

Airport Operating Standards

# Terminal Retail







# Contents

Introduction	2
Responsibilities	3
Our retail vision	4
Communication	5
Commercial and media activities	7
Sustainability & PAPL's ESG pillars	9
Evacuations and first aid	17
Incidents, faults & other reporting	18
Undertaking works	20
Equipment storage in tenancies	23
Goods management	25
Security & access	30
Public information systems	32
COVID-Safe Airport operations	33
Further enquiries, contacts and emergencies	34
Appendix A – Reporting incidents	35
Appendix B – Service yards and goods route maps	36
Appendix C – FlightPath	41
Appendix D – Staff parking	43

# Introduction

Airport Operating Standards (AOS's) have been produced by Perth Airport to ensure safe operations at Perth Airport. The ***Terminal Retail*** standard applies to all retail/food & beverage operators and their staff who are undertaking operations within Perth Airport operated terminals. This standard, and the requirements contained within, are supplementary to all conditions within the lease agreement the organisation has with PAPL.

The ***Terminal Retail*** Standard aims to provide information and guidance to ensure a safe environment for all retail/concessionaire staff/ contractors, passengers and customers, and to ensure that the requirements documented in this standard are relevant and capable of practical implementation by all staff.

This Standard and the procedures described within may be amended from time to time by PAPL. PAPL will endeavour to provide sufficient notification of changes to operators; however, it is the responsibility of each operator to keep informed of any amendments via Perth Airport Notices.

The Standard includes:

- Responsibilities
- Our retail vision
- Communication
- Commercial & media activities
- Sustainability & PAPL's ESPG pillars
- Evacuation, first aid, incident, faults & other reporting
- Undertaking works
- Equipment & storage in tenancies
- Goods management
- Security
- COVID-safe airport operations

The Standard is designed to be read in conjunction with the ***Perth Airport Operating Protocol (AOP)*** and the following Airport Operating Standards (AOS):

- Aviation Security
- Terminal Evacuation & Fire Safety
- Incident Reporting & Responding

The above documents are available via the Perth Airport Extranet at <https://perthairport.sharepoint.com/sites/Extranet> or via the Corporate page on the Perth Airport website [www.perthairport.com.au/AOP](http://www.perthairport.com.au/AOP).

# Responsibilities

## Perth Airport Pty Ltd (PAPL)

PAPL is responsible for producing this Standard and consulting with stakeholders as necessary to determine operating requirements and necessary restrictions.

PAPL has the day-to-day responsibility for monitoring implementation of this standard. PAPL will also ensure regular inspections of tenanted areas (in accordance with the provisions of the lease agreement) are conducted and responsible practices encouraged.

Retail Business Development Managers (RBDM's) are assigned to tenants to be the first point of contact in relation to all matters such as day to day trade through to contract management, leasing and business development opportunities.

Airport Control Centre (ACC) and Terminal Duty Managers (TDM's) oversee operations within the terminals 24/7 and can assist with medical response and lost property.

## Retail/Venue Operator

Retail/venue operators should be familiar with requirements for operating in terminal areas. This includes all the requirements laid out in the formal agreement ("Concession Agreement" or "Causal Licence") between the operator and PAPL as well as all aspects of the Airport Operating Protocol and relevant AOS's which apply to day-to-day operations and any other resources and directives supplied by PAPL from time to time. It is important that retail/venue operators share this knowledge with all levels of retail staff (including contractors and sub-contractors) to enable them to operate effectively and safely at Perth Airport.

Retail/venue operators are also responsible for ensuring their tenancy is maintained in a clean and functional state, and that their employees are trained and aware of this Standard.

All retail operators should also be actively aware of their obligations in relation to environmental management, local authorities, and other legislation. It is the Operators' responsibility to be aware of any and all legislation relating to their business.

Retail/venue operators must also ensure that their staff are aware of their obligations and expectations under their agreement with PAPL including, but not limited to:

- Merchandising
- Pricing
- Financial reporting
- Contractor engagement procedures
- Customer experience
- Trading hours
- Safety
- Auditing requirements
- Essential maintenance compliance program
- Service levels
- Security
- AOP & AOS's
- Emergency procedures & warden obligations

## Retail/venue employees and contracted staff

Everyone working in the retail/food & beverage tenancy must:

- Report all emergency (life-threatening) incidents to **000** then the Airport Control Centre (ACC) on (618) 9478 8500;
- For incidents that are not life threatening, notify ACC on (618) 9478 8572;
- Be familiar with the terminal evacuation plan for the area in which they work including emergency exits and assembly areas;
- Where it is safe to do so, assist others during an emergency situation, particularly those who may be unfamiliar with the terminal, including passengers and members of the public;
- Follow directions of Perth Airport staff & wardens in relation to the tenancy area.



# Our Retail Vision

Perth Airport's retail vision is to consistently deliver a distinctive, outstanding retail and culinary experience which delights every customer through first class products, service and environment.

The 7 key pillars underpinning this strategy are highlighted below:-



**Transformed shopping and dining**



**A sense of place - profiling Perth**



**Innovative new products & experiences**



**A living room rather than a waiting room**



**Memorable experience with moments of "wow"**



**Sustainable operations**



**Elevated Airport dining**



PAPL value all of our retail partnerships and work closely with each retail/food and beverage offer to align with this vision and provide an outstanding customer experience. Everyone has a part to play in delivering against our vision, which is constantly evolving to meet changing needs, wants and desires. We ask that you consider these pillars to maximise the opportunities for you here at Perth Airport.

For more information on our food & beverage and general retail envisioned experience, speak to your Retail Business Development Manager.

## Retail store design changes

Keeping stores relevant and creating dynamic retail spaces is a key driver to maximise sales and passenger experience and PAPL welcomes the opportunity to work with retail/venue operators on any initiatives in this regard.

Any changes to concept, product or design of retail areas must be approved by your PAPL Retail Business Development Manager. This includes small changes such as introduction of new equipment through to large scale design changes.



# Communication

PAPL aims to provide communication channels which can assist staff with easy access to a range of important information.

If you are not receiving the following information, please email [RetailTeam@perthairport.com.au](mailto:RetailTeam@perthairport.com.au) to ensure you are added to distribution lists. It is the retailer's responsibility to provide updates to [RetailTeam@perthairport.com.au](mailto:RetailTeam@perthairport.com.au) as staff changes occur to enable accurate distribution to these lists.

## Perth Airport Notices (PAN's)

Perth Airport Notices (PANs) are distributed via email and used to disseminate information of interest to stakeholders across the airport estate. They are also available on the Perth Airport Extranet. They provide a standard and official means of communication between Perth Airport and its staff, tenants and contractors.

Information outlined in PANs may include:

- Fire system impairments
- Noisy or disruptive planned works
- Changes to terminal operations
- Planned IT network disruptions
- Planned power outages
- Changes to operating procedures

There are two tiers of PANs depending on the importance of the information. These are:

- High Priority (Orange)
- General Information (Blue)

It is the responsibility of all recipients to read PANs and adhere to any instructions given.

The distribution lists for PANs are regularly reviewed and updated by Perth Airport. For inclusion on the PAN distribution list, email [perthairportnotices@perthairport.com.au](mailto:perthairportnotices@perthairport.com.au). It is important to specify your store, company, name, position, email address & terminal.

It is very important that a representative from each retailer/venue is listed on this distribution list for their respective terminal. You may wish to have multiple people on this list, such as store email addresses so that these important notifications are received.

PANs must be read in a timely manner.

The contents must be understood, directions for change must be planned for and the information disseminated to all of the Operator's staff.

## Reports

### Monthly passenger reports

Passenger numbers (by terminal) are provided to retail/venue operators registered on select distribution lists.

This data is useful for retailers to track performance metrics in relation to the passenger numbers and must not be forwarded to external parties. To be added or removed from a distribution list, please provide a written request to the retail team at [RetailTeam@perthairport.com.au](mailto:RetailTeam@perthairport.com.au).

Distribution of this information is restricted to approved staff only.  
For approval, please contact your PAPL RBDM.

### Retail operations terminal distribution list

The PAPL Retail Business Development Manager often sends out communications via email to each terminal group with any relevant information, impacts or updates that relate to terminal retail/venue operations. Please ensure area managers and/or team managers are receiving these communications and are disseminating relevant information.

### Flight changes notifications schedules

The Airport Control Centre (ACC) issues, where possible, notifications of flight changes if greater than three hours delay advised in advance to Operators as they occur. It is recommended to have a store email linked to this, so it can be viewed by various staff at any time of day.

Notifications cannot always be guaranteed, and terminal Flight Information Display Screens (FIDS) are your most reliable source of daily changes to schedules.

Please contact [RetailTeam@perthairport.com.au](mailto:RetailTeam@perthairport.com.au) or your PAPL Retail Business Development Manager to be added to this list.

### Daily flight schedules and indicative passenger numbers

PAPL are forever evolving our reporting and insights to provide as much guidance to our retail partners to support your operations. We are pleased to share, where commercial agreements allow, flight details and indicative passenger numbers, to support your resourcing and other business needs. Should you not be on a respective distribution list, please contact your PAPL Retail Business Development Manager to discuss and have a report created for your business(es).

## Customer feedback

Customer feedback is a very important measurement tool. All retail/venue operators are expected to track and log their feedback for ongoing review and share the results with your PAPL Retail Business Development Manager.

Likewise, any feedback that is received direct to Perth Airport's Customer Service team will be logged, responded to and tracked for measurement. Feedback is shared with the relevant retail/venue operator for input.



# Commercial & media activities

## Trading hours

Trading hours are agreed and are outlined in the Concession Agreement/Casual Licence between retail/venue operators and PAPL. These hours are structured to best service airline and passenger movements within the terminal. Retailers generally trade to service all arriving and departing passengers.

Seasonal, monthly and weekly airline schedules and anticipated passenger numbers are available for terminal retail/venue operators to assist with planning. For daily changes, retail/venue operators are expected to keep a close eye on the Flight Information Displays (FIDS) within the terminal to be across schedule changes which may require adjustments to rostering and trading hours to suit. Updates to advise delays/ cancellations (if known) are also provided via the Airport Control Centre (ACC).

