

Airport Operating Standard

Airport Estate Property Tenants – Non Aviation





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Introduction

Airport Operating Standards have been produced by Perth Airport to ensure safe operations at and around Perth Airport. The Airport Estate Property Tenants standard applies to all tenants and their staff who are undertaking operations within the Perth Airport Estate (outside of PAPL operated terminals). This standard, and the requirements contained within, are supplementary to all conditions within the lease agreement the organisation has with PAPL.

The ***Airport Estate Property Tenants*** Standard aims to provide information and guidance to ensure a safe environment for all estate property tenant staff and contractors, customers and in some instances passengers, and to ensure that the requirements documented in this standard are relevant and capable of practical implementation by all staff.

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

The Standard includes:

- Responsibilities
- Design & development
- Communication
- Commercial & media activities
- Sustainability & PAPL's ESG pillars
- Incident, fault & other reporting
- Undertaking works
- Security & access

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

- Aviation Security
- Incident Reporting & Responding

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

Responsibilities

Perth Airport Pty Ltd (PAPL)

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

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

A Property Manager is assigned to tenants to be the first point of contact in relation to all matters such as day to day trade through to contract management, leasing and business development opportunities.

Airport Control Centre (ACC) oversee operations across the Airport Estate and can assist with incident response.

Property Tenants

Property tenants should be familiar with requirements laid out in the formal agreement (“Lease”) between the tenant and PAPL as well as all aspects of the Airport Operating Protocol and relevant AOS’s which apply to day-to-day operations and any other resources and directives supplied by PAPL from time to time. It is important that 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 Operators’ 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
- Environmental management
- Auditing requirements
- Emergency procedures
- Essential maintenance compliance program
- Emergency procedures
- AOP & AOS’s

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;
- Follow directions of Perth Airport staff, particularly in relation to emergency response.
- Be aware of the security requirements operating around aviation activities and comply with all applicable requirements.

Whilst your business may not normally have any direct impact on aircraft operations, an emergency within your tenancy can affect road networks and such which could cause delays to aircraft operations.

Design and Development

When developing a site, undergoing building construction or any alterations to the external area of a leased area, it must be done in accordance with the Design Guidelines specific to the precinct. The Design Guidelines cover the following items and can be requested from your Property Manager:

- Development approval process
- Building design criteria
- Public art & landscaping
- Signage & external display
- Site services
- Precinct specific information

Spatial design requirements

The PAPL estate is a Microsoft CAD site and all information is provided via a Perth Airport 'seed file' in CAD or GIS using real-world coordinates (not paper space).

The *Spatial Design Requirements* AOS provides further detail and must be complied with by tenants and their designers/contractors.

Landscaping

It is the responsibility of all tenants to maintain the landscaping and reticulation within their lease boundary. Bore water is increasingly being used by sites on the airport estate for landscaping reticulation to assist in the high-level appearance and maintenance of all endorsed plant species. For landscaping requirements within a lease boundary, including the plants endorsed for use around the airport to minimise bird and wildlife attractants, refer to the design guidelines available from your Property Manager.

Heritage considerations

There are currently 54 Aboriginal heritage places mapped within the boundary of the Perth Airport estate. Of those 54 heritage places, nine are classified as "Registered Sites" on the Register of Aboriginal Sites. These sites are for the most part archaeological scatter sites but there are also mythological sites and camps. All heritage places hold both tangible and intangible heritage values.

The remaining heritage places comprise of isolated finds and other places that do not meet the criteria of a site under the *Aboriginal Heritage Act 1972 (WA)* or are former archaeological sites that through the course of land development have been salvaged/disturbed and no longer meet the criteria of a site under the Act.

A site is never removed from the Register of Aboriginal Sites though its status may change if new information is found.

It is important to note that a status of a site does not always accurately reflect the heritage value of an area, the area may hold significant intangible values or it may still contain significant sub-surface archaeological material.

Prior to the undertaking of any ground disturbing works within the boundary of a heritage place, approvals may be required from Perth Airport's Approvals Team, the West Australian Department of Planning, Lands and Heritage or the West Australian Minister for Aboriginal Affairs.

Heritage Monitors may be required as a condition of approval or consent during ground disturbance. Heritage Monitors are cultural knowledge holders who are employed to observe ground disturbance as it is occurring in order to prevent possible unintentional harm to Aboriginal heritage.

Heritage Monitors are not required if:

- Unconditional approval for the activity has been provided;
- The proposed activity area has been subject to a valid archaeological and ethnographic survey and it has been identified that the proposed activity poses no risk to heritage values;
- Monitoring would amount to observing land use activity during which there is no ability to prevent physical impact such as drilling;
- Emergency activities are being undertaken for the protection of human life, the delivery of emergency services or in response to natural disaster; or
- The works are rated as low in the Aboriginal Heritage Risk Matrix in Perth Airport's Aboriginal Heritage Monitoring Procedure.

