Perth Airport

Airport Operating Standard

Terminal Property Tenants

March 2025

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Changes: all changes are highlighted in blue font

Introduction

Airport Operating Standards (AOS) have been produced by Perth Airport Pty Ltd (PAPL) to ensure safe operations at Perth Airport. The *Terminal Property Tenants AOS* (the Standard) applies to all tenants 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 Standard aims to provide information and guidance to ensure a safe environment for all property tenant 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 tenants; however, it is the responsibility of each tenant to keep informed of any amendments via Perth Airport Notices (PANs).

The Standard includes:

- Responsibilities
- Communication
- Commercial & media activities
- Sustainability & PAPL's ESPG pillars
- Evacuation, first aid, incident, faults & other reporting
- Undertaking works
- Equipment & storage in tenancies
- Goods, waste and environmental management
- Security
- Public information systems.

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

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

The above documents are available via the Perth Airport Extranet or via the Perth Airport website.

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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 leased areas (in accordance with the provisions of the lease agreement) are conducted and responsible practices encouraged.

A Property Manager is assigned to tenants to be the first point of contact in relation to all matters such as day to day operations 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.

Property Tenants

Property tenants should be familiar with requirements for operating in terminal areas. This includes all the requirements laid out in the formal agreement ("Lease") between the tenant and PAPL as well as all aspects of the AOP 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 our tenants share this knowledge with all levels of their staff (including contractors and sub-contractors) to enable them to operate effectively and safely at Perth Airport.

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

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

- Safety
- Security
- Contractor engagement procedures
- Customer experience (if applicable)

- Trading hours, if applicable
- Auditing requirements
- Essential maintenance compliance program

- Service levels
- AOP & AOS's
- Emergency procedures and 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.

Property Tenant Employees and Contracted Staff

Everyone working in the 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 and wardens in relation to the area.

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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 property@perthairport.com.au to ensure you are added to distribution lists. It is the tenant's responsibility to provide updates to property@perthairport.com.au as staff changes occur to enable accurate distribution to these lists.

Perth Airport Notices (PANs)

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 PAPL. For inclusion on the PAN distribution list, email property@perthairport.com.au. It is important to specify your company, name, position, email address & terminal.

It is very important that a representative from each tenant is listed on this distribution list for their respective terminal. You may wish to have multiple people on this list, 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 tenant's staff.

Reports

Property Tenant Terminal Distribution List

The Property Manager often sends out communications via email to each terminal group with any relevant information, impacts or updates that relate to terminal operations. Please ensure the relevant personnel are receiving these communications and are disseminating relevant information.

Flight Changes Notifications Schedules

If flight changes result in a delay of greater than three (3) hours, the ACC will issue, where possible, advance notification to tenants. It is recommended to have a generic tenancy email linked to this, so it can be viewed by staff rostered on shift at any time of the 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 property@perthairport.com.au or your Property Manager to be added to this distribution list.

Customer Feedback

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 for input.

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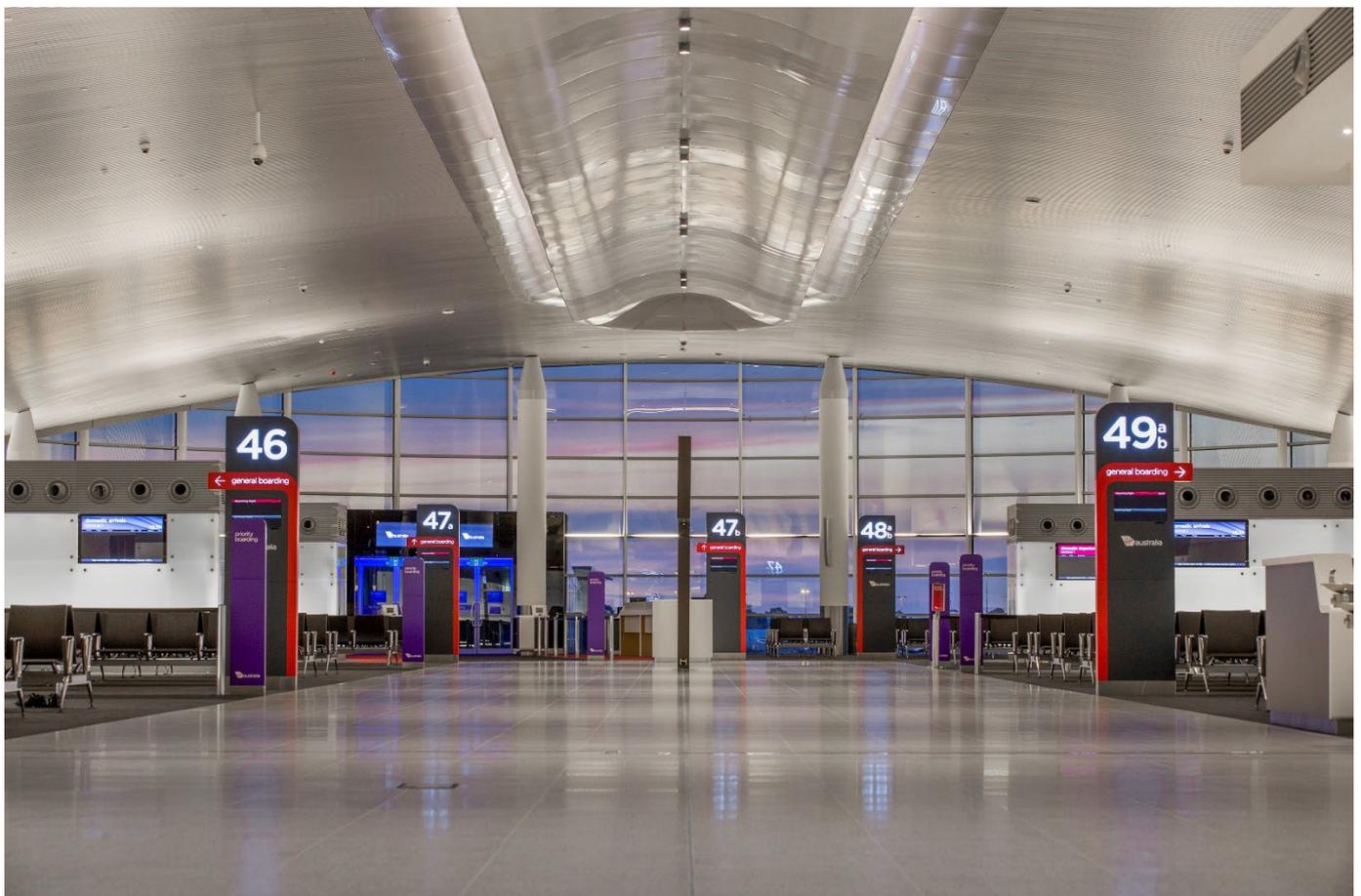
Commercial & Media Activities

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 PAPL for our 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 21 for further information). Please contact your Property Manager in the first instance.

