# RIVER VALLEY MALL MISSION STATEMENT

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Exhibit A - Employee parking site plan
RIVER VALLEY MALL
MISSION STATEMENT

The mission of River Valley Mall 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’s needs while making their stay at River Valley Mall a memorable experience.

AROUND HERE…

1. We treat our customers, our tenants, and each other with respect.
2. We listen to each other.
3. We treat our customers as guest in our home.
4. No one is any more important than anyone else.
5. We speak to everyone we see.
6. We want our customers to feel comfortable.
7. We want to be known for cleanliness, security and friendliness.
8. We are in the business of satisfying customer’s needs.
9. We know that first impressions are important.
MANAGEMENT INFORMATION

River Valley Mall is owned and managed by Glimcher Properties Limited Partnership, which is based in Columbus, Ohio.

WHO'S WHO IN THE MANAGEMENT OFFICE

LOCATION: Between JcPenney and the Social Security Office

HOURS: Monday - Friday, 8:00 am – 6:00 pm

ADDRESS: River Valley Mall
Management Office
1635 River Valley Circle S.
Lancaster, OH 43130

TELEPHONE: (740) 653-0269

FAX: (740) 653-8162

General Manager: Holly Dozer
Responsible for all aspects of operations and administration of the shopping center. As the leader of the mall management team, the General Manager interacts with the center merchants, local government agencies, local businesses, and customers.

Operations Director: Don Regan
Responsible for all operational issues including center maintenance, landscaping, housekeeping and security.

Marketing Manager: Brenda Miller
Leads overall marketing efforts for center, including advertising, public relations, retailer communications, special events, sponsorships, customer service and is accountable for administration of marketing fund.

Specialty Leasing Manager: Jeanie Haddox
Directs the leasing of temporary space throughout the center. This includes retail merchandising units, kiosks, and temporary in-line space.

Director of Security: Don Hazelwood
Responsible for the protection and safety of customers, mall employees and contracted services within River Valley Mall.

Administrative Assistant to the General Manager: Tricia Huston

Maintenance Supervisor: Terry Newman
IMPORTANT PHONE NUMBERS

FOR ALL EMERGENCIES .............................................. 911

Lancaster Police Department ................................. (740) 687-6680
Lancaster Fire Department ................................. (740) 687-6680

River Valley Mall Management Office ..................... (740) 653-0269
River Valley Mall Security ................................. (740) 653-3446

Department of Health ........................................... (740) 687-6678
Lancaster Utilities ............................................. (740) 687-6627
SBC ................................................................. (800) 660-3000
American Electric Power ................................. (800) 672-2231
Fire Prevention Bureau ....................................... (740) 687-6640

HOURS OF OPERATION

Management will enforce hours of operation as specified in your lease.

Normal operating hours for tenants are:

- Monday-Saturday 10:00 am - 9:00 pm
- Sunday 12:00 noon - 6:00 pm

These hours may vary on holidays. Whenever changes do occur, Mall Management will notify you in writing. Your store is expected to be open during all hours of operation.

Normal business hours for the Management Office are: 8:00 am – 6:00 pm.

A representative of the Management Team will be on site during all hours of operation.
### CENTER FACT SHEET

<table>
<thead>
<tr>
<th>OPENING</th>
<th>October 1987</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCATION</td>
<td>Lancaster, Ohio</td>
</tr>
</tbody>
</table>
| MAILING ADDRESS: | River Valley Mall  
                   | 1635 River Valley Circle S.  
                   | Lancaster, OH 43130 |
| OWNER        | Glimcher Realty Trust |
| GLA          | 580,643 square feet |
| ANCHORS      | ElderBeerman  
                   | JCPenney  
                   | Lazarus  
                   | Sears  
                   | Steve & Barry’s University Sportswear |
| STORES       | Approximately 75 |
| RESTAURANTS  | Damon's |
| FOOD COURT   | 500 Seats |
| TRADE AREA POPULATION | 314,663 |
| EMPLOYMENT AT CENTER | Approximately 800 employees |
| TRADE AREA HOUSEHOLDS | 116,326 |
| AVERAGE HOUSEHOLD INCOME | $49,965 |
CENTER AMENITIES

As employees of stores at River Valley Mall, you are also ambassadors for River Valley Mall. Many of you will come in contact with shoppers who are unable to locate various necessities. Please be familiar with the following center amenities:

ATM's  Located at the end of the Food Court near Regal Cinema

RESTROOMS  Located off of the Food Court near Lenscrafters and in all Anchor stores (except Steve & Barry's)

CHANGING STATIONS  In all restrooms

RESTAURANTS
  Damon's  Located inside "C" Main entrance next to Regal Cinema

TELEPHONES  11 public telephones
  In all common area entrances and near restrooms

WATER FOUNTAIN  Located in the hallway by public restrooms

MAILBOXES  Located just off of the hallway of the public restrooms

STROLLERS  Located at each main entrance ("A", "B", and "C")

WHEELCHAIRS  Located in the Mall Office

GIFT CARDS  Located in the Mall Office
CUSTOMER SERVICE

Customer Service will serve as the focal point for all center programs. All Customer Service personnel will embrace the belief in "Customer Service", making certain to go above and beyond what is necessary to guarantee each guest's trip to River Valley Mall is a positively memorable experience.

LOCATION: In the Mall Office

HOURS: All hours of center operation
       Monday-Friday 10:00 am - 6:00 pm
       Saturday 12:00 noon – 6:00 pm
       Sunday 12:00 noon - 3:00 pm

AMENITIES & SERVICES:
Directory Assistance Lost & Found
Gift Certificates Mallwalkers Information
Kiddie Kab & Wheelchair Planet Kid Registration
DIRECTIONS TO RIVER VALLEY MALL

FROM PORT COLUMBUS AIRPORT
Take 1-270 South to Route 33 Lancaster; exit; Mall sits on right hand side

FROM DOWNTOWN COLUMBUS
Take 1-70 East to Route 33 Lancaster; exit; Mall sits on right hand side

FROM ATHENS
Take route 33 North through Lancaster; Mall sits on left-hand side

FROM CIRCLEVILLE
Take route 22 East to Route 33, make a left on Route 33; Mall sits on left hand side
LOCAL RESOURCES FOR MERCHANTS

BANKS

National City Bank (740) 687-1888
Banc One (740) 654-8588
Fairfield Federal (740) 653-1895
Fairfield National (740) 653-1199
First Bremen Bank (740) 687-3940