To be registered to receive flight schedules and updates, contact your Retail Business Development Manager or request via [RetailTeam@perthairport.com.au](mailto:RetailTeam@perthairport.com.au).

Any changes to approved trading hours must first be approved by Perth Airport, via your Retail Business Development Manager.

## Operating licenses

Special licenses and permits required to operate any given business should be obtained from the relevant issuing authority, where applicable, and provided to Perth Airport for their records (e.g. Industrial waste permits). If you intend to carry out any works within your premises, you are required to obtain the relevant approvals prior to works commencing (see page 20 for further information). Please contact your Retail Business Development Manager in the first instance.

## Marketing

Wherever possible, PAPL will support initiatives developed by retail/venue operators which aim to drive business performance and deliver added value to customers. Promotions or campaigns should be shared with PAPL prior to being launched to enable coordination.

We will do our best to assist our partners with activity which delivers in the key target areas of:

- Improving Customer Experience
- Increasing penetration
- Driving PSR (Passenger Spend Rate)
- Growing ATV (Average Transaction Value)

Marketing support can be implemented through Perth Airport in a variety of ways including, but not limited to:

- Website listings and competitions
- Digital advertising screens in terminals
- Promotional zones throughout terminals
- Staff discounts and special offers
- Rewards and recognition programs
- Special events, sampling, promo staff
- Advertising through print, radio and other media
- Advertising on parking tickets, boarding passes or itineraries;

Please note costs can sometimes be involved for some of these mediums and will be discussed on a case by case basis direct with Marketing and Business Development teams.

Information on the retail marketing opportunities, the marketing calendar and PAPL's marketing specialists can be provided via the Retail Business Development Manager.

## Branding/Signage

Retail/venue operators are not permitted to install any branding (either fixed or mobile), advertising or other signage in or around the Terminal without the prior written consent of PAPL. Installation of fixed branding requires permission through PAPL's consent process (see page 20). Temporary or non-fixed signage requires a written approval of PAPL and can be requested via the RBDM.

Any use of Perth Airport branding, including but not limited to the logo, must be approved by PAPL. There are strict guidelines on how the logo can be reproduced and these must be adhered to at all times. To access the PAPL brand guidelines, email [customerdigital@perthairport.com.au](mailto:customerdigital@perthairport.com.au) to request a copy.

Care must be taken to ensure branding or signage is not installed in a manner that impacts on regulatory signage required by border agencies and the *Aviation Transport Security Act* or affect airport security systems/CCTV.

## Decorating

Retail/venue operators within the Terminals must request approval from PAPL for any special occasion or temporary promotional decorating (for example, balloons, lights, temporary paper banners and non-fixed signs). The request must include details of the occasion or promotion, dates, location and the type of decorations that will be used.

Decorations must not be positioned where airport security systems or other agency CCTV may be affected.

## Media policy

Filming at the airport is a sensitive issue due to security and privacy restrictions. There are many different agencies to alert and cooperate with when filming on airport. As such, any company wishing to access the airport estate (both airside and landside) must seek approval through Corporate Affairs. The same rules are applicable to media as to corporate filming.

Please visit the Perth Airport Media centre for more information on the Perth Airport media policy. <http://www.perthairport.com.au/AboutUs/MediaCentre.aspx>

If you wish to hold a photo shoot, or any filming inside the terminal - please submit a [film/photo shoot approval request](#) online.



# Sustainability & PAPT's ESG Pillars

Perth Airport has a significant role to play in the prosperity and well-being of Western Australia and its people. We aspire to be a sustainability leader, to achieve a 5 star GRESB rating, and commit to act ethically, sustainably and responsibly in our commercial operations. Our highly engaged workforce and stakeholders must represent the global community in which we live.

We acknowledge and respect the traditional custodians of the land on which Perth Airport operates, and commit to working in partnership with them and the broader communities we serve.

Perth Airport is committed to sustainable development principles and understands that its success goes hand-in-hand with operating sustainably and meeting today's challenges while planning for the future.


In June 2021, Perth Airport released its ESG framework outlining the roadmap on how to continue incorporating sustainable practices into daily operations and making sustainability integral to the way Perth Airport does business.

## Our key program areas

We periodically conduct a comprehensive materiality assessment to determine which sustainability topics are important to our business and our stakeholders.

Our materiality assessment involves an in-depth study of a range of internal and external inputs and interviews with key stakeholders to identify and prioritise relevant topics. These issues are then mapped against those that are most important to our business and where we have the greatest impact. This is followed by a verification process with our senior leaders.

The Key Program Areas that have been identified are as follows:



**ENVIRONMENTAL**

**ENERGY AND CARBON**  
Reduce GHG emissions by measuring energy consumption, improved efficiency, increased use of renewable energy and offsets to achieve net zero emission target.

**BIODIVERSITY & HABITAT**  
Minimising the impacts to biodiversity by measuring, minimising and offsetting impacts to flora and fauna values.

**WASTE MANAGEMENT**  
Improve waste management by minimising generation, maximising reuse and recycling. Ensure sound management and remediation of contamination

**PFAS MANAGEMENT**  
Appropriate assessment, management and remediation of PFAS on Airport Estate.

**WATER SENSITIVITY**  
Adapting to a drying climate, by measuring and minimising water use and improving water recovery and reuse.

**CLIMATE RESILIENCE**  
Understanding and adapting to the risks and physical impacts of climate change.



**SOCIAL**

**CUSTOMER SATISFACTION**  
Providing strong customer and service focus.

**SUSTAINABLE DEVELOPMENT**  
Responsible planning for future growth.

**ECONOMIC IMPACT**  
Positive economic impact on the community in which we operate and the state of Western Australia.

**COMMUNITY ENGAGEMENT**  
Maintenance of an informed and cooperative relationship with partners, local community & stakeholders.

**INDIGENOUS ENGAGEMENT**  
Commitment to: build respect and trust, reconciliation, and education. Celebrate and protect Aboriginal culture & heritage.

**NOISE**  
Working with government and airline partners to minimise aircraft noise.



**PEOPLE**

**EMPLOYER OF CHOICE**  
Investing in our people, equipping them with skills, knowledge & experience to realise their potential.

**ORGANISATIONAL CULTURE**  
Aligning our culture and brand to ensure the success of our business.

**SAFE WORKING ENVIRONMENT**  
Ensuring a safe working environment for all of our employees.

**DIVERSITY & INCLUSION**  
Commitment to be representative of the diverse community we serve.

**HEALTH, SAFETY & SECURITY**  
Working collaboratively with airport stakeholders to maintain a healthy, secure and safe airport operating environment for all.



**GOVERNANCE**

**ETHICAL BUSINESS**  
Building a culture to maintain high ethical standards and integrity. Responsible management of our supply chain.

**IT SECURITY AND DATA PROTECTION**  
Ensuring the security of IT systems and protecting personal data against improper use.

**CORPORATE GOVERNANCE & COMPLIANCE**  
Responsible corporate governance and compliance with laws, regulations and internal policies.

**RISK MANAGEMENT & RESILIENCE**  
The ability to recognise, rapidly respond to and recover from changes in the environment and their resulting risks and opportunities.

**STAKEHOLDER ENGAGEMENT**  
Regular and proactive engagement of stakeholders.

For further details/queries, please visit Perth Airport's sustainability page [here](#) or contact a member from the Perth Airport retail team.

We encourage and support our retail/venue operators to integrate sustainability within their daily practices and business management. Integrating and improving sustainability performance can provide significant benefits to a business, including:

- Improved efficiencies,
- Access to new markets,
- Reduced environmental impact including waste reduction, energy and water reductions,
- Increased competitiveness,
- Improved reputation,
- Future proofing your business,
- Enhanced brand value,
- Improved work environment for employees leading to improved staff retention/recruitment and productivity.

There are currently four key sustainability considerations that are a priority for Perth Airport that relate to retail spaces. These priority considerations are: **energy, emissions, water and waste.**





## Energy Improvements

Perth Airport is working towards 50% Renewable Energy across all of PAPL Estate by 2030 (incl. PAPL, tenants and operators)

The Perth Airport estate is a large energy consumer, particularly due to electricity used for lighting, heating and cooling of buildings. Due to this, Perth Airport is committed to investigating and implementing options to improve energy use efficiency, and the use of renewable energy and low emissions sources in its overall mix, whilst maintaining operational requirements.

### Recommendations

- Perth Airport would like to encourage all retail/venue operators to demonstrate opportunities for energy efficiency and improving their uptake of low emission technologies (such as LED light fittings).

## Emission Reduction

Perth Airport is committed to the reduction of PAPL-only Scope 1 and Scope 2 emissions and is committed to be carbon neutral by 2030.

Perth Airport will work towards these targets through emission reduction strategies whilst investigating clean energy opportunities for its future developments.

Perth Airport is also a signatory to the Airport Carbon Accreditation program and is progressing through the levels with the intent of reaching the 2030 targets.

### Recommendations

- Retail/venue operators can support this commitment by:
  - Installing energy efficiency or low emission lighting (e.g. LED),
  - Practicing energy efficiency and innovation where appropriate,
  - Offsetting business travel where appropriate,
  - Encouraging sustainable transport options for their staff,
- Food waste accounts for more than five per cent of Australia's greenhouse gas emissions. Retailers can aim to minimise food waste through a variety of measures including:
  - Monitor the forecasting and ordering of food to match customer demand. This includes using the updates from the PAPL retail team on passenger numbers to adjust order sizes as required.
  - Have a plan for using excess food. Some options include:
    - a) Plan for leftovers e.g. monitor leftover food that could be used in other recipes
    - b) Expressing interest with PAPL to donate leftover food e.g. via organisations like Foodbank or Ozharvest.
    - c) consider reducing the range of perishable products that are duplicative with other store products/ that consumers see as interchangeable. This will increase stock turnover and decrease the number of products that expire.

## Water Sensitivity

Perth airport aims to have its scheme water use (total) to remain below 2019 levels at 2030 despite expansion strategy (excl. Tenants/others).

Perth and greater south of Western Australia experience a dry Mediterranean climate including extended periods of low rainfall. These conditions are projected to get worse, which highlights the critical need to manage and minimise water use.

