

Airport Operating Standard
Terminal Retail



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Introduction

This Airport Operating Standard (AOS) has been produced by Perth Airport Pty Ltd (PAPL) with the aim of providing concise operational and safety information and guidance to all Terminal Property Tenants and Retail/Venue 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, Airport Operating Protocol (AOP) and all relevant Airport Operating Standards (AOS's).

This Standard also aims to provide information and guidance to ensure a safe environment for all terminal property tenant staff, retail/venue operators, contractors, passengers, and customers, and to ensure that the requirements documented within are relevant and capable of practical implementation by all staff.

PAPL will endeavour to provide sufficient notification of changes to tenants and operators. However, it is the responsibility of each tenant/ operator to keep informed of any amendments via Perth Airport Notices (PAN's).

The Standard is designed to be read in conjunction with the Perth Airport's AOP and the following AOS:

- Aviation Security
- Terminal Evacuation & Fire Safety
- Incident Reporting & Responding
- Terminal Retail Tenancies.

These documents are available via the [Perth Airport Extranet](#) or on PAPL corporate website - [Operating at Perth Airport](#).

Our Retail Vision

Perth Airport works in partnership with our property & retail partners to deliver world-class tenancies. Our aim is to create ambience, optimise commercial outcomes, and deliver an exceptional customer experience by drawing on the principles of:

- Worldclass dining and shopping precincts
- A sense of place
- Innovative new products and technologies
- The experience of being in ones living room rather than a waiting room
- Creating memorable moments of "wow"
- Operating sensibly and sustainably
- Elevating airport dining.

Responsibilities



Perth Airport Pty Ltd

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 Leasing & Development Managers are assigned to tenants to oversee contract management, leasing and business development opportunities.

The Retail Managers are the first point of contact in relation to all operational day-to-day matters.

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.

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/ Venue Operators

Retail/Venue Operators should be familiar with requirements for operating in terminal areas, including concession agreements and/or licences, operating standards and protocols, and any other resources and directives supplied by PAPL.

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/Venue Operators should also be actively aware of their obligations in relation to environmental management.

It is the operators' responsibility to be aware of all relevant 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
- Customer experience
- Trading hours
- Safety
- Auditing requirements
- Essential maintenance
- Equipment compliance/ certification
- Service levels
- Security
- AOP and AOS's
- Emergency procedures
- Warden obligations

Tenant and Concessionaire Induction

To assist staff in being aware of their responsibilities at Perth Airport, all Tenant and Concessionaire staff must complete and maintain a current PAPL Tenant and Concessionaire induction via the on-line training system Flightpath.

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 and follow directions of Perth Airport staff & wardens in relation to the tenancy area.
- 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.

Communication



Perth Airport Notices (PAN's)

PANs are distributed via email and are used to disseminate information of interest to stakeholders across the airport estate. The purpose is to provide a standard and official communication between Perth Airport, its staff, tenants, operators, 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, including:

- 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. It is important to specify your store/company, name, position, email address & terminal.

It is very important that a representative from each retail/ 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.

Reports

To be registered to receive any of the following reports, contact your Retail Manager.

Flight Changes Notifications

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.

Flight Schedules Notifications

Seasonal, monthly, and weekly flight schedules and anticipated passenger numbers are available to operators to assist with planning.

Monthly Passenger Numbers

This data is useful for retailers to track performance metrics in relation to the passenger numbers and must not be forwarded to external parties.

Distribution of this information is restricted to approved staff only.

Retail Operations Terminal Distribution List



The Retail Manager often sends out communications via email to each terminal group, providing relevant information, impacts or updates that relate to terminal retail/venue operations. Please ensure the applicable staff are receiving these communications and are disseminating relevant information to operational staff.

Customer Feedback

Customer feedback is an essential measurement tool. All operators are expected to track and log their feedback for ongoing review and share the results with your PAPL Retail Leasing & Development Manager, and the Retail Manager.

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 tenant/operator for input.

Discounts and Special Offers

Special offers and discounts may be available to ASIC holders at various retail stores/ venues.

If you are a retail/venue operator and would like to advertise a special offer for your outlet or change a current offer, please contact your PAPL Retail Manager.

Evacuation and Fire Safety



Emergency procedures for evacuation and fire safety are in place at Perth Airport and are detailed in the Terminal Evacuation & Fire Safety AOS which must also be read and complied with by all Terminal Retail/Venue Operators.

YAH (You Are Here) Diagrams

It is the responsibility of the Retail/Venue Operators to supply evacuation plans for their own leased area – full terminal plans are posted throughout the interior of each terminal.

A YAH design guide can be found in [Appendix E](#) of this AOS.

In-Store/ In-Venue Fire Wardens

It is the responsibility of the tenant/ operator to ensure that an in-store/ in-venue fire warden has been nominated for each shift during operating hours, and that they are appropriately aware of their responsibilities, terminal fire evacuation procedures and muster points.

Emergency Call Points

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

First Aid

Retail/Venue Operators are responsible for complying with the applicable legislative requirements in relation to having a first aid representative present in their leased area.

If any Retail/Venue Operators encounter a person in their leased area, or in the terminal who appears to be requiring urgent medical attention, contact the ACC to arrange response.

If the incident is perceived as life threatening, **000** must be called first followed by the ACC.

Safety, Security, and Access



Incident Management/ 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.

Remember in an emergency to call **000** and then the ACC Emergency Line on (08) 9478 8500.

For all other incidents or hazards, call the ACC general enquiries line (08) 9478 8572 to log a report. These numbers are listed on the back of Perth Airport-issued ASICs.

In addition to your own company's reporting policy, tenants/ operators must supply formal incident reports in the following circumstances:

- Injury to customer within the leased area
- Injury to operator while on shift
- Fire alarm activation or alert tones as a result of activities within the leased area
- Activities or incidents that threaten safety within the leased area
- Activities or incidents that impact or damage the building or infrastructure.

Incident reports must be supplied within 48-hours of the incident occurring, and must contain the information outlined below:

- The circumstances of the incident.
- The likely cause of the incident.
- Actions taken to mitigate the severity/impact of the incident.
- Actions taken to prevent the incident or similar incidents from reoccurring.
- Any other information requested by PAPL.

Prohibited Items in Retail & Leased 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).



Tips for ASIC application

- Your employer must initiate your ASIC application via ASIC Online.
- An ASIC application takes approx. four to six weeks to be approved.
- A \$240 non-refundable fee is payable at this time as well as a \$50 deposit which is refundable when the ASIC is returned.
- When your application has been approved by your employer, you will receive a confirmation email advising you to attend the Airport Services Office for ID Verification and a photograph.
- After you have attended the Airport Services Office you will receive an email with your log in details for FlightPath and a link to the ASIC Training which needs to be completed prior to picking up your card.
- When your ASIC Application has been processed and your card is ready for collection your employer will be notified.
- The Airport Services Office has set open hours that can vary from time-to-time. Note: attendance by appointment only.

Further information can be found [ASIC Online \(perthairport.com.au\)](https://perthairport.com.au).

Visitor Identification Card (VIC/ EVIC)

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.

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

Types of passes:

- VIC (valid for 24 hours) - issued at no cost to the applicant.
- EVIC (valid for 28 days, unless ASIC application has been submitted)
 - \$30 payable at the time of issue plus a \$50 deposit payable by the cardholder and refunded when the EVIC is returned to the Airport Service Office (ASO). EVICs can only be issued at the Airport Service Office and proof of ASIC application is required at the time of issuing.
 - EVIC's are only available to an applicant once within a 12-month period.

Refer to the Perth Airport website (Corporate > Working with us > Visitor Pass). The user guide (Applicant and Sponsor) are useful tools. Further information can be found [Visitor Passes \(perthairport.com.au\)](https://perthairport.com.au).

Secure Zone Access (SZA)

If you require electronic access (swipe access) to a secure area, you will need to submit a Secure Zone Access (SZA) application.

If you already have electronic access and require additional doors or access to perform your operational duties, you will need to resubmit an SZA application. Please list specific details of the additional doors or areas you require and provide a detailed operational reason to support your request.

For retail/ venue operators, SZA Applications can be issued to the Retail Manager for signature.

Further information can be found [Airport Services \(perthairport.com.au\)](https://perthairport.com.au)



Escorts

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

Minimum engagement is four hours per guard. Weekday, weekend, public holiday and late notice rates may differ.

To request an escort, please contact ISS onaviation.rosteringperth@au.issworld.com or 0407 080 356.

Staff Parking

To apply for a staff parking card, please email parkingcards@perthairport.com.au.

Multiple staff parking applications (exceeding 20 cards required) should be applied for three months in advance of trade.

For single applications on existing accounts, download the application form on the staff car parking website and submit to the Airport Services Office. Expect a two to five business day turnaround time after the application has been submitted.

Each tenant/ operator is responsible for keeping their car parking account up to date, with each card registered to the correct cardholder.

Instruction detailing how to access a staff car park with a parking card and the different types of parking cards available can be found in [Appendix B](#) of this AOS.

Mailboxes

Post boxes are available upon request and are located at Terminal 1 within the CLF area and the T3 Service Yard. Contact workrequests@perthairport.com.au.

Electric Scooters/ Electric Bikes

E-scooters, e-bikes and alike are not permitted to be used on Perth Airport's forecourt and battery charging of this type of equipment is not permitted in the terminal buildings in any circumstance.

Smoking/ Vaping Areas

All terminal buildings and forecourts are no smoking/ vaping zones. This includes the use of e-cigarettes and vapes.

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.
- Terminal 4 Across the road from the forecourt, next to entry to fast-track carpark.

New Operators



Inductions

All tenants and operators, long-term or temporary, must complete a package of online inductions prior to commencing work on Perth Airport's estate. Inductions differ depending on the type of work being undertaken.

Flightpath

All inductions are completed via Perth Airport online learning module – Flightpath.

All tenants/ operators need to create their own Flightpath profile. Access to Flightpath will be provided within three working days from date of profile creation.

The following inductions are compulsory for all operators to complete prior to starting work on Perth Airport's estate, and can be found by searching within the Flightpath Training Search function:

- ASIC Training (automatically assigned upon lodgement of ASIC application)
- Tenant and Concessionaire Induction
- Active Armed Offender
- Perth Airport Suspicious Activities
- Terminal Evacuation
- Hidden Disabilities Program
- Compactor Training (applicable to Terminal 1 and Terminal 2 retail staff requiring access to operate the service yard waste compactors).