TAXI SERVICE

Public Transit (740) 681-5086

PRINTING SERVICES

Commercial Printing (740) 687-6000
Conrad's Printing (740) 654-6248
The Letter Shop (740) 654-2687
Minuteman Press (740) 689-1992
North End Press (740) 653-6514
Office Max (740) 653-8941
PrintMark, Inc. (740) 653-7319
Wilson Graphic (740) 687-1712

SUPPLIES

Office Max (740) 653-8941
Office Mart (740) 687-1707
Office City (740) 654-0824

MAIL SERVICES

Lancaster Post Office (740) 654-3130
Mail Boxes Etc. (740) 654-5335

AREA HOTELS

Amerihost Inn (740) 654-5111
Best Western (740) 653-3040
Hampton Inn (740) 654-2999
Holiday Inn Express (740) 654-4445
Knights Inn (740) 687-4823
SPECIALTY LEASING PROGRAM

The River Valley Mall specialty-leasing program offers both local entrepreneurs and established companies alike the opportunity to create higher levels of success than ever thought possible.

By using the common area of River Valley Mall, retailers can be right in the middle of the action, offering up-to-the-minute new products and services. Our state of the art customer Retail Merchandising Units (RMU's) in effect create your own miniature store, that, when merchandised properly and staffed professionally, can revolutionize the way you do business.

In addition, River Valley Mall offers the opportunity to lease select space through the center on limited-time availability's, to showcase new products, or offer more inventory, at peak seasons.

Contact Specialty Leasing Manger, in the Management Office for more information.
EMERGENCY CONTACT INFORMATION

If there is ever an emergency in your store or at the center it is imperative that the Management Office be able to contact your store’s management personnel. The Management Office keeps a confidential record of the store contact information for emergency purposes only.

Store Name: _________________________  Store Phone #: ______________

Store Manager: ________________________  Pager/Cell #: ________________
Home Phone#: ________________________  Pager/Cell #: ________________

Assistant Manager: ________________________  Pager/Cell #: ________________
Home Phone#: ________________________  Pager/Cell #: ________________

Key Holder: ________________________________  Pager/Cell #: ________________
Home Phone#: ________________________  Pager/Cell #: ________________

Key Holder: ________________________________  Pager/Cell #: ________________
Home Phone#: ________________________  Pager/Cell #: ________________

Key Holder: ________________________________  Pager/Cell #: ________________
Home Phone#: ________________________  Pager/Cell #: ________________

District Manager: ________________________________________________
Work Address: ____________________________________________________
Phone#: ________________________  Pager/Cell #: ______________________

Home Office Contact: ______________________________________________
Work Address: ____________________________________________________
Phone#: ________________________  Pager/Cell #: ______________________

Marketing Contact: ________________________________________________
Work Address: ____________________________________________________
Phone#: ________________________  Pager/Cell #: ______________________

All of the above mentioned will be kept confidential by the River Valley Mall Management Office. If you have any changes to the above, please notify us immediately.
EMPLOYEE PARKING GUIDELINES

It is vitally important that the parking spaces in closest proximity to the mall entrances be reserved for customers. Convenience for our shoppers should be our top priority. It is the responsibility of each Store Manager to inform each store employee of the requirement of employee parking. Likewise, it is each Store Manager’s responsibility to police and enforce the policy within each store. Automobile license numbers of employee cars shall be furnished to Mall Management and will be updated quarterly (exhibit A). If necessary, violation stickers or notices to tow from the shopping center will be attached to all vehicles of tenant's employees that are improperly parked. Tenants shall reimburse Mall for the cost thereof, and pay the mall the sum of Ten Dollars ($10.00) per day for each such car improperly parked.

The attached site plan (exhibit A) shows those areas designated for employee parking. Employee vehicles not parked in accordance to this policy will require the mall to take the following action:

<table>
<thead>
<tr>
<th>First Offense</th>
<th>Parking ticket/notice of violation attached to vehicle.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Second Offense</td>
<td>Store fined $10.00 per vehicle per day for each vehicle improperly parked. Store will be invoiced with copy and letter sent to District Manager and Corporate Office.</td>
</tr>
<tr>
<td>Third Offense</td>
<td>Ticket, vehicle towed at owner’s expense, letter to Store Manager with copy sent to District Manager and Corporate Office.</td>
</tr>
</tbody>
</table>

STORE MAINTENANCE & INSPECTIONS

Store premises, including the service area adjacent to the premises, shall be kept orderly, neat, safe, clean and free from rubbish and dirt at all times.

Store managers and their corporate offices will be notified of unacceptable maintenance conditions. If not corrected within a reasonable length of time, management will take action to correct the conditions and the individual stores will be billed accordingly.

The River Valley Mall Maintenance Department will gladly advise you in regard to any unusual maintenance condition that may occur in your store. Please call the Management Office. If your store requires a plumber or electrician, you must contact these vendors directly. Mall maintenance personnel are responsible for the overall maintenance of the property and common area and report directly to the Operations Director. Please do not request assistance from the maintenance staff for such tasks as changing light bulbs, cleaning windows, disposing of trash, etc. Please call the Operations Department should you need vendor recommendations.
LEASE LINE

All merchandise activities are to be restricted to the tenant side of the lease line. This includes the positioning of signs, sale racks, stanchions, tables and volume of music. Objectionable noises or odors in the leased premises shall not be allowed. Tenants shall not use the areas adjacent to the leased premises for business purposes.

In no event shall tenants, agents, or employees use the common areas for display of merchandise. Nor shall they solicit business in the parking lot or other common areas (i.e., distribution of any handbills or other advertising matters without prior written consent from mall management).

INSURANCE REQUIREMENTS

Prior to performing any work at River Valley Mall the following must be on file with the Mall Office. All contractors must carry a $1 million general liability insurance policy and provide us with a certificate of insurance for GLIMCHER RIVER VALLEY MALL, LLC. Both the following must be named as additional insured on the policy: GLIMCHER PROPERTIES LIMITED PARTNERSHIP and LASALLE BANK NATIONAL ASSOCIATION.

PEST CONTROL

River Valley Mall is responsible for pest control in the common area, rear hallways, outdoors, etc. However, within each tenant's space it is the responsibility of the tenant to coordinate pest control efforts. Tenants must provide the Management Office with the name of the exterminator they are using.

SMOKE DUCT DETECTOR CLEANING

All stores are required to have their smoke duct detectors tested and inspected in accordance with State Fire Regulations. The Mall Operations Director will notify you 30 days prior to your inspection due date.