Perth Airport is committed to following our water targets and increasing the water use efficiency of PAPL operations across the estate by developing a water efficiency management plan and continuing to investigate water use efficiency improvements and rainwater capture opportunities across the estate.

### Recommendations

- Retail/venue operators are encouraged to use water saving fixtures, including appliances that have a higher star rating from the government's water rating label.
- Retailers are also encouraged to monitor and report any leaks and minimise water use within their operations wherever possible.

## Waste Management

Perth Airport aims to have a 20% decrease in PAPL waste to landfill and a 75% increase in recycling by 2030.

Perth Airport's operations and projects result in the generation of waste. Recycling options are adopted where practicable, however there is still more to do to reduce, reuse, recycle and recover to reduce the amount of waste sent to landfill for disposal.

Perth Airport is committed to reducing waste, increasing reuse and recycling throughout its operations and to manage the remaining waste in the most sustainable way. Additionally, Perth Airport will develop a resource efficiency plan to drive improvement in its waste management practices across operations and projects, while encouraging and supporting improvements in tenant practices.

### Recommendations

Tenants are encouraged to follow the 'three R's' rule - Reduce, Reuse, Recycle. This includes:

- Contamination is a large problem for recycling bins. A single incorrect item in a co-mingle bin could make all the recyclable contents in one bag redundant and consequently go to landfill. Familiarising staff with the delicacy of contaminating co-mingled recycling bins is key and if in doubt, throw it out in general waste. See the contamination guide on recyclable waste [here](#) and why it's of crucial importance to the airport and it's stakeholders.

Refer to the guide on what you can and can't recycle in your co-mingle waste [here](#).

- For tenants who are using the Containers for Change waste stream, review the guidelines for eligible containers [here](#) and ensure an accurate disposal of containers, which includes disposing of only empty containers that have the lids removed.

- Reducing food waste wherever possible as is outlined in the emissions reduction section above.
- Reducing the use of disposable/single-use plastics (such as cutlery).
- Encourage the use of re-usable alternatives (such as coffee keep cups)
- Consider minimising packaging materials or ensuring packaging can be recycled
- Offer vegetarian/meat free or vegan options.
- Use the correct bins for separating general waste from co-mingle (including additional waste streams implemented in the future).
- Familiarise staff with the general recycling guides of PAPL's waste contractor (Cleanaway) via [FAQs on good recycling practice | Cleanaway](#).
- Retail/venue operators are encouraged to monitor their current amount of waste, note prominent and consistent waste items, and seek opportunities to improve waste disposal.
- Retail/venue operators are also encouraged to work with Perth Airport on future improvements to waste management to achieve the 2030 waste targets.

All terminal retail/venue operators are responsible for the safe containment and proper disposal of any waste their operation generates. Bin selection (e.g. general waste, co-mingle) will depend on the type of waste being deposited and the business being undertaken by the operator.

A sufficient number of bins are to be provided by the tenant to ensure effective waste management. PAPL is responsible for bins in common use areas. Tenants are bound by the waste management procedures in place at their respective terminal.

## Waste bins in tenancy spaces

### Appearance and cleanliness

- Bins shall be maintained in a serviceable, neat and tidy condition.
- Bins are to be periodically cleaned and disinfected at a frequency suitable to ensure their acceptability as above.
- Bin cleaning may be carried out on within the CLF or T3 Service Yards.
- All litter in the vicinity of a waste collection bin, generated as a result of the presence of the bin shall be cleaned up immediately by the (person/employee/contractor) responsible for placement and maintenance of the bin.
- Any waste not removed to the satisfaction of PAPL will be removed by PAPL at the operator's cost.
- Bin storage areas (if applicable) must be swept clean where possible and not hosed down.
- Where possible, one large bin should take the place of several small bins.

### Location

Bins are to be placed within the tenancy area to ensure they:

- are contained within the lease area.
- do not obstruct signs.
- do not obstruct sight distance or common-use areas/walkways for pedestrians.
- cannot damage any facilities or infrastructure.
- do not obstruct emergency exits, assembly points or fire extinguishers.

## Waste disposal

All waste generated within a tenancy area must be relocated to the T1-T2 Service Yard (between T1 and T2 terminal and sometimes known as the Combined Logistics Facility) or the T3 Service Yard. Please note some of the skip bins in the T3 Service Yard are owned by operators, so please use the PAPL bins only if you do not have your own arrangements.

The dumping of tenancy rubbish in public rubbish bins is strictly prohibited.  
Offending retailers/venue operators may be issued with a breach of lease notice.

Tenants are to take waste to the [T1/T2 Service Yard](#) or T3 Service Yard as required.

- Cardboard boxes must be crushed flat before placed in appropriate receptacle.
- General waste must be securely tied up.
- Food waste must be double bagged and tied up securely before being put in bins.
- Containers for Change waste must be disposed of in designated Containers for Change bins only and not in co-mingle bins.
- Spillages which occur during transportation must be cleaned up immediately by the Operator and not be abandoned near the waste collection facilities or any other location.
- If waste container is full or not-operational, waste must not be dumped. It should be taken to the nearest alternative location or back to your outlet and reported to the ACC.
- Disposal of difficult, adhoc, bulky or clinical waste need to be arranged by the Operator and is not part of the PAPL's waste management contract.

In addition to the above conditions the following applies for Terminal 2 tenants where OCS Cleaners collect Terminal 2 tenants waste from their outlets. If you experience any problems where waste is not picked up when required, or you require additional collections, please call the T1Dom/T2 TDM.

- Glass must be wrapped/taped and made safe before being disposed of. OCS Cleaner must be advised of any dangerous hazards in the rubbish when being collected.
- Waste is not permitted to sit front of house or in sight of passengers while awaiting pickup.

Failure to comply will result in financial penalties imposed or other sanctions on the offenders.

Operators which hold their own bins at the service yard must ensure they are locked, emptied regularly, and maintained. For enquiries about having a licence for your own bin in a Service Yard, please request via [property@perthairport.com.au](mailto:property@perthairport.com.au).

Below is an examples of poor waste management at the Service Yards.








*Cardboard left outside of recycling containers and not crushed flat*



## Compactor training

Prior to using the waste compactors located within the CLF/service yard, operators must complete Compactor Training which is available via FlightPath (see Appendix C for further details). Any person found to be operating a compactor without having completed the required training is putting themselves at risk of serious injury and may face loss of access to the airport estate. In addition, the company's authority to operate at the Airport may be reconsidered.

General waste	
	<p>General waste generated on the airport must be placed in secure rubbish bins. Compactors are recommended to be used for large operations.</p> <p>Please note that only persons trained and deemed competent in the use of the compactor can use it.</p> <p>General waste from tenancies must be dumped in the red General Waste Compactor located landside and airside at the T1-T2 Service Yard or the bins located landside at the T3 Service Yard.</p>
Co-mingle recycling	
	<p>Co-mingle waste (general recycling); paper, glass, plastic and aluminium waste products, that are generated by the tenancy must be transported in secure containers that are watertight and covered and placed in the yellow Co-mingle Compactor located landside at the T1-T2 Service Yard or the bins located landside at the T3 Service Yard.</p> <p>The following items are <u>not</u> to be deposited into co-mingle:</p> <ul style="list-style-type: none"> <li>• Textiles</li> <li>• Broken glass</li> <li>• Food waste</li> <li>• Polystyrene (Foam)</li> <li>• Liquids</li> <li>• Plastic bags</li> <li>• Takeaway coffee cups</li> <li>• Bubble wrap</li> <li>• Soft Plastics</li> </ul>
Paper & cardboard recycling	
	<p>Cardboard or paper waste that is generated by the tenancy must be transported in secure containers that are watertight and covered and placed in the in the blue Cardboard Compactor located landside at the T1-T2 Service Yard or the paper and cardboard front lift cages located landside in the T3 Service Yard.</p>
Grease and oil	
	<p>The grease, fat and oil contained in wastewater can accumulate both in your drains and PAPL's wastewater systems, resulting in blockages and wastewater overflows. The potential cost to your business associated with a drain or wastewater blockage can be significant, not only in finding and clearing the blockage, but also the effect it has on the normal operation of your business. You should be aware that is a wastewater blockage is attributable to your business you may be required to pay the substantial cost for removing the blockage and the associated clean-up.</p> <p>A grease arrestor is required to limit the amount of greasy wastewater discharged into the wastewater system. The effectiveness of any pre-treatment depends on good housekeeping practices to prevent food solids and excess oil or grease being washed down the drain, and frequent servicing and maintenance of the grease arrestor by a licensed waste contractor.</p> <p>To best manage greasy wastewater:</p> <ul style="list-style-type: none"> <li>• Recycle used fat, oil &amp; grease. Don't pour any oil directly down the drain or into the grease arrestor.</li> <li>• Scrape or wipe off rather than rinse excess food material or oil &amp; grease from dishes, kitchen utensils and equipment.</li> <li>• Use quick breakdown detergents.</li> <li>• Use sink strainers/screens to prevent food solids from going into drains.</li> <li>• Store used cooking oil in a bunded area so that leaks and spills cannot drain into the sewer or stormwater systems.</li> </ul>

Prohibited Waste	
	<p>The following waste is <u>not</u> permissible in PAPL provided bins:</p> <ul style="list-style-type: none"> <li>• Batteries (dry-cell, rechargeable)</li> <li>• Bleaches</li> <li>• Construction or demolition materials</li> <li>• Cleaning chemicals</li> <li>• Furniture</li> <li>• Fluorescent light tubes/globes</li> <li>• Chemicals/poisons</li> <li>• Insecticides</li> <li>• Gas cylinders</li> <li>• Kerosene</li> <li>• Mineral turpentine</li> <li>• Poisons (liquids/solids) S2-S7</li> <li>• Paint (oil and water-based)</li> <li>• Pesticides</li> <li>• Any flammable liquids</li> <li>• Rat poison</li> <li>• Thinners</li> </ul>
Prohibited waste is not allowed in any bins.	