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

Perth Airport Notices (PAN's)

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

Information outlined in PANs may include:

- Planned network disruptions
- Planned power outages
- Forecasted weather events
- Changes to operating procedures

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

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

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

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

It is very important that a representative from each tenant is listed on this distribution list. 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 staff.

Reports

The PAPL Property Managers often sends out communications via email with any relevant information, impacts or updates that relate to operations across the estate. Please ensure the relevant personnel are receiving these communications and are disseminating relevant information.

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.

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 Perth Airport for their records (e.g. Industrial waste permits).

If you intend to carry out any works within your premises, you are required to obtain the relevant approvals prior to works commencing (see page 20 for further information).

Please contact your Property Manager in the first instance.

Branding/Signage

Tenants are not permitted to install any signage on the exterior of their building (regardless of whether a PAPL building or not) without the prior written consent of PAPL. This is to ensure that signage does not impact aircraft approach surfaces or cause blinding to pilots.

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

Care must be taken to ensure branding or signage is not installed in a manner that impacts 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 on airport. As such, any company wishing to access the airport estate (both airside and landside) must seek approval through Corporate Affairs. The same rules are applicable to media as to corporate filming.

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

CASA regulations stipulate that drones must not be operated within 5.5 kilometers (3 nautical miles) of a controlled aerodrome such as Perth Airport. Drones, for filming or otherwise, must not be operated within the PAPL Estate (including within leased areas and Terminals) without the prior written consent of PAPL in consultation with CASA and Airservices Australia.



Sustainability & PAPL's ESG Pillars

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

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

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


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

Our key program areas

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

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

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



ENVIRONMENTAL

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

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

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

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

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

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



SOCIAL

CUSTOMER SATISFACTION
Providing strong customer and service focus.

SUSTAINABLE DEVELOPMENT
Responsible planning for future growth.

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

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

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

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



PEOPLE

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

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

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

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

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



GOVERNANCE

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

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

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

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

STAKEHOLDER ENGAGEMENT
Regular and proactive engagement of stakeholders.

For further details/queries, please visit Perth Airport's sustainability page [here](#) or contact 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 that relate to estate tenants. These priority considerations are: **energy, emissions, water and waste.**

Energy Improvements

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

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

Recommendations

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

Emission Reduction

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

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

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

Recommendations

- 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. Retailers can aim to minimise food waste through a variety of measures including:
 - Monitor the forecasting and ordering of food to match customer demand.
 - Have a plan for using excess food. Some options include:
 - a) Plan for leftovers e.g. monitor leftover food that could be used in other recipes
 - b) Expressing interest with PAPL to donate leftover food e.g. via organisations like Foodbank or Ozharvest.
 - c) consider reducing the range of perishable products that are duplicative with other store products/ that consumers see as interchangeable. This will increase stock turnover and decrease the number of products that expire.

Water Sensitivity

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

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

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

Recommendations

- 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.

Waste Management

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

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

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

Recommendations

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

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

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

- For tenants who are using the Containers for Change waste stream, review the guidelines for eligible containers [here](#) and ensure an accurate disposal of containers, which includes disposing of only empty containers that have the lids removed.
- Reducing food waste wherever possible.
- Reducing the use of disposable/single-use plastics (such as cutlery).
- Encourage the use of re-usable alternatives (such as coffee keep cups)
- Consider minimising packaging materials or ensuring packaging can be recycled
- Offer vegetarian/meat free or vegan options.
- Use the correct bins for separating general waste from co-mingle (including additional waste streams implemented in the future).
- Tenants are encouraged to monitor their current amount of waste, note prominent and consistent waste items, and seek opportunities to improve waste disposal.
- Tenants are also encouraged to work with Perth Airport on future improvements to waste management to achieve the 2030 waste targets.

General Sustainability Considerations for Tenants

Tenants are encouraged to:

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

Environmental Management

Environmental management at Perth Airport is the responsibility of all staff, airline operators, business partners, tenants and contractors.

Airport tenants, as operators in the airport, must take all reasonable and practicable measures to prevent pollution generation and harm to the environment (including noise, dust, airborne particles, vibration, smoke, odour and other pollutants), and comply with the environmental requirements that apply to the airport.

Tenants must monitor, report and comply with relevant legislation, including *Airports Act 1996*, *Airports (Environment Protection) Regulations 1997* and Perth Airport's *Airport Environmental Strategy (AES) 2020* and *Environmental & Sustainability Policy*.