RESTAURANT EQUIPMENT

All restaurant hoods, grease removal devices, fans, ducts and other appurtenances shall be inspected and serviced by properly trained and qualified person periodically for the safe operation and fire prevention measures. All above listed devices shall be cleaned to bare metal at frequent intervals prior to surfaces becoming heavily contaminated with grease or oily sludge. After the exhaust system is cleaned to bare metal, it shall not be coated with powder or other substance. A properly trained, qualified, and certified company or person(s) acceptable to the authority having jurisdiction with the National Fire Protection Association shall inspect the entire exhaust system.
<table>
<thead>
<tr>
<th>Type of Volume of Cooking</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Systems serving solid fuel cooking operations</td>
<td>Monthly</td>
</tr>
<tr>
<td>Systems serving high-volume cooking operations - such as 24 hour cooking, charbroiling or wok cooking</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Systems serving moderate volume cooking operations</td>
<td>Semi-annually</td>
</tr>
<tr>
<td>Systems serving low volume cooking operations - such as churches, day camps, seasonal businesses or senior centers</td>
<td>Annually</td>
</tr>
</tbody>
</table>

Upon inspections, if found to be contaminated with deposits from grease-laden vapors, the entire exhaust system shall be cleaned.

When a vent cleaning service is used, a certificate showing date of inspections or cleaning shall be maintained on the premises. After the cleaning is completed, the vent-cleaning contractor shall place or display within the kitchen area a label indicating the date cleaned and the name of the servicing company.

This program is necessary for the efficient operation for all cooking equipment. If you have a program already in place, please continue with it. If there is no hood/exhaust cleaning program existing, one must be set-up.

**ROOF ACCESS**

All service contractors needing roof access must first check in at the Management Office during business hours, Monday through Friday. 8:30 am - 5:30 pm. 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 receptionist. Any contractor checking in to service roof top units must carry a $1 million general liability insurance policy and provide us with a current Certificate of Insurance (there is also additional insured that must be named on the policy prior to any work being performed). Mall Public Safety or Maintenance will be paged to open the appropriate roof hatch. Upon return to the Management Office, Mall Public Safety or Maintenance will inspect the roof area. Once the area has been inspected, the technician will sign out. Mall administration will photocopy the service report to be placed in your store's preventative maintenance file. The ID will be returned to the service technician. Ladders are not permitted against the building to access the roof.

**ROOF LEAKS**

Should you have a roof leak, please report it immediately to the Management Office. Our maintenance personnel will inspect it to determine the cause of the leak. If it is the mall's responsibility, the mall will repair the roof area as soon as possible. No contractor is permitted on the roof area without checking in with the Management Office.
FIRE EXTINGUISHERS

All stores are required to have a fire extinguisher(s) in good working order at all times as required by applicable authorities.

HEATING & AIR CONDITIONING

If you have a problem regarding the heating and air conditioning within your store, our Maintenance Department will be happy to discuss the problem, and will supply you with the name of a reputable repair service should the need occur. Keep in mind that any repair company requiring roof access must first sign in at the management office. A preventative Maintenance Program for your HVAC unit must be in place in accordance with your lease.

CONSTRUCTION & REMODELING

Prior to remodeling or beginning any form of construction in your store, you must first contact the Operations Director. Please do not proceed without approval from Mall management. If you have any questions, please feel free to contact the Operations Director or Management Office.

DELIVERIES

All store deliveries must be received through the service doors. Both doors may be propped open, but then immediately closed when the delivery is finished. This will prevent damage to the doors and loss of heat/air from the climate controlled service area. Only certain stores, those located in the center of the mall and without direct access to a truck dock/service court, will be permitted through the common area.

STORE MAILBOXES

Store mailboxes are located in the hallway next to the public restrooms. The mailboxes will be controlled by the Post Office. Your address should be indicated in the following manner for proper delivery:

    Store Name
    1635 River Valley Circle S.
    Lancaster, OH 43130

SIGNAGE & DISPLAY GUIDELINES

Store Management will not place any advertising material on any exterior door, in any back hallway, or on any window.

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 or shopping center. Signs TAPED or attached to the front windows, storefronts, doors or
columns adjacent to concourses are NOT permitted. Mall management will remove any hand-lettered or otherwise unprofessional signage. All signage will be professionally lettered and maintained in good condition and repaired at all times. The following types 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).

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

HOUSEKEEPING

River Valley Mall maintains a housekeeping contractor for the purpose of keeping the shopping center clean. It is also the responsibility of all tenants to maintain good housekeeping standards throughout River Valley Mall.

FOOD COURT TRAYS

Food Court trays are provided for the convenience of our customers who dine in the Food Court. Trays are not to be removed from the Food Court area. Mall employees wishing to return to their store to eat must request that their food be placed in carryout containers. This policy applies to all mall employees, store employees, exhibits and any other persons associated with River Valley Mall. Employees of Food Court restaurants must ask mall employees if they will be eating in the Food Court or returning to their store so that their food order can be placed in the appropriate containers.

STORE SHOPPING CARTS

Individual store shopping carts are the sole responsibility of the store. Stores are expected to keep shopping carts within their store and to retrieve shopping carts from the mall parking lots. Mall service personnel will not be responsible for collecting shopping carts left by guests.

NO SMOKING POLICY

River Valley Mall is a smoke-free shopping center. Smoking is not permitted in the interior of the center, in individual stores, in restrooms, in rear hallways, or anywhere else.
WASTE MANAGEMENT FEATURE & BENEFITS

Waste Management is pleased to partner with River Valley mall on your solid waste program. As valued customers, you will receive quality customer service from their waste removal program. Below are some features and benefits of the program.

FEATURES

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

Waste Management will invoice each merchant individually. Waste Management has determined the cost of waste transportation, disposal, and equipment for River Valley Mall and has established an equitable square footage charge for each store.

Square footage invoicing is achieved through three easy steps:

1. Appropriate tenant retail types and corresponding square footage rates are determined.
2. Tenants transport their waste to a compactor as needed.
3. Invoicing is made directly to tenants based upon square footage.

BENEFITS

- Utilizing a pro-rated square footage method to allocate costs allows the merchants the opportunity to "fix" their costs for this service. This enables the tenants to more readily plan and budget for their monthly and annual waste service expense.
- Should any merchant require information or have questions, Waste Management customer service is available by calling the toll free phone number.