## General Sustainability Considerations for Tenants

Terminal retail/venue operators are encouraged to:

- Support Perth Airport's 2021 ESG Strategy.
- Develop or communicate their own existing Sustainability Policy or Vision that covers at least energy, water, waste and emissions, to the Perth Airport.
- Consider implementing sustainability initiatives within their own control, such as offering price reduction for customers who provide their own reusable keep cup or replacing light globes with LED or low wattage lighting.
- Communicate and share data on these initiatives with Perth Airport to ensure good news stories are appropriately promoted to customers.
- Communicate with Perth Airport ideas that require additional assistance from Perth Airport to achieve sustainability objectives.
- Consider sustainability and responsible procurement with respect to environmental, social and governance performance within tenant's supply chains.
- Work with Perth Airport on new sustainability initiatives such as the Container Deposit Scheme to begin in August 2021; and
- Complete Perth Airport's annual Sustainability Retail Tenant Survey.

## Environmental management

Environmental management at Perth Airport is the responsibility of all staff, airline operators, business partners, tenants and contractors. Airport tenants, as operators in the airport, must take all reasonable and practicable measures to prevent pollution generation. Tenants must comply with relevant legislation, including *Airports Act 1996* and *Regulations*, the *Airport Environment Strategy (AES) 2020* and Perth Airport's *Environment and Sustainability Policy*.

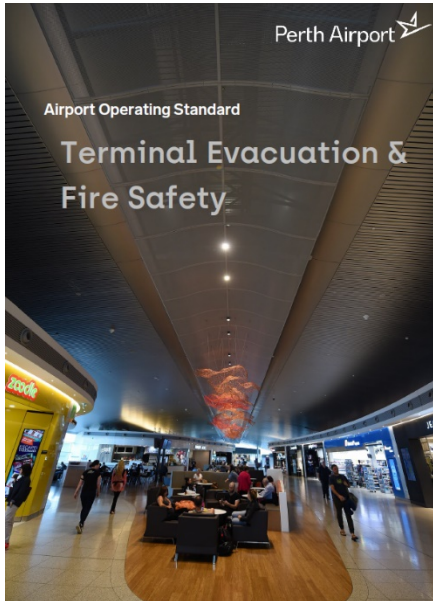
Perth Airport's environment team is available to help our tenants understand and meet their individual environmental requirements.

For more information, please visit:  
<https://www.perthairport.com.au/Home/corporate/community-and-environment/environment-management>

# Evacuations & first aid

## Evacuation & fire safety

Emergency procedures for evacuation and fire safety are in place at Perth Airport and are detailed in the **Terminal Evacuation & Fire Safety** Airport Operating Standard which must also be read and complied with by all terminal retail tenancy staff. This can be found at [www.perthairport.com.au/AOP](http://www.perthairport.com.au/AOP) and via the Perth Airport Extranet at <https://perthairport.sharepoint.com/sites/Extranet>.



## First aid

Retail/venue operators are responsible for complying with the applicable legislative requirements in relation to having a first aid representative in their retail area.

Any retail/venue staff encountering a person in their retail area or in the terminal who appears to be requiring urgent medical attention should contact the ACC on (618) 9478 8500 to arrange a response. If the incident is perceived as life threatening, **000** must be called first followed by ACC.

## Emergency Call Points

Emergency call points are located on terminal forecourts and in bus shelters with call response to ACC operators.

# Incident, fault & other reporting

## Incident reporting

It is vital that all incidents are reported immediately to the ACC. A report must be logged for any hazard observed or incident occurring in the terminal, including inside your leased areas. A guide on reporting incidents can be found at Appendix A.

Remember in an emergency to call **000** and then the ACC Emergency Line on (618) 9478 8500. For all other incidents or hazards, call the ACC general enquiries line (618) 9478 8572 to log a report. These numbers are listed on the back of Perth Airport-issued ASIC's.

Examples of incidents to be reported to PAPL (in addition to your own company's reporting policy) include:

- Near miss witnessed in the terminal, or within your stores e.g. trip hazard, shelving falls
- Medical assistance required
- Serious customer disputes or threats
- Incidents with contractors e.g water burst, electric shock
- Any accidental damage to the building or equipment
- OSH incident within your premises
- Electric shock
- Vandalism, crime or illegal activity
- Suspicious activity
- Unattended bags/items
- Lost property
- Hazards (OSH hazards i.e. trip hazard, spills, exposed wires or materials, sharp edges)

As well as reporting incidents to the ACC, you should also make your PAPL Retail Business Development Manager aware.

An investigation into the cause of the incident will often be required and, if requested, must be made available to PAPL. The ***Incident Reporting & Responding*** Airport Operating Standard provides direction on investigation reporting and must be adhered to.





## Fault reporting

Retail & Venue Operators are responsible for repairs and maintenance within their own tenancy area and, accordingly, are required to maintain and keep the tenancy area in good substantial repair, working order and condition at all times. Understanding your maintenance responsibilities within your tenancy area is important. If in doubt, check with your management or consult your PAPL Retail Business Development Manager.

PAPL is responsible for the maintenance and serviceability of common user equipment, public facilities, essential systems and the building fabric in PAPL owned facilities, including terminals, seating areas and food courts and aims to deliver a high standard of cleaning and maintenance to support the retail offer and enhance the customer experience.

Faults in PAPL-responsible areas, including those occurring after normal business hours, are to be reported by Retail/Venue Operators to the ACC on (618) 9478 8572.

PAPL uses a computerised fault tracking system, capable of generating a fault reference number for every call. Retail/Venue Operators that become aware of a fault should assume that no one has reported it before. The ACC will provide you a reference number when you report a fault.

## Lost property reporting

Information for passengers on lost property can be found on the Perth Airport website at <https://www.perthairport.com.au/lostproperty>

If lost property is handed in to you or left in your tenancy, make a note of the date, time and location the item was found/handed in then contact the relevant Terminal Duty Manager (TDM) (see page 25 for contact details) to arrange a time to drop off to the TDM office.

Items such as food & other perishable items, newspapers & magazines, USB & hard drives, no-brand ear buds, batteries, chargers & charger cables, blankets, hats & caps, belts & scarfs, safety gear (such as hard hats, gloves and safety glasses), pillows & neck pillows, umbrellas, water bottles, debit/credit cards and non-prescription medication are **NOT** to be retained or submitted as lost property.

Please ensure you report the item to the TDM within 24 hours so that it can be tracked back through the lost property management system accurately for passengers.

Passengers looking for a lost item are to complete a lost property form at [www.perthairport.com.au/lostproperty](https://www.perthairport.com.au/lostproperty), providing as much detail as possible to assist in reconciliation of the item.

# Undertaking works

The *Airports Act 1996* (Cth) and *Airports (Building Control) Regulations 1996* (Cth) requires approval of building activities on the airport estate, known as the 'consent process'.

All works that are not maintenance are subject to approval under the Perth Airport Consent process.

Full details regarding the Perth Airport Consent requirements can be found at <https://www.perthairport.com.au/Home/property/for-tenants/undertaking-works-at-perth-airport/getting-perth-airport-consent-and-an-abc-permit-for-works>

## Fit-out &/or major refurbishment requirements

### Consents

Fit-out and major refurbishment works within the leased area will require a Consent application with both Perth Airport Consent (PAC) and the Airport Building Controller (ABC) consent (Government body). The fees for these are outlined on our website at these two links:

<https://www.perthairport.com.au/Home/property/for-tenants/undertaking-works-at-perth-airport>

<https://www.perthairport.com.au/Home/property/for-tenants/undertaking-works-at-perth-airport/undertaking-works-requiring-perth-airport-consent>

You will also have to provide and submit a Section 39 from the Health Department to achieve a certificate of occupancy from the ABC. It is the responsibility of the Retail/Venue Operator to submit the designs to the health department and work through their application progress for this.

Once consent is approved, you are generally allocated a Perth Airport Project Manager (PM) to assist with approving permits etc.

### Permits

All high risk works (working at heights, penetrations, hot works, demolition, excavations and confirmed sopcode entry) need additional permits, as do energy isolations and life safety system (LSS) impairments. These applications must be submitted 30 days prior to works commencing for approval.

High risk works, energy isolations and LSS impairments must **not** be undertaken without a PAPL approved high risk work permit/isolation permit.

## Inductions & OSH works planning meetings

All contractors must complete the PAPL contractor induction via the on-line training system Flightpath. See **Appendix C** for how to register on Flightpath. Upon completion, a contractor's card is issued (fee is applicable). Further information for contractors is available at <https://www.perthairport.com.au/Home/corporate/planning-and-projects/undertaking-works>

Your own project manager/head contractor will need to hold an OSH works planning meeting with a PAPL project manager prior to works commencing to identify all the permits required, timing of works, risk assessments, access etc.

## Security

All the contractors & sub-contractors on the site itself will need to be ASIC holders or hold a Visitor Identification Card (VIC) with an ASIC holder present. Where the works are undertaken in a secure sterile area (i.e. a tenancy area post security), controls are required for tools of trade. The use of pre-fabricated items is preferred pending those items being able to proceed through security. See page 24 for further information on security and access.

Security procedures for a sterile secure zone are further detailed in the *Aviation Security Airport Operating Standard* located at [www.perthairport.com.au/AOP](http://www.perthairport.com.au/AOP).

All goods and fitout items are subject to screening and where something is too big for x-ray machine will need physical inspection and explosive trace detection. Ensure sufficient time in your program to accommodate security requirements.

## Works planning

In general, works are to be scheduled at quiet (limited or no flight) times to minimise disruption to passenger screening and the passenger experience. The PAPL PM will have to approve your program at the planning meeting.

Hoarding around the worksite is required, the extent of which to be worked through with your contractors and our project manager to define if half height will be acceptable or if full height hoarding required. Hoarding specifications are available from the PAPL PM.

## Works not requiring the Perth Airport Consent process

These works include maintenance that is done periodically to keep a machine, building/structure, or piece of equipment in good condition and working order. It also includes inspection, testing and repair activities. Minor Works and works such as large volumes of stock movement and promotions are also included as works not requiring the consents process.

If you're an Operator engaging a contractor to undertake maintenance works within your leased area within a terminal - where a Perth Airport Consent is not required - you'll need to lodge a Works Authorisation Form (3WA) at least 5 working days before the scheduled commencement date of work.