If you require a person within your business to have Administrator functionality or need further information, please contact the FlightPath team at FlightPath@perthairport.com.au

Refer to [Appendix G](#) on how to access FlightPath.

Operations and Logistics



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.

Any changes to trading hours must first be approved by Perth Airport, via the Retail Operations 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, from industrial waste permits to liquor licencing. If you intend to carry out any works within your premises, you are required to obtain the relevant approvals prior to works commencing (refer to [Undertaking Works](#) section of this AOS).

Please contact your Retail Leasing & Development Manager in the first instance.

Media Policy

Due to security and privacy restrictions, filming at Perth Airport is not permitted without coordination and approval having been granted by various agencies and corporate departments, in advance.

Any company wishing to access the airport estate (both airside and landside) must seek approval through Perth Airport's Corporate Affairs department.

Please visit the Perth Airport Media centre for more information:

<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](#).

Lost Property

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 ACC within 24 hours of receipt. ACC will notify the relevant TDM to attend to collect.

Items **NOT** to be retained or submitted as lost property:

- Food and other perishable items
- Newspapers and magazines
- USB's and hard drives
- Non-branded ear buds, batteries, chargers, and charger cables
- Blankets, hats, caps, belts, scarfs
- Safety gear (such as hard hats, gloves, and safety glasses)
- Pillows and neck pillows, umbrellas, water bottles
- Debit/credit cards and non-prescription medication

These items must be disposed of in alignment with the waste practices outlined in this AOS.

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

Public Information Systems



Shared Communications Facilities

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

- Communication rooms
- Cabling (fibre optic and copper)
- Cabinets
- Power
- Cooling
- Environmental controls.

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

Further information regarding this matter and other IT related services can be requested via email servicedesk@perthairport.com.au

Phone System

All Retail/Venue Operators are responsible for installing their own phone communication systems.

Music System

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 the terminal buildings.

Operators must apply to a Telco provider to arrange installation of their own Wi-Fi within leased areas in the terminal buildings.

Wi-Fi installed in leased areas must only be used for retailer/venue operator business, and not for public use without prior approval by Perth Airport.

PAPL approval requirements will differ depending on requirements (i.e., cable runs vs. MDF patching). Contact the Retail Manager for guidance.

CCTV

CCTV is located throughout the PAPL Estate. Access to view CCTV is strictly controlled by Perth Airport's Security team. CCTV in a retail/venue operator's leased area is the responsibility of the operator.

Details of CCTV installation should be included in your venue's initial fit-out Consent application package. Installation post-fit-out will need to go through the Consent approval process.

FIDS

Retail operators can lease screens and set-top boxes from Perth Airport for Flight Information Display Screens (FIDS) and terrestrial televisions for within their tenancy area. Requests can be made via your Retail Leasing & Development Manager. **If technical faults occur with a FIDS unit, please report to the ACC.**

Maintenance and Fault Reporting



Maintenance

Retail/ venue operators are responsible for repairs and maintenance within their leased area and must follow the 3WA process prior to any maintenance works being undertaken (refer to section - ['Works' section](#) of this AOS).

Leased areas must be maintained and kept in good repair, working order, and condition at all times.

Understanding your maintenance responsibilities within your leased area is important. If in doubt, check with your management or consult the Retail Manager.

Operators must pay particular attention to maintenance that, if not done, will increase the risk to building infrastructure, staff, or the public. Generally, there is a regulatory requirement for these items to be maintained by the retail/venue operator:

- Kitchen equipment inspection and cleaning, e.g., rangehoods, exhaust fans and associated ducting.
 - Annual rangehoods & exhaust fans inspections or more frequently if required
 - Monthly grease filter inspections with clean as required
 - 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.

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.

Faults

Faults in common areas, including those occurring after normal business hours, are to be reported to the ACC. Retail/Venue Operators that become aware of a fault should assume that no one has made a report and should report to the ACC accordingly.

Out of Hours Urgent Fault Repair

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

Electrical Equipment Testing and 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 leased/ tenanted area.

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

Retail and Venue Operators



Customer Experience

Perth Airport is committed to delivering a seamless journey and a world-class travel experience for all its customers. Customer satisfaction is our highest priority, and we are continuously looking for ways to enhance our services and facilities.

The retail offer at Perth Airport is an important part of the customer experience. We aim to drive a retail environment that will:

- Surprise and delight even the most frequent travellers
- Appeal to the senses and entertain
- Generate excitement in air travel
- Help travellers to relax and unwind
- Relieve boredom during waiting times
- Inspire pride in Perth and Western Australia.

Our retail environment should provide:

- A functional and flexible space
- A frictionless purchasing experience
- Outstanding customer service
- Great quality and choice
- Interactive and engaging displays
- The highest standard of cleanliness and hygiene
- Accessibility and inclusivity to all (across physical space, language, ambience etc).

We monitor customer satisfaction with our retail offer on an ongoing basis. We also survey our customers to better understand their preferences and needs. These insights are shared with our retail partners and should be used to guide both retail design and product range.

Temporary Trading

During refurbishment to existing leased spaces, and in other such circumstances, temporary trading spaces can be made available to retail stores/ venues for the duration of the works.

Initial consultation should be made with your Retail Leasing & Development Manager, and the following information should be supplied:

- Approximate square meterage
- Duration
- Building services needed
- An overview of what will be installed in the space.

The Retail Leasing & Development Manager and the Retail Manager will engage with various stakeholders to secure the most appropriate space, and an agreement will need to be executed.

Detail confirming the configuration of the temporary trading space, equipment, services, safety considerations, egress routes, and any other applicable detail needs to be agreed prior to operating from the temporary space.

All safety and security requirements implemented during normal trade must also be adhered to in the temporary space (e.g., tethering, tool registers, etc.).



Branding/ Signage – Common Space and Within Lease Lines

Retails/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.

Fixed Branding/ Signage

Installation of fixed branding requires permission through PAPL's Consent process (refer to Undertaking Works of this AOS).

Temporary Branding/ Signage

Temporary or non-fixed signage requires a written approval of PAPL and can be requested via your Retail Manager.

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.

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.

To access the PAPL brand guidelines, email customerdigital@perthairport.com.au to request a copy.

Decorating

Retails/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 another agencies CCTV may be affected. PAPL's WHS requirements must be adhered to, and clear egress must be maintained.

Please consult with the Retail Manager before undertaking any installations.

Pricing

PAPL works to the principle of fair and consistent pricing and offering customers value for money through its retail operations at the Airport. Retail/Venue Operators should undertake to implement a pricing policy which is competitive and consistent with or lower than pricing of merchandise in the Perth city centre. From time to time, PAPL may request a report from the operator and/or, with the operator's approval, undertake a pricing audit in store.

Marketing, Value Deals and Promotions

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.

Costs can sometimes be incurred for some of these mediums and will be discussed on a case-by-case basis, direct with Marketing and Business Development teams.

Invoicing

In instances where it's agreed that an operator will be reimbursed by Perth Airport, a purchase order will be issued to the operator by Perth Airport for reference on the applicable invoice.

Invoices are emailed to invoices@perthairport.com.au.

Contact the Retail Manager for all purchase order enquiries.

Sustainability Initiatives



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	 SOCIAL	 PEOPLE	 GOVERNANCE
<p>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.</p> <p>BIODIVERSITY & HABITAT Minimising the impacts to biodiversity by measuring, minimising and offsetting impacts to flora and fauna values.</p> <p>WASTE MANAGEMENT Improve waste management by minimising generation, maximising reuse and recycling. Ensure sound management and remediation of contamination</p> <p>PFAS MANAGEMENT Appropriate assessment, management and remediation of PFAS on Airport Estate.</p> <p>WATER SENSITIVITY Adapting to a drying climate, by measuring and minimising water use and improving water recovery and reuse.</p> <p>CLIMATE RESILIENCE Understanding and adapting to the risks and physical impacts of climate change.</p>	<p>CUSTOMER SATISFACTION Providing strong customer and service focus.</p> <p>SUSTAINABLE DEVELOPMENT Responsible planning for future growth.</p> <p>ECONOMIC IMPACT Positive economic impact on the community in which we operate and the state of Western Australia.</p> <p>COMMUNITY ENGAGEMENT Maintenance of an informed and cooperative relationship with partners, local community & stakeholders.</p> <p>INDIGENOUS ENGAGEMENT Commitment to: build respect and trust; reconciliation; and education. Celebrate and protect Aboriginal culture & heritage.</p> <p>NOISE Working with government and airline partners to minimise aircraft noise.</p>	<p>EMPLOYER OF CHOICE Investing in our people, equipping them with skills, knowledge & experience to realise their potential.</p> <p>ORGANISATIONAL CULTURE Aligning our culture and brand to ensure the success of our business.</p> <p>SAFE WORKING ENVIRONMENT Ensuring a safe working environment for all of our employees.</p> <p>DIVERSITY & INCLUSION Commitment to be representative of the diverse community we serve.</p> <p>HEALTH, SAFETY & SECURITY Working collaboratively with airport stakeholders to maintain a healthy, secure and safe airport operating environment for all.</p>	<p>ETHICAL BUSINESS Building a culture to maintain high ethical standards and integrity. Responsible management of our supply chain.</p> <p>IT SECURITY AND DATA PROTECTION Ensuring the security of IT systems and protecting personal data against improper use.</p> <p>CORPORATE GOVERNANCE & COMPLIANCE Responsible corporate governance and compliance with laws, regulations and internal policies.</p> <p>RISK MANAGEMENT & RESILIENCE The ability to recognise, rapidly respond to and recover from changes in the environment and their resulting risks and opportunities.</p> <p>STAKEHOLDER ENGAGEMENT Regular and proactive engagement of stakeholders.</p>

For further details/queries, please visit Perth Airport's sustainability page [here](#) or contact the Retail Manager.

We encourage and support our tenants 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 terminal spaces. These priority considerations are: **energy, emissions, water and waste.**

Energy Improvements

The Perth Airport's estate is a large energy consumer, particularly due to electricity used for lighting, and heating and cooling of buildings. 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.

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

Recommendations

- Perth Airport would like to encourage all tenants to demonstrate opportunities for energy efficiency and improving their uptake of low emission technologies (such as LED light fittings).
- Provide Perth Airport with all relevant sustainability data (Waste, Water, Fuel, and emissions) on a bimonthly/quarterly basis along with information on whether they report under any legislative frameworks (e.g., NGERs). This will help the airport better monitor and track our Scope 3 emissions.
- Tenants to engage in discussions with Perth Airport around measures to help reduce emissions. Such initiatives/opportunities can be provided by both tenants and the Airport sustainability team.
- Proactively respond to and complete Perth Airport's Annual Sustainability Team Survey.

