

MELBOURNE

Retail Forum

February 2022

Agenda

- **Welcome and Intro – Shereen Elsebai**
- **Meet and greet – Toby Bennie (Senior Retail Manager)**
- **Waste Strategy – Nick Walker**
- **Facilities Update – Mitchell Romagnoli**
- **ASIC & Security Access – Monica Matic**
- **Operational Items – Shereen Elsebai**

Waste Strategy

Nick Walker

APAM ESG Priorities & Target Summary – People, Environment and Community

Carbon Emissions	Waste	Water Quality and PFAS	Diversity and Inclusion	First Nations	Sustainable Procurement
<ul style="list-style-type: none"> Target of net zero Scope 1 and 2 emissions by 2030 - with option of achieving net zero by 2025 held open Scope 3 emission engagement strategy to be developed - focusing on opportunities to influence our commercial property tenants, airlines, travelers and contractors 	<ul style="list-style-type: none"> Mandate use of an organics waste stream in terminals by end of December 2022 60% terminal waste diversion rate from landfill by end of FY24 80% waste diversion rate from landfill for construction projects by FY24 Zero terminal food waste to landfill by end of 2025 	<ul style="list-style-type: none"> Arundel Creek baseflow water treated 350 days / year (Melbourne) 100% of PFAS impacted wastewater treated by Water Treatment Plant (Melbourne) Polluters held accountable to manage PFAS and other contaminants 	<ul style="list-style-type: none"> APAC to establish target for 'percentage of women in leadership / senior management roles' Diversity and inclusion principles to be embedded across APAC policies and practices within the business (date to be determined) 	<ul style="list-style-type: none"> 100% of Melbourne Airport assessed and / or has an approved Cultural Heritage Management Plan by end of 2025 (~450ha) 'Potential areas of sensitivity' at Launceston Airport assessed for First Nations heritage by end of 2023 (~25ha) Acknowledgement and celebration of First Nations heritage in Melbourne and Launceston Airport Terminals by end FY23 	<ul style="list-style-type: none"> Local employment targets established for all capital projects over \$20M by end of 2022 Local employment targets for all service provider contracts with 20 or more employees by end of 2022 A Sustainability in Design Checklist developed and implemented for all new capital projects by end of FY22



2.

WASTE

At APAC, we understand that as the operator of a major city airport in Australia, our facility has a major impact on the utilization of resources, and on the degradation of the environment.

It is therefore our responsibility to minimise our impact on the environment in every way possible, starting with operating waste-free terminals and maximizing opportunities for resource recovery.

WASTE TARGET

- *Mandate use of an organics waste stream in terminals by end of December 2022*
- *60% waste diversion rate from landfill for terminals by the end of FY24*
- *Zero terminal food waste to landfill by end of 2025*
- *80% waste diversion rate from landfill for construction projects*

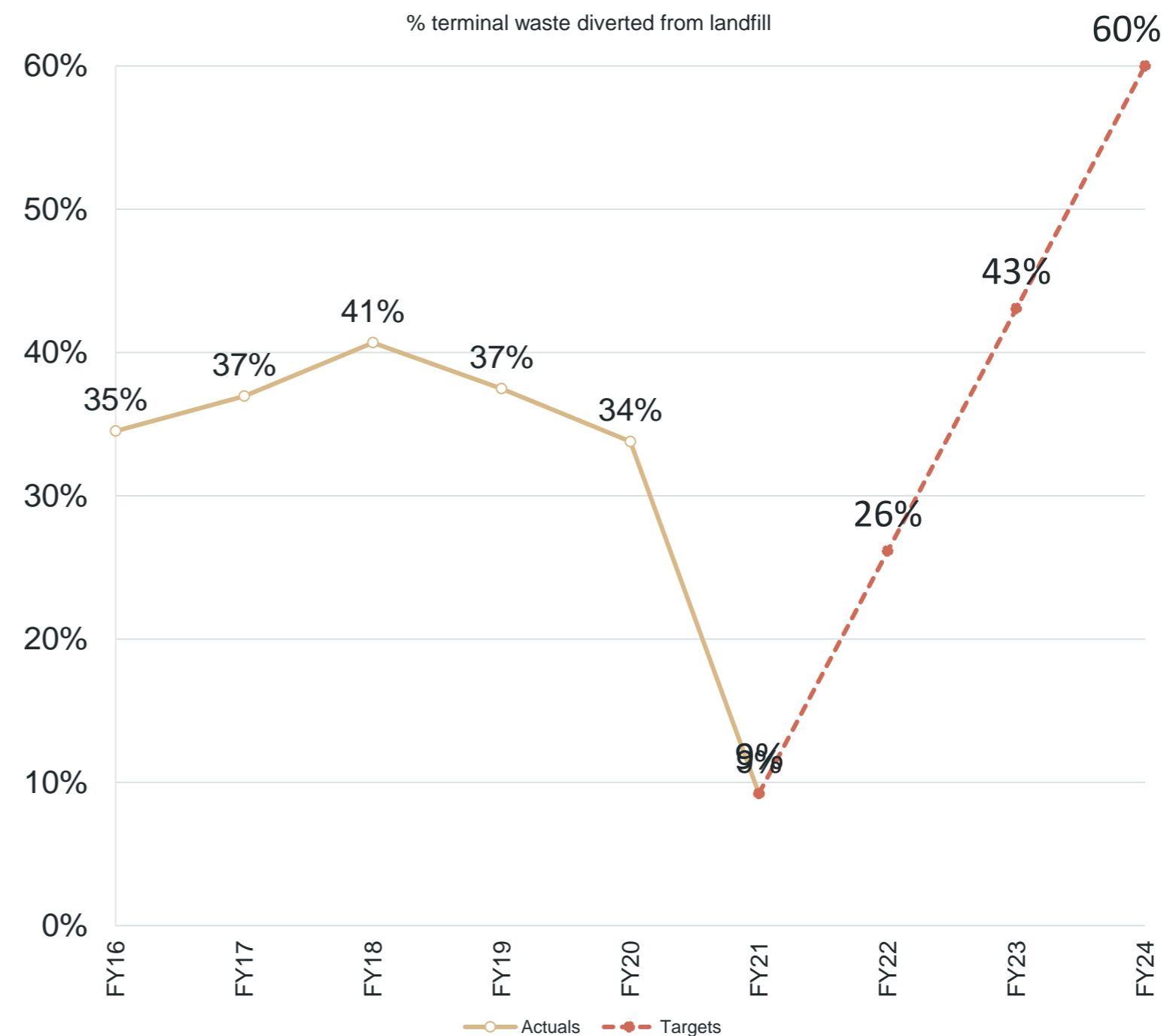
A 60% waste diversion from landfill is a significant and achievable target requiring minimal logistical disruption