You'll also need to make sure that all of the contractor's workers engaged to conduct the work have completed a Perth Airport induction (see page 20 for further details), have a valid ASIC/VIC (see page 30) and comply with their occupational health and safety duties (see page 22).

Perth Airport's Maintenance Works Controller will be your contact during the application and works processes. See page 34 for contact details.

Full details regarding minor works can be found at <https://www.perthairport.com.au/Home/property/for-tenants/undertaking-works-at-perth-airport/undertaking-minor-works>

Operators must pay particular attention to maintenance that, if not done, will increase the risk to our building infrastructure, staff or general public. Generally, there is a regulatory requirement for these items to be maintained by the Retail/Venue Operator which include:

- Kitchen equipment inspection and cleaning, e.g. rangehoods, exhaust fans and associated ducting
  - a) annual rangehoods & exhaust fans inspections or more frequently if required
  - b) monthly grease filter inspections with clean as required
  - c) ducting frequency assessed, determined & maintained in line with IKECA report)
- 6-monthly fire extinguisher & blankets inspections & testing
- 6-monthly gas suppression system inspection, testing & servicing
- Annual motorised roller door servicing
- RCD/switchboards test and service (6-monthly push button test; annual injection test)
- 6-monthly electrical device testing. Test & tag as per AS/NZS 3760 (device specific)

Compliance with legislative requirements when carrying out preventative maintenance and servicing is paramount to safety. Inspections/audits of a premises can be carried out by PAPL at any time.

Records in relation to compliance for electrical, fire and mechanical safety must always be retained on site. Operators must also have their own audit/compliance framework in place to meet their own compliance/regulatory needs.

## Contractors

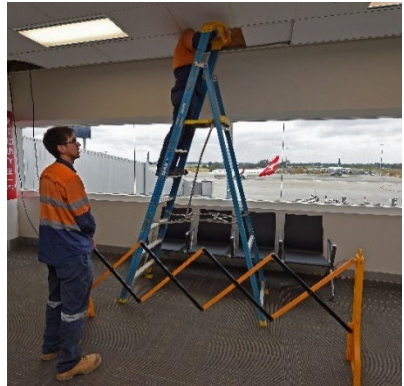
### Occupational Safety and Health responsibilities

Keeping our passengers, visitors, staff and community safe is our biggest priority and we have a comprehensive Occupational Safety and Health (OSH) system in place to manage safety risks.

Information relating to Contractor requirements can be found at the above websites.

### Parking

Contractor parking may be provided in the T1/2 CLF, T3 service yard or T4 service yard. Initial enquiries should be directed to the Car Parking Team [ParkingCards@perthairport.com.au](mailto:ParkingCards@perthairport.com.au).



## Electrical equipment testing & tagging

Each Retail/Venue Operator is responsible for the testing and tagging of their electrical equipment in accordance with AS/NZS 3760:2010 *In-service safety inspection and testing of electrical equipment*.

This also applies to the installation and testing of RCD devices within the tenanted area.

**Note:** This excludes emergency exit lighting which is the responsibility of PAPL to test and maintain.

## Out of hours urgent maintenance

For urgent out of hours maintenance repairs (e.g burst water pipe) , contact the ACC on (618) 9478 8572 and Terminal Duty Manager to work through your requirements and best pathway to resolve.

# Equipment & storage in tenancies

## Common equipment & storage requirements

Storage of all equipment and goods must be within the Retail/Venue Operators' tenanted areas. Should there arise an operational need to store any equipment and goods in locations other than the designated areas, written approval from Perth Airport management is required and can be requested via your RBDM.

Equipment/goods	Requirements
Compressed Air or non-flammable gasses	<ul style="list-style-type: none"> <li>• Stored upright so residual liquefied gas cannot contact the cylinder valves.</li> <li>• Secured by a chain or rack so they can't fall over.</li> <li>• Kept in a well ventilated area (preferably in a cage outside) to reduce the risks associated with leakage.</li> <li>• Located away from radiant heat or anything that could cause a fire.</li> <li>• Segregated so volatile and incompatible gases are not stored together.</li> <li>• Labelled and tagged so staff and contractors know exactly what's inside and that it's been tested as 'safe to use'.</li> <li>• Unless a cylinder is being used, make sure the protector cap is secured over the valve.</li> <li>• Make sure cylinders are secured with a non-abrasive coated chain, strap or cable that won't scratch the cylinder, or even better a customised racking system.</li> </ul>
Petrol or LPG	<ul style="list-style-type: none"> <li>• Ensure that flammable liquids are always stored in a flammable storage cabinet.</li> <li>• Flammable liquids storage containers and cylinders must be in good condition and labeled correctly.</li> <li>• Store flammable liquids in a safe location which is away from ignition sources and incompatible chemicals.</li> <li>• Damaged containers must be decommissioned and replaced immediately.</li> <li>• The lids of all flammable liquid containers must always be fastened when the flammable liquids are not being used.</li> </ul>
Cartons, paper, oils and fats	<ul style="list-style-type: none"> <li>• Are never to be stored to a height which is greater than 500mm from the bottom of fire sprinklers.</li> <li>• Ensure that the stack is stable and not close to ignition sources.</li> </ul>
Air Conditioners	<p>Post PAPL approval, where a retail/venue operator has installed an air conditioner within their leased area(s), it is the Retail/Venue Operators responsibility for its maintenance and repair.</p>

Equipment/goods	Requirements
Grease traps and exhausting hoods/ systems	Grease fires are a risk and can quickly spread between areas.  Operators are responsible for the regular cleaning and maintenance of grease traps and exhausting systems within their leased area(s) (see page 22).
Data, telephones and communications	Organise with your selected provider for provision of phones lines into your tenanted area.  If you have multiple tenancies, speak to your Retail Business Development Manager around data connections between tenancies.
Tenancy FIDS & terrestrial TV	Operators can lease screens and set-top boxes from PAPL for Flight Information Display Screens (FIDS) and terrestrial televisions for within their tenancy area. Requests can be made via your Retail Business Development Manager.  If technical faults occur with a FIDS unit, contact PAPL IT on (618) 9478 8822 (business hours response only).

## Damage to Services or Facilities

If a Retail/Venue Operator or its associates/contractors causes damage in any way to a PAPL service or facility, or to any property that is not licenced to the Operator as a result of an accident and/or their non-compliance, the Operator must inform PAPL (or the owner of that property) immediately via the ACC.

The Retail/Venue Operator and/or its associates/contractors may be responsible for the full cost of repairs or replacement required as a result of such damage. This will also include any accident, defect or want of repair to any service or facility of PAPL or any other Tenant.

The Retail/Venue Operator must not attempt to repair any damage to PAPL common area property unless PAPL gives the Operator approval to do so.





# Goods management

## Goods delivery

Terminal Service Yards are provided for the delivery of goods to the terminals and for the disposal of waste.

When using the service yards it is important that:

- They are kept clean at all times.
- They are explicitly no smoking zones (this includes e-cigarettes).
- Trolleys and pallets are not left in walkways.
- Items, and in particular perishable items, are promptly collected by/delivered to the tenant.
- Broken items from tenancies such as furniture are disposed of offsite by the tenant.
- Walkways and instructions on signage are followed at all times.
- No platform is available at any of the loading areas to unload goods at high level. All goods need to come with a tail-lift truck or be unloaded by driver. No forklift facilities are available.
- Cylinders are tethered during storage and transportation.

Deliveries for terminals should be made as described below. Maps for deliveries and goods movement for each terminal can be found at Appendix B:

**T1/T2** A Combined Logistics Facility (“CLF”) services both T1 & T2 and is located between the two terminals. It is a common user facility and a breakdown area is available within the CLF.

The CLF incorporates waste, storage, delivery & breakdown areas.

The breakdown area is for immediate packing and organising prior to transit to Operators storage or leased area. Goods and equipment are not to be left unattended in this area without PAPL approval. Any items found unattended/abandoned may be treated as disposed of by PAPL, and any associated costs on-charged to the offender. Waste, storage and delivery are covered further on in this document.

**T3** The T3 Service Yard is located at the southern end of the T3/T4 terminal and is the designated delivery area for T3 tenants and waste area for T3 and T4 tenants.

**T4** The T4 Service Yard is located at the northern end of the T3/T4 terminal and is the designated delivery area for T4 tenants.

## Goods screening

Goods and staff screening is required for tenancies located in terminal sterile zones (past security screening).

### T1 International

A dedicated goods screening facility is available on level 2 and can be accessed via the lift at the CLF. The goods screening facility has set screening times, and stock management should be planned around these times. Staff are not permitted to enter the sterile zone through this access point unless carrying goods.

Current goods screening times are as below but are subject to change (changes notified by PAN):

Mon-Sun 0700-1100

Mon-Fri 1400-1600

For a map or details on the location of the goods screening room, refer to Appendix B.

T1 staff screening is required at the passenger screening point.

For any urgent, or alternative goods screening requirements Lane 1 of the passenger screening area may be used for goods screening in low passenger times; however, screening of passengers will take priority over goods screening.



### T1 Domestic, T2, T3

Goods and staff screening is through the passenger screening points and should be carried out in non-peak times. Please note passengers are always prioritised. During COVID-19, T3 security is not open all day and operates Monday to Friday from 4am-9am only. Please keep this in mind when receiving deliveries, doing stock runs and when staff are coming to and from work.

### T4

Goods and staff screening is through the passenger screening point. Lane 1 (closest to oversized baggage screening) is available with priority screening times as noted below (subject to change). As T4 operators are the primary security screening point for Terminals 3 & 4, passengers will always be prioritised however the current windows are best suited for the receipt of deliveries, movement of stock and screening of staff – through Lane 1.

Delivery times for goods to have priority screening include:

- 0130-0400
- 0730-1030
- 1400-1630
- 1800-2100

## Goods movement

Goods or equipment:

- must be delivered and transported to each outlet via the agreed goods route for each terminal.
- must be in approved trolleys and goods must be securely stacked (i.e. not over-stacked).
- are not permitted to be delivered to the front of terminal.
- are not permitted to be carried or transported on any escalators.