Tenants must also ensure:

- they do not discharge waste to any waters or land unless they have any necessary permit or consent and PAPL's approval;
- they minimise noise, dust, airborne particles, vibration, smoke, odour and other pollutants;
- they store fuels, flammable & hazardous materials and dangerous goods in accordance with the relevant standards and regulations, and have approval to store them from PAPL;
- they dispose of all solid, liquid, gaseous, hazardous, dangerous goods and other wastes in a manner acceptable to the relevant regulatory authorities and PAPL;
- no unauthorised vegetation disturbance occurs; and
- no unauthorised ground disturbing activities occur.

To ensure that all who operate across the airport estate are complying with the environmental requirements, an Airport Environment Officer has been appointed as a representative of the Australian Government.

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

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

Environmental management plans

If requested by PAPL, tenants must prepare an Environmental Management Plan (EMP) and submit it for approval by PAPL within 20 business days of the request.

If PAPL does not approve the EMP, the tenant must submit an amended plan for approval within 20 business days of the rejection of the first plan. Any updates to the EMP also require approval by PAPL prior to the updates coming into force.

Once approved, tenants must observe the requirements of the EMP including submitting an annual environmental report to PAPL within 30 days of the end of the financial year, and review the EMP at a minimum every 5 years, or more frequently as a result of change in operations, risks, incidents or PAPL requirement.

Depending on their level of environmental risk, tenants may be audited by PAPL against their EMP and legislative requirements.

Dangerous goods

All dangerous goods must be stored and handled by the tenant in accordance with the *Dangerous Goods Safety Act 2004 (WA)* and the *Dangerous Goods Safety (General) Regulations 2007 (WA)*.

Where a dangerous goods licence has been granted to the tenant from the Department of Mines and Petroleum, or subsequent government agencies responsible for the licencing of dangerous goods, a copy of the licence must be provided to PAPL within one month of receiving the licence.

Immediately notify the ACC of any Dangerous Goods spills.

Storage of fuels and other similar materials

PAPL's written consent must be obtained prior to storing hazardous or potentially hazardous materials in the leased area. The Department of Fire and Emergency Services (DFES) must also be informed, with safety data sheets (SDS's) and response guides available at the primary entrance.

All fuels, oils and other materials of an explosive or flammable nature must be stored in an appropriately contained and bunded areas with secondary containments areas as required in *AS 1940-2004 The storage and handling of flammable and combustible liquids*.

Contamination event

Any activity or event that occurs during the performance of the tenants activities that contaminates or has the potential to contaminate the Airport or any part of it shall be reported to the ACC immediately.

The tenant shall bear the cost of containing, mitigating or removing any contamination arising out of its performance of the tenants activities. An environmental assessment of a site subject to a lease agreement may be carried out prior to execution of the lease agreement to determine site conditions. Any contamination is to be remediated to the agreed site condition at the time of execution of the Agreement.

Ground disturbance

Unless the tenant has obtained PAPL's approval, the following must not occur:

- make any new roads or form any new tracks;
- alter any existing roads or tracks;
- undertake any works which affect or disturb the ground;
- erect any camps;
- plant or remove any trees or shrubs;
- erect or install any fences, water, sewerage, cut power lines or other services without the prior approval of PAPL.

Environmental risk assessments

When required to have an EMP, the tenant must conduct an assessment of risk activities. These risk assessments must be provided to PAPL and will be assessed by PAPL on an agreed basis.



Pest and wildlife management

Wildlife, and in particular birds, can present a serious risk to airport operations due to the risk of collisions occurring between wildlife and an aircraft. Users must immediately notify ACC of any wildlife sighting or strike which poses a threat to airfield operations and safety.

Tenants must ensure that their activities do not attract wildlife, including by ensuring that no food, water or other edible matter is made available to animals.

All tenants have an obligation to keep their premises clean and take all reasonable precautions to keep it free of rodents, vermin, insects, birds and animals. If tenancies do find birds nesting in their premises and would like advice on management and/or removal they can contact the ACC on (618) 9478 8572. Tenants are not encouraged to handle any wildlife unless they are suitably qualified to do so.

Incident, fault and other reporting

Incident reporting

It is vital that all incidents are reported immediately to the ACC to assist in emergency management response. 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.

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

- Medical assistance required
- Serious disputes or threats to people or property
- Spills and/or discharges of any size/source
- Incidents with contractors e.g water burst, electric shock
- Any accidental damage to PAPL-owned building or equipment
- OSH incident within your premises
- Vandalism, crime or illegal activity
- Suspicious activity

As well as reporting incidents to the ACC, you should also make your PAPL 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*** Airport Operating Standard provides direction on investigation reporting and must be adhered to.



Spill response

All significant spills (>100L) in tenanted areas including uncontaminated spills of any volume that enter a waterway, stormwater drain or can potentially damage an environmentally significant area must be immediately reported to the ACC on (618) 9478 8572.