APAC's targets

To meet our commitment to minimise the environmental footprint of our operations, APAC is proposing to set the following targets to reduce the amount of waste diverted to landfill:

- **Mandate use of an organics waste stream** in terminals by end of December 2022
- **60% waste diversion rate** from landfill for terminals by **the end of FY24**
- **Zero terminal food waste** to landfill by end of 2025
- **80% waste diversion rate** from landfill for construction projects

APAM's Waste diverted from landfill: Actuals vs Targets



Single-use Plastics at Melbourne Airport

- Victorian Government is planning to ban the sale or supply of these single-use plastics by February 2023:

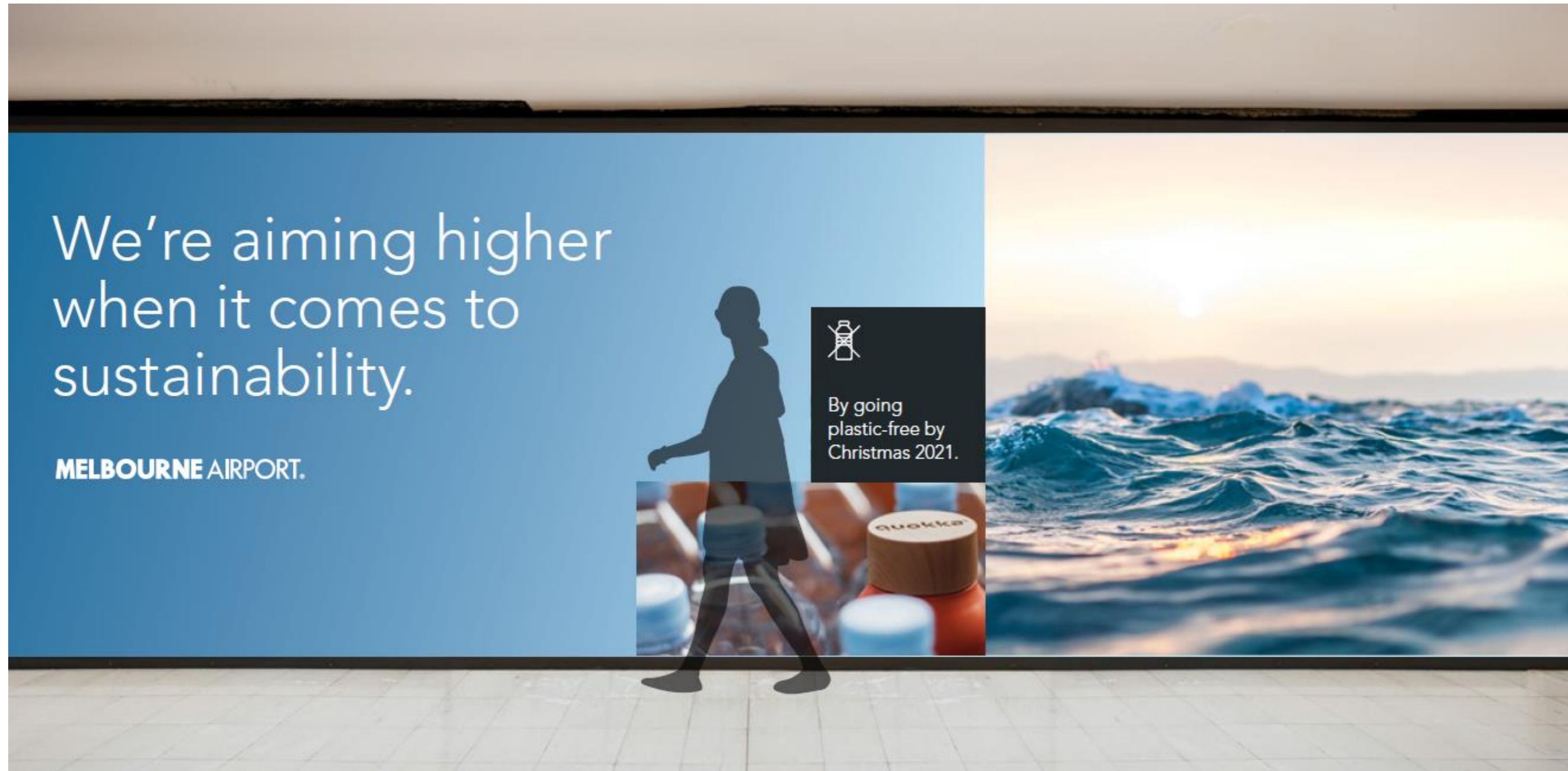


Single-use straws, cutlery, plates, drink-stirrers, expanded polystyrene food and drink containers, and cotton bud sticks will be banned from sale or supply in Victoria by February 2023.