Emissions Reduction

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

The retail/ venue operations 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. Tenants 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 ACC on passenger numbers to adjust order sizes as required.



Have a plan for using excess food. Some options include:

- Plan for leftovers e.g. monitor leftover food that could be used in other recipes
- Expressing interest with PAPL to donate leftover food e.g. via organisations like Foodbank or Ozharvest.
- 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 is committed to following our water targets and increasing the water use efficiency of 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

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

Waste Management Improvements

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 avoid, reduce, reuse, recycle and recover to minimise the amount of waste sent to landfill.

Perth Airport is developing a waste management plan to drive improvement in its waste management practices across operations and projects, while encouraging and supporting improvements in tenant practices.

The Retail/ Venue Operators are encouraged to follow the waste hierarchy principles of Avoid, Reduce, Reuse, Recycle. This includes:

- Separating waste into the following waste streams:
 - landfill
 - paper and cardboard
 - co-mingled recycling (hard plastics and milk bottles)
 - organics waste (F&B retailers only)
 - containers for change (F&B retailers only)
 - cooking oil (F&B retailers only).
- Addressing contamination in recycling and organics bins. To receive a best-practice guide for the separated waste streams please contact your PAPL contact.
- Replacing any disposable biodegradable plastics with certified compostable and PLA 7 options (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
- Operators are encouraged to monitor their current amount of waste, note prominent and consistent waste items, and seek opportunities to improve waste disposal
- The retail/ venue operations are also encouraged to work with Perth Airport on future improvements to waste management to achieve the 2025 and 2030 resource recovery targets.

All terminal tenants 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 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 tenants 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. The following waste management practices are recommended:

- 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:

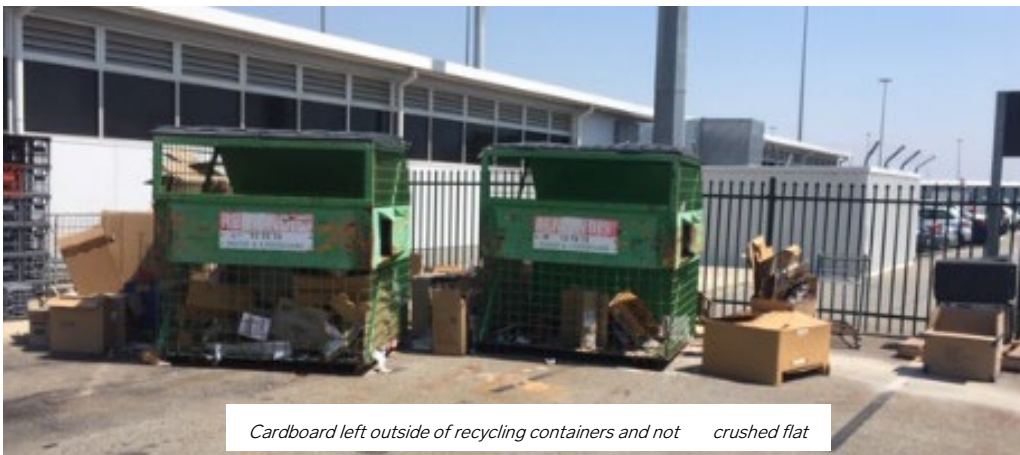
- Glass must be wrapped/taped and made safe before being disposed of. OCS Cleaner must be advised of any dangerous hazards in the rubbish when being collected.
- Waste is not permitted to sit front of house or in sight of passengers while awaiting pickup.

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

If you experience any problems where waste is not picked up when required, or you require additional collections, please call the T1Dom/T2 TDM.

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.

Below is an examples of poor waste management at the Service Yards (refer to [Appendix D](#)).







Compactor Training


Prior to using the waste compactors located within the CLF/service yard, operators must complete Compactor Training which is available via FlightPath. 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.



Waste Streams

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: textiles, broken glass, plastic bags, food waste, liquids, bubble wrap, soft plastics, takeaway coffee cups and polystyrene (foam).</p>
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 if 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">• Recycle used fat, oil & grease. Don't pour any oil directly down the drain or into the grease arrestor.• Scrape or wipe off rather than rinse excess food material or oil & grease from dishes, kitchen utensils and equipment.• Use quick breakdown detergents.• Use sink strainers/screens to prevent food solids from going into drains.• Store used cooking oil in a bunded area so that leaks and spills cannot drain into the sewer or stormwater systems.



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

General Sustainability Considerations for Tenants

Terminal tenants are encouraged to:

- Develop or communicate their own existing Sustainability Policy or Vision that covers energy, water, waste and emissions, to Perth Airport.
- 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.
- 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>

Prohibited Waste

Compactors

Waste compactors for each of the following waste streams are located in the compactor room in the Terminal 1 Service Yard:

- General waste
- Co-mingle recycling
- Paper and cardboard recycling.

Prior to using the waste compactors located within the Terminal 1 Service Yard, Retail /Venue Operators must complete Compactor Training via FlightPath.



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.

Swipe access to the compactor room is only granted upon successful completion of the Compactor Induction.

Waste Bins in Stores/ Venues - Public Facing

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 within the Terminal 1 or Terminal 3 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 leased area must be relocated to the Terminal 1 Service Yard or the Terminal 3 Service Yard.

- The dumping of operator's rubbish in public rubbish bins is strictly prohibited. Offending tenants/operators may be issued with a breach of lease notice.
- Cardboard boxes must be crushed flat before being 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 the fault reported to the ACC.

- Disposal of difficult, ad hoc, bulky, or clinical waste needs 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/ operators where OCS Cleaners collect waste from the store/ venue directly.

- Glass must be wrapped/taped and made safe before being disposed of. The 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.

Tenants/ 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.

Waste Holding

A waste holding room is available to Terminal 1 International operators and is located on the ground floor.

Use of this room aids tenants in maintaining efficient operations by removing the requirement for staff to travel to the Terminal 1 Service Yard to dispose of most waste.

The following waste streams have been installed:

- General waste
- Comingle waste
- Cardboard and paper
- Containers for Change.

Large quantities of waste, e-waste, construction waste (and any other kind of waste not permissible in the installed waste streams) are not permitted to be disposed of in this location.

Bins Chutes

To aid in efficient operations, bin chutes are available for use in Terminal 1 Domestic - Sterile. The bin chutes void the requirements for staff to travel to the Terminal 1 Service Yard to dispose of most waste, and then move back through Security Screening on each occasion.

The following waste streams have been installed:

- General waste
- Comingle waste
- Cardboard and paper

Large quantities of heavy waste, such as bundles of magazines are not permitted in the bin chutes.

All cardboard must be broken down appropriately prior to being disposed of via the bin chutes.

Any waste spilled at the entrance to the bin chutes must be cleaned up immediately.

Goods Management



Service Yards and 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's important that:

- Good housekeeping is maintained.
- 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 operator.
- Walkways and instructions on signage are followed at all times.
- In the absence of a high-level platform, all goods need be delivered by a truck with a tail-lift or be manually unloaded by driver.
- No forklift facilities are available.
- Cylinders are tethered during storage and transportation.

Deliveries for terminals should be made as follows:

Terminal 1 Service Yard AKA Combined Logistics Facility (CLF)	<p>The Combined Logistics Facility (CLF) services both T1 & T2 and is located between the two terminals.</p> <p>It is a common user facility with an internal breakdown area.</p> <p>The CLF incorporates waste, storage, delivery, and goods breakdown areas.</p> <p>The breakdown area is for immediate packing and organising prior to transit to an operator's storage or leased area.</p> <p>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.</p> <p>Waste, storage and delivery are covered further on in this document.</p>
T3 Service Yard	<p>The T3 Service Yard is located at the southern end of T3/T4 and is the designated delivery laydown and waste area for T3 and T4 tenants.</p>

Location and layout maps of the Terminal 1 Service Yard (aka CLF) and the Terminal 3 Service Yard can be found in [Appendix A](#).

Goods Screening

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

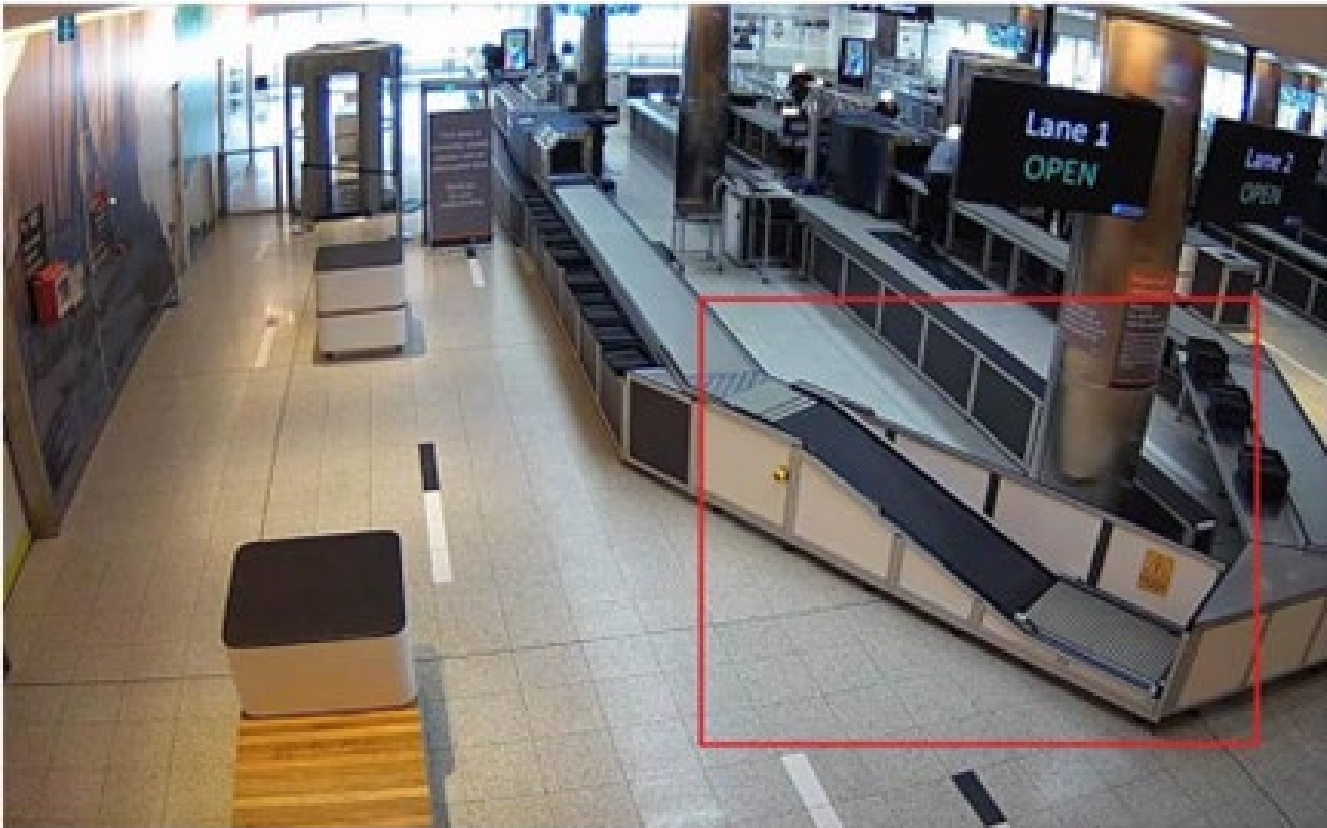
Terminal 1 International

A dedicated goods screening facility is available on ground floor and is operational 24/7.