WASTE MANAGEMENT PROCEDURES

Your proper disposal of all of your trash is critical to the overall success of our program. The proper handling of our trash will result in a controlled cost for the disposal of the entire center's waste.

AT NO TIME can any type of waste be placed in any corridor, hallway or service court and left unattended. These areas will be continually monitored for compliance with the guidelines of the program. Waste found unattended in any of the previously mentioned areas, will be traced back to its originator, and any associate cost, as applicable, will be charged back to the responsible tenant.
Waste left unattended in any corridor, hallway or service court is also a direct violation of the Fire Department's codes with respect to our center's use and can result in the assessment of fines. This will then increase the operating cost of the program and cost all of us more dollars!

All waste when removed from your store, must be taken directly to the compactor and placed in the machine. There are several devices on the compactor to insure each operator's safety during use. Important notices will be placed on the operating controls of the compactors to insure your understanding of the operating procedures. Regardless of the amount of waste you place in it, the compactor should always be operated, preparing it for the next tenant's use. Service court locations are indicated in the table below.

<table>
<thead>
<tr>
<th>SERVICE COURT</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Between Lazarus and Ames</td>
</tr>
<tr>
<td>B</td>
<td>Between Regal Cinema and ElderBeerman</td>
</tr>
<tr>
<td>C</td>
<td>Between Sears and Ames</td>
</tr>
<tr>
<td>D</td>
<td>Between &quot;A&quot; Entrance and JC Penney</td>
</tr>
<tr>
<td>E</td>
<td>Between &quot;A&quot; Entrance and ElderBeerman</td>
</tr>
</tbody>
</table>

WASTE MANAGEMENT GUIDELINES & RULES

A. Tenants who are found leaving waste outside the compactors or containers will be fined $50.00.

B. Tenants whose waste is found in the common area of the mall will be fined $50.00.

C. If the compactor is full or will not run, please use another compactor.

WASTE MANAGEMENT CUSTOMER SERVICE

Waste Management is committed to customer satisfaction. Should River Valley Management or any tenant have questions or require information, they may call the toll free customer service number, Monday through Friday, 7:00 am to 7:00 pm at: 1-888-977-6272

PROCEDURES FOR NEW TENANTS

It is the tenant's responsibility to contact the National Accounts Service Center and a Waste Management representative will activate their account. Waste Management will provide a tenant training packet. After the new tenant has read the Training Packet, he/she will need to complete the "Merchants and Billing Information" sheet and fax it to NASC at 1-630-268-8045. When the form is received a Waste Management representative will activate the account.
MERCHANT WASTE MANAGEMENT RESPONSIBILITIES

1. **Placing only non-hazardous wastes into the waste compactors.**
   Hazardous waste removal can be arranged through the Mall Office.

2. **Paying invoices on a timely basis.**
   The tenant is responsible for paying Waste Management invoices within 30 days.

3. **Not leaving waste outside the compactors, containers, or in the mall common areas.** In order to avoid fines, tenants are responsible for placing waste only in the designated compactors and not storing it in common areas.

4. **Contacting Waste Management or the Mall Management Office immediately with any operational difficulties and compactors.** All tenants share the compactors at the mall. Waste Management should be notified as soon as possible of any problems in order to resolve any issues for all tenants of the mall.
PUBLIC SAFETY AT RIVER VALLEY MALL

Mall Management provides Public Safety Officers with the responsibility to patrol and protect the common area of the mall and its many patrons and employees. It is the responsibility of our Public Safety Officers to identify hazardous situations that may cause injury to shoppers, employees or the property itself.

Individual store security is the responsibility of the retailer and his/her employees. River Valley Mall Public Safety Officers can render support and advice, but only upon request by the store’s management personnel.

River Valley Mall is patrolled 24 hours a day. Disturbances or other public safety related problems seen by you or your staff should be reported by calling Mall Public Safety at (740) 653-3446. A Public Safety Officer will be dispatched immediately. However, in the case of extreme emergencies, you should first call the Lancaster Police Department at 911, and then call Mall Public Safety.

Public Safety at River Valley Mall is a matter of concern for all of us. Public Safety Officers are available to assist and advise you. Conversely, they need your help and cooperation.

Please familiarize yourself and your employees with the following guidelines, so that you will know what to do if a situation arises.

All stores will be supplied with a hotline sticker of emergency phone numbers for their store.

TO REQUEST IMMEDIATE ASSISTANCE CALL: (740) 653-3446

When requesting assistance, please state the situation, your name, store name, and as many details as possible.

Note: In a situation where an individual is armed with a dangerous weapon, please make sure Mall Public Safety is aware of this when you call. Our Public Safety Officers are not armed. Therefore, it is imperative that they be properly informed in this regard. The Public Safety Supervisor on duty will handle all situations as stated above with the Lancaster Police Department.

POLICY ON MERCHANT ASSISTANCE

River Valley Mall Public Safety is responsible for the security and safety of the common areas including sidewalks and parking lot areas.

Each tenant, in turn is responsible for the security and safety of their interior leased premises. However, Mall Public Safety may assist tenants on matters such as shoplifting, bad check artist, or other criminal offenders, in a limited manner. If a tenant requires assistance, Mall Public Safety will ask them to notify the Lancaster Police Department and will physically stand by. Mall Public Safety
will not detain the person causing the problem unless the person physically threatens the tenant or officer.

A tenant with probable cause can detain a shoplifter -- Mall Public Safety cannot! Mall Public Safety will not become involved unless an officer witnesses the crime or unless the problem escalates to a degree that someone is in danger of physical harm.

USE OF THE DURESS CODE

River Valley Mall has a duress code. This code is to be used in the event you or your staff cannot request Mall Public Safety freely, due to the fact that this could alert the offender(s) that you need help. You and your staff should call Mall Public Safety at (740) 653-3446 and say, "this is STORE NAME, we have 2 packages to be picked up". The number of packages is the same number of people threatening your store. If there are 4 offenders in your store, you have 4 packages to be picked up. Again calling and requesting for X number of packages to be picked up is the duress code. Public Safety Officers will immediately be dispatched to your store.

DISORDERLY CONDUCT

Contact the Lancaster Police Department and Mall Public Safety. Mall Public Safety will stand by until the police arrive, but will only take action if personal safety is in danger.

ACCIDENTS

(In-Store) Your store liability insurance covers these incidents; however, if serious in nature, details should be reported to Mall Public Safety.

(In-Mall) Direct subject to Mall Public Safety where all information pertaining to the accident will be recorded.

