

MELBOURNE
AIRPORT

Retail Forum

June 2023



Agenda

- ***Welcome and Intro* | Shereen Elsebai**
- ***Marketing* | Graeme Hill & Kathryn Bracken**
- ***Safety* | Chris Ruditsch & Alison Cukier**
- ***Security* | Merran Connell**
- ***Fire Safety* | Andrew Hinkley**
- ***Retail Operations* | Shereen Elsebai**

Marketing



MELBOURNE AIRPORT

MELBOURNE AIRPORT

Retail Marketing



Journey Magazine

Our seasonal 50 page magazine is free to all passengers, highlighting our retailer offering, what's new at the Airport, destination articles and more!

- ✓ What's New in Airport Retail
- ✓ Special Retail Offers
- ✓ Featured interviews with our Retailers
- ✓ Retail Product Photoshoot by Terminal
- ✓ Special Lotte Duty Free section

This Winter edition features a special Lotte Duty Free insert plus a larger distribution of 150,000 magazines.

Look out for our Winter edition landing in Terminal the first week of July



Whats happening now!

Super Spring Sale

Value deals right across all terminals – look for bargains in store, happening now, save, save, save at all participating retailers.

How do I get involved?

We're looking for amazing \$10 Spring Super Value items from all retailers across the terminals.

What is it?

An in terminal campaign across all terminal screens including the 'Twins' as well as full social and digital campaign, Journey Magazine feature and more.

- Counter Strut Cards
- External Ooh Media Screens
- Possible media buy



When is it?

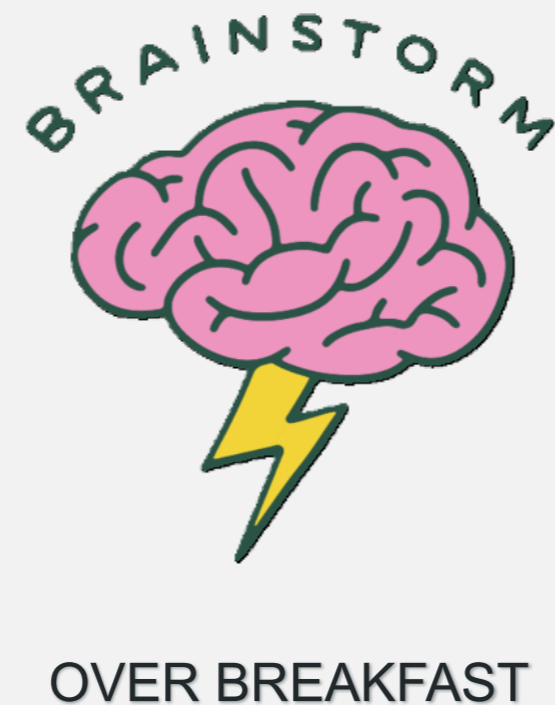
Between September 1 to November 30, 2023

Look out for an email to register your Expression of Interest!

Breakfast with Retailers

Shortly we will be inviting you to join us for an informal chat to discuss all things retail over breakfast at the Park Royal Hotel.

- Small group sessions
- Share your thoughts, suggestions, ideas on how we can help you and your plans
- Discuss how we can support your upcoming marketing campaigns and promotions