Branding & Signage

Tenants 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 21). Temporary or non-fixed signage requires a written approval of PAPL and can be requested via your Property 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 always be adhered to. To access the PAPL brand guidelines, email 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.

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 at the 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's Media Policy.

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

Sustainability & PAPL's ESPG 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 and aim to achieve a 5-star Global Real Estate Sustainability Benchmark (GRESB) rating. Therefore, we 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.

PAPL is committed to sustainable development principles and understands that its success goes together with operating sustainably and meeting today's challenges whilst also planning for the future.

In June 2021, PAPL released its Environment, Social, People and Governance (ESPG) framework, outlining the roadmap on how to continue incorporating sustainable practices into daily operations and making sustainability integral to the way PAPL 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.

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For further details or enquiries, please visit PAPL's sustainability page here or contact your Property 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 relating to terminal spaces. These priority considerations include **energy, emissions, water and waste.**

Energy Improvements

The Perth Airport estate is a large energy consumer, particularly due to electricity used for lighting as well as the heating and cooling of buildings. To achieve our renewal energy target, PAPL 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 the PAPL Estate by 2030
>
> (including PAPL, tenants and operators)

Recommendations

- PAPL 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 PAPL with all relevant sustainability data (waste, water, fuel, and emissions) on a quarterly basis along with information on whether they report under any legislative frameworks (e.g., *The National Greenhouse and Energy Reporting Act 2007* -NGERS Act). This data will help PAPL better monitor and track our Scope 3 emissions.

- Tenants to engage in discussions with PAPL around measures to help reduce emissions. Such initiatives and opportunities can be provided by both tenants and PAPL's Sustainability team.

- Proactively respond to, and complete, PAPL's Annual Sustainability Survey.

Emission Reduction

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

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

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

PAPL has additionally set a target to achieve Net Neutrality (Scope 1 & 2 emissions) by 2040.

Recommendations

Tenants 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

PAPL aims to have its scheme water use (total) to remain below 2019 levels in 2030 despite expansion strategy (excl. tenants/others).

PAPL 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

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

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Waste Management

Perth Airport aims to have a 75% resource recovery rate 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.

PAPL has developed a waste management plan to drive improvements in its waste management practices across operations and projects, whilst requiring and supporting improvements in tenant practices.

Tenants are required to follow the waste hierarchy principles of Avoid, Reduce, Reuse, Recycle by;

- Separating waste into the following waste streams (as relevant for the tenancy type):
  - Landfill (black bin liners)
  - Paper and cardboard
  - Co-mingled recycling (hard plastics and milk bottles) (clear yellow bin liners)
  - Containers for change (clear white bin liners)
  - Organics waste (compostable bin liners only)
  - Cooking oil (lounge operators and food and beverage retailers only)
- Addressing contamination in containers for change, comingled recycling and organics bins (to receive a best-practice guide for the separated waste streams, please contact your Property Manager)
- Ensuring that any disposable single use, biodegradable plastics and PLA (Polylactic Acid) 7 products have been replaced with certified compostable options (such as cutlery)
- Promote the use of re-usable alternatives (such as coffee keep cups)
- Consider minimising packaging materials or ensuring packaging can be recycled
- Tenants are required to monitor their current amount of waste, note prominent and consistent waste items, and seek opportunities to improve waste reduction and segregation
- Tenants are also required to work with PAPL on future improvements to waste management to achieve the 75% resource recovery by 2030 target.

All terminal tenants are responsible for the safe containment and proper disposal of any waste that their operation generates. Bin selection (e.g. organics, co-mingle) will depend on the type of waste being deposited and the business being undertaken by the tenant.

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 because of the presence of the bin, shall be cleaned up immediately by the (person/employee/contractor) responsible for placement and maintenance of that bin.

- Any waste not removed to the satisfaction of PAPL will be removed by PAPL at the tenant's cost.

- Bin storage areas (if applicable) must be swept clean where possible and <u>not</u> hosed down.

- Where possible, one large bin should take the place of several smaller bins.

Location - Bins are to be placed within the leased 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 T1-T2 Service Yard (between T1 and T2 terminal and 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 tenants, 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 conditions should be met:

- Cardboard boxes must be flattened before being placed in the appropriate receptacle

- General waste must be securely tied up

- Food waste must be in compostable bin liners only 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 tenant and not left near the waste collection facilities or any other location

- If a 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 e-waste or difficult, adhoc, bulky or clinical waste needs to be arranged by the tenant and is not part of PAPL's waste management contract.

In addition to the above conditions, the following applies for Terminal 2 tenants where Perth Airport's cleaners collect Terminal 2 tenants waste from their premises:

- Glass must be wrapped/taped and made safe before being discarded. Perth Airport's cleaners must be advised of any dangerous hazards in the rubbish when being collected

- Waste is not permitted to sit at the front of house or in sight of passengers while awaiting collection.

If you experience any problems where waste is not picked up when required, or you require additional collections, please call the Terminal Duty Manager.

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

Tenants that hold their own bins at the service yard must ensure that they are locked, emptied regularly, and properly maintained. For enquiries about having a licence for your own bin in a Service Yard, please email your request to property@perthairport.com.au.

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Below is an example 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, tenants must complete Compactor Training which is available via FlightPath (see Appendix F 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	
	Black bin liners only • General waste generated on the airport must be placed in secure rubbish bins. Compactors are recommended to be used for large operations. • Please note that only persons trained and deemed competent in the use of the compactor can use it. • General waste from tenancies must be deposited into the red General Waste Compactor located landside and airside at the T1-T2 Service Yard, the waste chutes at T1 Domestic Level 1, or the bins located landside at the T3 Service Yard.
Co-mingle Recycling	

	Translucent clear bin liners only
	
	• Co-mingled recycling; paper, glass, hard plastics 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, the waste chutes at T1 Domestic Level 1 (no glass) or the bins located landside at the T3 Service Yard.
	