A location map can be found in [Appendix C](#).

Duty Free goods screening is prioritised from 09:00 hours to 10:00 hours daily.

For any alternative goods screening requirements Lane 1 of the Passenger Screening Point may be used for goods screening in quiet times. Screening of passengers will take priority over goods screening.



Terminal 1 Domestic

Goods and staff screening is conducted via the Passenger Screening Point and is contained to lane 4.

Operational hours are from 07:00 hours to 14:00 hours – Monday to Friday.

Terminal 2

Goods and staff screening is conducted via the Passenger Screening Point and should be carried out in non-peak times. Please note passengers are always prioritised. Please keep this in mind when receiving deliveries, doing stock runs and when staff are coming to and from work.

Terminal 3

Goods and delivery personnel screening is conducted via the Goods Screening Point located at the rear of the Passenger Screening Point queuing area.

The Terminal 3 Goods Screening Point services both Terminal 3 and Terminal 4 deliveries to Sterile areas.

Operational hours are from 07:00 hours to 14:30 hours – Monday to Friday.

Terminal 4

Goods screening is not available at the Terminal 4 Passenger Screening Point. All goods screening for Terminal 4 is conducted via the Terminal 3 Goods Screening Point.

Goods Movement



Goods or equipment delivery requirements include:

- Must be delivered and transported to each outlet via the agreed goods delivery route for each terminal.
- Must be in approved trolleys and goods must be securely stacked (not over-stacked and goods not exceeding chest height of the operator).
- Are not permitted to be delivered to the front of a terminal building.
- Are not permitted to be carried or transported on any escalators.

Goods Delivery Routes

Goods must be delivered and transported to each outlet via the agreed goods route for each terminal.

Agreed route maps, can be found in [Appendix C](#).

T1 International Landside	From the T1/T2 service yard, goods are taken into the terminal via the back-of-house pathway during agreed times.
T1 International – Sterile	From the T1/T2 service yard, goods are taken into the terminal via the back-of-house pathway during agreed times.
Terminal 2	From the T1/T2 service yard, goods should be either unloaded into storage at the service yard or taken into the terminal via delineated pedestrian walkways.
Terminal 3 and 4	From the T3 service yard, goods should be taken directly through the terminal to the Terminal 3 Goods Screening Point.

Material Handling Equipment (Approved Trolleys)

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

Trolleys can cause damage to floors, walls and doors and excessive maintenance costs and unavailability 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 around the external
- Tether points included where required
- Trolleys used for loads greater than 100kg and on ramps must have brakes
- Be well maintained and presentable (nothing broken, always clean).

Trolleys must not 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.

Consideration should also be given to trolleys that can be raised/lowered to further reduce manual handling issues.

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



Approved goods transport routes must be used.

Under no circumstances are trolleys allowed to be used on escalators – when full or empty.

Reverse Logistics

It is the retail/venue operator's responsibility to have empty kegs, milkcrates, gas cylinders and unused pallets of any type removed from site (from the service yards).

Operators must regularly monitor volumes and coordinate regular collection of empty crates, kegs, and other items, ideally on a daily basis. There have been historical issues with the accumulation of crates and kegs causing potential safety issues - your attention here is very important.

Delineated spaces for these items are detailed below:

- Milk crates Neatly stacked in the South-West corner of the T1/T2 Service Yard. Stacking not to exceed chest height.
- Kegs Placed upright in the South-West corner of the T1/T2 Service Yard.
- 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.

Leased/ Goods Storage

Leasing of storage areas is managed by the PAPL Property Team.

For more information, or if you have operational issues related to your storage area, contact the Property Team at PropertyTeam@perthairport.com.au.

Equipment and Storage in Leased Areas/ Tenancies



All equipment, stock, and other such goods must be stored within leased/tenanted areas.

Written approval to store any items in common areas, or non-leased areas is required in advance of storing. Please contact your Retail Leasing & Development Manager or Retail Manager who will seek Perth Airport management permission on your behalf.

Equipment/goods	Requirements
Compressed air or non-flammable gasses	<ul style="list-style-type: none"> • Stored upright so residual liquefied gas cannot contact the cylinder valves. • Secured by a chain or rack so they cannot fall over. • Kept in a well-ventilated area (preferably in a cage outside) to reduce the risks associated with leakage. • Located away from radiant heat or anything that could cause a fire. • Segregated so volatile and incompatible gases are not stored together. • Labelled and tagged so staff and contractors know exactly what is inside and that it has been assessed as 'safe to use'. • Make sure the protector cap is secured over the valve unless a cylinder is being used. • Make sure cylinders are secured with a non-abrasive coated chain, strap, or cable that will not scratch the cylinder, or even better a customised racking system.
Petrol or LPG	<ul style="list-style-type: none"> • Ensure that flammable liquids are always stored in a flammable storage cabinet. • Flammable liquids storage containers and cylinders must be in good condition and labelled correctly. • Store flammable liquids in a safe location which is away from ignition sources and incompatible chemicals. • Damaged containers must be decommissioned and replaced immediately. • The lids of all flammable liquid containers must always be fastened when the flammable liquids are not being used.
Cartons, paper, oils, and fats	<ul style="list-style-type: none"> • Must not be stored in a height which is greater than 500mm from the bottom of fire sprinklers. • Ensure that the stack is stable and not close to ignition sources.
Air Conditioners	<ul style="list-style-type: none"> • Post PAPL approval, where a retail/venue operator has installed an air conditioner within their leased area(s), it is the retail/venue operator's responsibility for its maintenance and repair.
Grease traps and exhausting hoods/ systems	<ul style="list-style-type: none"> • 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)
Data, telephones, and communications	<ul style="list-style-type: none"> • Organise with your selected provider for provision of phones lines into your tenanted area. • If you have multiple tenancies, speak to your Property Team around data connections between tenancies.
Tenancy FIDS & terrestrial TV	<ul style="list-style-type: none"> • Tenants can lease screens and set-top boxes from PAPL for FIDS and terrestrial televisions for within their tenancy area. Requests can be made via Property Team. • 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.



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's Consent process.

Consent

Fit-out and major refurbishment works within lease lines will require two separate Consent applications to both Perth Airport Consent (PAC) and the Airport Building Controller (ABC) consent (Government body). The fees for these are outlined on our website.

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 both PAC and ABC consents are approved, you are usually allocated a Perth Airport's Project Manager (PM) to assist with coordinating works. This process can take up to 28 days from submission of the consent applications.

The PAC and ABC consents should be submitted in tandem.

Below is the Consent procedure to follow at Perth Airport from project start to finish:

1. Issue 30% Schematic design drawings for Perth Airport review and approval.
2. Issue any additional or revised drawings if required/requested.
3. Issue "For Construction" drawings, schedules, specifications to PAPL Consent - [Perth Airport - Property | Getting Perth Airport Consent and an ABC permit for works](#)
4. Issue "For Construction" drawings, schedules, specifications to ABC - [ABCO | New User Registration \(infrastructure.gov.au\)](#)
5. Follow the steps required on Perth Airport's website under "Undertaking works at Perth Airport" - [Undertaking works at Perth Airport](#)
6. Receive PAPL Consent Approval.
7. Receive ABC Building Permit.
8. Attend WHS Works Planning Meeting on site with the Perth Airport Project Manager and other PAPL Stakeholders.
9. Apply for PEMAC permits as required for High-Risk Activities.
10. Wait for PEMAC permit approvals before starting High-Risk Activities.
11. Start on site and work with the Perth Airport Project Manager on a day-to-day basis, working toward a safe project completion to Perth Airport standards.
12. Attend Completion Inspection meeting with the Perth Airport Project Manager and PAPL Stakeholders, and address any defects or issues raised during that inspection.
13. Obtain the necessary certificates or alike to be able to trade, and issue to the Perth Airport Project Manager and ABC.
14. Obtain Certificate of Compliance for Occupancy from ABC.
15. Begin trading!

Further information about Consent can be found via: <https://www.perthairport.com.au/Home/property/for-tenants/undertaking-works-at-perth-airport>



3WA (Third-Party Works)

If Consent approval is not required, 3WA approval will be required.

Third-Party Works (3WA) supports the following types of work in the terminals:

- Like-for-like replacement (i.e., replacing dated/worn cabinetry with a similar product in the same space)
- Repairs i.e. painting and patching within a tenancy
- Plant/maintenance inspections (i.e., Telco equipment maintenance/ inspections, food & beverage equipment maintenance/ inspections)
- Equipment testing/ fault finding i.e. refrigeration breakdowns.

What do I need to submit?

1. 3WA form.
 - Ensure that an adequate description of works has been provided within the form (e.g., fire extinguisher installation - hand drill screws into wall to adhere fire extinguisher bracket to the wall).
2. The Contractors task specific SWMS.
 - A task specific SWMS is a document compiled by the employed Contractor in relation to the works. The document includes all tasks being undertaken to complete the works, with safety controls for each task.
 - The task specific SWMS should not include any additional tasks that aren't a part of the works they've been employed to remediate.
3. Confirmation that the contractor has completed the PAPL Contractor Induction.