Whats coming up

The new look
Terminal One



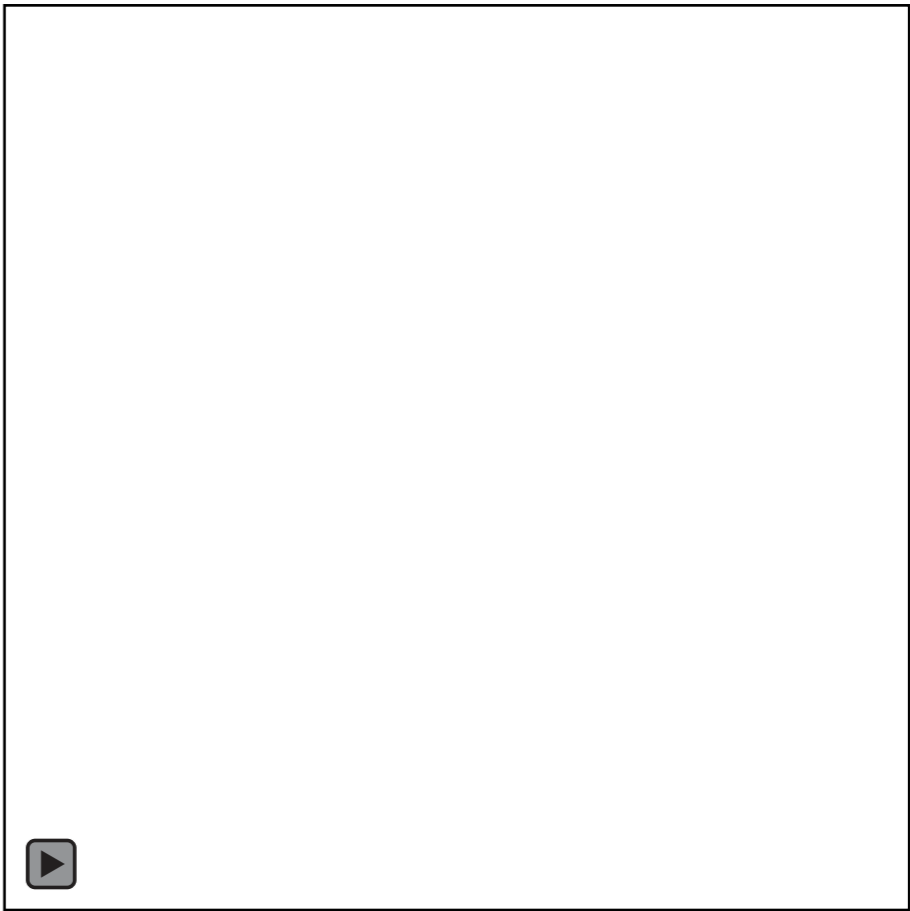
Retailers
Photo Shoot



Seasonal
Celebrations



Social & Digital
Content



Thank You

Retail Marketing Team

For further information please contact:

Graeme Hill

Marketing Business Partner - Retail and Commercial Property

graeme.hill@melair.com.au

0477 002 207

Kathryn Bracken

Retail Marketing Specialist

kathryn.bracken@melair.com.au

0477 002 287

Safety



MELBOURNE AIRPORT

Reporting Incidents

What to report?

Any incident involving:

Staff member injury

- First aid
- Medical treatment
- Lost time
- Near misses

Public injury if it occurs within your leased area

How to report?

There are several ways to report an incident:

1. Provide a copy of your incident report to Shereen and Amber
2. Send an email to safety@melair.com.au
3. Use the APAM reporting portal at: melair-safety.nogginoca.com

What details should you provide to APAM?

- Date and time of incident or injury
- Location
- What happened
- Details of the injury – did the person require:
 - First aid (ice packs, band aids or bandages)
 - Medical treatment (from a doctor, hospital, or other licensed practitioner)
 - No assistance required
 - Time off from work (Lost time, 1 entire shift or longer)
 - Investigations only (x-rays, check-up by doctor with no treatment, or limited to tetanus shots, etc)
- A root cause – what caused the issue to occur?
- Any actions – what steps are being taken to mitigate the risk of the incident occurring again
- Do you need any assistance from APAM in resolving the issue

APAM records all incidents and injuries that occur at the airport. This helps us to identify if our facility contains any hazards, and provides assurance that tenants are resolving issues within their areas.

Stacking of goods in storage areas and on trolleys

Potentially unsafe situations have been observed relating to the stacking of goods too high, both in storage areas and on trolleys being moved through the airport. This can result in various negative safety outcomes, including:

- Manual handling injury when reaching too high to retrieve stock
- Manual handling injury due to pushing trolleys that are overloaded with heavy goods
- Falling of stock on top of workers or other persons
- Collision with other persons due to not being able to see in front of trolley