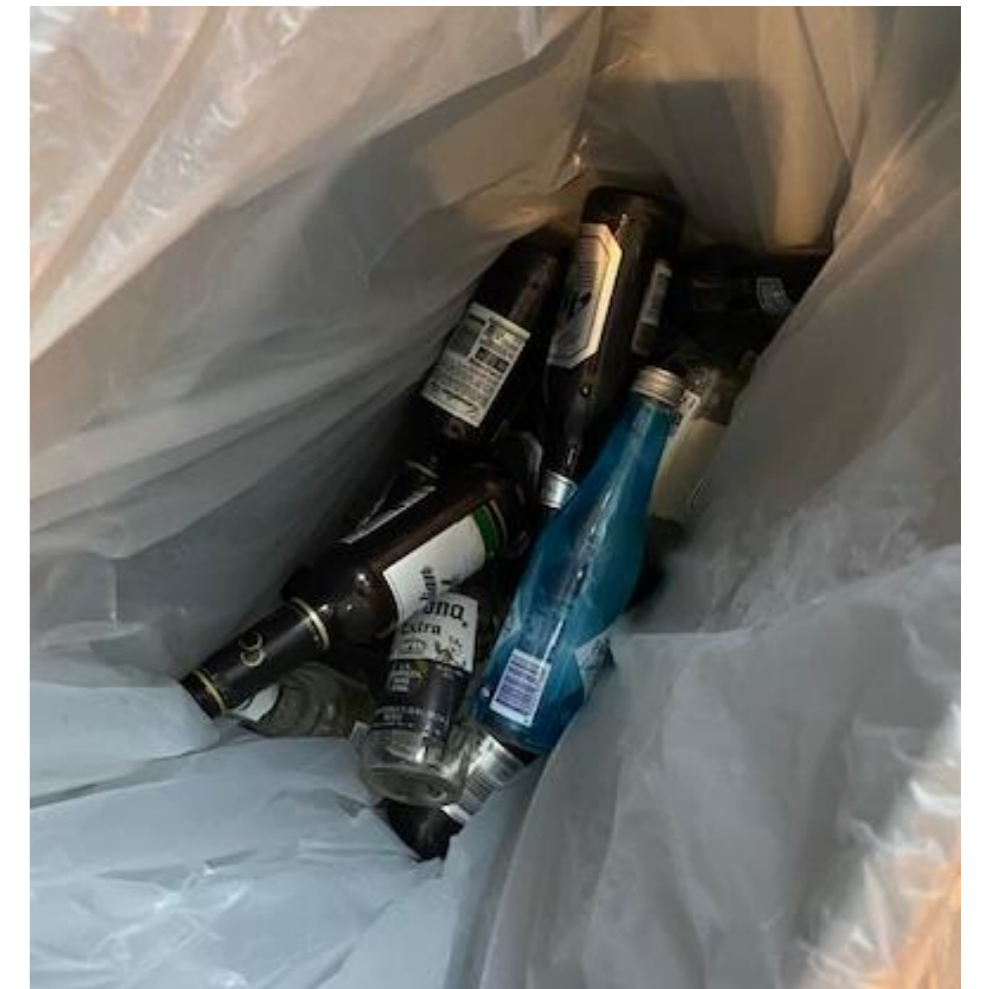
- On 25 June 2021 Melbourne Airport announced it will remove these single-use plastics from front of house hospitality venues and lounges by the end of 2021
- Victorian Environment Minister, Lily D'Ambrosio, has acknowledged APAM's leadership in this space
- APAM will work with those retailers who have not yet made the switch to single use plastics over the next few months
- All new retail leases will include sustainability requirements including moving to compostable food service ware, an organics waste stream and other initiatives
- Organics waste stream to be introduced in next 6-9 months



Example of Hoarding Campaign – Waste (unpublished draft)



1. Ban of single-use plastics (from 31 December 2021)
2. Re-start of commingled waste stream (re-commenced 29 November 2021)
3. Training and education of waste management (completed in November / December 2021)
4. Undertaking inspections to verify compliance (from December 2021)
5. Socialising the airport's commitment to an organics waste stream (commencing July – August 2022 and mandated by the end of 2022)
6. Providing ongoing support to retailers and Tenants through the transition.



Facilities Update

Mitchell Romagnoli

Melbourne Airport Infrastructure Team

The team is responsible for implementing and managing all maintenance services inside the terminal.

The area of responsibility is majority of the terminal facilities excluding tenanted areas.

Terminal services include maintenance and repairs for all building services.

Some examples are:

- Air Conditioning
- Cleaning services
- Electrical Services
- Fire Protection Services
- General items
- Escalators & Lifts
- Plumbing
- Utilities network



Melbourne Airport Terminal Key Contractors

- Airmaster
- Blue Fire
- Ikon Services
- Programmed Facilities Maintenance
- United Lift Services



What is Melbourne Airports responsibility to you as the tenant?

- Ensuring utility supply is available as per lease requirements:
 - Electricity
 - Gas
 - Water
- Upkeep and presentation of common areas:
 - Automatic doors
 - Air conditioning
 - Cleaning
 - Escalators and lifts
 - Lighting
 - Safety

Cross over maintenance

As part of Melbourne Airport's maintenance program, a number of items are also completed inside tenanted spaces.

- Emergency and exit light testing
- Switchboard thermographic surveying
- Fire detection and alerting system (EWIS)
- Wet fire protection – fire sprinklers
- Portable fire equipment (fire extinguishers, fire blankets and other equipment)

Faults Reporting

The tenant has the ability to report any issues identified in terminal common areas.

At times, issues may arise inside a tenanted space which is caused from a Melbourne Airport asset.

Some items that would be applicable to report to Melbourne Airport's faults line Include:

- Ceiling leak
- Fire services fault
- Flood
- Major incident

Let's create a great experience for our passengers.

**MELBOURNE
AIRPORT**

If you notice something that needs to be:

- cleaned
- fixed/repaired

Log-a-Job



How to log-a-job?

For urgent fault

Call **9297 1001** to log-a-job for an urgent fault that is impacting airport operations or safety i.e. liquid spilt on the floor or escalator not working



How to log-a-job?

For non-urgent fault

Email faults@melair.com.au to log-a-job for a non-urgent fault i.e. dirty chairs in the T4 food court. Include the location, fault details and, if possible, attach a photo of the identified fault.



faults@melair.com.au

Tenant maintenance and repair requests

Includes items such as:

- Cleaning
- General repairs inside the tenancy.
- Furniture repairs, disposal or relocation.
- Plumbing or electrical repairs to tenancy fixtures.
- Tenancy lighting

ASIC & Security Access

Security Services at access@melair.com.au

Monica Matic

ASIC cards and approvers

- **Keeping ASIC approvers up to date, see attached company registration form to add new people (they don't need to fill the whole thing in if registered just adding new signatories). To be clear, these are the people who will log in to approve ASIC applications online and the only persons authorised to sign forms and letters.**
- **Check list for approving ASIC applications – please be diligent and take your time checking all names etc...**
- **Please return ANY cards you may be holding onto.**
- **Always email access@melair.com.au if you are unsure or have any queries**