	• The following items are not to be deposited into co-mingled recycling:
	
	  • Food waste, paper towels or tissues
	
	  • Textiles, broken glass, tetrapaks (silver lined containers) or milk pouches
	
	  • Polystyrene (foam), liquids, plastic bags, bubble wrap, soft plastics
	
	  • Takeaway coffee cups or lids

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Paper & Cardboard Recycling	
	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 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.
Organics & Coffee Cups	
	Compostable bin liners only - Organics waste; all food scraps, tissues, napkins, paper towels, compostable packaging, coffee grounds, tea leaves and compostable coffee cups and lids that are generated by the tenancy must be transported in secure containers that are water tight and covered and placed in the green organics bins located landside at the T1-T2 Service Yard, the waste chutes at T1 Domestic Level 1, or the bins located landside at the T3 Service Yard. - The following items are not to be deposited into the organics bins: - Coffee pods or tea bags - Plastic or non-compostable baking paper - Wipes, cloths or textiles/fabrics - Non-compostable food or drink packaging - Non-compostable bin liners
Containers for Change	
	Clear white bin liners only Eligible containers (check for the 10c mark); plastic bottles, aluminium cans and liquid paperboard over 150ml that are generated by the tenancy must be transported in secure containers that are water tight and covered and placed in the Containers for Change bins located landside at the T1-T2 Service Yard, the waste chutes at T1 Domestic Level 1 (no glass), or the bins located landside at the T3 Service Yard. The following items are not to be deposited into the Containers for Change bins: - Milk containers - Wine bottles - Tetrapaks (silver-lined containers) - Coffee cups or lids - Liquids
Grease & Oil	
	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 as well as the associated clean-up. A grease arrestor is required to limit the amount of greasy wastewater being 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 from being washed down the drain, along with frequent servicing and maintenance of the grease arrestor by a licensed waste contractor. To best manage greasy wastewater: - 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.

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	• 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> permitted in PAPL provided bins: • Batteries (all batteries) • Bleaches • Chemicals (incl cleaning chemicals and poisons S2-S7) • Construction and demolition materials • Electrical appliances (e.g. toasters, kettles) • E-Waste (e.g. monitors, cables and chords, IT and telecommunication equipment) • Flammable Liquids (any) • Furniture • Gas Cylinders • Electronic medical devices • Lighting (tubes/globes) and lamps • Paint (both oil and water-based) • Pesticides Poison and Insecticides
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

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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 AOS* which must also be read and complied with by all terminal property tenancy staff.

YAH (You Are Here) Diagrams

It is the responsibility of the tenant 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 D of this AOS.

Fire Wardens

It is the responsibility of the tenant to ensure that a 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.

First Aid

Tenants are responsible for complying with the applicable legislative requirements in relation to having a first aid representative in their leased area.

Any tenant staff encountering a person in their leased 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.
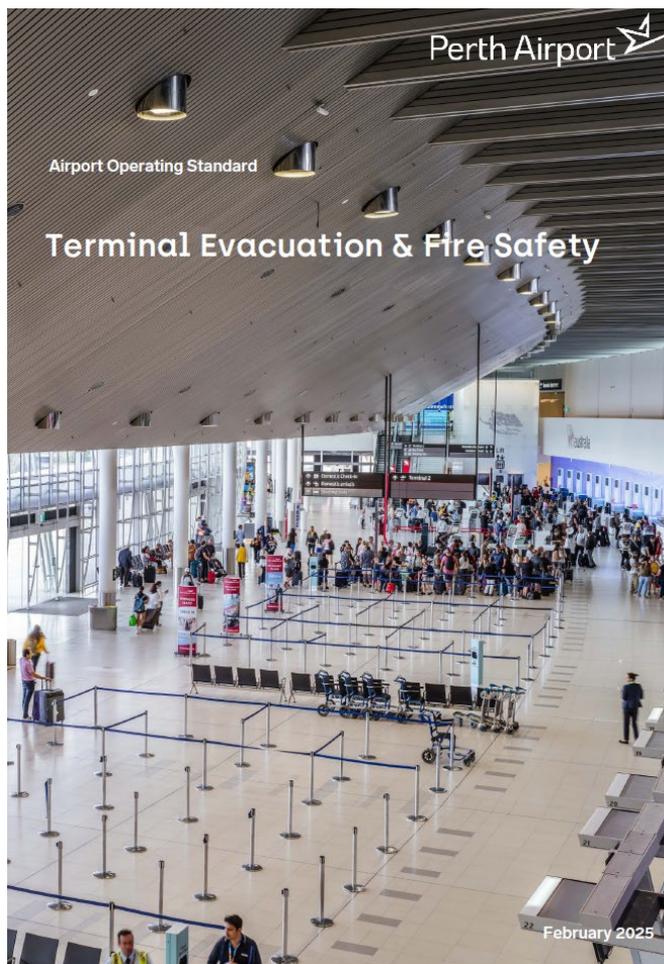
Incident, Fault & Other Reporting

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

- WHS incident within your premises

- Electric shock

- Vandalism, crime or illegal activity

- Suspicious activity

- Unattended bags/items

- Lost property

- Hazards (WHS 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 Property 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 AOS* provides direction on investigation reporting and must be followed.

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Incident Reporting & Responding

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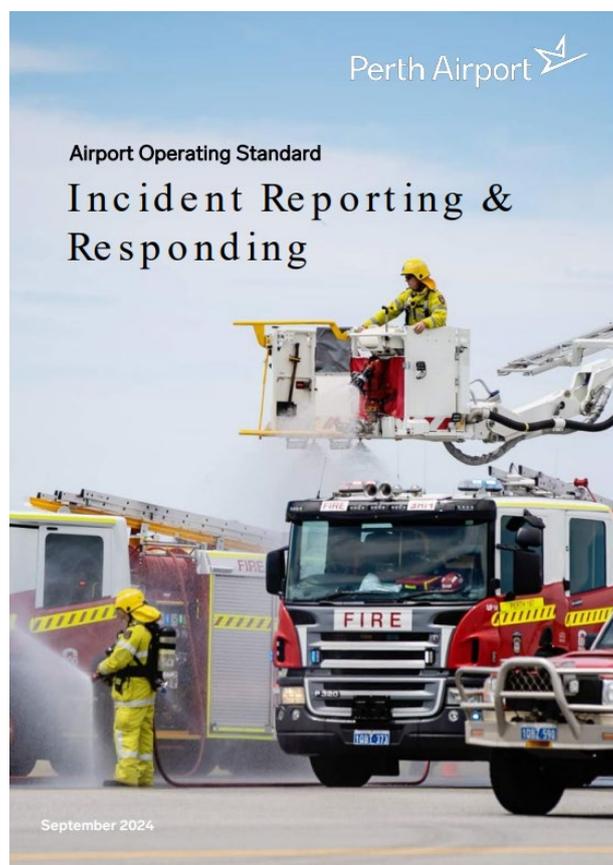
Fault Reporting

Tenants are responsible for repairs and maintenance within their own leased area and, accordingly, are required to maintain and keep the leased area in a good state of repair, working order and condition at all times. Understanding your maintenance responsibilities within your leased area is important. If in doubt, check with your own company management or consult your Property 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. This includes terminals, seating areas and food courts and we aim to deliver a high standard of cleaning and maintenance to support and enhance the customer experience.