### Routes

Goods must be delivered and transported to each outlet via the agreed goods route for each terminal. These routes, including alternate routes should lifts be unavailable, are available at Appendix B.

- T1** From the T1/T2 service yard, goods are taken in to the terminal via the back-of-house pathway during agreed times. See the service yard map at Appendix B for more details.
- Goods routes inside the terminal vary depending on your outlet location. Contact PAPL Retail Business Development Manager for more information on your expected route if not detailed in the maps at Appendix B.
- T2** From the T1/T2 service yard, goods should be either unloaded into storage at the service yard or taken into the terminal via the T2 link pathway (see map at Appendix B).
- T3** From the T3 service yard, goods should be taken directly through the terminal from there.
- T4** From the T4 Service Yard, goods are to be delivered to the terminal via the external walkway.

### Material handling equipment

To ensure the safety of the public and preservation of the terminals, material handling equipment used must be fit for purpose.

Trolleys which cause damage to floors, walls and doors leads to excessive maintenance costs and unserviceability of assets (damaged doors, lifts etc). Those that are poorly presented can lead to negative experiences by our customers and do not meet Perth Airport standards.

Perth Airport requires that goods trolleys conform to the following:

- a solid bottom preventing any liquids from escaping.
- a maximum of one open side (open side to have containment straps).
- non-marking rubberised wheels.
- bumpers all round.
- include tether points where required.
- be well maintained and presentable (nothing broken, always clean).

Trolleys are not to be overloaded with goods so that they become hard to handle or pose a risk to others in the terminals. Carefully consider the movement of stock, with safety in mind at all times.

Passenger baggage trolleys are not to be used at any time for goods transportation or for the day-to-day operating activities of the retail/venue operator.

If your trolley is carrying loads of more than 100kg and will be used on ramps, then the trolley will require brakes. Consideration should also be given to trolleys that can be raised/lowered to further reduce manual handling issues.

Approved goods transport routes must be used.  
Under no circumstances are trolleys allowed to be used on escalators.

Examples of poor manual handling of goods.



*incorrectly stacked trolley*



*Cylinder not securely tethered during transport*

## Goods storage

Storage is managed by the PAPL Property team. For more information of storage leasing, or for any enquiries on operations of your storage area, contact the Property Team at [PropertyTeam@perthairport.com.au](mailto:PropertyTeam@perthairport.com.au).

## Reverse logistics

It is the Operators responsibility to have empty kegs, milkcrates, gas cylinders and unused pallets of any type removed from site (i.e. from the Service Yards)

- Milk crates** Neatly stacked in the South West corner of the T1/T2 Service Yard and as shown in the marked locations for T3/T4.
- Kegs** Placed upright in the South West corner of the T1/T2 Service Yard and as shown in the marked locations for T3/T4.
- Pallets** Stacked within the pallet store (see map for location) or removed from site. Pallets are not to be left resting against walls or on designated walkways.
- Gas bottles** Stored upright in the breakdown facility and secured by a chain or rack so they are unable to fall over.



Please ensure you regularly monitor the storage yard and have all empty crates, kegs and other items picked up with deliveries, ideally on a daily basis. There have been historical issues with the accumulation of crates and kegs causing potential safety issues thus your attention here is very important.

## Mail

Post boxes for retail tenancies are located at Terminal 1 within the CLF area and T3 service yard are available and can be requested via [workrequests@perthairport.com.au](mailto:workrequests@perthairport.com.au)

# Security & access

## Aviation security & access

Along with other airport staff, retail tenancy staff are the front line in early detection of aviation security incidents. To assist in keeping our customers safe and secure, please ensure all your staff have read the *Aviation Security AOS*.

## Prohibited items in retail areas

Perth Airport Security will conduct an inspection of the tenancy before stocking of product occurs to ensure no prohibited items or security vulnerabilities are identified. A subsequent inspection will occur following the commencement of trading to ensure requirements outlined in the *Aviation Security AOS* are being adhered to, in particular the control of tools of trade and ASIC display.

Adhoc inspections will occur from time to time to ensure retail/venue operators are adhering to the requirements of the *Aviation Security AOS*.

## ASIC requirements

In order to protect the integrity of Perth Airport's secure areas, all persons entering a secure area are required to display an Aviation Security Identification Card (ASIC). There are a number of secure areas at Perth Airport and it is important that you understand the security requirements for the area you are entering.

Boundaries of the security zones are clearly identified by access control and regulatory signage. At Perth Airport's controlled facilities, access can be provided to ASIC holders using a Perth Airport issued ASIC or a Secure Zone Access (SZA) card for bearers of ASICs issued by other agents.

Tenancy staff operating within a sterile area (beyond security screening) are required to hold and display a current Aviation Security Identification Card (ASIC) or Visitor Identification Card (VIC).

For more information on ASIC cards, Secure Zone Access, legislation for sterile areas & security services please refer to the *Aviation Security AOS* and the Perth Airport website at <https://www.perthairport.com.au/Home/corporate/work-with-us/airport-services>.

## Visitor Identification Card (VIC)

Visitors to the airport who do not hold a valid ASIC may apply for a Visitor Identification Card (VIC) provided they have an operational need to enter the secure area (Terminal Sterile or Airside/Security Restricted Area) of the airport for a lawful purpose.

To apply for a VIC, visitors need to create a Visitor Management System (VMS) account and then apply for a VIC.

A VIC holder must be escorted by a valid ASIC holder and supervised at all times in secure areas.

For more information regarding the VIC process, obligations and VMS access, refer to the Airport Services section at <https://www.perthairport.com.au/Home/corporate/work-with-us/visitor-passes>.

Visitors may only receive daily VICs for a period of up to 28 days within a 12 month period.

For more information about obtaining an ASIC, VIC or SZA, please contact the Airport Services Office on (618) 9478 8454 M-F, 8.30am to 4pm



## Security guard escort

When a valid ASIC holder is not available to escort a non-ASIC holder into a sterile area (e.g. a contractor to undertake repairs), security guard escort services can be engaged.

Perth Airport has two preferred security companies that may assist in escorts for a fee for service. Each company has a minimum 4 hours per guard and have weekday and weekend/public holiday rates. If request is less than 24 hours, higher rates apply.

To request an escort, please contact

- ISS (T1, 2 & 3) on [aviation.rosteringperth@au.issworld.com](mailto:aviation.rosteringperth@au.issworld.com) or 0407 080 356
- MSS (T4) on 0401 776 076

## Parking

To apply for a staff parking card, please email [parking.cards@perthairport.com.au](mailto:parking.cards@perthairport.com.au).

Multiple staff parking applications (exceeding 20 cards required) should be applied for 3 months in advance of trade to allow adequate time to set up accounts and issue cards to all staff.

For single applications on existing accounts, download the application form on the staff car parking website and submit to the Airport Services Office. Please allow a 2-day turnaround time for cards to be distributed once application is submitted.

Each retailer is responsible for keeping their car parking account up to date, with each card registered to the correct cardholder at all times.

See Appendix D for maps detailing staff parking locations.

## Smoking areas

All terminals and forecourts are no smoking zones. This includes the use of e-cigarettes.

Smoking Areas are located:

- Terminal 1** On the forecourt in front of international arrivals and in front of Virgin domestic arrivals.
- Terminal 2** On the forecourt at the far left and far right of the terminal.
- Terminal 3** On the forecourt at the eastern end of the terminal, however staff are also currently permitted to smoke at the T3 service yard.
- Terminal 4** Across the road from the forecourt, next to entry to fast track car park.

## Discounts & special offers

ASIC holders are eligible special offers and discounts at various retail stores.

If you would like to advertise a special offer for your outlet or change a current offer, please contact your PAPL RBDM and our marketing team.

# Public Information Systems

## Shared communications facilities

PAPL will provide, at cost, access to shared communication facilities in PAPL operated Terminals such as:

- communication rooms;
- cabling (fibre optic and copper);
- cabinets;
- power;
- cooling; and
- environmental controls.

Retail/venue operators are responsible for their own infrastructure and cabling services to meet their operating needs.

Further information regarding these and other IT related services can be requested via [servicedesk@perthairport.com.au](mailto:servicedesk@perthairport.com.au).

## Phone systems

All retail/venue operators are responsible for installing their own phone communication systems.

## Music systems

There is a requirement for the Terminal Building PA system to be distributed throughout all areas within the terminals, including tenanted areas. This requirement is in place to distribute critical aviation security notifications in order to comply with *Aviation Transport Security Regulations 2005* and associated security measures and procedures.

Should retail/venue operators wish to play music within their tenancy area, music systems and/or music players must input directly into the PAPL PA System, which is in turn played back into the tenanted area. This enables the requirement for the retail/venue operators music to automatically cut out in the event of emergency warnings or security announcements to be met.

## Wi-Fi

Perth Airport provides Public Wi-Fi throughout PAPL Terminals. Users must apply to install their own wi-fi within tenant areas in the Terminals. Wi-fi installed in tenant areas must only be for tenant business and not for public use without prior approval by Perth Airport.

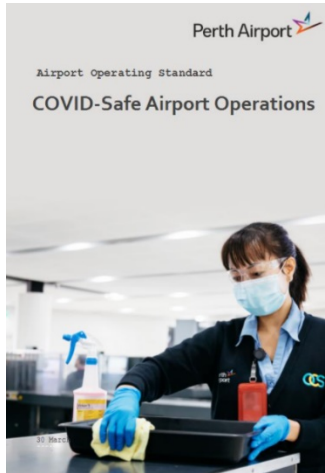
## CCTV

CCTV is located throughout the PAPL Estate. Access to view CCTV is strictly controlled by Perth Airport's security team and limited to agreed retail/venue operators needs at a cost to the operator.

CCTV in a retail/venue operator's leased area is the responsibility of the operator.

# COVID-Safe Airport Operations

COVID Safe Airport Operations measures are in place at Perth Airport and are detailed in the **COVID-Safe** Airport Operating Standard which must also be read and complied with by all terminal retail tenancy staff. This can be found via the Perth Airport Extranet at <https://perthairport.sharepoint.com/sites/Extranet> or at [www.perthairport.com.au/AOP](http://www.perthairport.com.au/AOP).