Operational Items

Shereen Elsebai

Operating Standards

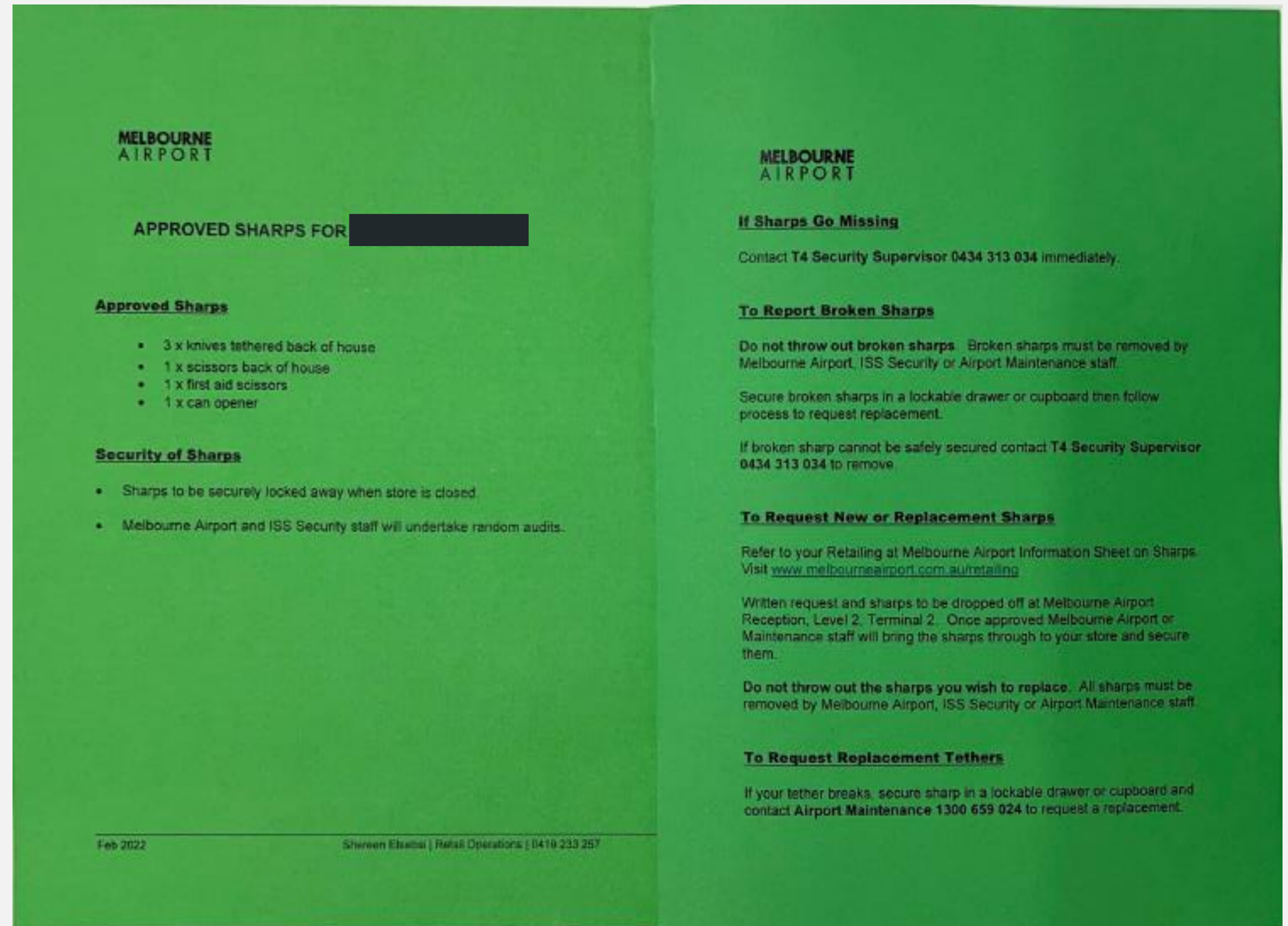
- **COVID signage clearly displayed**
- **QR codes to be laminated and visible or in plastic holder**
- **Declutter of benchtops**
 - General housekeeping e.g. dusty glass cabinets
- **No easel type frames**
- **Staff to use wear hi-vis when moving around the terminal**
- **Back of house examples**
 - Ensure access to switchboards
 - Gas bottles secured
 - Pallets/crates to be collected by supplier from loading docks

Safety Inspections

- **Retail Safety Inspection Checklist attached to this presentation for your reference**

Green Cards

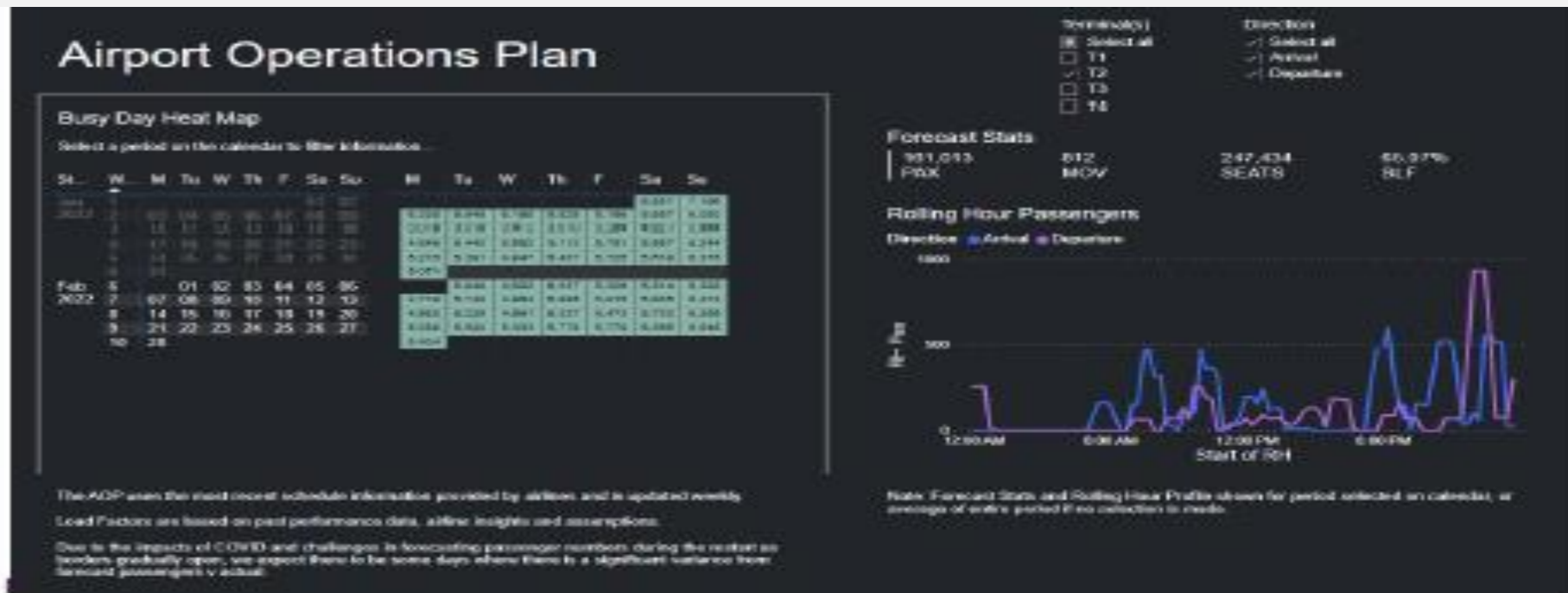
- Check that your Green Cards are up to date – advise Shereen if they not, we will update records and provide a new card.
- ISS will be doing random sharps audits.