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

PAPL uses a computerised fault tracking system, capable of generating a fault reference number for every call. Tenants that become aware of a fault should always 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 and then contact the relevant Terminal Duty Manager (TDM) (see page 35 for contact details) to arrange a time to drop off to the TDM office.

Note: Items found in airline lounges or left on aircraft or at check-in counters are the responsibility of the Airline and must not be handed to PAPL Lost Property.

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 and airport visitors.

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

Perth Airport

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 considered 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 & Major Refurbishment Requirements

Consents

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

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

Once consent is approved, you are allocated a PAPL Project Facilitator to assist with approving permits and other considerations.

Permits

All high risk works (e.g. 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 / isolation permit.

Inductions & WHS Works Planning Meetings

All contractors must complete the PAPL Contractor Induction via the on-line training system Flightpath (refer to Appendix F for further details).

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 a WHS works planning meeting with the PAPL Project Facilitator 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 leased 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 (refer to page 30 for further information on security and access).

All goods and fit out items are subject to screening and where something is too big for the x-ray machine, it will

Perth Airport

need physical inspection and explosive trace detection. Ensure sufficient time in your program to accommodate these 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. PAPL's Project Facilitator will have to approve your program at the planning meeting.

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

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 consent process.

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

All workers engaged by the Contractor's to conduct the works must meet the following requirements:

- Have completed a Perth Airport induction (see page 20 for further details)

- Have a valid ASIC/VIC

- Comply with their work health and safety duties (see page 22).

PAPL's Maintenance Works Controller will be your contact during the application and works processes (see page 35 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

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

- Kitchen equipment inspection and cleaning (e.g. rangehoods, exhaust fans and associated ducting)
  - Annual rangehood and exhaust fan inspections (or more frequently if required)
  - Monthly grease filter inspections (with clean as required)
  - Ducting frequency assessed, determined and maintained in line with the latest version of the 'AS1851 – Routine service of fire protection systems and equipment'
- 6-monthly fire extinguisher and fire blanket inspections and testing
- 6-monthly gas suppression system inspection, testing and servicing
- Annual motorised roller door servicing
- RCD/switchboards test and service (6-monthly push button test and annual injection test)
- 6-monthly electrical device testing; test and tag as per AS/NZS 3760:2022 (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. Tenants must also have their own audit/compliance framework in place to meet their own compliance/regulatory needs.

Perth Airport

Contractors

Work Health and Safety responsibilities

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

Information relating to contractor requirements can be found via the link provided on page 21.

Parking

Contractor's may park in the T1/2 CLF, T3 Service Yard or T4 Service Yard for deliveries, unloading/loading equipment for a maximum of 45 minutes only. Thereafter, Contractor's must move their vehicle to park in either a short or long term car park.

Electrical Equipment Testing & Tagging

Each tenant is responsible for the testing and tagging of their electrical equipment in accordance with AS/NZS 3760:2022 *In-service safety inspection and testing of electrical equipment and RCDs*.

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

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 your TDM to work through your requirements and the best pathway to resolve.

Perth Airport
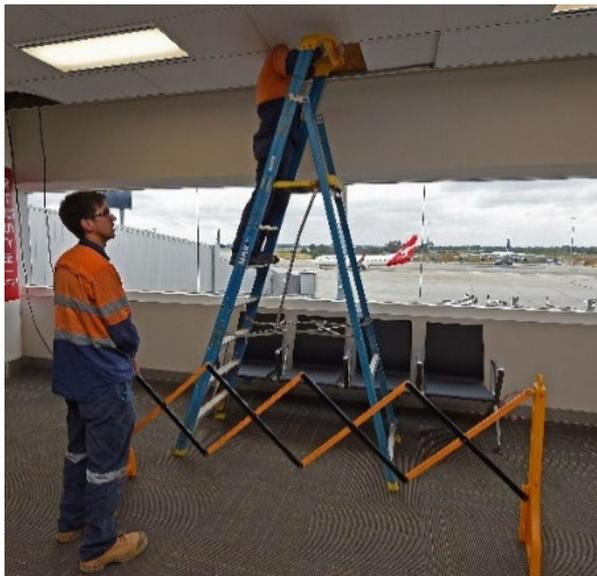
Equipment & Storage in Tenancies

Common equipment & storage requirements

Storage of all equipment and goods must be within leased areas. Should there arise an operational need to store any equipment or goods in locations other than the designated areas, written approval from Perth Airport is required and can be requested via your Property Manager.

> Only those activities in your lease's Permitted Use may be undertaken in the leased areas.
> For example, storage of flammable items may not be permitted.

Equipment/goods	Requirements
Compressed air or non-flammable gases	• Stored upright so residual liquefied gas cannot contact the cylinder valves • Secured by a chain or rack so they can't 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 that staff and contractors know exactly what's inside and that it's been tested as 'safe to use" • Unless a cylinder is being used, make sure the protector cap is secured over the valve • 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.
Petrol or LPG	• Ensure that flammable liquids are always stored in a flammable storage cabinet • Flammable liquid storage containers and cylinders must be in good condition and labeled correctly • Store flammable liquids in a safe location 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	• Are never to be stored to 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	• Post PAPL approval, where a tenant has installed an air conditioner within their leased area(s), it is the tenant's responsibility for its subsequent maintenance and repair.

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Equipment/goods	Requirements
Grease traps and exhausting hoods/ systems	• Grease fires are a risk and can quickly spread between areas. • Tenants are responsible for the regular cleaning and maintenance of grease traps and exhausting systems within their leased area(s) (see page 21). Further information can be found by referring to the Airah best practice guide: Home	AIRAH
Data, telephones and communications	• Organise with your selected telecommunications provider for provision of phones lines into your leased area. • If you have multiple tenancies, speak to your Property Manager around data connections between tenancies.
Tenancy FIDS & terrestrial TV	• Tenants can lease screens and set-top boxes from PAPL for FIDS and terrestrial televisions for within their leased area. Requests can be made via your Property Manager. • If technical faults occur with a FIDS unit, contact PAPL IT on (618) 9478 8822 (business hours response only).

Further requirements and responsibilities on safe equipment storage can be found in the *Terminal Evacuation & Fire Safety* AOS.

Damage to Services or Facilities

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

The tenant and/or its associates/contractors may be responsible for the full cost of repairs or replacement 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 tenant must not attempt to repair any damage to PAPL common area property unless PAPL gives the tenant approval to do so.