SOLICITORS

No solicitors will be permitted in the center or on mall property (including parking lot leaf letters) without first obtaining management approval.

If you or your employees observe any solicitors, please notify Mall Management of their location.
MEDICAL EMERGENCY

If a medical emergency should occur in your store, please call 911 first and then call Mall Public Safety at (740) 653-3446. A Public Safety Officer will be dispatched to your store immediately to offer assistance. If the situation does not require 911 services, but does require some type of medical assistance, please call Mall Office for medical assistance.

LOST CHILDREN

River Valley Mall Public Safety will assist in the event of a lost child or person. If a lost child or person is reported, please call Mall Public Safety at 653-3446. Please have a physical description including age, sex, and name of person missing. The information will be dispatched to all Public Safety Officers immediately.

LOST & FOUND

All lost and found items discovered in your store should be kept in your store. If you or members of your staff find an item in the common area, please turn this item in at the Mall Office. If you or your staff is approached regarding a lost item, please call the Mall Office with a description of the item. A log is kept at the Mall Office regarding all lost and found items, and the representative will be happy to check if any item has been located. Items are held for 60 days at River Valley Mall, and then turned over to local charities.

AUTO ASSISTANCE

If you, your employees, or your guests are in need of auto assistance, Mall Public Safety will assist with jump-starts and lockouts. However, Mall Public Safety will not change tires. If one needs assistance that cannot be provided by Mall Public Safety, a towing service will be called.
AFTER HOURS ACCESS PROCEDURES

To maintain a safe environment and to ensure the safety of our customers and employees, River Valley Mall has an After Hour Procedure. This procedure controls who is in the mall outside normal business hours.

To obtain an After Hour Permit, store personnel will be required to give at least 24 hours notice. Permits can be obtained from the mall office during mall office hours 8:30 am – 9:00 pm. The mall office will need to know the reason, names of personnel, and the time of entry / exit needed. Mall Public Safety will require proper identification of anyone entering the mall after lock up. Access may be denied if proper notice is not received and there is improper identification.

Tenants

Tenants are required to obtain an After Hour Permit if they need to come into the mall earlier than two hours before the mall opens for business or will remain later than one hour after mall closes.

Contractors

Contractors are required to obtain an After Hour Permit if they need to come into the mall earlier than two hours before the mall opens for business or will remain in the mall one hour after the mall closes. Prior to an After Hour Permit being issued, contractors must have on file with the mall office proper insurance documentation. Upon entry into the mall, contractors are required to sign in with the mall office. They will be required to leave a drivers license or company identification when signing in and will be issued a Visitors Badge that must be visibly worn while performing work at the center. Upon completion of the work, contractors must sign out and turn in the Visitor’s Badges issued at which time their identification will be returned.

Additional Security Cost

Additional Security cost may include but are not limited to Friends and Family, construction, etc. If you are planning a Special Event you will be required to notify the mall office at least 1 week in advance. You will also be required to provide security coverage during the event at an additional cost. Special Events must be coordinated through the Director of Public Safety / Security.
INTERNAL SECURITY

In the case of bad checks, stolen credit cards, counterfeit money, and other similar problems, contact the Public Safety to identify the situation and suspects.

GENERAL SECURITY TIPS

1. Be security and safety conscious.
2. Report any situations, which may be a security or safety hazard.
3. Make sure all doors are locked at closing.
4. Check to see that all merchandise is secure in the store.
5. Call security when observing suspicious activity.

TIPS ON SPOTTING A SHOPLIFTER

There is no stereotypical shoplifter. Shoplifters are young and old, male and female, any ethnic background, amateur and professional.

Since shoplifters are not readily identifiable, the best defense is to be alert to their patterns. Watch for the following:

1. Watch for a customer who is watching you.
2. Observe how a person is dressed according to the weather, i.e., bulky coat in warm weather.
3. Watch for nervous action or spending a lot of time in one department.
4. Check dressing rooms regularly.
5. Know what merchandise a person takes into a dressing room.
EMERGENCY SITUATIONS

ROBBERY

In case of a robbery, call the Lancaster Police Department at 911 and then call Mall Public Safety at (740) 653-3446. Let the police and Mall Public Safety know if the subject is armed so they know how to proceed. Give the robber(s) what they want; remember, material items are replaceable, 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 that can be used to catch the robber(s).

BREAKING & ENTERING

For breaking and entering, call the Lancaster Police at 911 and then call Mall Public Safety at (740) 653-3446. Again, do not touch anything. IF you discover the door open, do not enter by yourself, as subject may still be inside. Wait until the police arrive.

If you see a suspicious person, please call for Mall Public Safety. The mere presence of a Public Safety Officer may deter the subject from loitering.

BOMB THREAT

1. Remain Calm!
2. Try to notice as much as you can about the person calling, i.e., accent, background, etc. Remain calm, ask questions, and keep the caller on the phone as long as possible.
3. Do not hang-up the phone that you received the call on. Leave it off the hook and advise the personnel responding (all calls can be traced).
4. Try to remember exactly what the caller said and write it down. The bomb threat checklist on the following page will help you.
5. Contact the Lancaster Police immediately! Emergency number: 911.
6. Contact Mall Public Safety at (740) 653-3446.
7. Alert the Management Office of the situation at (740) 653-0269. We will assist in an advisory capacity and, if needed, assist in a search of the area.
BOMB THREAT CHECKLIST

Use this form to assist in obtaining important information from a bomb threat phone call:

Time: ___________________________________________________________

Exact words of caller: ________________________________________________

________________________________________________________________

________________________________________________________________

Questions to ask:

When is the bomb going to explode?  ________________________________

Where is the bomb now?   _____________________________________

What kind of bomb is it?  _____________________________________

What does it look like?   _____________________________________

Why did you place the bomb? _____________________________________

Where are you calling from? _____________________________________

Description of caller's voice:

Male ________  Female __________

Young ________  Middle Age _____  Old _______

Accent? _________  What Kind? _________________________

What is the caller's tone of voice?  Soft  Loud  Hoarse  Muffled

Is the voice familiar?  ______________________________________________

Other voice characteristics:  ________________________________________

________________________________________________________________
FIRE

DURING STORE HOURS

1. Contact the Fire Department: 911
2. Contact Mall Public Safety at (740) 653-3446
3. Evacuate your store calmly. Do not panic the public by announcing emergency evacuation.
4. The Fire Department and the Mall Management personnel will instruct shoppers to evacuate the mall if the need arises.
5. Station personnel to guard the area from potential danger and looting until the police arrive.
6. Mall Management will contact the surrounding stores' personnel to review the extent of possible damage.