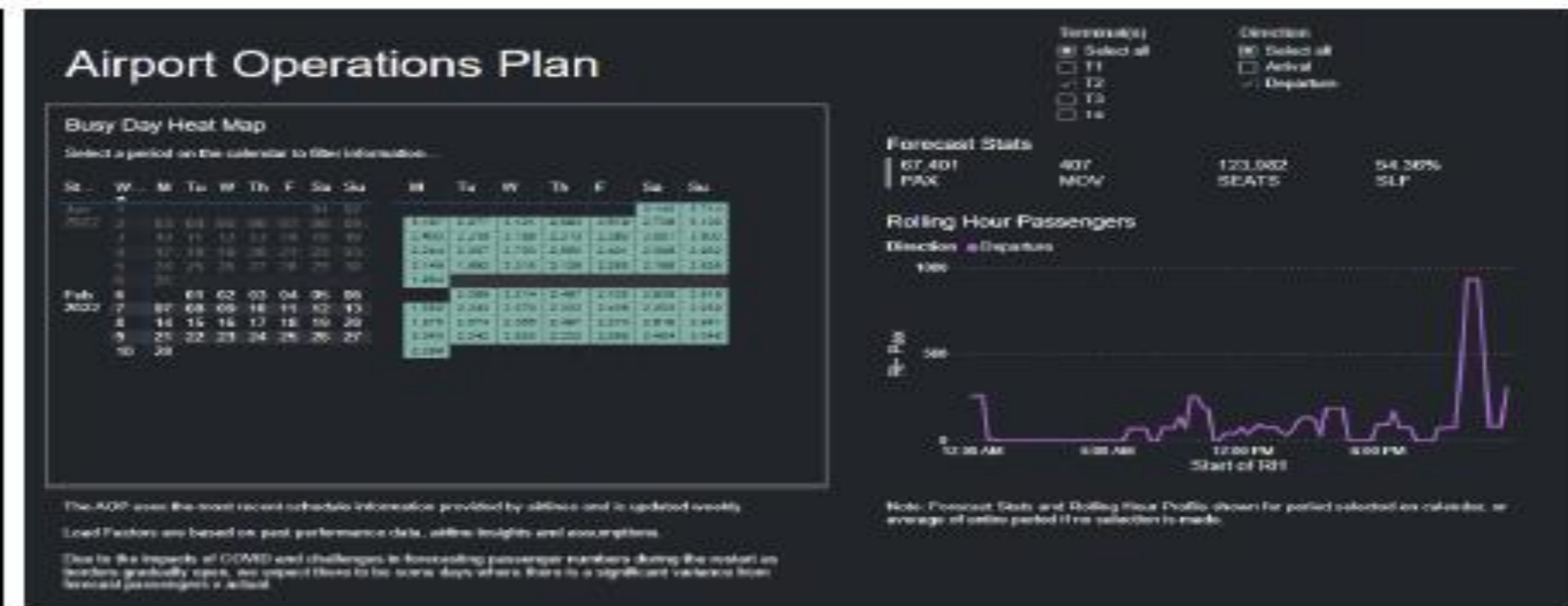
Airport Operations Plan

- You will need to register for the Retail Portal to view the monthly Airport Operations Plan.

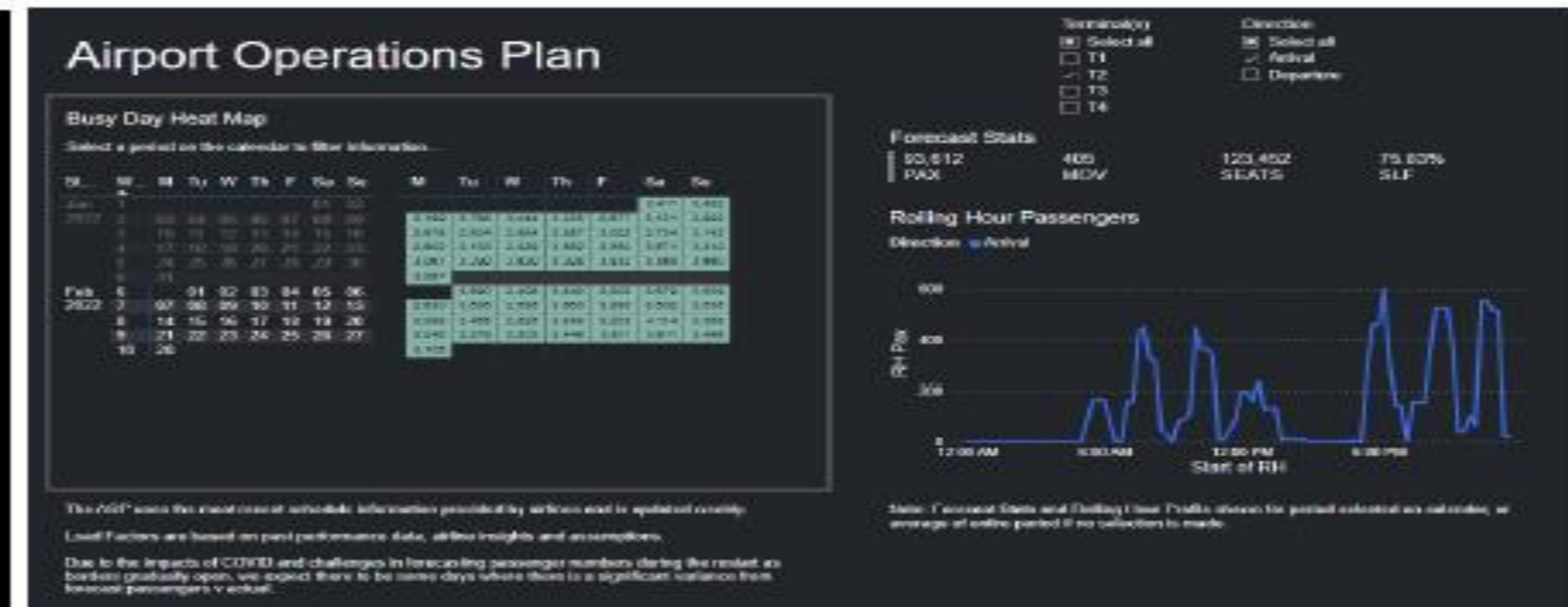
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Retail Portal