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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 and vapes)
- 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 always followed
- No platform/forklift is available at any of the loading areas to unload goods loaded at height
- All goods will need to come with a tail-lift truck or be unloaded by the driver
- 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 tenant's 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).

Terminal 1 International

A dedicated goods screening facility is available on the ground floor. Operational hours are:

- Monday – Thursday: 0600 – 1800
- Friday – Sunday: 0600 - 2000

A location map can be found in Appendix B

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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.

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 through the passenger screening points and should be carried out in non-peak times (generally, 0800 – 1000 and 1400 – 1600 although this is subject to change depending on airline requirements). 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 (next to Hudson's).

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

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

- Mon – Sun   0400-2000
- If goods are delivered outside of the T3 goods screening times, personnel can ring a doorbell located at the entrance of the T3 goods screening point for assistance.

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:

- Must be delivered and transported to each tenant 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.

Goods Delivery Routes

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

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T1	From the T1/T2 Service Yard, goods are taken into the terminal via the back-of-house pathway during agreed times.
	Goods routes inside the terminal vary depending on your tenancy location. Contact your Property 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 delineated pedestrian walkways.
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 (Approved Trolleys)

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.

PAPL 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 edges
- 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 tenant.
- If your trolley is carrying loads of more than 100kg and will be used on ramps, then the trolley will require a braking mechanism. 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.

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Examples of poor manual handling of goods

Incorrectly stacked trolley

Cylinder not securely tethered during transport

Goods Storage

Storage is managed by PAPL's Property team. For more information of storage leasing, or for any enquiries on operations of your storage area, contact the Property Team at property@perthairport.com.au.

Reverse Logistics

> It is the tenant's 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 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, to prevent them from falling over.

Milk crates not stacked or removed by supplier

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Please ensure you regularly monitor the storage yard and have all empty crates, kegs and other items picked up with deliveries, ideally daily. 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 tenancies are located at Terminal 1 within the CLF area and T3 service yard are available and can be requested via property@perthairport.com.au.

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Security & Access

Aviation Security & Access

Along with other airport staff, tenants' 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/Food Preparation Areas

Perth Airport's 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 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 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 ASIC or VIC at all times while in the sterile area.

For more information on ASIC cards, SZA, legislation for sterile areas and 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/operating-at-perth-airport/airport-services.

Visitor Identification Card (VIC)

Visitors to the airport who do not hold a valid ASIC may apply for a 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 be 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 total period of 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 Monday to Friday, (8am 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 one security contractor that may assist in escorts for a fee for service. The security contractor has a minimum 4 hours per guard and have weekday and weekend/public holiday rates. If the request is for less

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than 24 hours, higher rates apply.

To request an escort, please contact ISS (T1, 2, 3 & 4) on aviation.rosteringperth@au.issworld.com or 0455 078 152.

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 at least two weeks 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 to 5 business day turnaround time for cards to be distributed once the application is submitted.

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

See Appendix E for maps detailing staff parking locations.

Electric Scooters/Electrical Bikes

E-scooters, e-bikes and similar devices 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 under any circumstance.

Smoking/Vaping Areas

All terminal buildings and forecourts are no smoking 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, however staff are also currently permitted to smoke at the T3 service yard.

Terminal 4   Across the road from the forecourt, next to the Fast Track car park entry.

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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
- Environmental controls.

Tenants 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 your property manager.

Phones and Public Address (PA) Systems

All tenants are responsible for installing their own phone communication systems.

PAPL provides access to the PAPL PA system to users at check-in counters and departure gates to meet user operational needs.

PAPL IP phones are available on check-in counters and some departure gates. Additional IP phones can be provided where requested.

Frequencies

Where a tenant requires its own radio frequency, approval must be sought from PAPL via their Property Manager. Where the equipment is installed outside the leased area, a Licence Agreement must be entered in to with associated Licence costs.

Music Systems

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

Should tenants wish to play music within their leased area, music systems and/or music players must input directly into the Perth Airport PA System, which is in turn played back into the leased area. This enables the tenant's music to be automatically cut out in the event of emergency warnings or security announcements to be made.

Wi-Fi

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

CCTV

CCTV is located throughout the PAPL estate. Access to view CCTV is strictly controlled by PAPL's Security Team and limited to agreed user needs at a cost to the tenant.

CCTV in a tenant's leased area is the responsibility of the tenant.

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Further Enquiries, Contacts & Emergencies

Further Enquiries

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

General Manager Property Investment
Perth Airport Pty Ltd
PO Box 6
Cloverdale, Western Australia, 6985

Phone: (618) 9478 8888
Fax: (618) 9478 8889

For proposed changes to this Standard, please email document.controller@perthariport.com.au.

Important Contacts

Airport Control Centre (ACC) ....(618) 9478 8572

Airport Operations Manager ....(618) 9478 8557

Australian Federal Police...131 237

Lost Property .... (618) 9478 8501

Airport Services Office ....(618) 9478 8454

Terminal Duty Managers (TDM)

T1 International.. (618) 9478 8501

T1 Domestic / T2...(618) 9478 8255

T3/T4... (618) 9478 8610

Customer Service..(618) 9478 8862

Maintenance Works Controller ....(618) 6278 8324

WA Police (General Enquiries)..131 444

Emergencies

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

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Appendix A   Reporting Incidents

Emergencies

In the case of life-threatening incidents dial **000** then the Airport Control Centre on (618 9478 8500).

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
- 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

Non-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

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?