SUSPECTED FIRE - ODOR OR SMOKE

1. Make every effort to locate the cause of the odor or smoke.
2. If unable to locate, and odor or smoke persists, call the Fire Department and proceed as above.

AFTER HOURS FIRE

If a fire starts anywhere in the mall, the sprinklers will activate, providing a surge of water to control the fire. A signal is automatically sent to our alarm company.

Our alarm company will contact the Fire Department and Mall Management. The affected store managers will be contacted and advised of the situation.
FIRE PREVENTION

1. All doors leading to exits along with exit doors should be left unlocked when the store is occupied.
2. Stairways and walkways should be kept free of tables and other obstructions when the store is occupied.
3. All stairways, hallways, and other means of exits should be well lit when tenant space is occupied.
4. Sprinkler system equipment (heads) should have a clearance of 3 feet in all directions.
5. No item should be stacked under sprinkler heads unless a 3-foot space is between the items and the sprinkler head. Nor should any item be suspended from the sprinkler system. No item may be hung from the ceilings of your store if it interferes with the sprinkler system and required clearance.
6. Nothing should be stored in the exit hall; these are fire exits for the public and store employees and must be kept clear.
7. All aisles should be a minimum of 36 inches wide and should be kept clear at all times.
8. Flammable materials should not be used in display windows.
9. The use of extension cords to permanently operate appliances is not permitted.
10. No more than two appliances should be plugged into any outlet at one time.
11. Flammable liquids should not be kept in tenant spaces.
ELECTRICAL FAILURE

If your store suffers an isolated electrical failure, contact the Management Office and advise them of the situation: Phone (740) 653-0269. We will assist in an advisory capacity.

SHORT TERM ELECTRICAL FAILURES
If your electricity flickers off a few times for just a few seconds, the source may be the weather. These electrical failures do not last but a few seconds.

EXTENDED ELECTRICAL FAILURES
If for some reason your store suffers an extended failure, contact Mall Management and advise them of the situation.

1. Request your patrons to leave the store. This may prevent any accidents to your patrons and any looting from the store.
2. Once your store is free of patrons, you may wish to secure your entrance.
3. Stand by your premises, as you will be expected to reopen as soon as the situation is rectified.

Mall Management will work with diligence to remedy the situation as quickly as possible. Additionally:

1. We recommend surge protectors for all computer equipment.
2. Food vendors are also urged to have back up generators for refrigeration.

LEAKING SPRINKLER HEAD

Due to the great amount of pressure behind a sprinkler head, any leak must be considered a priority. Contact the Mall Management Office at once.

PLUMBING DISORDERS

Compensation for any damage to another tenant space caused by your plumbing disorder is between you, your insurance company, the other tenant and their insurance company.
WEATHER

TORNADO PROCEDURES

Tornado WATCH - Weather conditions are right for a tornado.
Tornado WARNING - A tornado has been sighted in the area.

If the National Weather Service issues a tornado advisory, Mall Public Safety along with Mall Management will issue information and instructions on the Mall Public Address System and the MallFone.

If you are in the mall:
• Do not panic.
• Move away from windows and skylights.
• Follow the instruction given over the Public Address System.
• Go to the nearest Service Hallway.
• Sit down or kneel and protect your head.
• Remain in the Service Hallway until Mall Public Safety or other authorities tell you it’s clear to leave.
• Under no circumstances should you leave the mall.

If severe weather strikes without warning:
• If you think time permits, secure your store.
• Move away from the mall interior where skylights and glass surfaces are located.
• Go to the nearest Service Hallway.
• Remain there until Mall Public Safety or other authorities give further instructions or the all clear.
• Re-open your store after the severe weather has terminated.
PUBLIC SAFETY RULES & REGULATIONS

1. Tenant shall advise and urge its vendors to deliver all merchandise before noon, Monday through Friday.
   
   All deliveries are to be made to designated service or receiving areas.
   
   Merchandise being received shall immediately be moved into tenant's premises and not left in the common areas, service corridors, or receiving areas.

2. Tenant is responsible for the storage of his trash, refuse, and garbage. Tenant shall not dispose of the following items in sinks or commodes; plastic products, sanitary napkins, tea bags, cooking fats, cooking oils, meat scraps, cutting residue, petroleum products (gasoline, kerosene, lubricating oils), paint products (such as thinner), or any other items which sinks and commodes are not designed to receive.

3. Tenant shall not permit or suffer any advertising medium to be placed on mall walls, on tenant's exterior walls or windows, and on standards in the mall.
   
   No permission, expressed or implied, is granted to exhibit or display any banner, pennant, sign, and trade or seasonal decoration of any size, style, or material with the shopping center, outside the tenant's space.

4. Tenant shall not permit or suffer the use of any advertising medium that can be heard or experienced outside of the tenant's premises. Such items may include flashing lights, searchlights, loud speakers, phonographs, radios, televisions, organs, pianos, video screens, and any other devices that can be heard or experienced outside of the tenant's premises in a disruptive manner.

5. No radio, television, or other communication antenna equipment or device is to be mounted, attached, or secured to any part of the roof, exterior surface, or anywhere outside the premises, unless the landlord has previously given its written consent.

6. Tenant shall not permit or suffer merchandise of any kind at any time to be placed, exhibited, or displayed outside its premises; nor shall tenant use exterior walkways of its premises to display, store or place any merchandise.

7. Tenant shall not permit or suffer any portion of the premises to be used for logging purposes.

8. Tenant shall not, in or on any part of the common area:
   
   a. Vend, peddle, or solicit orders for sale or distribution of any merchandise, device, service, periodical, book, pamphlet, or other matter whatsoever, unless specifically permitted to do so within the parameter of the lease use clause.
   
   b. Exhibit any sign, placard, banner, notice, or other written material, except for approved marketing activities.
c. Distribute any circular booklet, handbill, placard, or another material, except for approved marketing activities.
d. Solicit membership in any organization, group, or association, or contribution for any purpose.
e. Create a nuisance.
f. Use of any common area (including the enclosed mall) for any purpose when none of the other retail establishments within the center is open for business, except for approved marketing activities.
g. Throw, discard, or deposit any paper, glass, or extraneous matter of any kind, except in designated receptacles, or create litter or hazards of any kind.
h. Deface, damage, or demolish any sign, light standard or fixture, landscaping material or other improvements within the center, or the property of guests, business invitees, or employees within the center.
MARKETING TOOLS FOR SUCCESS

River Valley offers many marketing opportunities for merchants to increase sales and traffic. ‘Tools for Success’ are marketing resources exclusively for River Valley Mall merchants and are available on an ongoing basis at little or no cost. Use these tools to maximize your sales potential.