An incident report must be provided to the Perth Airport Environment Team within 48 hours of the incident occurring. Any other spill that falls outside of these parameters is to be included in the annual environmental report to PAPL.

Fault reporting in PAPL-owned buildings

PAPL-owned buildings

For PAPL-owned buildings, tenants are responsible for repairs and maintenance within their tenancy area and, accordingly, are required to maintain and keep the tenancy area in good substantial repair, working order and condition at all times. Understanding your maintenance responsibilities within your tenancy area is important. If in doubt, check with your management or consult your PAPL Property Manager.

Faults in PAPL-responsible areas, such as structural repairs, are to be reported by tenants using the MMS web app – please contact your property Manager to arrange a login if required. After normal business hours please report faults 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 assume that no one has reported it before. The ACC will provide you a reference number when you report a fault.

Tenant-owned buildings

For tenant-owned buildings, tenants are wholly responsible for repairs and maintenance within their tenancy area and, accordingly, are required to maintain and keep the tenancy area in good substantial repair, working order and condition at all times. Understanding your maintenance responsibilities within your tenancy area is important. If in doubt, check with your management or consult your PAPL Property Manager.

Damage to PAPL-owned services, facilities or buildings

If a Tenant or its associates/contractors causes damage in any way to a PAPL service, PAPL facility or PAPL building, 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 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 Tenant must not attempt to repair any damage to PAPL common area property unless PAPL gives the Tenant approval to do so.

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 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.

Undertaking works

If you operate within a PAPL-owned building and intend to carry out any works within your premises, you are required to obtain the relevant approvals prior to works commencing (see page 20 for further information).

Please contact your Property Manager in the first instance.

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

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

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

Fit-out &/or major refurbishment requirements

Consents

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

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

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

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

Permits

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

Inductions & OSH works planning meetings

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

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

Security

Where a leased area has access airside, all the contractors & sub-contractors on the airside portion of the site itself will need to be Aviation Security Identification Card (ASIC) holders or hold a Visitor Identification Card (VIC) with an ASIC holder present. This includes controls for tools of trade.

Works not requiring the Perth Airport Consent process

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

Maintenance

Tenants must pay particular attention to maintenance that, if not done, will increase the risk to our building infrastructure, staff or general public. Generally, there is a regulatory requirement for these items to be maintained by the tenant - an example is detailed in the *Planned preventative maintenance schedule* at Appendix B.

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, in accordance with the lease.

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.

Electrical equipment testing & tagging

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

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

Out of hours urgent maintenance

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

Security & access

Aviation security

Whilst your operations may not be directly involved in aviation, security of the airport and aviation activities is everyone's responsibility. If you see something suspicious, report it to the ACC on (+618) 9478 8572. To assist in keeping our customers safe and secure, please ensure all your staff have read the *Aviation Security* AOS.

Access to airport secure areas

Boundaries of the airport's security zones are clearly identified by access control and regulatory signage. At Perth Airport's controlled facilities, access can only be provided to persons holding an Aviation Security Identification Card (ASIC) or Visitor Identification card (VIC).

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

Further Enquiries, Contacts & Emergencies

Further enquiries

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

Property Portfolio Manager
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@perthairport.com.au.

Important contacts

Airport Control Centre (ACC)

Phone: (618) 9478 8572

Airport Operations Manager

Phone: (618) 9478 8557

Australian Federal Police

Phone: 131 237

Estate Infrastructure Manager

Phone: (618) 9478 8402

WA Police

Phone: (618) 9374 4001

Emergencies

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

Appendix A Reporting incidents

Reporting incidents

Emergencies

000 then
(08) 9478 8500

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

Urgent Response Incidents

(08) 9478 8500

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

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

Less Urgent Response Incidents

(08) 9478 8572

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

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

Other important information

(08) 9478 8572

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

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

Suspicious behaviour

(08) 9478 8572

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

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

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

Appendix B Example planned preventative maintenance schedule

Item	Frequency of Test	Item	Frequency of Test
MECHANICAL SERVICES		HYDRAULIC SERVICES	
AC Split system	Annual	Hot water system	Annual
AC Central plant	Annual	Backflow device	Annual
		Thermostatic mixing valve	Annual
ELECTRICAL SERVICES		VERTICAL TRANSPORTATION	
Thermographic inspection	Annual	Passenger lifts	Annual
RCD	Annual	Cranes	Annual
Emergency Lighting	Annual	Cranes	Five year
FIRE SERVICES			
FIP, Smoke detectors & speakers	Annual	Hose reels / Extinguishers	Annual
Hydrant	Annual	Sprinklers	Annual
Hydrant	Five year	Sprinklers	Five year
Hydrant	Ten year	Sprinklers	Ten year

Notes

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Notes



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