MELBOURNE AIRPORT

Passengers Corporate Community Help

About us Planning & projects Community Working here Partnering with us Media centre

COVID-19 The latest information on the Novel Coronavirus (<https://www.melbairport.com.au/Passengers/Passenger-Information/Novel-Coronavirus>)

Retail operations

Welcome to the retail staff portal. Here you will find important information and quick access to document downloads to make applications, learning and reporting easier.

<p>Get Involved</p> <p>Event information, master class details and retail forum dates. Not to mention staff sales and food and beverage discounts - find it all here.</p> <p>View more</p>	<p>Marketing</p> <p>All the information you require in regards to marketing support and opportunities at Melbourne Airport.</p> <p>View more</p>	<p>PAX and Activity Calendars</p> <p>All the date and state you need from the Airport Operations Plan are located here.</p> <p>View more</p>	<p>Operations and Compliance</p> <p>The Melbourne Airport Operations Manual is the first information point for retailers for safety, ASIC, access, work notifications, shops and tools of the trade, maps and emergency information.</p> <p>View more</p>
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Register for access to the portal by clicking on to below link:

<https://www.melbourneairport.com.au/Security/Login?accesspage=/Corporate/Working-here/Operational-information/Retail-operations>

This will take you to the registration page. Complete details and submit for approval.

Once you have been approved, you will have access to all available information.

- **passenger forecasts;**
- **marketing material;**
- **compliance & operations manual; and**
- **community information.**

T1 Access

- **Procedure document attached to this presentation for your reference.**

Questions ???



ASIC APPLICATION APPROVER COMPANY REGISTRATION AND SIGNATORIES

This document is used to register a new company and/or add authorised signatories to approve Aviation Security Identification Card (ASIC) applications or other identification card applications on behalf of your company.

New company registrations must be approved by a sponsor company who verifies and oversees the operational need for employees to have access to workplaces in an airside or landside security zone within Melbourne Airport. Sponsoring Companies must be approved as an "On Airport" provider.

Company Signatories in authorised card applications must:

- Verify that their employee has an operational need to be in an Airside or Landside security zone within Melbourne Airport. ASIC applications can be submitted up to 4-weeks prior to commencing employment with your company.
- Ensure that the applicant has sufficient training in safety and the use of safety equipment relevant to their specific role.
- Ensure APAM Security Services is immediately notified of any changes to the application particulars, changes in circumstances of the applicant and if the company signatories are no longer with the company or if new signatories need to be included.
- Endures the return of the ASIC prior to the applicant leaving employment or upon transfer of the applicant to a position that does not have an operational requirement to hold an ASIC.
- Understand that APAM is not responsible or liable for any loss or damage suffered by the applicant as a result of any delay caused by the AusCheck background checking process.
- Review the process using 1) the Overview Guide and 2) the Application Approver Guide documents, prior to attempting the online ASIC approval process.
- Understand the Privacy Policy and how it's applied to card applications <http://melbourneairport.com.au/privacy-policy>
- Understand that at the time of approval, invoices will be issued and are GST inclusive to companies with a credit account. Any and all payments made are non-refundable. Payments must be made for the application to move forward in the process.

Company Details

This section is completed by the Company Director, Sole Proprietor or equivalent.
For national or international companies, the local port manager will be acceptable.

Company Name:
.....

Company Operational Requirement:
.....

Company Phone No.:

ABN No.:

Company Email:
.....

Company Address (Street):
.....

Suburb:

State:

Postcode:
.....

The information which the applicant is required to disclose in an ASIC application form will be used by Australia Pacific Airports (Melbourne) Pty Ltd (APAM) for the purpose of establishing the qualifications of the applicant for the issuing of an Aviation Security Identification Card (ASIC).

The applicant is required to consent to certain information being forwarded to AusCheck for the purpose of conducting a background check, also Australian Security Intelligence Organisation (ASIO) for the purpose of conducting Politically Motivated Violence Check (PMV), the Department of Immigration and Citizenship (DIAC) for the citizenship status of the applicant and CRIMTRAC for criminal history. The result of these checks will be disclosed to APAM on a confidential basis. APAM has the right to request information required by this application form under the provisions of the Aviation Transport Security Act 2004 and regulation made under that Act. All information received from the applicant will be kept by APAM in strictest confidence and handled in accordance with the provisions of the Privacy Act 1988.

Once an ASIC is issued, APAM may provide information and/or data collected through the use of your ASIC to the Australian Federal Police for enforcement related activities. APAM may be required to provide information to the Australian Customs Service (Customs) and Australian Border Force (ABF) from time to time about the identity of ASIC holders to ensure compliance with Customs-related laws. In making such information available to Customs and ABF, APAM will take all reasonable steps to ensure that information about the ASIC holder is relevant to a Customs-related law/s.

I have read, understood and agree to the responsibilities and conditions of this registration. I approve the authorised signatory below to authorise employee ASIC applications on behalf of this company.

I also wish to act as an Authorised Signatory. (Please complete a Signatory section on page 3.)

Name:
.....

Job Title:
.....

Signature:
.....

Date:
.....