Recommendations

When moving trolleys

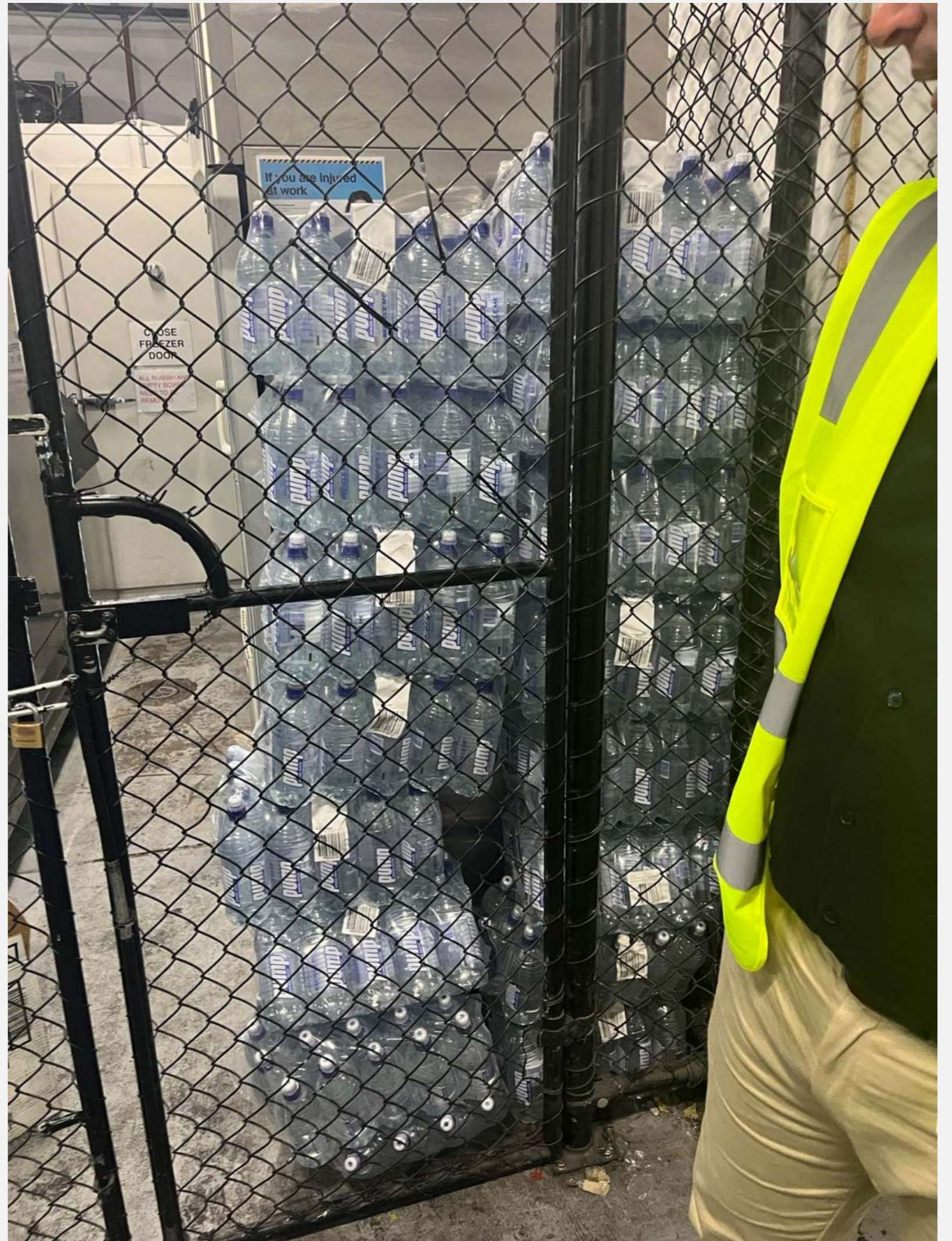
Ensure that:

1. You can see what is ahead of you
2. You must know the load limits of the trolley. Check prior to loading it
3. The load is not difficult to move and doesn't require excessive force
4. Appropriate trolleys are being used for the load being moved
5. If you will be moving up or down ramps/inclines/declines, that the trolley can be controlled and is not too heavy to move safely
6. If trolleys need to be left in place, that they can be locked to prevent them rolling away from you

In storage areas:

1. Goods should be stacked onto appropriate storage racks to prevent creating "towers" of goods that can tip or be knocked over
2. If retrieving stock from above shoulder height, use appropriate equipment such as a stock picker platform, that can be moved, locked in place and provides a platform to stand on
3. Only smaller, lighter objects should be stored above shoulder height to prevent shoulder or neck injury when retrieving the item

If you see a colleague engaging in unsafe behaviours, intervene and remind them of the safe way to complete the task.



Security



MELBOURNE AIRPORT

APPROVED SHARPS FOR DANIELS DONUTS T4

Approved Sharps

- 2 x scissors

Security of Sharps

- Sharps to be securely locked away when store is closed.
- Melbourne Airport and ISS Security staff will undertake random audits.



ASIC Terms and Conditions

- Entry into the T2 Sterile Area must be for work purposes only.
- You must not purchase goods from stores in the T2 Sterile area.

