



For immediate release

MEDIA STATEMENT

Westgate reopens with enhanced precautionary measures to safeguard public health

Singapore, 6 June 2021 – Westgate has resumed operations on 6 June 2021, following a mandated two-week closure during which the mall has completed the deep cleaning and disinfection procedures required by the authorities.

The health of shoppers, tenants and staff remains the mall's top priority. As part of its reopening plans, Westgate has ramped up its cleaning protocols and precautionary measures to keep COVID-19 at bay. The new measures introduced are part of an ongoing review by CapitaLand to strengthen its operational framework to maintain high standards of cleanliness at its premises and encourage the practice of good personal hygiene by everyone who visits or works in its network of malls.

Improved ventilation and indoor air quality

To maintain good indoor air quality, Westgate will undertake daily air purging before mall operating hours. In addition, all air dampers in the building are fully opened to allow optimal outdoor air intake for the mall's kitchens and toilets. The air-handling units at Westgate are already fitted with high-efficiency MERV-14 filters, which have a higher filtration capability to reduce the risk of air-borne viruses and bacteria spread. Supplementing the MERV-14 filters, an ultraviolet germicidal irradiation (UVGI) system is installed at the central air supply system to enhance indoor air cleaning. These air circulation and cleaning measures, which are also adopted by the other CapitaLand malls, are in line with the authorities' updated guidance on Air Conditioning and Mechanical Ventilation systems in buildings.

To further enhance indoor air cleaning, Westgate will trial the use of ultraviolet (UV) air disinfectant devices at select enclosed areas within the mall. These devices use UV-C light technology to reduce the risk of indoor air pollutants and pathogens.

Enhanced cleaning and disinfection measures

The air circulation and cleaning measures complement Westgate's stepped-up cleaning and disinfection protocols that have been in place since last year. These include:

- Lift car disinfection with PhotoPlasma technology

All lift cars in Westgate are equipped with PhotoPlasma air disinfection system, which energises atmospheric air into a plasma state, in turn eliminating air-borne and surface microorganisms such as virus and bacteria. This is complemented by anti-microbial coating and general cleaning procedures to disinfect lift surfaces, as well as provision of hand sanitisers in lifts for common use. In line with the authorities' guidelines, Westgate has placed signs in lift cars and lift lobbies reminding users of safe management measures, such as to avoid overcrowding and observe personal hygiene.

- UV disinfection robots

Westgate will deploy autonomous UV disinfection robots after mall operating hours to conduct daily disinfection of high shopper traffic floors. These robots complement daily disinfection routines carried out by cleaning crews.

- Anti-microbial coating for high contact areas

High contact areas in Westgate are coated with an anti-microbial disinfectant to guard against bacteria and virus. These areas include lifts and lift buttons, door entrance buttons, handrails, touch screens, toilet cubicles and basins, family rooms and customer service counters. Complementing the anti-microbial coating, Westgate continues to regularly clean and disinfect all high contact touch points.

- Disinfection floormats at key entrances

Disinfection floormats are placed at key entrances of Westgate, allowing shoppers' soles to be cleaned when they step on the floormats. This helps to reduce the external contaminants entering the mall.

Stringent standard operating procedures to minimise risks for cleaning crew

As with the other CapitaLand malls, Westgate is working closely with its appointed cleaning company to implement stringent standard operating procedures that minimise risks for its cleaning crew. These include equipping the cleaning crew with the appropriate personal protection gear, incorporating a split team arrangement, and ensuring no cross-deployment at other properties. Crew members will also have staggered meal breaks to avoid congregating.

Similarly, Westgate's centre management staff also adopt a split team arrangement and staggered meal breaks, in line with prevailing safe management measures at the workplace.

Heightened vigilance to safeguard the community

Westgate will stay vigilant and continue to implement all prevailing safe management measures in line with the authorities' guidelines. These include temperature screening of all

visitors and employees, and contact tracing using TraceTogether-only SafeEntry at the point of entry.

Mask wearing in the mall is compulsory. To reinforce the best practices of wearing effective face masks and good personal hygiene among the community, Westgate has also put up educational posters at high-traffic areas.

Reopening specials for shoppers

To thank shoppers for their continued support, shoppers who purchase from participating Westgate tenants on [eCapitaMall](#) and [Capita3Eats](#) will enjoy S\$5 off with a minimum spend of S\$30 by using the promotional code “WG5OFF”. Limited redemptions are available from 6 to 13 June 2021, and terms and conditions apply.

To facilitate drivers and riders visiting Westgate to pick up orders, Westgate has extended its parking grace period to 30 minutes. Delivery personnel can also take their meals in a designated zone within Westgate.

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About Westgate (westgate.com.sg)

Located in Jurong Gateway right next to Jurong East MRT station, Westgate is a lifestyle and family mall with 250 stores. The mall offers a downtown shopping experience right in the west of Singapore, with alfresco courtyard dining, international brands and local favourites among its diverse tenant mix. Home to a wide variety of shops catering to children’s lifestyle, education and enrichment needs, Westgate also houses the largest thematic outdoor playground in a shopping mall – Westgate Wonderland.

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