



Weberstown Mall Merchant  
4950 Pacific Ave.  
Stockton, CA. 95207

Dear New Merchant:

Welcome to Weberstown Mall! It is truly a pleasure to have you as a part of the Weberstown Mall collection of retailers that comprise the mall!

We trust that this Retailer Handbook will provide you with the information you need concerning the operation and marketing of the mall. Should you have any questions after reading this manual please feel free to stop by the mall office to Meet with me or any member of our team. We wish you much success.

Sincerely,

Steve Gerber  
General Manager  
Weberstown Mall  
GLIMCHER PROPERTIES LIMITED PARTNERSHIP

**Welcome to Weberstown Mall !**

**Glimcher Property Management Mission Statement:**

The mission of Glimcher Property Management is to provide our customers with a comfortable shopping experience. By comfortable we mean to provide the highest level of cleanliness, security and friendliness to our customers, tenants as well as to each other.

We are in the business of satisfying our customer needs while making their stay at our properties a memorable experience.

**Mall Management Team**

**General Manager** ..... Steve Gerber

**Operations**

Operations Director ..... Tom Cleveland

Facility Supervisor ..... Mike Fernandez

**Marketing**

Marketing Manager ..... Marci Blower

**Specialty Leasing**

Specialty Manager ..... Melissa Gomes

**Guest Services Center**

Guest Service ..... Arcie Sandoval  
Edna Chicas  
Linda Lupian

**Security**

Managed by IPC

Security Director ..... Heidi Wells-Pitts

**Administration**

Administrative Assistant III ..... Pat Conton

## Available at Guest Services

### **FAX**

\$2.00 ea. page  
\$1.00 ea incoming page

### **COPIES**

\$ .25 per Copy

### **OTHER**

Wheelchair and Strollers  
Free of Charge  
**(With valid identification)**

### **Maintenance Checks**

Quarterly inspections will be conducted for each retailer. Store managers will be notified of unacceptable maintenance conditions. If not corrected within a reasonable length of time, the mall will take action to correct the conditions and the individual stores will be billed accordingly per lease agreement.

### **Roof Leaks**

If you have a roof leak, please report it **IMMEDIATELY** to the mall management office. Our engineers will inspect it to determine the cause of the leak and make any necessary repairs.

### **General Maintenance**

Store premises (including the service areas adjacent to the premises, show windows, etc.) shall be kept orderly, safe, and clean. All fixtures should be in good working order.

### **Trash Procedures**

Each Retailer is responsible for the proper disposal of all trash generated. Trash cannot be taken through the mall during mall hours. Pallets need to be taken at the time of delivery. They cannot be stored in the Truck Courts. If you need help operating the trash compactors please contact Engineering for assistance.

### **Roof Access**

All service representatives needing roof access must first check in at the mall management office during business hours, Monday through Friday, 8:30 a.m. – 5:30 p.m.. The service technician must sign the roof access log and leave some form of identification, either a driver's license or ID tag with the mall office. A pass will then be issued. Mall Security or Engineering will then be paged to open the appropriate roof hatch.

Upon return to the mall management office, mall security or Engineering will be paged to the rooftop to check the area where the service technician has visited the damage or debris. Once the area has been inspected, the technician will sign out and return the roof access pass. The mall office will photocopy the service report to be placed in your store's preventative maintenance file. The mall office will then return the identification to the service technician.

### **Smoking Policy**

For the comfort and safety of shoppers and retailers, Weberstown Mall is a smoke free environment. Ashtrays are located near mall entrances.

### **Changes in Store Management**

Please notify the mall office immediately if your store has any changes in management personnel. The office keeps a confidential record of managers and assistant managers telephone numbers for emergency purposes.