If the works being conducted located in a Sterile Area (after Security Screening):

4. Confirmation that the Contractor will be using a Sterile Area Tool Register.

All submissions are emailed to workrequests@perthairport.com.au

3WA Approval Time Frames

1. Low Risk 3WA approvals: 3-5 working days from submission of 3WA form and SWMS for approval.
2. High Risk 3WA approvals: 10 working days from submission, if 3WA form, SWMS and electronic permit application for approval (on site approval) are provided.

If you are unsure if the proposed works fit under the 3WA category, please contact the Retail Manager for guidance.

The 3WA form and the 3WA Guidance Note are accessible via the link below:

[Perth Airport - Property | For concessionaires/tenants - undertaking minor works](#)

Work, Health, Safety and Security Requirements - Works



The following information pertains to all works – Perth Airport Consent (PAC), Airport Buildings Controller (ABC) Consent, and 3WA Works.

Permits

All high-risk works (working at heights, penetrations, hot works, demolition, excavations and confined space 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.

What's a High-Risk Activity (HRA)?

Any works that involve any of the following activities will need to have a permit approval (per activity) prior to undertaking.

The work requests team will provide guidance as to permit requirements upon review of the 3WA form and the task Specific Safe Work Method Statements (SWMS) document. Permit applications are submitted by the Contractor who is undertaking the works.

- Confined space entry
- Crane operations
- Excavations
- Demolition
- Penetrations
 - Any time a wall, floor, ceiling needs a nail or screw to be inserted, cut in to, etc.
- Hot works
- Works involving open flame or heat.
- Working at heights
 - Feet will be 2m from the ground or more.
- Life Safety System impairment
 - Any work near fire protection equipment, when dust or alike may interfere with the detectors, as a result of associated works smoke or steam may be present (hot works).

Information for Contractors, including Inductions and Permit Applications

Please find more information via [Undertaking works at Perth Airport](#).

Sterile Area Tool Register

A Sterile Area Tool Register is a document populated by the Contractor that lists all tools being taken into a Sterile Area (after Security Screening). The document is used to reconcile tools prior to vacating the Sterile Area to ensure all tools have been accounted for.

The contractor will keep all tools in a lockable toolbox whilst in the Sterile Area – locked when not on their person.

The contractor should include the above detail as a control in the SWMS. **Note:** A Visitors Pass (VIC/ EVIC) may be required if works are being conducted in a Sterile Area (any area within the terminal building, accessible after having gone through the Security Screening process).

Reporting Incidents



We encourage Retail/Venue Operators to print this section and readily available to staff in your operating area.

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?

Terminology/ Acronyms



Terminology	Description
3WA	Third-Party Works
ABC	Airport Building Controller
ACC	Airport Control Centre
AFP	Australian Federal Police
Airside	Any area external to the terminal building, accessible after having gone through the Security Screening process.
AOM	Airport Operations Manager
AOP	Airport Operating Protocol
AOS	Airport Operating Standard
ASIC	Aviation Security Identification Card
ASO	Airport Services Office
BDM	Business Development Manager
GRESB	Global Real Estate Sustainability Benchmark
ISS	ISS Security (incumbent Security company on estate)
Landside	Any area accessible without having gone through the Security Screening process.
LSS	Life safety systems
PAC	Perth Airport Consent
PAN	Perth Airport Notice
Sterile	Any area within the terminal building, accessible after having gone through the Security Screening process.
SWMS	Safe work method statements
SZA	Secure Zone Access
TDM	Terminal Duty Manager
TDM	Terminal Duty Manager
VIC	Visitor Identification Card
YAH	You are Here Diagram

Further Enquiries and Contacts



Further Enquiries and Changes

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) 6278 8325

For enquiries or proposed changes to this Standard, please email document.controller@perthairport.com.au.

Changes will be considered by the Retail Team.

Important Contacts

Airport Control Centre (ACC)

Phone: (618) 9478 8500 (Emergencies)

Phone: (618) 9478 8572 (All other notifications)

Airport Operations Manager

Phone: (618) 9478 8557

Terminal Duty Manager

T1 International: (618) 9478 8501

T1 Domestic/T2: (618) 9478 8255

T3/T4: (618) 9478 8610

Lost Property

Phone: (618) 9478 8501

Customer Service

Phone: (618) 9478 8862

Airport Services Office

Phone: (618) 9478 8454

Australian Federal Police

Phone: 131 237

Emergencies

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

Police

Phone: (618) 9374 4025 only for bomb threat reporting.

Appendix A - Maps

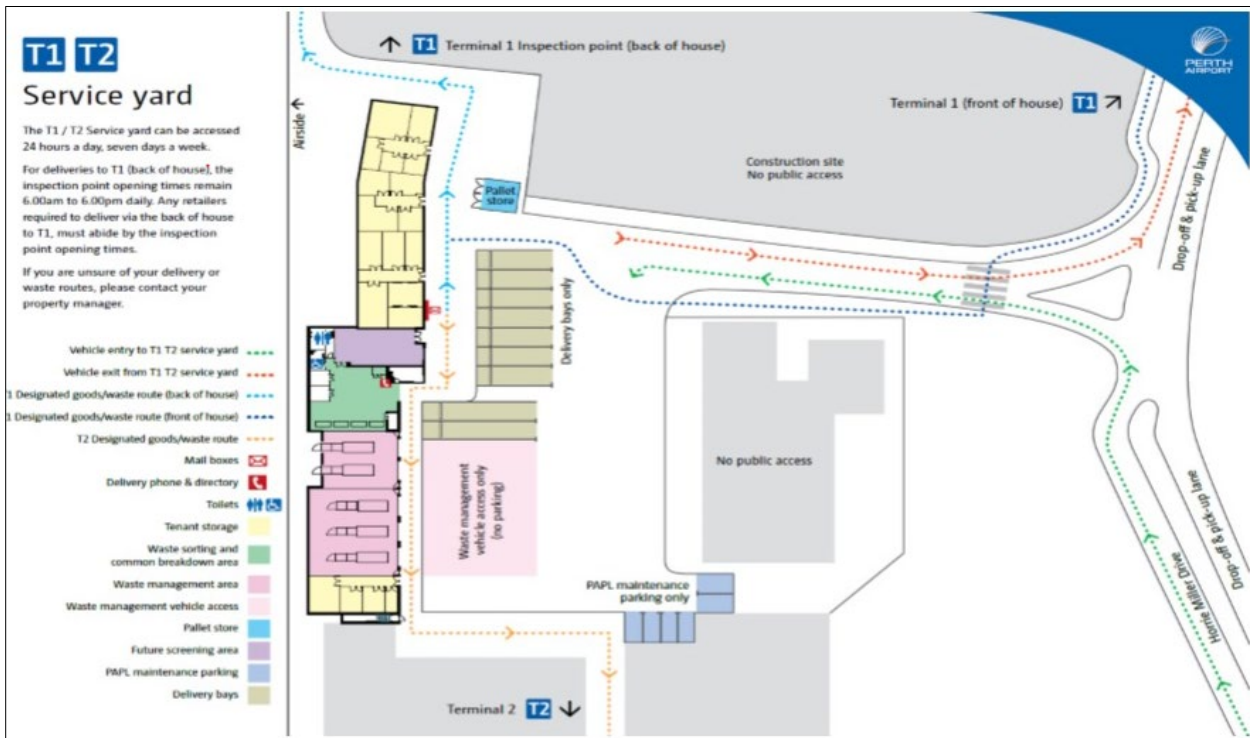


Figure 1 - Terminal 1 Service Yard (aka Combined Logistics Facility (CLF))