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Appendix B   Service Yard & Goods Route Maps
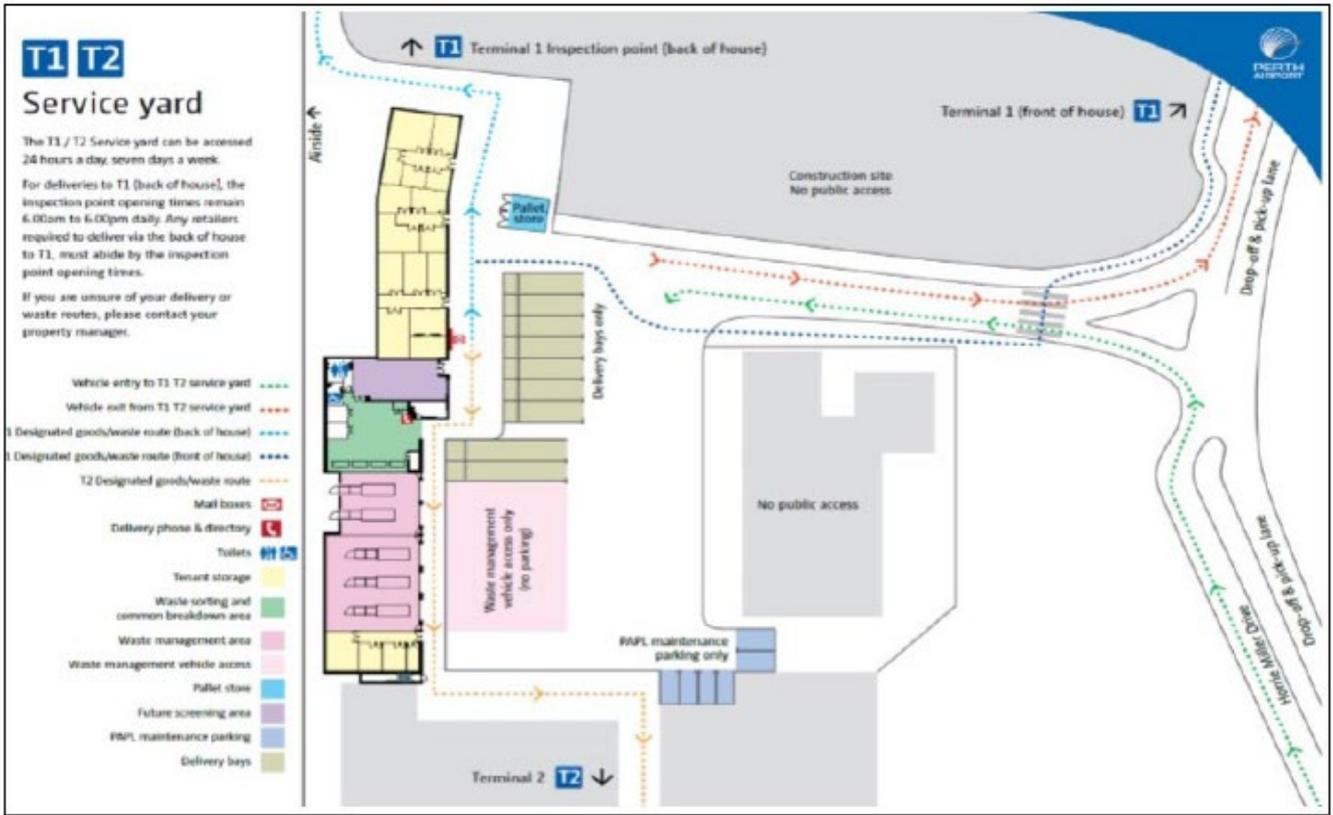
Figure 1 – Terminal 1 Service Yard (aka Combined Logistics Facility (CLF))
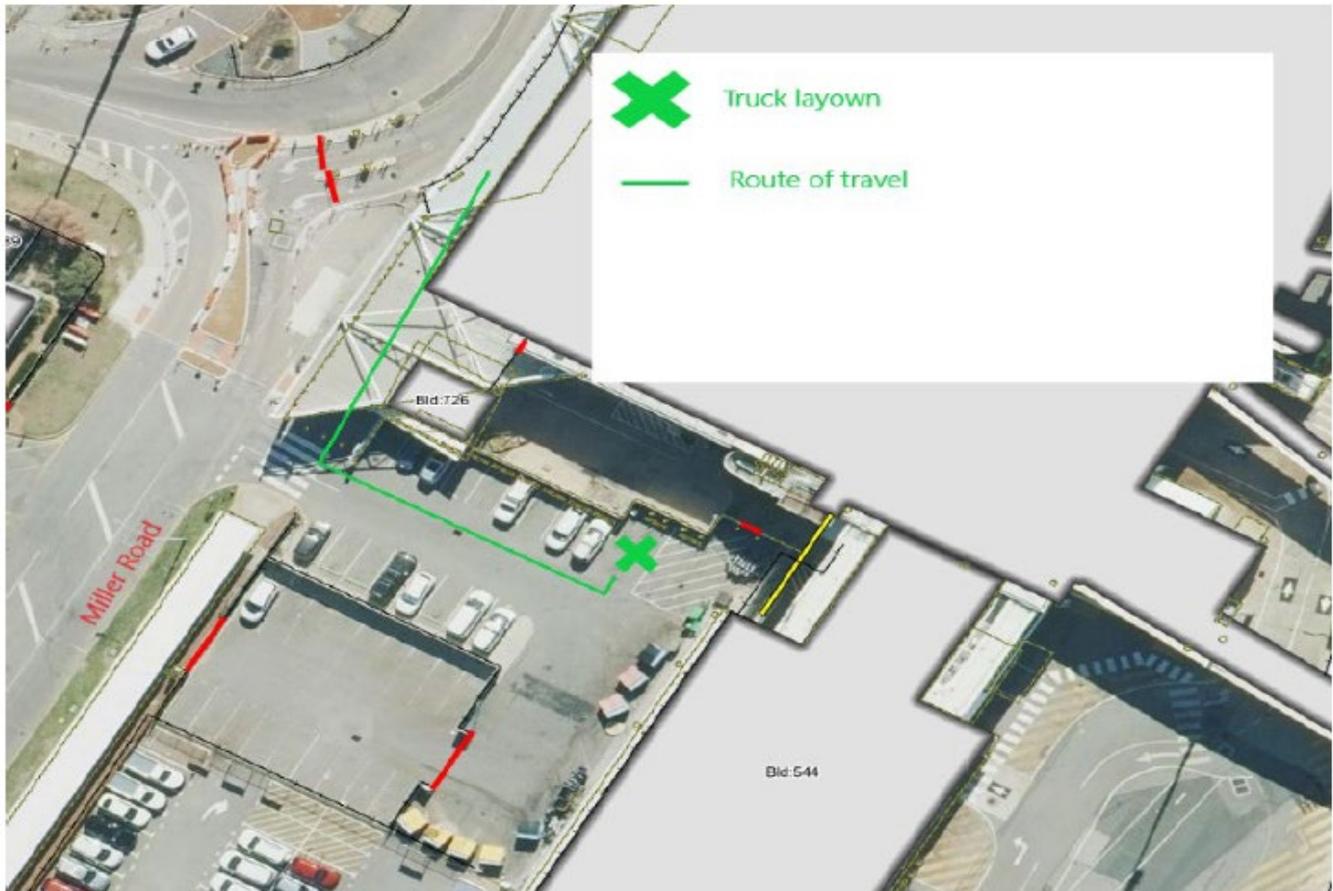
Figure 2 – Terminal 3 and Terminal 4 Service Yard