### **Signage**

Store Management will not place or cause to be placed on any exterior door, wall or window any advertising matter or other things of any kind or any hanging of signs within five feet of any such window or door without mall management's prior written consent. Please refer to your lease Section 9:04 for verification. All signs located in the interior of any store shall be in good taste so as not to detract from the general appearance or reputation of the store and shopping center. Signs TAPED to the front windows, storefronts or columns adjacent to concourses are NOT permitted. All hand lettered or otherwise unprofessional signage will be removed by mall management. All signage must be professionally produced and maintained in good condition at all times. The following type of signs are prohibited:

1. Paper signs and/or stickers utilized as signs
2. Signs of temporary character or purpose
3. Outrigger signs
4. Moving or pylon signs
5. Vinyl banners (with or without grommets)
6. No laminated signs

### **Illumination**

No flashing, moving, flickering and/or blinking illuminations, animation, moving lights shall be allowed. Black lights, strobe, flashing or spinner chase type lighting is prohibited.

### **Remodeling/Construction**

Prior to remodeling or beginning any type of construction in your store, you must first contact the mall office. Please do not proceed without approval from mall management. Refer to Section 9:03 of your lease for further details and information. If you have any question, please feel free to contact the Operations Director.

### **Soliciting, Demonstrating, Etc.**

It is the policy of Weberstown Mall that no one, including mall retailers, shall sell any item, collect money, pass out information or literature or solicit in the public areas without first contacting the mall office for permission. For more information, please refer to your lease Section 16:02. This policy is on file in the mall office should you wish to review it.

### **Deliveries**

All store deliveries must be received through the service entry doors no earlier than two hours before mall opens or no later than two hours after closing. Doors must be closed immediately after the delivery is finished. This will prevent loss of heat/air from the climate controlled service area.

### **Safety and Prevention**

If you notice a spill (wet or dry) outside of your store in the common area, please call Guest Services at 477-0247. A Housekeeping employee will respond promptly to clean up the area.

### **Heating and Air Conditioning—not applicable except with Retailers who have own HVAC system**

If you have a problem regarding the heating and air conditioning within your store, our Engineering department will be happy to diagnose the problem, and will supply you with the name of a repair service should the need occur. The Operations Department will in turn make a copy of the work order to put in your preventative maintenance file. A Preventative Maintenance Service Contract, Program and copy of contract must be provided to the Mall Management Office for your HVAC unit. Constant temperature of no higher than 72 degrees cooling and no lower than 68 degrees heating must be maintained as per Section 10:02 paragraph E of your lease.

### **Engineering Department**

Weberstown Mall Engineering Department will gladly advise you in regard to any unusual maintenance condition that may occur in your store. Please call the Mall Office. If your store requires a plumber or electrician, you must contact these people directly.

Engineering, Security and Housekeeping personnel report directly to the Mall Management team. Please do not request assistance from staff for such items as changing light bulbs, cleaning windows, etc.

### **Postal Information**

The mailbox located on the north side of JCPenney can be used for outgoing mail.

### **Closing Due To Elements**

The decision for the closing of the mall due to inclement weather conditions will be made by the General Manager of the mall. When the decision to close has been made, you will be notified; otherwise, retailers have lease obligation to remain open.

### **Retailer Inspection Guidelines**

Clean, attractive and professionally displayed stores are of critical importance to the mall's image and the overall success of the mall. Periodic inspections of retailers will be conducted by the Mall Management to ensure that the highest standards of retailer management are being maintained. Your cooperation in the following areas will assure you of a favorable report.

1. Signs - professionally printed and properly lighted
2. Lighting – interior, exterior and exit lights should be clean and in good condition.
3. Furniture/Fixtures/Flooring/Carpet - All should be clean and in good condition.
4. Fire regulations – stores should ensure that all fire requirements are being satisfied as they relate to properly inspected and charged fire extinguishers, exits lights, sprinkler head cleaners, electrical cord overloads and back rooms free of debris.

Retailers should comply with and observe all rules and regulations established by Mall Management.

### **Marketing**

The mission of Weberstown Mall Marketing Department is to increase sales and traffic for retailers in the mall. There are many varied ways you can take advantage of the services offered by The Marketing Department. Following is a list of some of the opportunities available to retailers:

### **In-Store Sales/Promotions**

Have a question about how to promote an in-store promotion or sale? Contact the Marketing Department at 477-0247 to schedule a brainstorming session. We are available to consult with you about unique ideas to help increase sales and traffic in your store.