The *Covid-Safe Airport Operations* Standard applies to all operators and their staff who are undertaking operations within and around Perth Airport operated terminals, buildings and areas. This standard, and the requirements contained within, are supplementary to all conditions within the lease agreement the organisation has with PAPL.

The *Covid-Safe Airport Operations* Standard aims to provide information and guidance to ensure a Covid-Safe environment for all staff/ contractors, passengers and customers, and to ensure that the requirements documented in this standard are relevant and capable of practical implementation by all operators and staff. It does not override any requirements of State or Federal Governments in relation to COVID-19 response or actions.

**Simple steps to prevent the spread**

 <b>Cough or sneeze into your arm</b>	 <b>Wash or sanitise your hands</b>	 <b>Maintain a safe distance</b>	 <b>Wear a mask</b>
---	---	--	---

# Further Enquiries, Contacts & Emergencies

## Further enquiries

If you have any questions in relation to this standard, please contact:

General Manager Retail  
Perth Airport Pty Ltd  
PO Box 6  
Cloverdale, Western Australia, 6985  
Phone: (618) 9478 8415  
Fax: (618) 9478 8889

For proposed changes to this standard, please email [document.controller@perthairport.com.au](mailto:document.controller@perthairport.com.au).

## Important contacts

### Airport Control Centre (ACC)

Phone: (618) 9478 8572

### Airport Operations Manager

Phone: (618) 9478 8557

### Australian Federal Police

Phone: 131 237

### Lost Property

Phone: (618) 9478 8501

### Airport Services Office

Phone: (618) 9478 8454

### Terminal Duty Managers (TDM)

**T1 International:** Phone: (618) 9478 8501

**T1 Domestic / T2:** Phone: (618) 9478 8255

**T3/T4:** Phone: (618) 9478 8610

### Customer Service

Phone: (618) 9478 8862

### Maintenance Works Controller

Phone: (618) 6278 8324

### WA Police

Phone: (618) 9374 4001

## Emergencies

In case of emergency contact 000 (if life threatening situation) then ACC on (618) 9478 8500.

# Appendix A Reporting incidents

## Reporting incidents

---

### Emergencies

000 then  
**(08) 9478 8500**

In the case of life threatening incidents dial 000 then the Airport Control Centre.

---

### Urgent Response Incidents

**(08) 9478 8500**

For those requiring an immediate response call the Airport Control Centre. Examples include:

- threats to take control of an aircraft or any part of the airport
- bomb threats
- observed fire or smoke anywhere
- non-emergency incidents that require first aid and/or medical attention including vehicle crashes
- fuel spills, known hazardous material or unknown material spill or releases
- activities or incidents that threaten the safety of an aircraft or property
- activities or incidents that put the safety of any person at the airport at risk

---

### Less Urgent Response Incidents

**(08) 9478 8572**

For those requiring a less immediate response, call the Airport Control Centre on their general number. Examples include:

- suspicious activity or people
- unattended items or vehicles
- minor vehicle crashes or property damage, including damage to fences
- unsecured airside, sterile area doors or gates
- ASIC or VIC passes not on display in security restricted area
- equipment faults, such as aerobridge, lift or baggage handling system faults
- cleaning requests

---

### Other important information

**(08) 9478 8572**

When notifying the Airport Control Centre of an incident you must provide the following:

- description of the incident
- location of the incident
- date and time of the incident
- details of any aircraft, vehicle or infrastructure involved
- name and position of the person reporting the incident

---

### Suspicious behaviour

**(08) 9478 8572**

You must report suspicious behaviour to the Airport Control Centre. Examples include, when you see a person:

- taking notes of security operations
- taking a video and/or photo of subjects that have no credible photographic interest
- collecting information about security operations
- travelling erratically and without purpose
- who appears to be testing security

Ask yourself: Does this person have a genuine reason for being in the area?

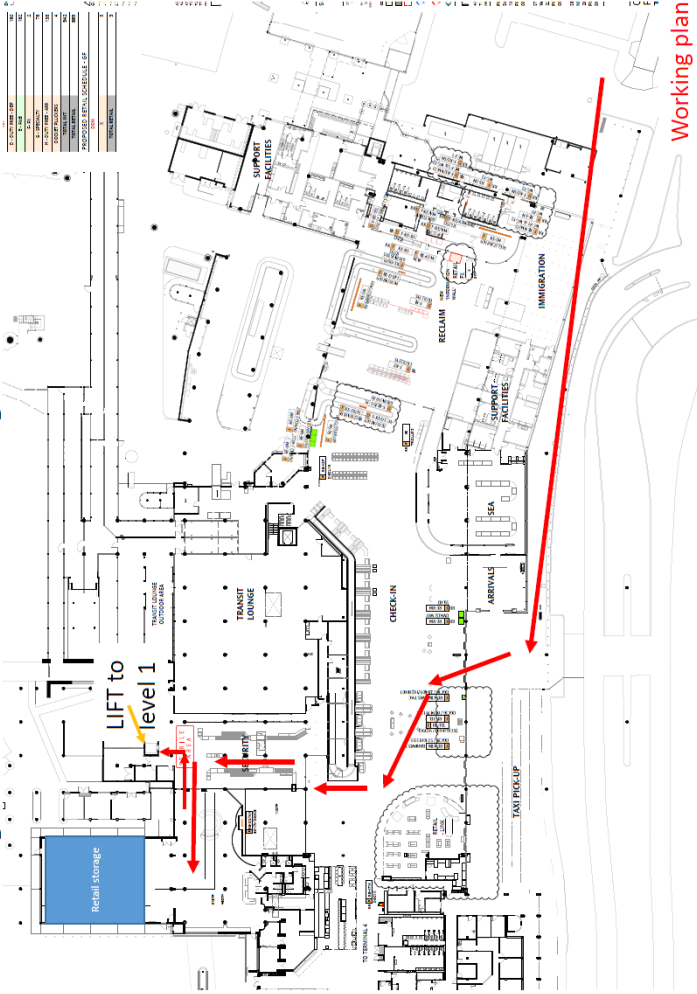




NOTE: Rapid roller door entry (swipe access) to common area of storage, key lock to bond storage.

Trolleys only (Max 800W) no pallets

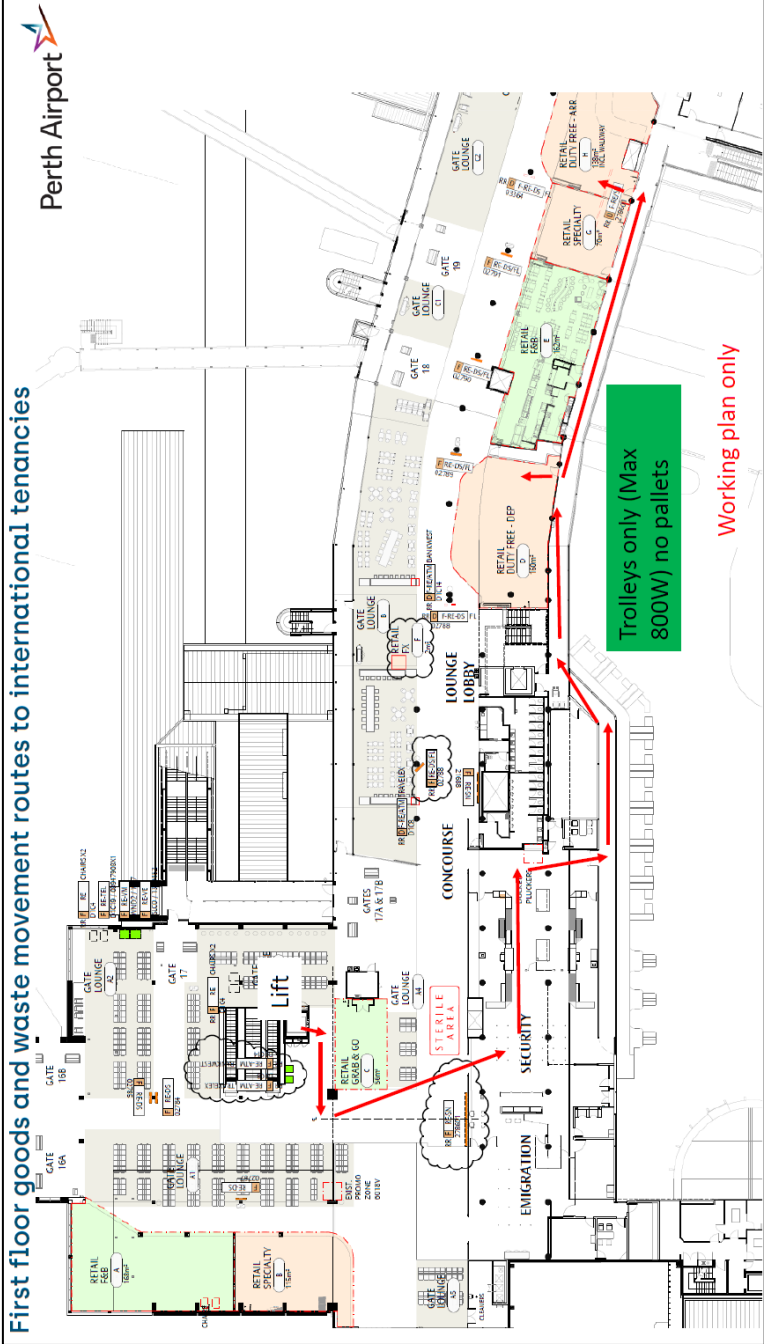
Ground floor goods movement route- to storage areas T3



Working plan only

\*\* If T3 Passenger Screening Point is closed, goods may be moved via T4 goods routes and T4 Passenger Screening Point.