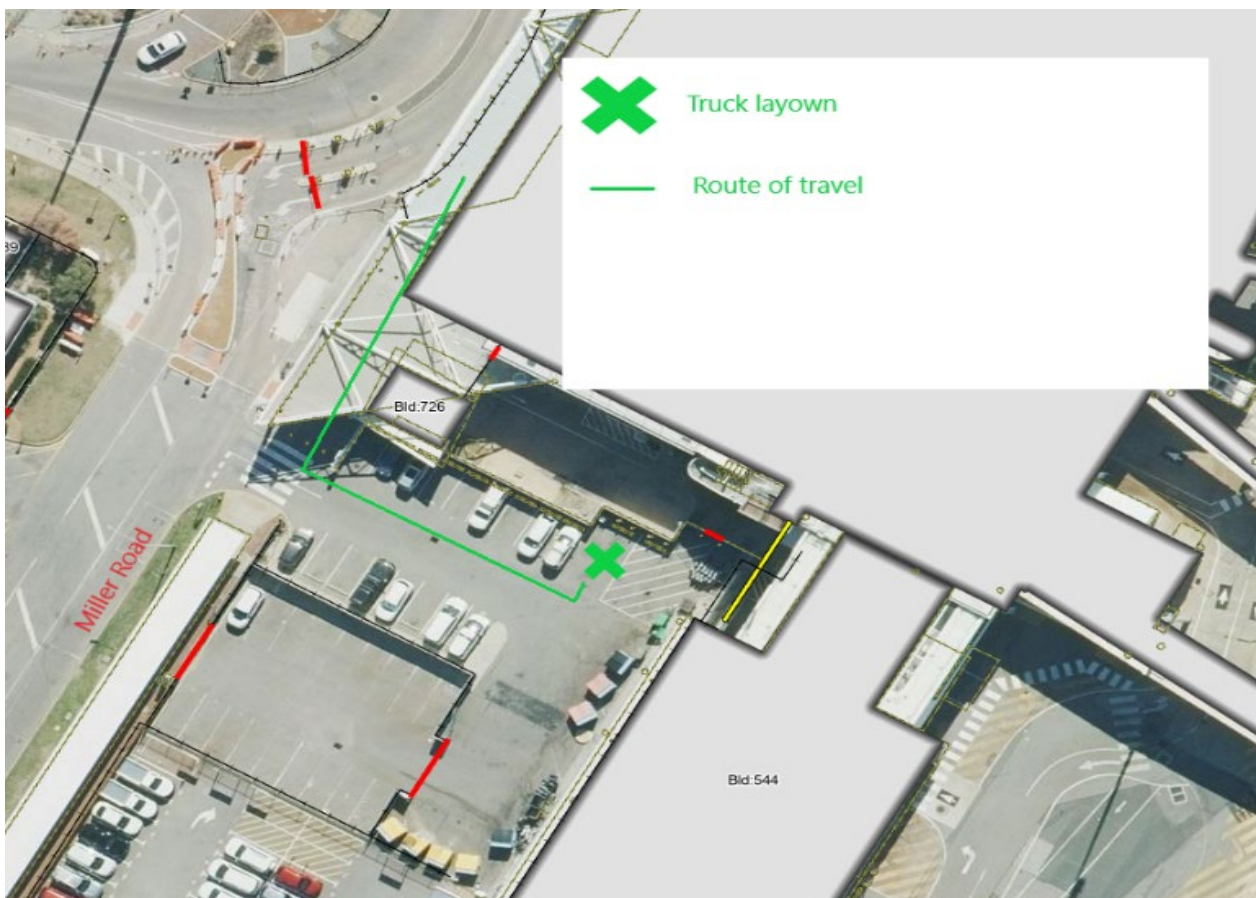


Figure 2 - Terminal 3/4 Service Yard



Figure 3 - Terminal 1 and Terminal 2 staff parking

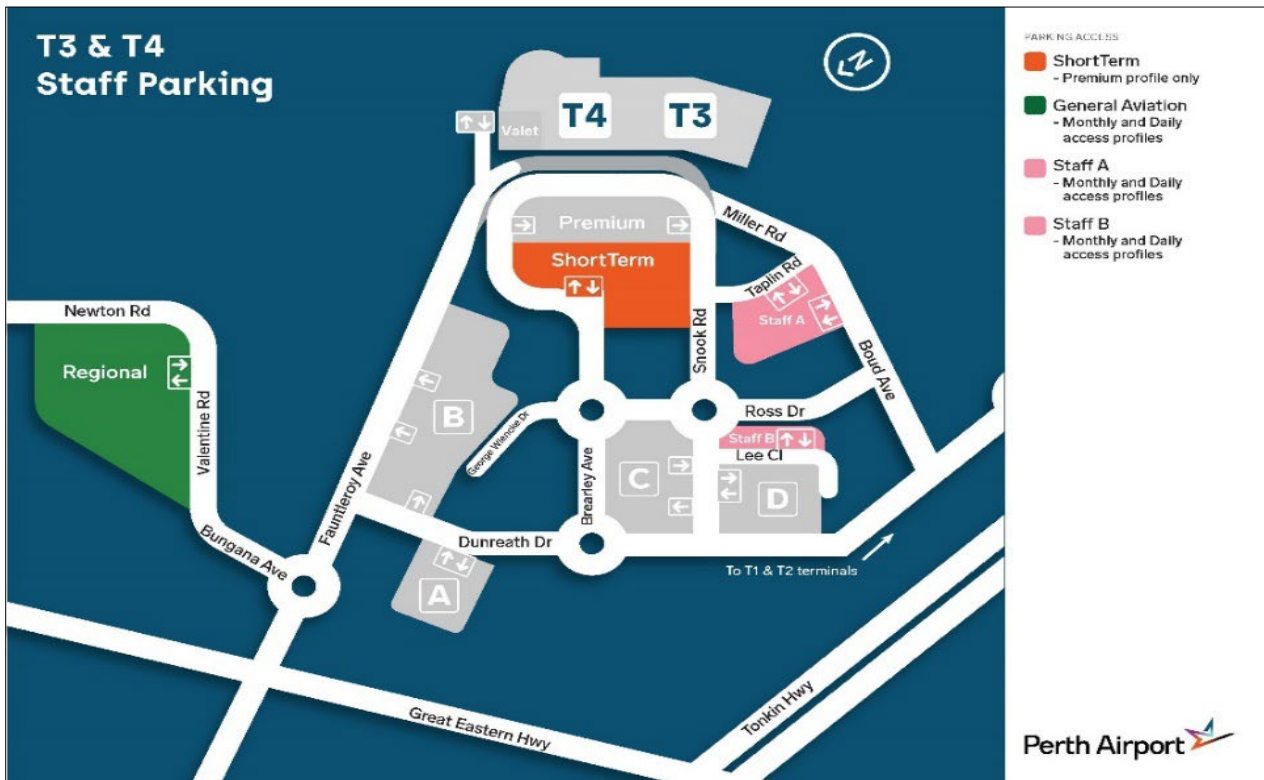


Figure 4 - Terminal 3 and Terminal 4 staff parking

Appendix B - Staff Parking



How to use a Perth Airport car park access card:

1. Hold your access card against the round 'circle data' (highlighted with a green circle)
2. The boom gate unit display will show "checking data" before opening
3. This process applies to the entry and exit boom gate units. Do not hold the access card against the credit card payment reader at anytime (highlighted in red cross)
4. The cards are NOT proximity cards and must be held firmly against the 'circle decal' to read the card information before the boom gate will lift.



Figure 5 Parking Machine

Important:

You must use your card to enter the car park and exit card. Please do not push the button for a paper ticket. If you are having issues, please press the 'Help' button and explain the issue to the attendant.

Failure to use your card on entry and exit will cause the card to be out of sequence and you will not be able to use it on your next visit.



Parking Card Types

Premium Monthly (post-paid) Reserved for Higher Management Only

Premium cards provide unlimited access to Perth Airport's Staff, Long-Term, Short-Term Car Parks. Card fees will be invoiced at the conclusion of each calendar month.

Premium Monthly (post-paid) Reserved for Higher Management Only

Premium cards provide unlimited access to Perth Airport's Staff, Long-Term, Short-Term Car Parks. Card fees will be invoiced at the conclusion of each calendar month.

Monthly (post-paid)

Monthly cards provide unlimited access to Perth Airport's Staff Carparks in the T3/T4 precinct, and Long-Term Car Parks in the T1/T2 precinct. Card fees will be invoiced at the conclusion of each calendar month.

Daily (post-paid)

Daily cards provide stay by stay access to Perth Airport's Staff Carparks in the T3/T4 precinct, and Long-Term Car Parks in the T1/T2 precinct. Parking stays are capped at 18 hours. After 18 hours public short term parking rates apply. Card fees will be invoiced at the conclusion of each calendar month.

Long haul (post-paid)

Long haul cards are only available to airline staff. They are designed to service long haul pilots and cabin crew. Like the daily cards, these cards charge on a stay-by-stay basis. Long haul cards will charge \$6.80 per 24 hours and are capped at 14 consecutive day stays. Public short-term rates apply after 14 days. Card fees will be invoiced at the conclusion of each calendar month.

Please Note: The monthly fee will still apply regardless of usage.

Please contact the Retail Operations Manager or Property Manager to:

- To confirm current and up-to-date fees
- To request a copy of the Debtor Application Form (new accounts)
- To request a copy of the PAPL Parking Access Card Terms and Conditions.

