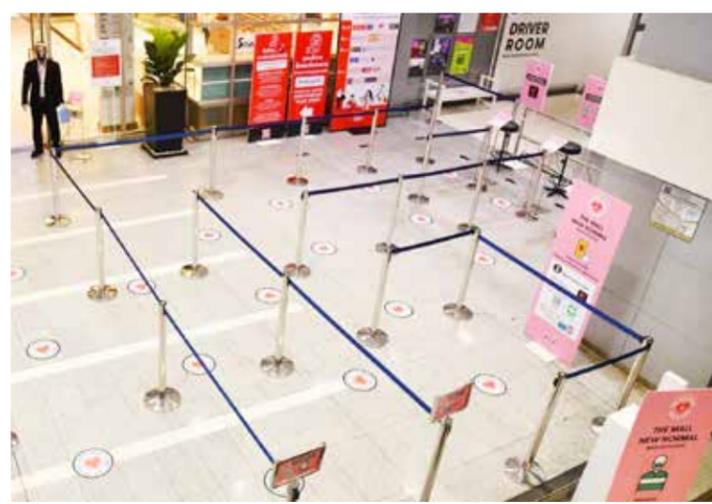
COMMUNICATION AT STORE



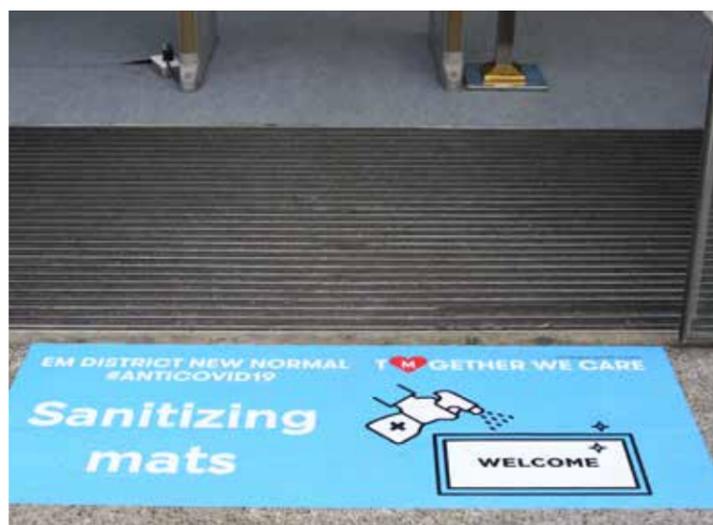
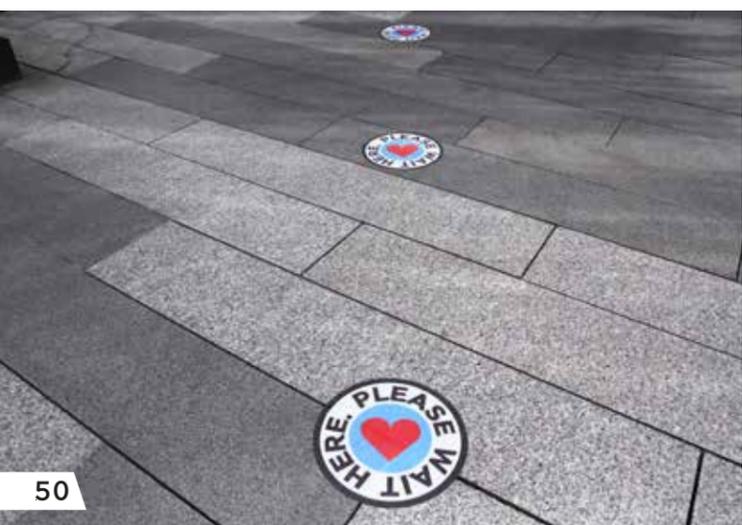
COMMUNICATION AT STORE