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## Terminal 1 International – Sterile
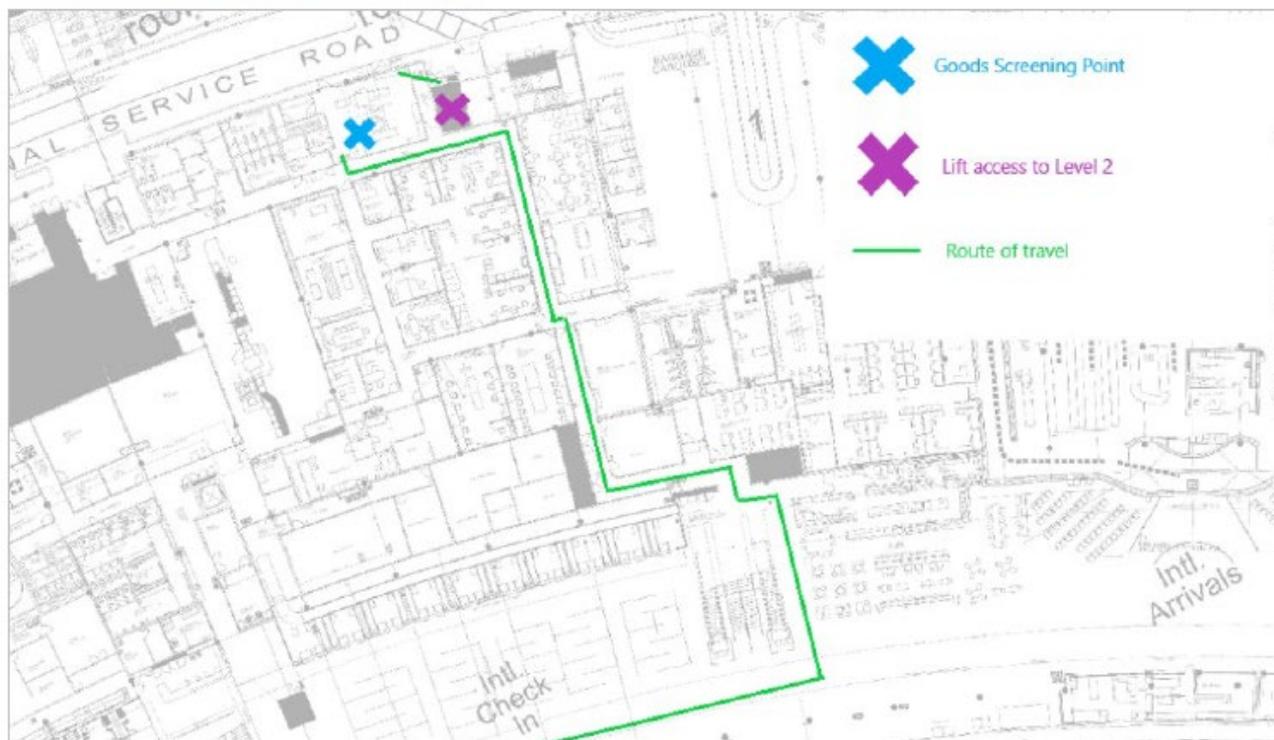
Figure 3 – ENTRY – Ground Floor to goods screening

Figure 4 – EXIT – Level 2 to Level 1

Perth Airport
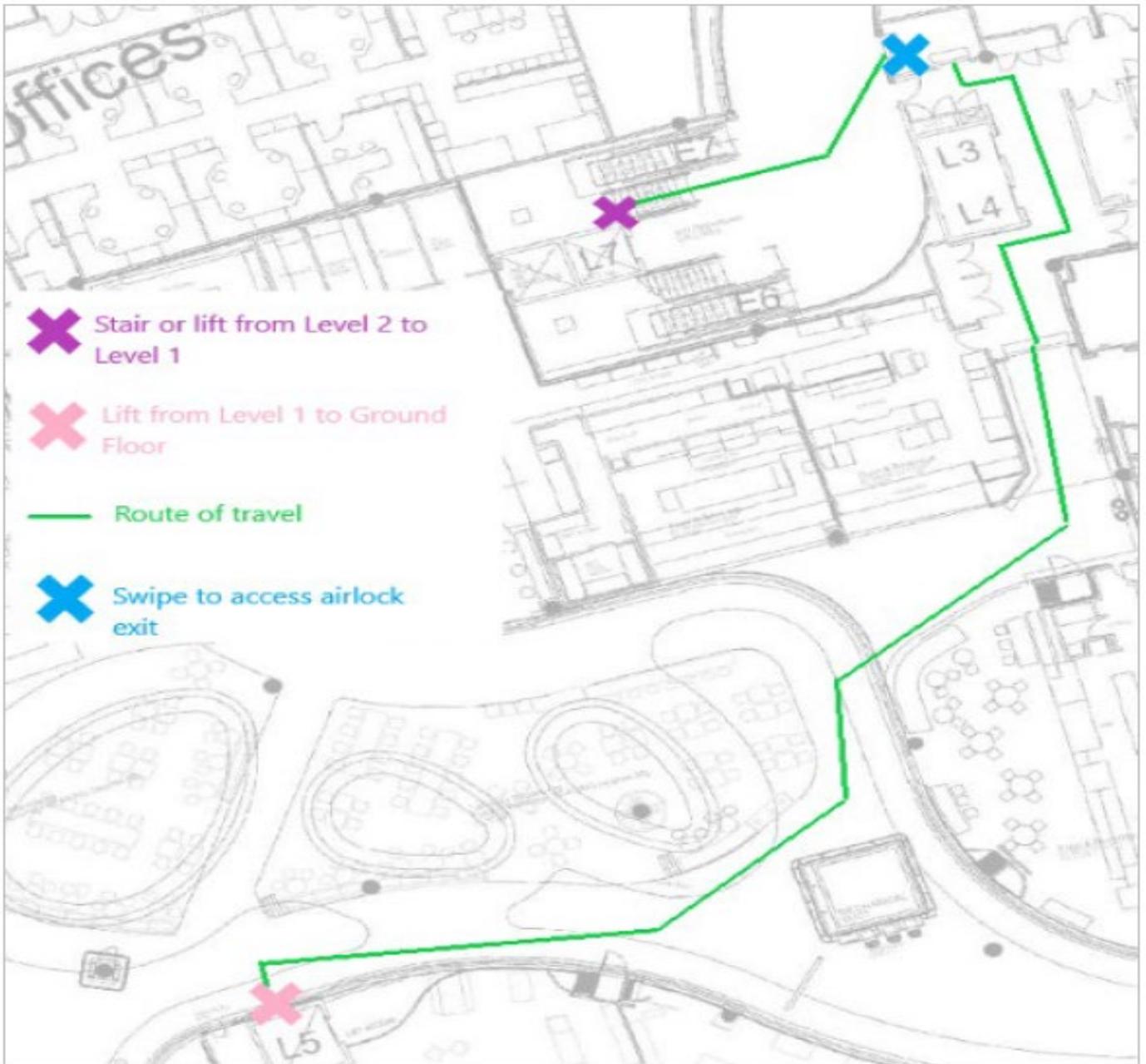
Figure 5 – EXIT – Level 1 to Ground floor