### **The Weberstown Weekly Program**

Each week on Monday a Weberstown Weekly is distributed to each store. Reading this information and attending retailers meetings is the best way to keep up-to-date on the many activities happening in the mall.

## **Planet Kid**

The Marketing Program of Galactic Proportions targets families with kids under 12. Each month features enticing craft activities, give-a-ways, and community partners! YOU can help set Weberstown Mall, apart from the others and perform a vital community and public relations function thereby driving traffic into your store and increasing your sales by participating in Planet Kid.

## **In-Mall Signage**

Each store has the opportunity to promote their in store sales/events through utilizing in mall signage. Signage must be 22x28 & delivered to the Mall Management office prior to promotion. Up to 10 signs may be displayed throughout the mall.

## **Security**

The safety of shoppers and retailers is vitally important to Weberstown Mall. It is the responsibility of our security officers to identify hazardous situations, which may cause injury to shoppers, employees or the property itself. Individual store security is the responsibility of the retailer and his/her employees. Weberstown Mall security personnel can render support and advice but only upon request by the store's management.

**Weberstown Mall is patrolled 24 hours a day.** Disturbance or other security related problems seen by you or your staff should be reported by calling the Security Dispatch at 477-8810. A security officer will be dispatched immediately. Customer or employee emergencies, you should first call the Stockton Police Department at 911, and then call mall security officers immediately.

### **Lost Children**

Weberstown Mall security will assist in the event of a lost child or person. If a lost child or person is reported, please call the Security Dispatch at 477-8810. Please have physical description, age, sex and name of person missing. The information will be dispatched to all security officers immediately.

### **Lost and Found**

All lost and found items discovered in your store should be kept in your store. If you or your staff find an item in the common area, please turn this item in at the Mall Office. If you or your staff are approached regarding a lost item, please call the Mall Office at 477-0247 with a description of the items, and the Information Coordinator will be happy to check if any items have been turned in. Items are held for 60 days at the mall and then turned over to local charities.

### **Use of the duress Code**

Weberstown Mall has a duress code. This code is to be used in the event you or your staff cannot request mall security freely, due to the fact that this would alert the individual that you need help. You and your staff should call Security Dispatch at 477-8810 and identify your store by name and request to speak with **N.O.R.A.** (Need Officer Right Away). A security officer will be dispatched to your store immediately.

### **After Hours Permits**

To maintain a safe mall and the safety of your employees, Weberstown Mall has an after hours procedure. This procedure controls who is in the mall after mall business hours. Stores are required to obtain an after hours permit if they need to come into the mall earlier than two hours before the mall opens for business or will remain later than two hours after the mall closes.

To obtain an after hours permit you must give a least a 48 hour prior notice. The after hours permits may be obtained at the Mall Office. The Mall Office hours are 8:30 a.m. – 5:30 p.m. Monday -Friday. For emergency situations you may obtain an after hours permit from the on-duty manager if the Mall Office is closed. Failure to make requests in the proper time frame will result in the overtime charges being assessed to the retailer.

### **Medical Emergency**

If a medical emergency should occur within your store, please call 911 first and then call the Security Dispatch at 477-8810. A security officer will be dispatched to your store to offer assistance. If the situation does not require 911 services but does require some type of assistance, please call the Security Dispatch for security back up or assistance.

### **Extended Power Outage**

In the event of an extended power outage, the Mall Management or mall security will contact store managers to have them close and secure all interior doors leading to the mall's common area until power is resorted.

### **Shoplifters**

If you suspect a shoplifting incident has occurred, contact Security Dispatch at 477-8810 immediately with a description of the person(s). A security officer will be dispatched immediately.

**It is each store's individual responsibility to stop an alleged shoplifter, to detain the subject and to press charges.** Weberstown Mall security officers will stand by to protect store personnel and shoppers until Stockton Police Department arrives to transport the subject to headquarters. Please keep in mind it is extremely important for your staff to understand that in order for them to detain a person for shoplifting, they must personally observe the crime and be 100% positive that the person being detained committed the crime. As with shoplifting, it is your responsibility to detain, if possible, anyone passing bad checks or using stolen credit cards. Please call the police first and then call for mall security.