On-Airport Sponsor Details

Sponsoring On-Airport Company:
.....

Contract Manager and Job Title:
.....

Contact Email:
.....

Phone:
.....

Authorised Signatories

Complete this section for each person/s you authorise to act as an Authorised Signatory to approve ASIC applications. Each signatory will need to add their own company email address as this will act as their unique ASIC Online Login. Generic company email is not acceptable, especially in the case of multiple signatories. Be advised that sub-contractors will not receive a login as the On-Airport support company will approve on your behalf. Refer to the **"ASIC Application Sub-Contractor Overview"**.

To process your application, a signed original (no photocopy) is required for Government compliance and must be received and on file prior to the company being registered.

Please allow up to 5 business days for the company to be registered.

All listed signatories will be notified by email as soon as the company is registered.

■ Please print, complete and physically sign this form and then post to:

Security Services, Locked Bag 16, Tullamarine VIC 3043

■ Alternatively, please print, complete and physically hand-deliver this form to:

Security Services, Building 219, 5-9 Francis Briggs Rd, Melbourne Airport VIC 3045

SIGNATORY

Full Name:
.....

Job Title/Position:
.....

Email (your unique login):
.....

Phone:
.....

I have read, understood and agree to the responsibilities and conditions of this registration.

Signature:
.....

Date:
.....

SIGNATORY

Full Name:
.....

Job Title/Position:
.....

Email (your unique login):
.....

Phone:
.....

I have read, understood and agree to the responsibilities and conditions of this registration.

Signature:
.....

Date:
.....

SIGNATORY

Full Name:

Job Title/Position:

Email (your unique login):

Phone:

I have read, understood and agree to the responsibilities and conditions of this registration.

Signature:

Date:

SIGNATORY

Full Name:

Job Title/Position:

Email (your unique login):

Phone:

I have read, understood and agree to the responsibilities and conditions of this registration.

Signature:

Date:

SIGNATORY

Full Name:

Job Title/Position:

Email (your unique login):

Phone:

I have read, understood and agree to the responsibilities and conditions of this registration.

Signature:

Date:



ASIC APPLICATION APPROVER YOUR ROLE AND RESPONSIBILITIES

As an Authorised Approver or Company Sponsor, you are responsible for approving the ASIC Application and verifying that there is an operational need for the applicant to access a workplace in an airside or sterile area at Melbourne Airport. In approving the application you agree to oversee that:

- **The applicant has sufficient safety training and safety equipment where required for their specific role**
- **The applicant knows and follows Melbourne Airport access and safety regulations and standards**
- **APAM Security Services is immediately notified of any changes to the application particulars and to ensure the return of the Aviation Security Identification Card prior to the applicant leaving employment or upon transfer of the applicant to a position that does not require retention of the Aviation Security Identification Card.**

Also, please review the **Privacy Policy** relating to Melbourne Airport.

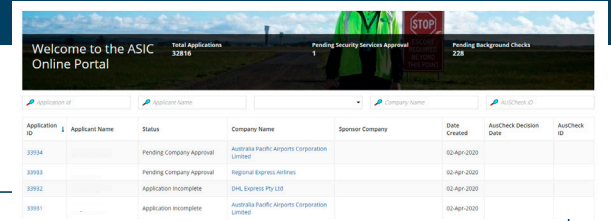
If you are no longer required to fulfill the role of the Authorised Signatory or Company Sponsor, please notify Security Services via email on: access@melair.com.au

This guide can be read in conjunction with ASIC Online An Overview.

What you need to do in the ASIC Online Application Verification Process

When an applicant submits an Online Application, it will trigger an email to you as the company signatory or sponsor from securityservices@melair.com.au, asking you to verify the application.

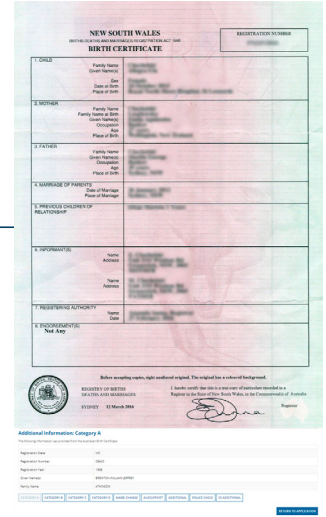
The following 7 easy steps on the next page, these will assist you in going through the Application Verification Process.



1 Follow the link in the email and log into ASIC Online.

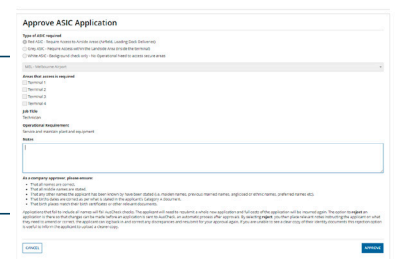
2 Once logged in you will see a list of Applications from employees from your company or a company that contracts to you. Identify or filter those with "Pending Company Approval" status. Select the applicant to view their details.

3 Click View Documents. Scroll down to view the Category A document and compare the applicants Name and Date of Birth in this document and regards the Name and Date of Birth contained in the Application. This information **MUST** match perfectly and you need to ensure that all names include middles names and any and all other "known as" names. Then verify that the additional information provided in Category B, C and D documents also match the personal details in the application. Please see "Applicant Identification Requirements" in regards to what appropriately classifies a Category A, B, C and D as required by Government compliance.



4 Approve or Reject the application. If you discover errors within the application in regards to personal details such as misspelling of names or missing details that appear in Category A, B, C and D documents, you should reject. Rejecting an application provides you the option to enter the reason for the rejection and allows them the opportunity to make the required corrections before payment is made.

5 If approving the application, you will be prompted to select details of the areas that the employee will need to gain access to. Be elaborative on the purpose of the access required and mention it clearly in this section provided. Insufficient operational need will not be accepted.



6 Tick the check-box indicating your acceptance of the application once you are satisfied that all the information is corrected and accurate. Then, click Approve.

7 Repeat Steps 2 to 6 for any other applicants that also require your verification and approval.

The Application will then require payment. Once payment is made the mandatory Government background checks are undertaken. This process may take approximately 6-8 weeks.

During this time, advise the applicant to complete the online learning module Security, Safety and Service Induction located at <https://alo.litmos.com.au> This **MUST** be completed by the applicant, not the employer, company or sponsor, with a successful completion rate of 80% or higher.