# First floor goods and waste movement routes to international tenancies





Trolleys only (Max 800W) no pallets

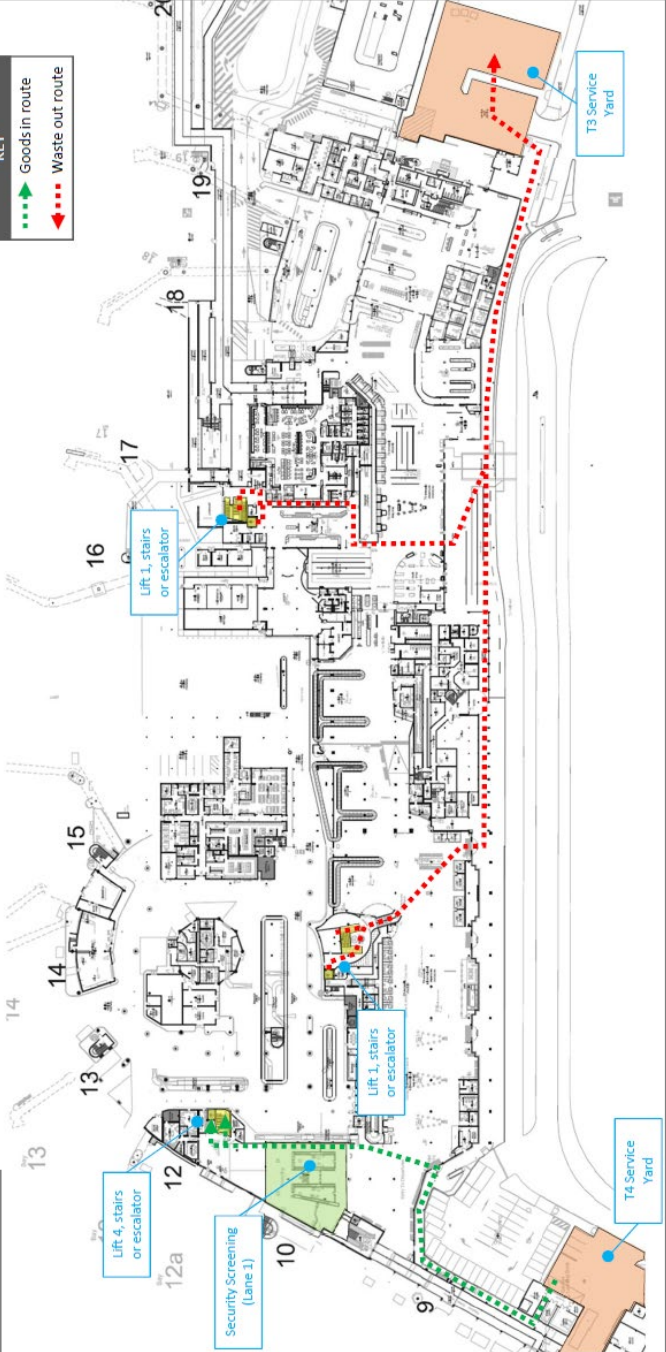
Working plan only

# Terminal 4 – Retail Goods and Waste Movement Routes

LEVEL  
Ground

**KEY**

- Goods in route 
- Waste out route 

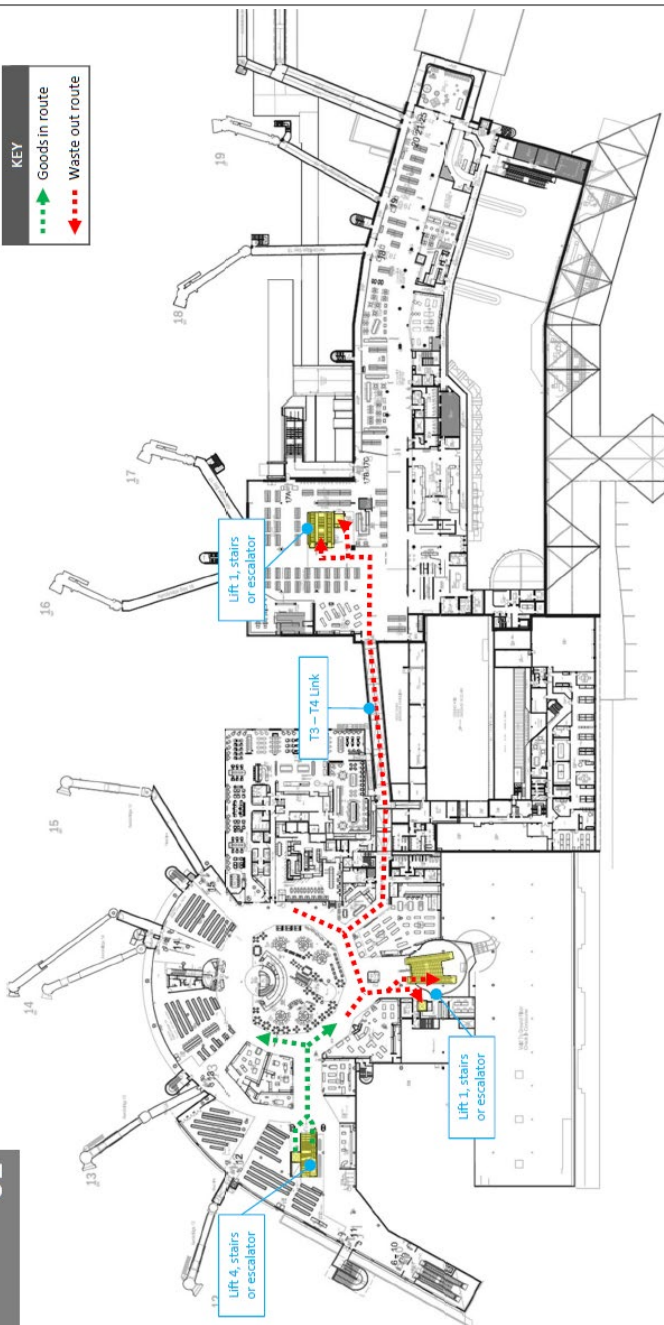


# Terminal 4 – Retail Goods and Waste Movement Routes

LEVEL  
01

KEY

- Goods in route
- Waste out route



# Appendix C FlightPath

## FlightPath

FlightPath is Perth Airport’s Learning Management System for external business partners and the centralised location for all your PAPL learning needs. All requirements for the following are hosted on / accessed from FlightPath:

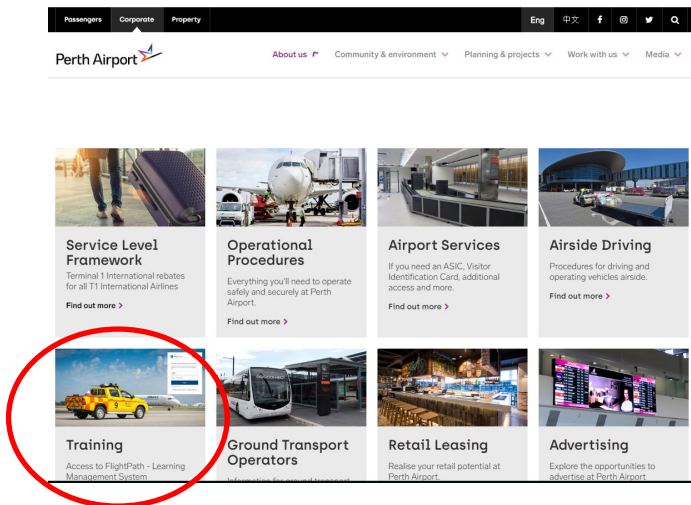
- PAPL Induction bookings and renewals\*
- Authority to Drive Airside (ADA)\*
- Emergency Management overview
- PAPL Plant and Equipment users
- ASIC Training
- Drug and Alcohol Management Plan eLearning
- Waste Compactor
- Electrical Contractor requirements
- PAPL Plant and Equipment users
- Active Armed Offender

FlightPath provides functionality for:

Individual Users	Trainers	Administrators
Book training Complete eLearning View your training history and compliance activities within FlightPath	Access resources for: - ADA Training - Aerobridge Training	Book, pay for and assign staff training Register team members View progress charts and reports Assign Training Notification of training dates

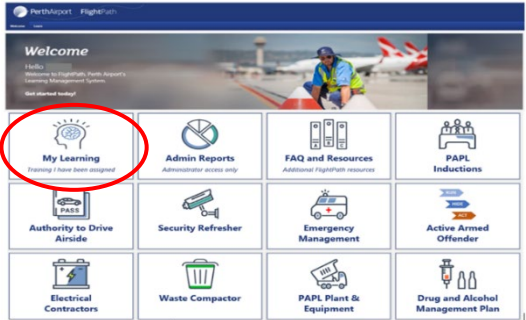
## How to access FlightPath

Go to Perth Airport’s ‘Operating at Perth Airport’ page at [www.perthairport.com.au/AOP](http://www.perthairport.com.au/AOP). Scroll down and click on the ‘Training’ tile.



E-Learning requirements for **Contractor induction** will be under the **My Learning** tab.

If you require a person within your business to have Administrator functionality, please contact the FlightPath team at [FlightPath@perthairport.com.au](mailto:FlightPath@perthairport.com.au).





# Appendix D Staff Parking

PARKING FACILITIES

- Short Term
- Long Term

**T1** Terminal 1

**T2** Terminal 2

**P** Car park

Parking entry/exit

ACROD parking bays

Motorcycle parking

Car rental return

Taxi pick-up

Long term car park bus stop

Long term car park bus route



# T3 & T4 Parking & Transport

Detail view of pick-up points

	Taxi pick-up lane		Terminal
	Transperth bus		Rideshare
	Long term car park		Pick-up
	Fast Track		Drop-off

Passenger pick-up & drop-off  
Access via Emuway Ave



PARKING FACILITIES

- Short Term
- Long Term
- Fast Track
- Regional
- Valet
- Staff
- T1** Terminal 1
- T2** Terminal 2
- Car park
- Parking entry/exit
- ACROD parking bays
- Motorcycle Parking
- Car rental return
- Taxi pick-up
- Long term car park bus stop
- Long term car park bus route





**Perth Airport Pty Ltd**

Level 2, 2 George Wiencke Drive Perth Airport WA 6105

PO Box 6, Cloverdale WA 6985

**T:** +61 8 9478 8888

**F:** +61 8 9478 8889

**W:** [perthairport.com.au](http://perthairport.com.au)

**COPYRIGHT**

© Copyright – 2021 Perth Airport Pty Ltd

Copyright in this document vests in Perth Airport Pty Ltd. Enquiries regarding copyright should be addressed to Perth Airport.