BA𝗖K TO THE 𝗖ITY

Vol. 06

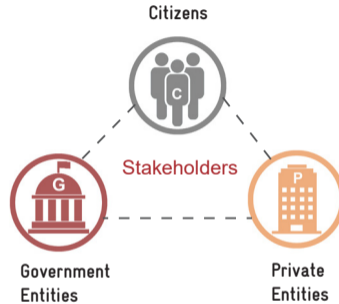## Malls

german cooperation
DEUTSCHE ZUSAMMENARBEIT

Implemented by

giz
Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

#BACKTOTHECITY

Cities are at the core of the present Covid19 pandemic: density and urban life foster the spread of the virus. But at the same time, better basic infrastructures in urban areas help to fight the virus. Cities are in the front line to deal with the virus and to find new ways to live with it. Local stakeholders and decision makers from public entities, from private companies and citizens have shown a huge amount of creative ideas how to continue with urban life in the Covid19 situation.

This guide book "Back to the City", is a compilation of those ideas and gives advise and valuable hints for decision makers to tackle the Covid-crisis in urban areas. It has been designed in a cooperation from Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH and CEPT University under the BMZ funded project "Sustainable Urban Development - Smart Cities", in India.

Citizens

Stakeholders

Government Entities

Private Entities

MALLS

Malls can make an important contribution to the local economy and, if well done, can enrich urban life. Even before the outbreak of COVID-19, retailers were embracing a movement towards a balance of mixed-uses to meet the commercial expectations of operators as traditional retail formats retracted as e-commerce grew. The sudden and rapid spread of the pandemic is forcing the usually fully airconditioned retail spaces to drastic measures in order to guarantee a safe shopping experience.

Entry Screening

Shopping malls get frequented randomly by a large number of visitors for shopping, entertainment and essentials. **Establish thermal screening kiosks with queue based entry at the entrances of the malls and enable the staff at common points to also supervise the usage of facemasks and sanitizer for visitors.**

#safemalls,#constantscreening
#covidteams

Autonomous shopping

In the post-covid era when consumers around the world prefer to avoid human contact, retailers are scrambling to adapt. **Introduce self-cashier payment options with contact free payment. Minimize traditional high-touch areas and protect specifically the shop staff.**

#cashierless, #selfcheckout, #contactless

Smart Shopping

Retailers are working tirelessly to limit the time spent in stores in order to keep employees and shoppers safe as a result of the COVID-19 pandemic. It is the era of quick shopping. **Foster smart shopping approaches like "Buy Online Pick up In-Store (BOPIS)" or "click and collect" to provide consumers with an integrated shopping experience in offline/ online stores.**

#bopis #clickandcollect #quickshopping

Designed Distancing

By now, most stores have installed social distancing stickers and other awareness raising measures. **Help future retail spaces to make distancing markers more permanent with different types of flooring to indicate waiting areas and to set groups of people apart.**

#builtindistancing, #safemalls, #colouredsafezones

COVID-19 SAFETY CAMPAIGN

PLEASE STAND ONLY ON THE COLOURED STEPS

Smart Elevators

As an elevator is an enclosed and small confined space, it is most important to minimize exposure to other people.

Install destination dispatch technology that groups riders by destination to make elevators more efficient while practising social distancing within each car.

#destinationdispatch, elevatordistancing #elevatoretiquette

SUMMARY

Establish thermal screening kiosks with queue based entry at the entrances of the malls and enable the staff at common points to also supervise the usage of facemasks and sanitizer for visitors.

Introduce self-cashier payment options with contact free payment. Minimize traditional high-touch areas and protect specifically the shop staff.

Foster smart shopping approaches like "Buy Online Pick up In-Store (BOPIS)" or "click and collect" to provide consumers with an integrated shopping experience in offline/online stores.

Help future retail spaces to make distancing markers more permanent with different types of flooring to indicate waiting areas and to set groups of people apart.

Install destination dispatch technology that groups riders by destination to make elevators more efficient while practising social distancing within each car.