Appendix C - Goods Delivery Routes



Terminal 1 International – Sterile

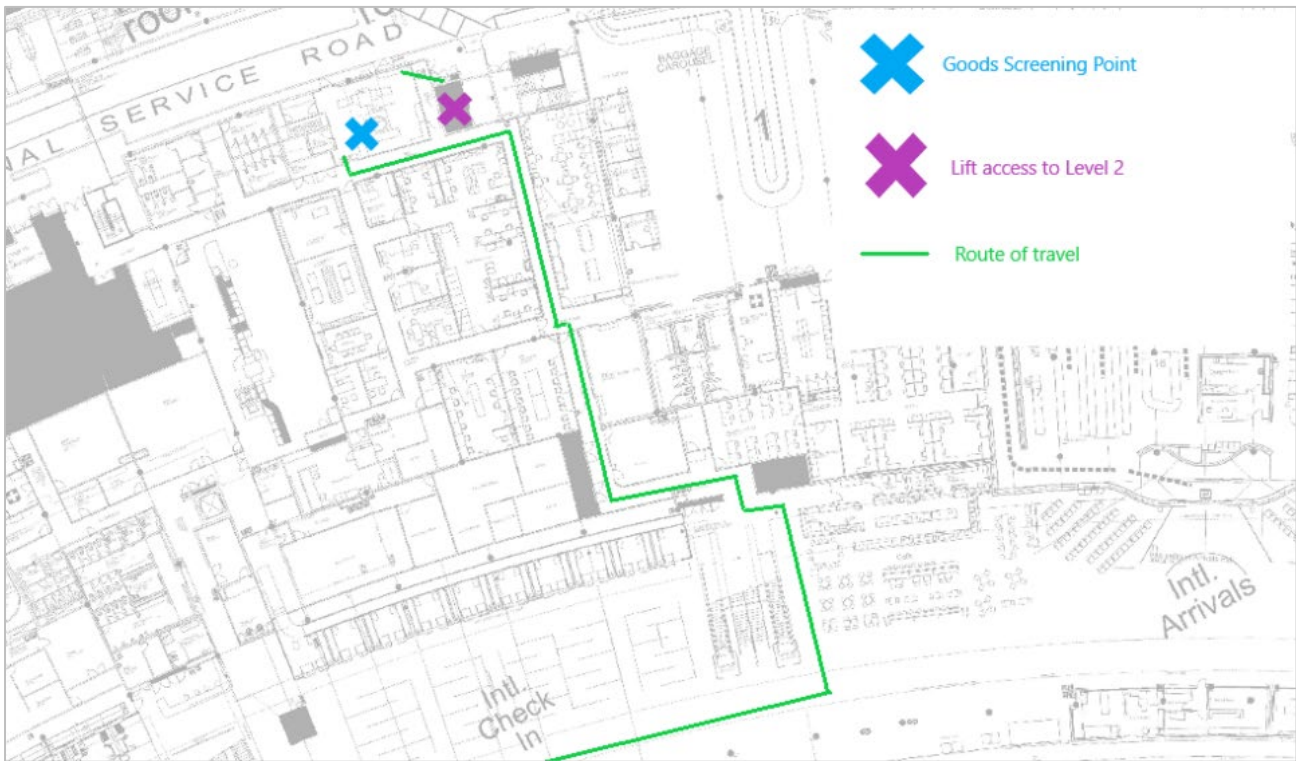


Figure 6 - ENTRY - Ground floor to goods screening



Figure 7 - EXIT - Level 2 to level 1

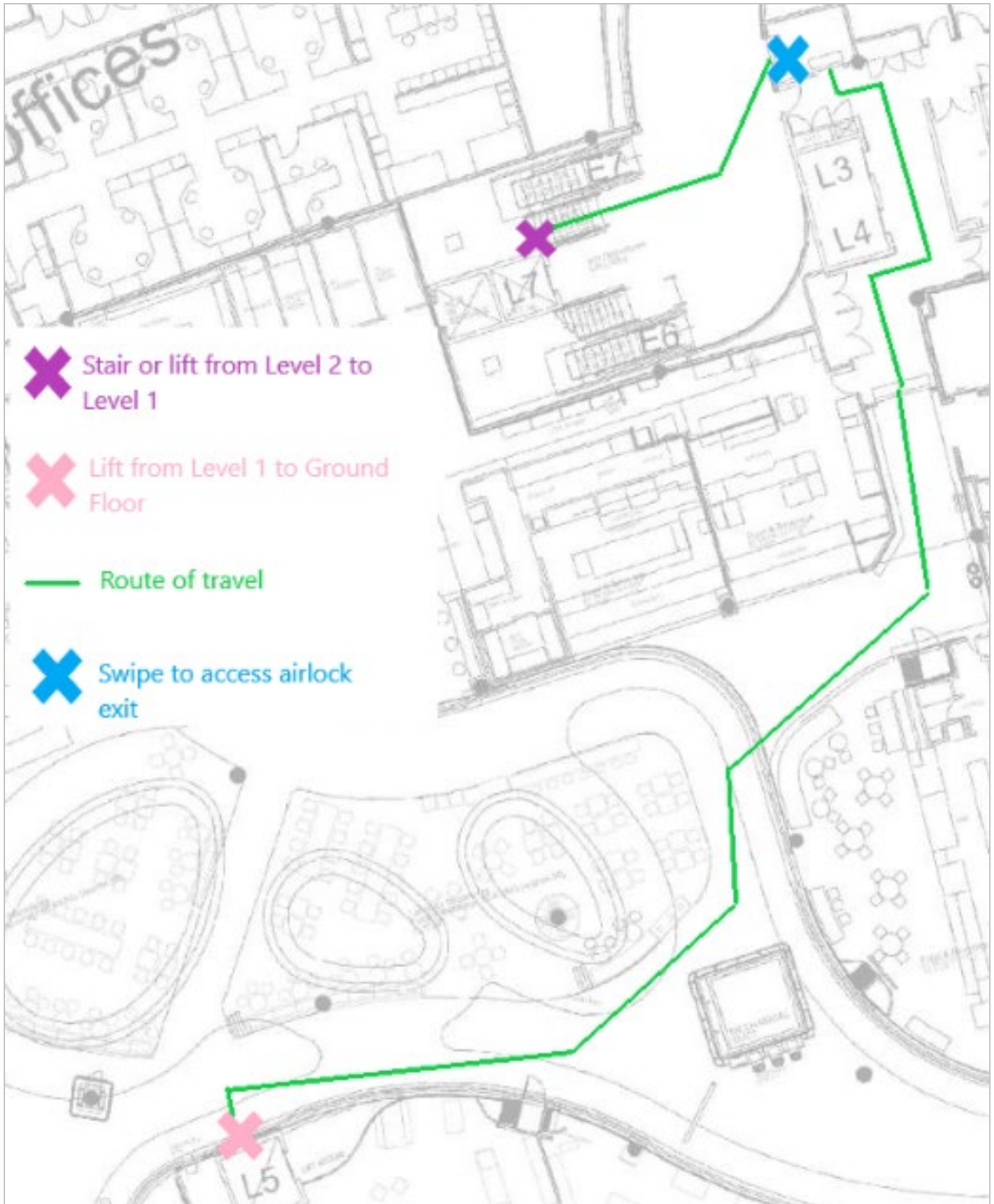


Figure 8 - EXIT - Level 1 to ground floor



Figure 9 - ENTRY and EXIT - Service yard to goods screening

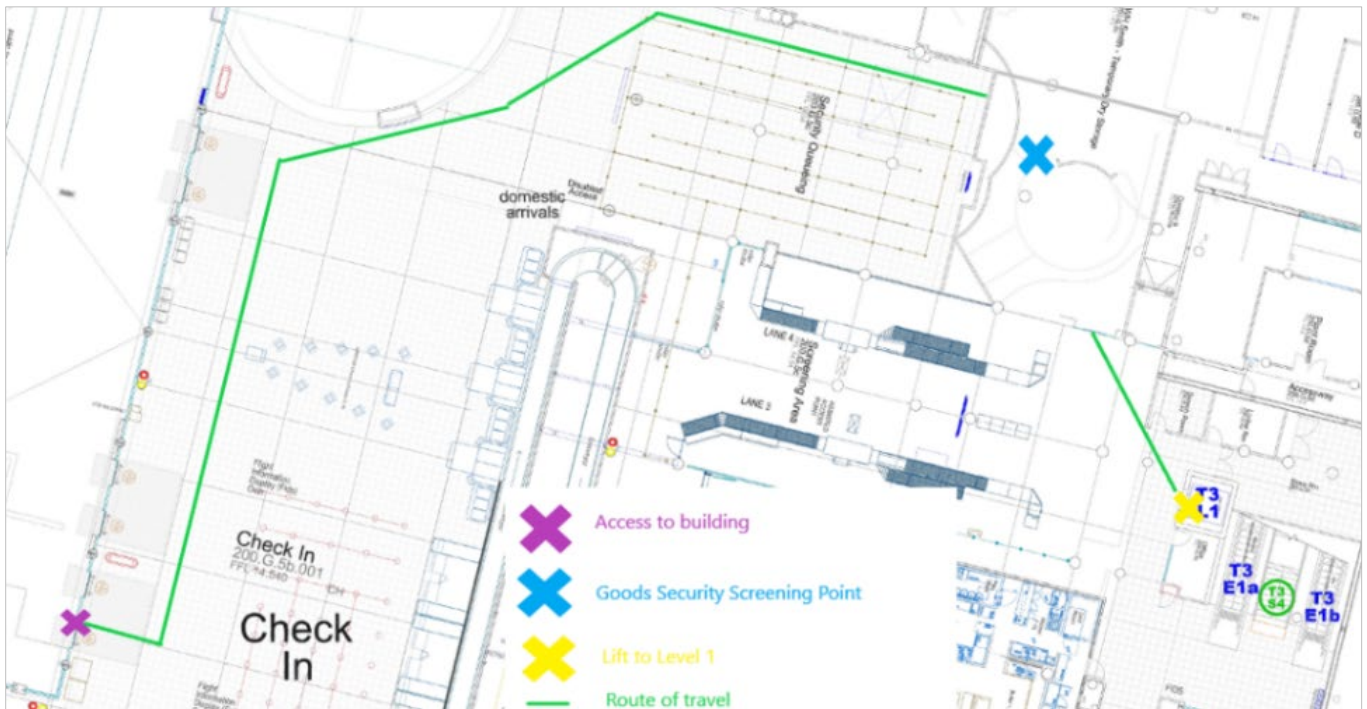


Figure 10 - ENTRY - Ground floor to goods screening to level 1



Figure 12 EXIT - Level 1 to ground floor

Appendix D – Waste Stream Receptacle Locations

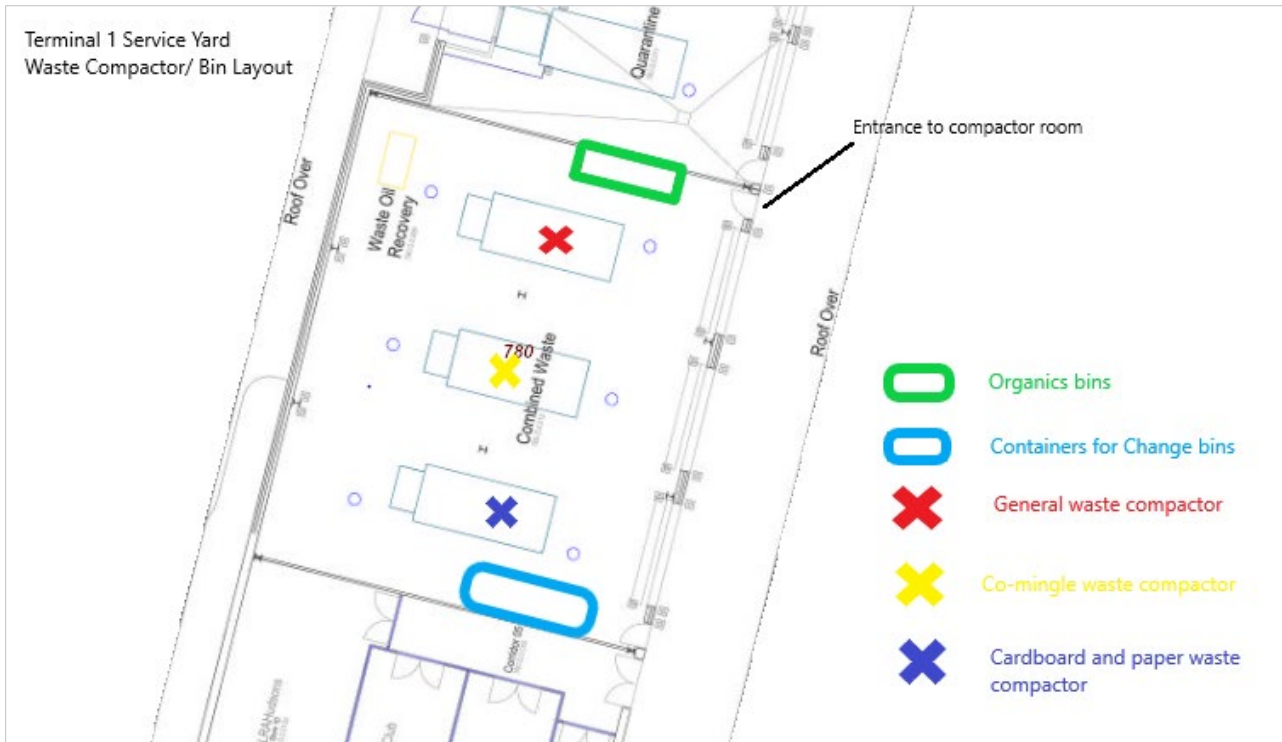


Figure 13 - Terminal 1 service yard compactor/ bin layout

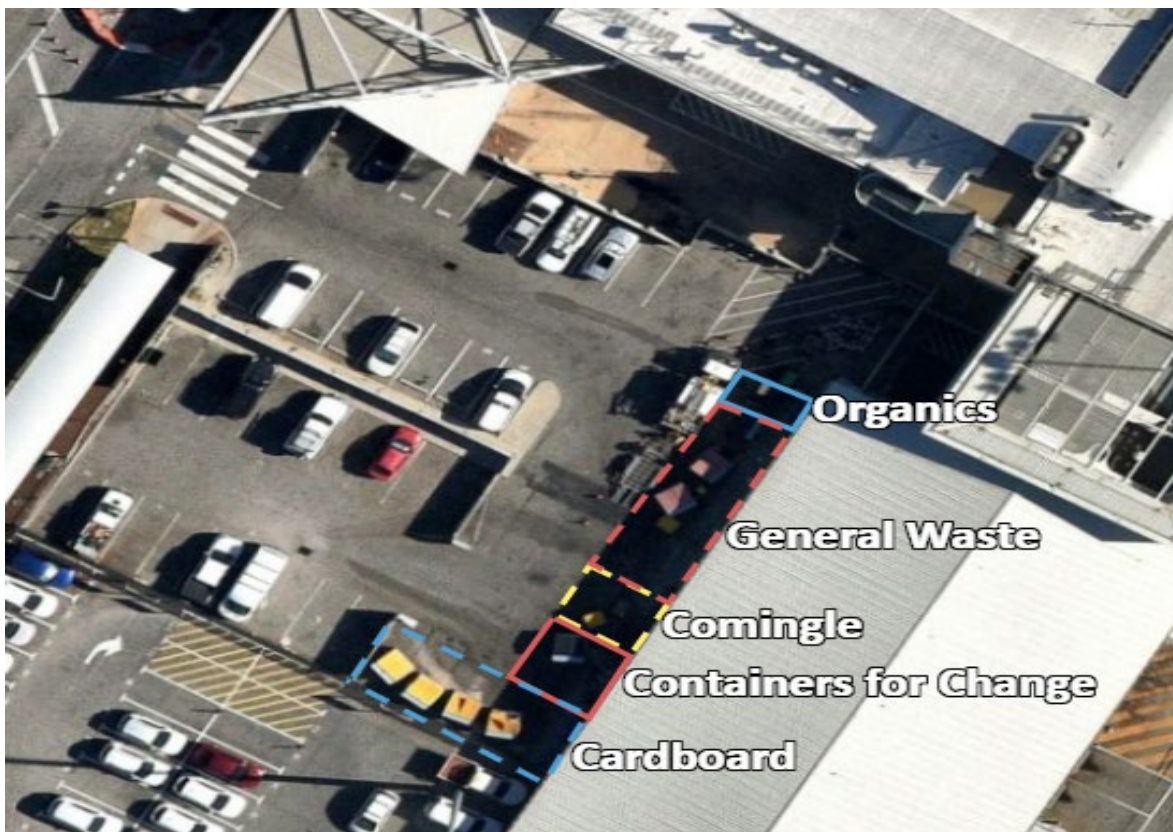


Figure 14 - Terminal 3 service yard bin layout

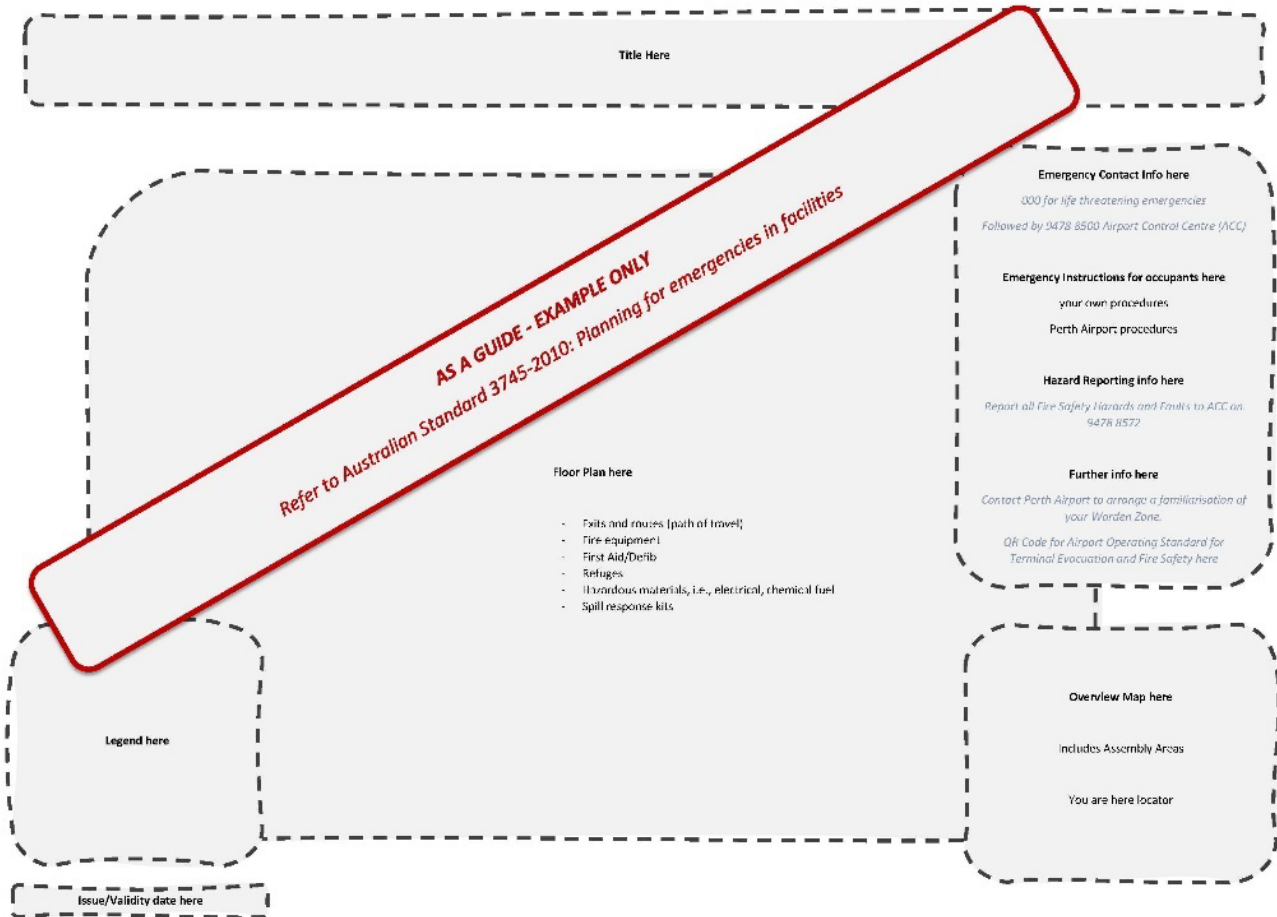


Figure 15 YAH (you are here) design guide

Appendix F - LAGS



LAGS (liquids, aerosols, gels) and prohibited items (security screening)

Consideration should be given to the types of goods sold in terminal buildings to ensure goods purchased by passengers are permissible through security screening points and on aircraft.

Domestic Flights

Flights within Australia are not subject to restrictions on how much powder, liquid, aerosols, and gels you can carry onboard.

International Flights

Australia restricts the quantity of liquids, aerosols, gels, and certain powders that passengers can carry onboard international flights (only). These restrictions do not apply to checked-in baggage.

LAGS restrictions apply if a passenger is:

- Leaving Australia
- Transiting through Australia from another country
- Travelling on the domestic leg of a flight departing from an Australian international terminal.

Powders, liquids, aerosols, and gels are:

- Liquid—a substance that is liquid when at room temperature
- Aerosol—a substance kept in a container under pressure
- Gel—a jelly-like substance.

Powder—fine dry particles produced by the grinding, crushing, or disintegration of a solid substance (for example, flour, sugar, ground coffee, spices, powdered milk, baby formula or cosmetics). Powders may also be presented in clumpy, grain, or compressed material forms.

Note: Inorganic powder is a powder not consisting of, or derived from, living matter.

Further information relating to LAGS can be found Travelling with powders, liquids, aerosols and gels via <https://www.homeaffairs.gov.au/>

Appendix G - 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:

<ul style="list-style-type: none"> • PAPL Induction bookings and renewals* 	<ul style="list-style-type: none"> • Waste Compactor