COMMUNICATION AT STORE



COMMUNICATION AT STORE



COMMUNICATION CUSTOMER JOURNEY

GUIDELINES FOR SUPREME SAFETY RESTAURANT



THE MALL GROUP
STAY SAFETY, STAY HEALTHY FOR SUPREME SAFETY

TOGETHER WE CARE THE MALL EMPORIUM EM QUARTIER PARAGON

GUIDELINES FOR SUPREME SAFETY SAFETY FASHION



THE MALL GROUP
STAY SAFETY, STAY HEALTHY FOR SUPREME SAFETY

TOGETHER WE CARE THE MALL EMPORIUM EM QUARTIER PARAGON

GUIDELINES FOR SUPREME SAFETY CLINIC & BEAUTY SERVICE



THE MALL GROUP
STAY SAFETY, STAY HEALTHY FOR SUPREME SAFETY

TOGETHER WE CARE THE MALL EMPORIUM EM QUARTIER PARAGON

GUIDELINES FOR SUPREME SAFETY BANK & SERVICE



THE MALL GROUP
STAY SAFETY, STAY HEALTHY FOR SUPREME SAFETY

TOGETHER WE CARE THE MALL EMPORIUM EM QUARTIER PARAGON



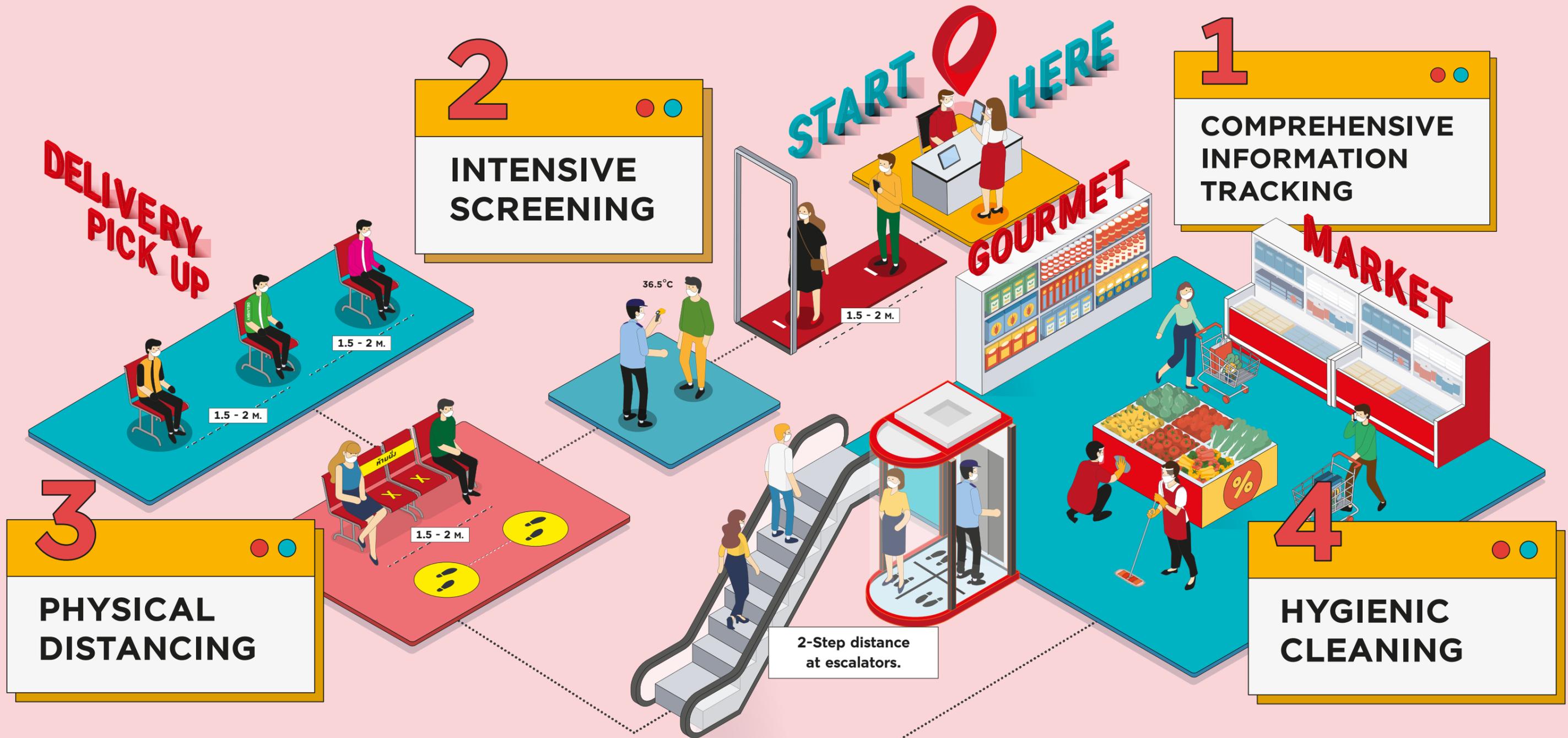
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themall_thailand "มาตรการเตรียมความพร้อมของร้านตัดผม ก่อนเปิดให้บริการจริง" เดอะมอลล์ กรุ๊ป ปลอดภัย ใส่ใจสุขอนามัย... more

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6 days ago · See Translation

THE MALL GROUP 5 INTENSIVE HYGIENIC STANDARD





5

TOUCHLESS EXPERIENCE



HOME :)
SAFELY



**THANK YOU!
AND STAY SAFE.**

เดอะมอลล์กรุ๊ป ดูแลใส่ใจ ไปด้วยกัน

TOGETHER



WE CARE