### **Emergency procedures**

#### **Auto Assistance**

If you, your employees or customers are in need of a jumpstart, tow or have locked keys in the car and are in need of assistance, please call Security Dispatch. The Security Department will call assistance to help. Should you require this type of assistance, call 477-8810. If you need a jumpstart, you must sign a waiver.

#### **Severe Weather**

In the event of severe weather, i.e., earthquake in the area, the management and security personnel will notify the retailers and customers and will show the customers where to go for shelter. A map will be issued to all stores regarding shelter. Please post this map and discuss it with your employees as to the closet shelter location to your store.

#### **Designated Employee Parking Areas**

It is vitally important that the parking spaces in closest proximity to the mall be reserved for customers. Convenience for our shoppers should be our top priority. For this reason, we have designated parking for employees. Parking is located in the east parking lot, across the street behind JCPenny. It is each store manager's responsibility to familiarize his or her employees with the designated parking areas and to enforce this policy. Likewise, it is also the responsibility of each store manager to supply the Mall Office with license plate numbers of employee's cars (per Section 8:03 of your lease).

Employee's vehicles not parked in accordance to this policy will be contacted and given a 30-minute warning. If the vehicle is not moved within that time, it will be towed.

Retailers are allowed only 20 minutes for deliveries.

**Other security Emergencies**

In the case of a robbery, call the police and then call for mall security. Let the police and security know if the subject is armed so they know how to proceed. Give the robber(s) what they want; remember material items are replaceable but life is not. Write down what you can remember about the robber(s) before you talk to other employees and while it is fresh in your mind. Do not touch anything! There may be fingerprints.

**Breaking and Entering**

For breaking and entering, call police and then call for mall security. Again, do not touch anything. If you discover the door open, do not enter by yourself, as subjects may still be inside. Wait until police arrive. If you see a suspicious person, please call for mall security. The mere presence of a security officer may deter the person from hanging around or loitering.

## **WASTE MANAGEMENT CUSTOMER SERVICE**

*Waste Management* is committed to customer satisfaction. Should *Weberstown Mall* Management or any tenant have questions or require information, they may call the toll free customer service number, Monday through Friday, 7:00a.m. to 7:00 p.m. CST at:

**1-888-977 NASC (6272)**

The number connects to the National Accounts Service Center in Lombard, Illinois.

# EMERGENCY CUSTOMER SERVICE

If the *Weberstown Mall* management or a tenant require information or service during times other than regular business hours, the following emergency phone numbers may be used to contact a *Waste Management* representative.

**1) For Service Questions/Issue contact:**

Waste Management

National Accounts Customer Service Center

1-888-977-NASC (6272)

**2) For All Equipment Questions contact:**

Stockton Scavengers

209-946-5721

Dan Peterson – Sales Rep

## PROCEDURES FOR NEW TENANTS

*Weberstown Mall* Management will observe the following steps when initiating service for a new mall tenant:

- ❖ It is the tenant's responsibility to contact the National Accounts Service Center at 1-888-977 NASC (6272) and a *Waste Management* representative will activate their account.
- ❖ *Waste Management* will provide a tenant Training Packet (see "Tenant Training Materials" in the Manual.)
- ❖ After the new tenant has read the Training Packet, they will need to complete the "Merchant and Billing Information" sheet and fax it to NASC at 630-268-8045. When the form is received, a *Waste Management* representative will activate the account.

## PROCEDURE FOR TEMPORARY TENANTS

Before initiating service for a temporary tenant, Weberstown Mall Management should follow this procedure:

- ❖ Observe all the guidelines found in the section “Procedures For New Tenants”.
- ❖ *Waste Management* will advise the temporary tenant that they will be billed a flat rate amount.
- ❖ Inform the temporary tenant they must call the *Waste Management* Customer Service Center to activate their account. The tenant will continue to be invoiced until their account is deactivated. The number to call is:

**1-888-977-NASC (6272)**

# **WEBERSTOWN MALL**

## **MERCHANT & BILLING INFORMATION**

Please complete the following and fax to 630-268-8045.