Figure 6 – ENTRY AND EXIT – Service yard to goods screening

Terminal 3 and 4

Figure 7 – ENTRY – Ground floor to goods screening to Level 1

Figure 8 – Level 1 to Terminal 4 and Terminal 3 Domestic / International

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Figure 9 – EXIT – Level 1 to Ground floor

Perth Airport

Appendix C   Waste Stream Receptacle Locations
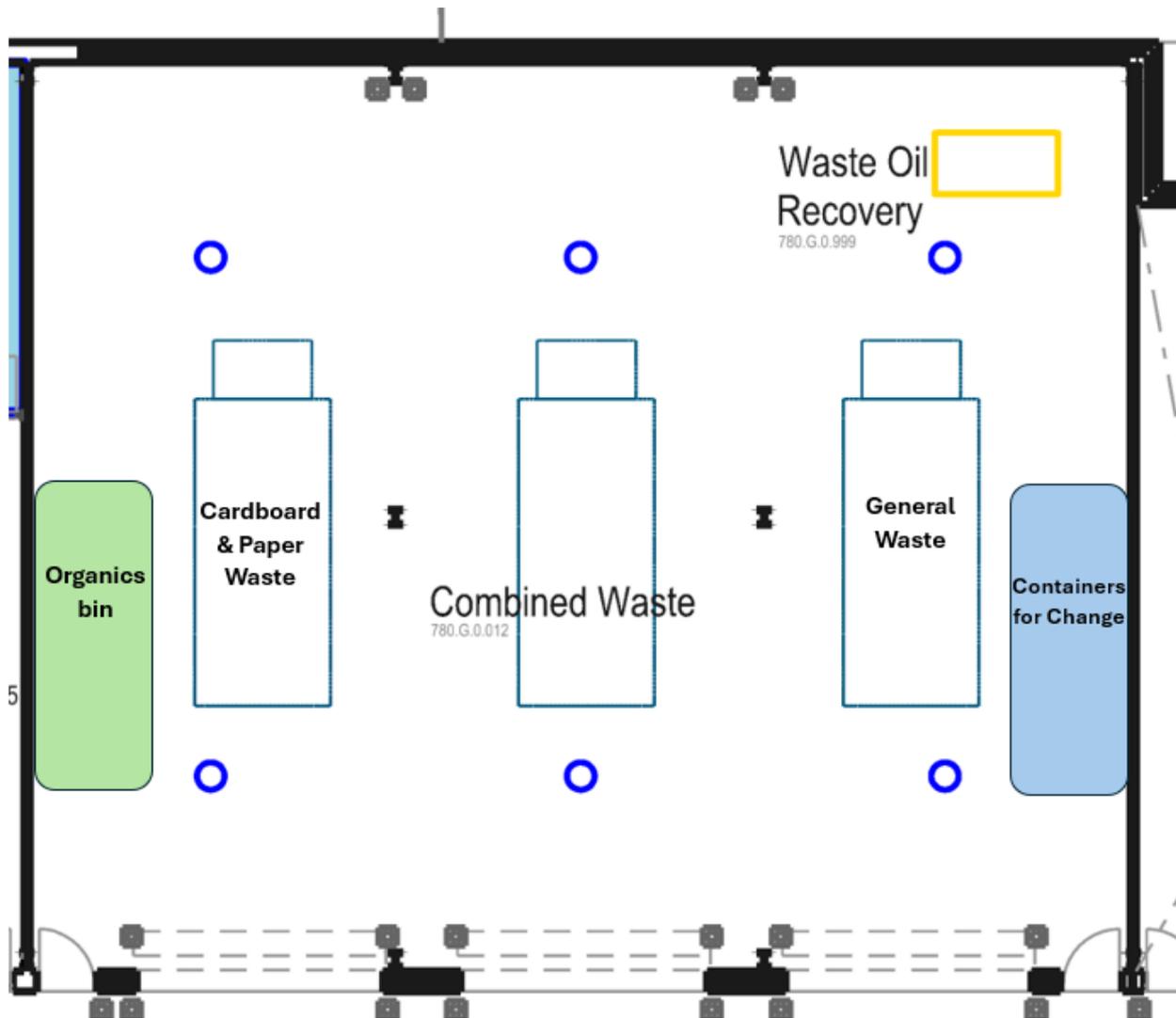

Figure 10 – Terminal 1 / Terminal 2 service yard compactor & bin layout

Perth Airport

Figure 11 – Terminal 3 service yard bin layout

Appendix D   YAH Design Guide

Title Here

Emergency Contact Info here

000 for life threatening emergencies

Followed by 9478 8500 Airport Control Centre (ACC)

Emergency Instructions for occupants here

your own procedures

Perth Airport procedures

Hazard Reporting info here

Report all Fire Safety Hazards and Faults to ACC on 9478 8572

Further info here

Contact Perth Airport to arrange a familiarisation of your Warden Zone.

QR Code for Airport Operating Standard for Terminal Evacuation and Fire Safety here

floor plan goes here

Include the following – use the icons on this guide or source others

- Exits and routes (path of travel)
- Fire equipment
- First Aid/Defib
- Refuges
- Hazardous materials, i.e., electrical, chemical fuel
- Spill response kits

AS A GUIDE - EXAMPLE ONLY

Refer to Australian Standard 3745-2010: Planning for emergencies in facilities

YOU ARE HERE

REFUGE AREA

FIRST AID

FIRE EXTINGUISHER

FIRE EXIT

AED

EMERGENCY SPILL KIT

FIRE BLANKET

Legend here

Overview Map here

EMERGENCY ASSEMBLY AREA

Include Assembly Areas

You are here locator

Issue/Validity date here

Figure 12 – YAH Design Guide

Perth Airport

# Appendix E   Staff Parking

Terminal 1 and Terminal 2

Figure 13 – Terminal 1 and Terminal 2 Parking & Transport

Terminal 3 and Terminal 4

Figure 14 – Terminal 3 and Terminal 4 Staff Parking

Appendix F   FlightPath

FlightPath

FlightPath is Perth Airport's Learning Management System for External Business Partners and the centralised location for all PAPL learning resources.

To access mandatory training at Perth Airport, all personnel must register for a FlightPath profile. Once registered, users can locate the required training using the 'Browse for Training' feature, with all modules available for self-registration.

For additional details on FlightPath and access instructions, please visit FlightPath on the Perth Airport website.

Notes

Perth Airport

Notes

Perth Airport

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