STORE DIRECTORY

River Valley Mall store directories will sit every retailer in the center under the appropriate categories and indicate their location. Directories will also include a list of customer service and center amenities.

COMMON AREA PROMOTIONS

The excellent Mall occupancy rate has resulted in very little common area space available to the Marketing Department for common area promotions. Common area space is at a premium.

However, it is our goal to work with you to help boost individual store sales through promotions or special events utilizing the common area that is available. If your store is having a seasonal or monthly event and you need our assistance, let’s talk.

DISPLAYS

On those occasions when we have an empty store front or retail merchandising unit (cart), there exists an opportunity to display your store’s merchandise. This is a great way to promote a special activity or a new product.

If you are interested in this opportunity you may get your name on a list by calling our Specialty Leasing Representative, Jeanie Haddox at (740) 653-0269. You must merchandise the displays yourself at a pre-scheduled time. The length of time you might have the display varies as the mall reserves the right to have the display area back if it has been leased. Length of stay is also dependent on the number of stores on the waiting list.

EMPLOYMENT OPPORTUNITIES

When people are looking for employment it can be very difficult and time consuming to walk around the entire mall and look for help wanted signs. For this reason, River Valley Mall provides many ways in which your store can list your job openings including the job board located near the food court by the public restrooms, the River Valley Mall Website and the Shopping Line phone system.

It is recommended that merchants try to keep these updated so that all of the information is accurate.
GIFT BAG PROGRAM

River Valley Mall has a gift bag program for distribution during our many special events. We prepare several hundreds of gift bags each year for distribution to Mall guests. We are always in need of bounce-back coupons, product samples or small gift items. We are happy to include items from your store in these gift bags.

Anything you can give us to insert into the gift bag, which will cause the guest to visit your particular store in person serves as a valuable sales tool.

MALL CONCOURSE SIGNS

River Valley Mall maintains, throughout the common area, a large number of sign holders. These sign holders generally contain signs with messages about upcoming Mall events, Planet Kid information and messages about gift certificates.

These signs are also available for the use of our tenants. The cost is as low as $10 per week per side. If you have a special "in-store" event and think that these 22X28 signs would benefit your store, call the Marketing Department. We are happy to work with you.

MERCHANT MEETINGS

Tenant meetings are held quarterly at River Valley Mall. These informal meetings cover multiple topics such as marketing and promotional opportunities, updates on mall events and leasing, useful retail/sales information and guest speakers. These meetings are also a time to network with your fellow store managers and let everyone know what is going on in your store.

Occasionally category meetings are held to discuss any promotional opportunities that exist for like merchants.

The Marketing Department is always willing to sit down with any merchant to discuss their opportunities individually.
RIVER VALLEY MALL WEBSITE  (under construction – updates to follow)

River Valley Mall's website, www.rivervalleymall.com, is a wealth of knowledge to customers and includes such information as store directories, store descriptions, gift ideas, mall events and job postings. It is up to each individual store as to how much they want to be involved with the website, but the more information about your store, the more free exposure you will receive.

Periodically the Marketing Department will send out notices in the Red Folders regarding updating the website. If you would like to include a gift idea, sale, event, or job posting, simply complete the "Website Additions/deletions" form at the back of this folder and return to the Mall office. The office will fax the information to Mallfinder to be submitted.
### Website Additions/Deletions

#### Website Gift Idea:
Posting start date ___/___/____ Posting end date ___/___/____

<table>
<thead>
<tr>
<th>Store Name</th>
<th>Gift Idea</th>
<th>Description</th>
<th>Reg. Price</th>
<th>Sale Price</th>
<th>Photo attached?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes _____ No ____</td>
</tr>
</tbody>
</table>

#### Website Job Posting:
Posting start date ___/___/____ Posting end date ___/___/____

<table>
<thead>
<tr>
<th>Store Name</th>
<th>Position to Be filled</th>
<th>Contact</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Update Store Info:
Add Store Information
__________________________________________________________________________________________
Delete Store Information
__________________________________________________________________________________________
SHOPPING LINE

When customers look up River Valley Mall in the phone book, the number they find leads them to an automated system called the Shopping Line. The Shopping Line can connect customers directly to any of the merchants or to the management office. The automated system also offers helpful information such as store hours and locations as well as mall events.

Merchants can become involved in this program by completing the "Shopping Line" form in the back of this folder and submitting to the Marketing department.
SHOPPING LINE ADDITIONS/DELETIONS

**Shopping Line Job Posting:**
Posting start date ____/____/____ Posting end date ____/____/____

Store Name_______________________________________________________

Position to Be filled_______________________________________________

Contact ___________________

Experience________________________________________________________

**Update Store Info:**
Add Store Information______________________________________________

_______________________________________________________________

Delete Store Information__________________________________________

_______________________________________________________________
E-MAIL MESSAGING

At no cost to our tenants, the Marketing Department can distribute merchant-specific messages via email to customers on our list. These are especially effective if they include an "email only" coupon or offer that the shopper can print out and present at the store. This is a great way to advertise your message, and it's absolutely free.

 Simply contact the Marketing Department for more information, or to place your email message.

PLANET KID

The Planet Kid program at River Valley Mall is a great way to get publicity and help support a wonderful program at the same time. Every month, the Marketing Department organizes an activity for all of its Planet Kid members and sends them a monthly postcard. Currently the number of children enrolled is 5,800 and climbing!

An easy way to get involved is to sponsor one of the monthly events or donate an item from your store to be used as a raffle item. Kids are always excited about free prizes, and you can be sure that they will show their parents the cool things that they won because your store participation!

PRESS RELEASES

River Valley Mall regularly provides the local media with press releases to promote special events, sales promotions and community programs. We also provide press releases announcing new store openings, relocations and remodels. Although the branding of the Mall is generally a function of how the Mall is marketed, every positive story on television or radio and in the newspaper contributes to the public's overall view of the center.

We want to work with your store to help promote anything that is positive and newsworthy.

Recent Mall press releases have included the openings of new stores such as Steve & Barry’s University Sportswear, Coldstone Creamery, and Andrews Jewelers.