Store Name: \_\_\_\_\_

Store # \_\_\_\_\_

Service  
Location: \_\_\_\_\_

Store Contact Name: \_\_\_\_\_

Store Phone #: \_\_\_\_\_

Billing  
Address: \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City/State \_\_\_\_\_

Zip \_\_\_\_\_

Area Code/Phone # \_\_\_\_\_

## **Weberstown Mall:**

Customer inquiries please call *Waste Management National Account Service Center* at:

1-888-977-NASC (6272)

## **Additional Services:**

- ❖ Cart Rentals (\$5.00 per month, Carts are optional)
- ❖ Construction open tops-20 yard and 40 yard open top containers will be made available by calling Waste Management National Account Service Center at 1-888-977-NASC (6272).
- ❖ Special or hazardous waste removal-service can be provided by first notifying the Weberstown Mall Management Office and contacting the Waste Management National Account Service Center at: 1-888-977-NASC

## **Program Guidelines and Rules**

- ❖ Tenants who are found leaving waste outside the trash receptacles will be fined \$50.00.
- ❖ Tenants whose waste is found in the common areas of the mall will be fined \$50.00.

**WASTE MANAGEMENT & GLIMCHER**  
**REALTY TRUST COMPANY PRESENT:**  
TENANT TRAINING GUIDE

**WASTE REMOVAL FOR:**  
WEBERSTOWN MALL

**Waste Removal**

The purpose of this training and the materials provided in this booklet is to make the management of trash run smoothly.

The merchants of Weberstown Mall will be equitably invoiced for waste services using a square footage allocation method. Tenants are invoiced based on a pro-rata allocation of their store's square footage. To ensure equitable cost allocation a distinction is made between various retail tenant types in each mall.

**Billing**

Each store will be billed individually by Waste Management. Waste Management has determined the costs for the waste transportation, disposal and equipment and established a square footage billing system per square foot. Your monthly bill will be calculated by multiplying the square foot charge times the number of square feet you store contains.

Square footage invoicing is achieved through three easy steps:

- ❖ **Appropriate tenant retail types and corresponding square footage rates are determined.**
- ❖ **Tenants transport their waste to open top container or compactor as needed.**
- ❖ **Invoicing is made directly to tenants based upon square footage.**

**Transportation and Location**

Refuse must be carried by tenant to the open top containers or compactors located in Service Courts.

**Important Phone Numbers:**

National Account Service Center.....888-977-NASC (6272)  
Stockton Scavengers.....209-946-5721

**WASTE MANAGEMENT  
AND  
GLIMCHER REALTY TRUST  
PRESENT**

**TENANT TRAINING GUIDE**

**FOR**

**WASTE REMOVAL PROCEDURES**

**WEBERSTOWN MALL  
STOCKTON, CA**

**JANUARY 2002**

**Attention: A/P Contact Person/Dept.**

## **PROCEDURES FOR MANAGEMENT OF SPECIAL WASTE**

Occasionally a *Weberstown Mall* tenant will need to dispose of Special or Hazardous Waste. Some Example are:

- ❖ Florescent light bulbs, in quantity (Normal change-out acceptable)
- ❖ Paint in paint cans
- ❖ Solvents or chemicals
- ❖ Appliances
- ❖ Tires
- ❖ Batteries

Under no circumstances should this type of waste be disposed of in the open top container or compactor with regular waste. *Waste Management* will arrange a pick up for Special/Hazardous waste call:

**1-888-977-NNASC (6272)**

## ENVIRONMENTAL REPORTING

Upon request, *Waste Management* will provide Weberstown Mall environmental management reports. To take advantage of this service call the National Accounts Service Center at:

**1-888-977-NASC (6272)**

## **WASTE MANAGEMENT** **CONSTRUCTION/RENOVATION SERVICES**

*Waste Management* is able to provide 20- and 40-yard open top containers for renovation or construction projects at Weberstown Mall. Port-O-Lets are also available for long term projects. For current pricing and delivery information call:

**1-888-977-NASC (6272)**