Fire Safety



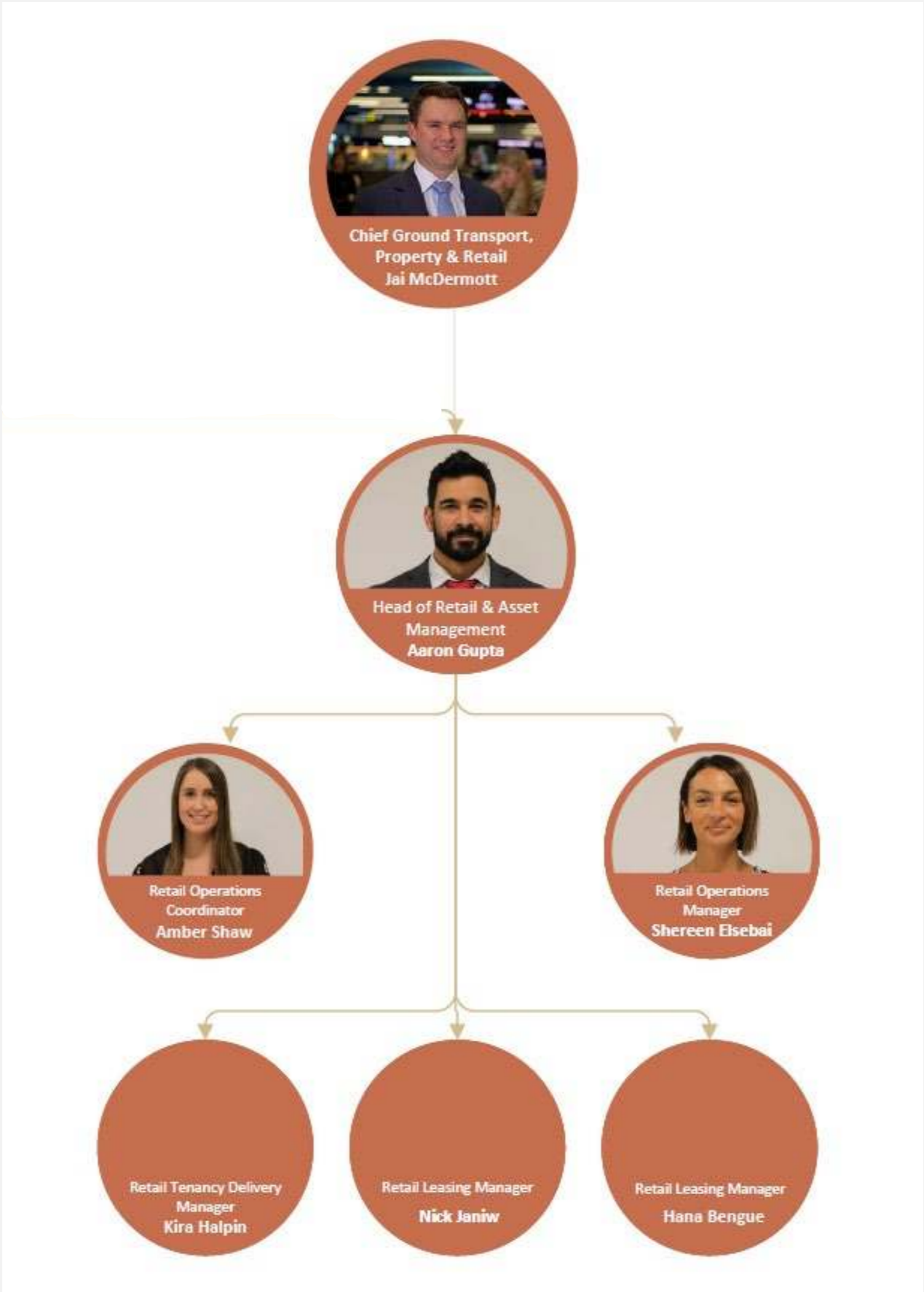
MELBOURNE AIRPORT

Operations Update

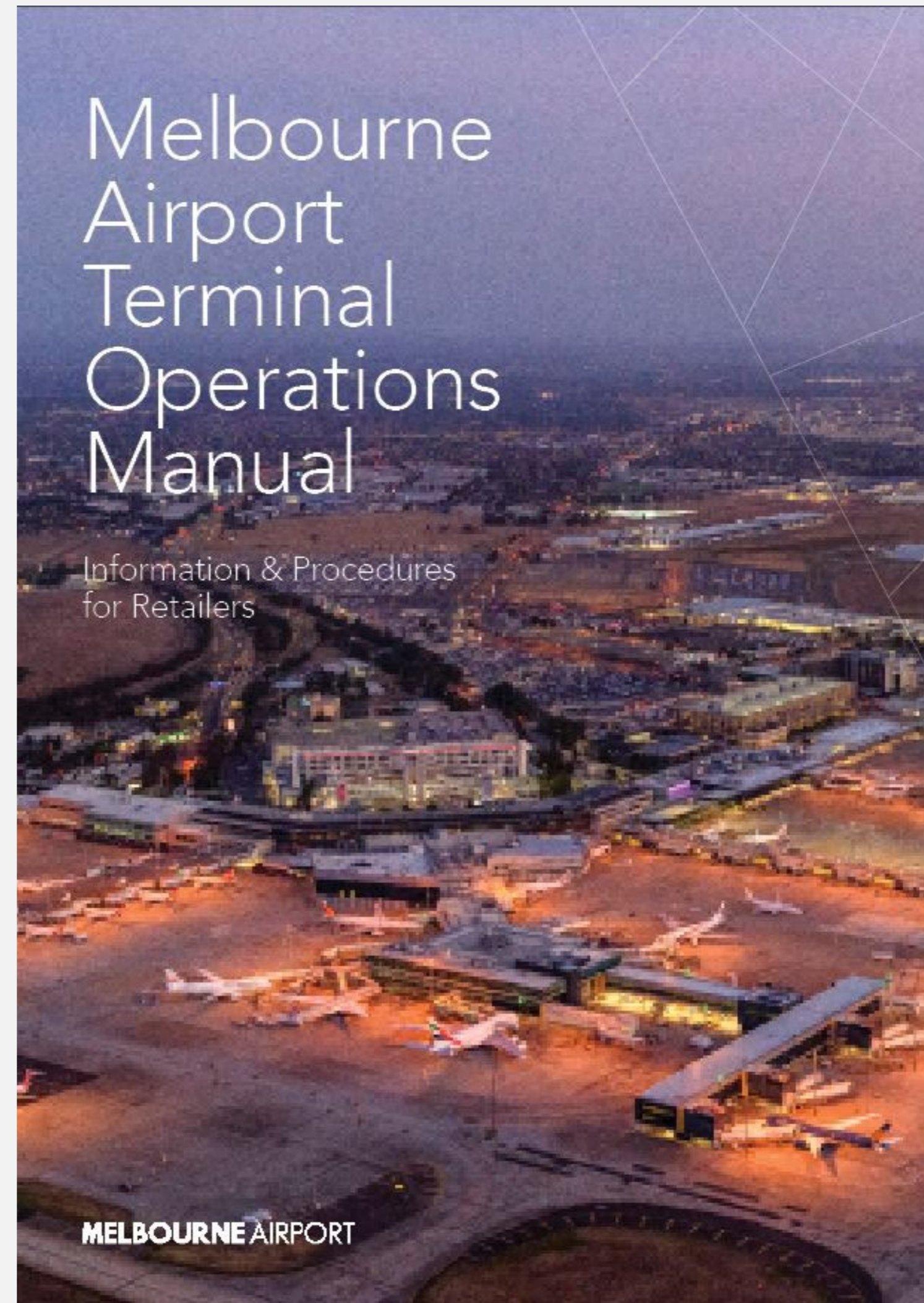


MELBOURNE AIRPORT

Restructure



Operations Manual



Emergency Contacts

MELBOURNE AIRPORT

CONTACT INFORMATION

Melbourne Integrated Operations Centre | 9297 1601 (24 hours / 7 days per week)

Call this number to report **EMERGENCIES ONLY** (Fire or smoke, medical emergencies, criminal acts, unattended baggage, telephone threats etc...) ISS T4 Terminal Co-Ordinator | 0434 313 034

Terminal Faults and Cleaning | 9297 1001

Call this number to report **URGENT** faults within the Terminal that Melbourne Airport is responsible for. For non-urgent faults email: faults@melair.com.au

Security Services | 9297 1619 or 9297 1872

The ASIC office hours are 8am – 3pm Monday to Friday

Chaplaincy | 9297 1488 (24 hours / 7 days per week)

The Airport Chaplaincy service responds to the needs of people at the airport who are distressed and might be facing such issues as homelessness, mental health problems, impacted by substance misuse or are vulnerable or underage in the complex airport environment. Support is also available to all Melbourne Airport staff on a confidential basis.

Retail Contacts (Urgent Retail enquiries only)

Shereen Elsebai

Retail Operations Manager

0419 233 257

Stepping Forward

Online – Weds 21st June 9:30pm



Retailer Operations Meetings

- Trading Hours
- Product Pricing

Questions ???