If your store is making changes or you have a special event to promote, we want to be your partner in helping to submit the information. Give us the information, we will draft the release and submit it.
RED FOLDER PROGRAM

The Red Folder Program is a very effective tool for getting information out to your fellow merchants. It is important not to forget the wealth of possible customers that exist within the mall. Red Folders are distributed weekly on Wednesdays to all of the stores and offices in the mall. They contain appropriate fliers and memos from all departments to inform merchants of any important events or information. Merchants are also welcome to add such things as coupons, upcoming sales or anything exciting happening in your store.

Red folders are an easy and effective way to get involved with other merchants at River Valley Mall.

Things to Remember:
- Any additions to Red Folders need to be received by Monday at 4:00 p.m.
- Each merchant is in charge of making 85 copies of information to be distributed
- Red Folders are delivered weekly on Wednesdays
- Contact the Mall Office with any questions

TABLE TENT ADVERTISING PROGRAM

There are very few times in a mall when you have the undivided attention of customers. One of those times is when they are in the Food Court. Merchants can take advantage of that time by becoming involved in the Table Tent Advertising Program. Merchants at River Valley Mall have the opportunity to produce table tents to be displayed on every single table in the Food Court.

Things to remember:
- Merchants can call Brenda Miller to reserve a one-week time period at a time.
- Merchants are responsible for professionally producing the table tents on 4x6 card stock.
- There are approximately 120 tables, but it is recommended to make 150 because they will inevitably need to be replaced during the one-week period.
COUPON BOOK

River Valley Mall has produced coupon books in conjunction with the Merchants that will be distributed throughout the community. They contain coupons and special sales from each merchant. Your participation in this venture can help boost your sales and customer base.

For more information on advertising in the Coupon Book for next year, contact Marketing at the mall office.

PEOPLE COUNTERS

The Trafsys Surround Sensor System is installed at River Valley Mall for the purpose of pedestrian traffic counting. With the Trafsys system, all of the exterior entrances to the mall and all of the exterior entrances to the anchor stores will be monitored. It provides coverage of the entire perimeter of the mall, thus providing a complete picture of overall traffic, traffic patterns (hourly, daily, and seasonal as well as location vs. location), traffic trends (period vs. period) and special event traffic. This system also provides the optimal data for measuring total shopper hours, average length of stay and hourly mall population.

MALL WALKERS PROGRAM

The marketing department is currently working with Fairfield Medical Center in the mall walking program "Step Out For Your Health."

River Valley Mall opens one hour early every day to allow the Mall Walkers to come in for their daily exercise. These potential customers view all mall signage and RMUs on a regular basis. If you are interested in sponsoring a mall walker event give us a call.

GIFT CARDS

River Valley Mall gift cards can be purchased at the Mall Office. River Valley Mall gift cards are available in $15 to $500 limits. River Valley Mall gift cards come ready for gift giving and can be paid for by cash, check, and credit card. There is a $1.50 processing fee involved.
MERCHANT MEDIA RESPONSE PROCEDURE

Please be familiar with your company's policy on responding to media inquiries on behalf of your store. Any reporters/photographers who visit your store should first be referred to the Management Office.

The following guidelines are to be followed regarding media responses:

1. Store employees are not authorized to speak on behalf of River Valley Mall. The General Manger and Marketing Manager are the center spokespersons. Please direct any requests to the Management Office.
2. If a reporter request comments on behalf of your store please refer to your company's individual policy.

Photographers are not allowed to film your store front or within your store without your approval. If you allow such filming, we strongly suggest your protect yourself from any liability.
## MEDIA

<table>
<thead>
<tr>
<th>Newspaper</th>
<th>Address</th>
<th>Phone #</th>
<th>Fax #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lancaster Eagle Gazette</td>
<td>138 W. Chestnut St. Lancaster, OH 43130</td>
<td>(740)681-4336</td>
<td>(740)681-4505</td>
</tr>
<tr>
<td>Columbus Dispatch</td>
<td>34 S. Third Street Columbus, OH</td>
<td>(614)461-5555</td>
<td>(614)469-6087</td>
</tr>
<tr>
<td>Pickerington This Week</td>
<td>P.O. Box 341890 Columbus, OH</td>
<td>(614)438-8100</td>
<td>(614)438-8110</td>
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## RADIO

<table>
<thead>
<tr>
<th>Station</th>
<th>Frequency</th>
<th>Address</th>
<th>Phone #</th>
<th>Fax #</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHOK</td>
<td>95.5</td>
<td>1301 Dublin Road Columbus, OH 43215</td>
<td>(614)225-9465</td>
<td>(614)677-0166</td>
</tr>
<tr>
<td>WLOH</td>
<td>1320</td>
<td>1660 Cols.-Lanc. Rd. Lancaster, OH 43130</td>
<td>(740)653-4373</td>
<td>(740)653-0702</td>
</tr>
<tr>
<td>WBNS</td>
<td>1460</td>
<td>175 S. Third Street Columbus, OH 43215</td>
<td>(614)460-3850</td>
<td>(614)460-3757</td>
</tr>
<tr>
<td>WTVN</td>
<td>88.7</td>
<td>1301 Dublin Rd. Columbus, OH 43215</td>
<td>(614)486-6101</td>
<td>(614)487-2559</td>
</tr>
<tr>
<td>WSNY</td>
<td>94.7</td>
<td>4401 Carriage Hill Ln. Columbus, OH 43220</td>
<td>(614)451-2191</td>
<td>(614)451-1831</td>
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</table>

## TELEVISION

<table>
<thead>
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<th>Channel</th>
<th>Address</th>
<th>Phone #</th>
<th>Fax #</th>
</tr>
</thead>
<tbody>
<tr>
<td>WBNS</td>
<td>10</td>
<td>770 Twin Rivers Dr. Columbus, OH 43215</td>
<td>(614)460-3700</td>
<td>(614)460-2891</td>
</tr>
<tr>
<td>WCMH</td>
<td>4</td>
<td>PO Box 4 Columbus, OH 43216</td>
<td>(614)263-4444</td>
<td>(614)263-0166</td>
</tr>
<tr>
<td>WSYX</td>
<td>6</td>
<td>PO Box 718 Columbus, OH 43216</td>
<td>(614)481-6666</td>
<td>(614)481-6624</td>
</tr>
<tr>
<td>WWHO</td>
<td>53</td>
<td>10 S. Paint Chillicothe, OH 45601</td>
<td>(740)485-5300</td>
<td>(740)485-5339</td>
</tr>
</tbody>
</table>