<ul style="list-style-type: none"> • Authority to Drive Airside (ADA)* 	<ul style="list-style-type: none"> • Drug and Alcohol Management Plan eLearning
<ul style="list-style-type: none"> • Emergency Management overview eLearning 	<ul style="list-style-type: none"> • Electrical Contractor requirements
<ul style="list-style-type: none"> • PAPL Plant and Equipment users 	<ul style="list-style-type: none"> • PAPL Plant and Equipment users
<ul style="list-style-type: none"> • ASIC Training 	<ul style="list-style-type: none"> • Active Armed Offender

FlightPath provides functionality for:

Individual Users	Trainers	Administrators
<ul style="list-style-type: none"> • Book training • Complete eLearning • View your training history and compliance activities within FlightPath 	<p>Access resources for:</p> <ul style="list-style-type: none"> • ADA training • Aerobridge training 	<ul style="list-style-type: none"> • 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 [PAPL webpage](#) and then click on training tab.

Operating at Perth Airport

Information for the benefit of our airport community on how to operate at Perth Airport so collectively we can get things done.



Service Level Framework

Terminal 1 International rebates for all T1 International Airlines

[Find out more >](#)



Operational Procedures

Everything you'll need to operate safely and securely at Perth Airport.

[Find out more >](#)



Airport Services

If you need an ASIC, Visitor Identification Card, additional access and more.

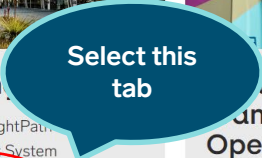
[Find out more >](#)



Airside Driving

Procedures for driving and operating vehicles airside.

[Find out more >](#)



Training

Access to FlightPath Management System

[Find out more >](#)



Ground Transport Operators

Information for ground transport operators.

[Find out more >](#)



Retail Leasing

Realise your retail potential at Perth Airport.

[Find out more >](#)



Advertising

Explore the opportunities to advertise at Perth Airport.

[Find out more >](#)

eLearning requirements for Fire Warden training will be under the My Learning.

Welcome
Hello [User Name]
Welcome to FlightPath, Perth Airport's Learning Management System
Get started today!

Select this tab

- My Learning** (Circled in red)
- Admin Reports** (ADMINISTRATOR ONLY)
- Tenant and Concessionaire Induction**
- Perth Airport Contractor Induction**
- Authority to Drive Airside**
- LOTO Training**
- Emergency Management**
- Active Armed Offender**
- Electrical Contractors**
- Waste Compactor**
- Aerobridges and Plant & Equipment**
- Suspended Access**

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