ASIC APPLICATION APPROVER COMPANY CHECKLIST

When approving an ASIC please ensure that you cross check the application and all of the details provided in regards to the applicant details. The application details should be a mirror of the information in Category A and all other supporting documents.

See below for a simple checklist:

- Ensure that the Category A name matches the Cat A Identification. If the name does not match, supporting document such as a Change of Name or Marriage Certificate will be required.
- Ensure all "other" known names are declared. For example, Robert may also be known as Rob. The applicant must answer "yes" to the question "Have you been known by any other names?" and list these variations.
- Name preferences must be declared, this includes preferred spelling of names. For example, Danni as opposed to Danielle or John as opposed to Jon. Spelling errors and typos also need to be corrected.
- Please ensure that each document ID photo is clear, valid (no expired IDs) and pertains to the correct Category. For example, Category B needs to be ID that contains both a photo and a signature. To assist you, please refer to the ASIC application process information document.
- IDs that contain Document Verification Service (DVS) Data which can include ID numbers, dates and folios must be name checked; this will always be a Category A document along with other category documents that are presumed to be DVS compatible. That is, that all names that appear on a document must make up part of the main application. The information underneath a document category is solely for the purpose of DVS and is not included in background checking information. If a name appears in a document a certain way, but is not listed in the main part of the application as another known name this application is deemed incorrect and non-compliant and unless corrected prior to background checks commencing increases the risk of resubmission and subsequent full costs being incurred.
- Many official Government documents contain relevant information on both the front and back of the ID. Both sides must be uploaded to avoid missing information on changes that may have applied to the document over time. Such as Birth Certificates, Australian Citizenship certificates. If in doubt, encourage the applicant to upload both sides.

- All applicants are required to provide 10 years of address history. Should the applicant have spent more than 6 months overseas during that time, they will be required to provide an original International Police Check from the respective country or countries. ASIC Online will not allow you to upload a Police Check, therefore, a hard copy of the original Police Check document must be produced at the time of collection of the ASIC.
- When noting operational need, be as specific as possible with regards to the level and areas of access the applicant requires. A sufficient operational need statement is required and without so an application may be denied or delayed. Simply stating the occupation of the applicant is not sufficient. For example, "Electrician – electrical work" is not acceptable. Mentioning of specific projects or scope of work and location and how it relates to airport operations and the requirement along with justification to hold an ASIC is beneficial.

If any of the information is incorrect or does not match, please Reject the application outlining in the free text field what information the applicant needs to correct. Please note: approving an incorrect application can result in the application being rejected by our checking partners and a new application will need to be submitted. This will delay the ASIC application process and will incur costs again.

This Checklist should be read in conjunction with the **"ASIC Online: An Overview"** guide and **"ASIC Application Approver: Your Role and Responsibilities"**.

If in doubt when reviewing an application, before moving forward please contact: Security Services Office via access@melair.com.au for assistance.

We are generally open **Monday to Friday, 8am to 3pm**.
We are closed on Public Holidays.

RETAIL SAFETY INSPECTION CHECKLIST



Australia
Pacific
Airports

Date of Inspection 

Retailer *

Location *

Person/s conducting inspection *

No	Item	Acceptable at time of inspection	Action (required if not acceptable at time of inspection)	Person responsible
1	Electrical cords tested and tagged as per AS4760 (within the dates marked on the tag)?	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
2	Fire extinguisher / blanket tested as per AS1851 (should be done 6 monthly)?	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
3	Required clearance from fire sprinklers maintained (500mm) (where applicable)?	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
4	Emergency exit lighting present and functional (i.e. white pictogram on a green background, and must be illuminated)?	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
5	Walkways, emergency access and egress routes clear (i.e. easy / clear access and exit from the tenancy)?	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
6	Chemicals stored appropriately (low quantity, away from public, stored as per instruction on container, SDS readily available)?	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
7	No slip or trip hazards present in publicly accessible areas?	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
8	Kitchen appliances (kettle, microwave, etc) that are used by tenants are stored in appropriate location?	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
9	All sharps secured and process understood (airside tenancies only)?	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
10	Emergencies, Evacuation, Contact Information at Melbourne Airport on display or easily accessible?	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
11	Retailers equipment remains within the tenancy and not outside the lease line?	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

12	Tenancy is kept in a clean manner (free of clutter and other obstructions)?	<input type="checkbox"/>		
13	Signage complies to Airport standards?	<input type="checkbox"/>		
14	Ceiling tiles secure and air ducts clean	<input type="checkbox"/>		
15	First aid kit well stocked and items are in-date (e.g. eyewash)	<input type="checkbox"/>		
16	Safety Data Sheets (SDS) readily available and current for all hazardous chemicals	<input type="checkbox"/>		
17	Mandatory "If you are injured at work" poster is displayed (https://www.worksafe.vic.gov.au/if-you-are-injured-work-posters)	<input type="checkbox"/>		
18	Equipment and machinery - Is all equipment regularly maintained and in safe condition?	<input type="checkbox"/>		
19	What type of bins do they use? General waste, cardboard paper, comingle, one bin.	<input type="checkbox"/>		
20	Do the tenancy's have a pest control schedule?	<input type="checkbox"/>		
21	When was the last time the grease traps were serviced?	<input type="checkbox"/>		
22	COVID safe plan is up to date and readily available	<input type="checkbox"/>		
23	Cleaning logs are filled out	<input type="checkbox"/>		
24	Appropriate cleaning products are being used for surface cleaning	<input type="checkbox"/>		

Closeout Notes

Save

Cancel

Qantas Access Card – Applications Procedure

1. **APAM External Stakeholder Applications**

- a. You are required to have to have approval from APAM before proceeding with the online application
- b. Please email your APAM contact and cc workplaceenvironment@melair.com.au to request approval.
- c. APAM to email approval to stakeholder and cc workplaceenvironment@melair.com.au and [Aaron Di Mieri](#)
- d. Stakeholder then completes the online application via the [Qantas Access Card Application Online Portal](#) (Google Chrome as web browser recommended).. **Please refer to the Guide on Page 2***
- e. Stakeholder to email copy of ASIC to idsecurity@qantas.com.au
- f. If assistance is required at any stage, please email workplaceenvironment@melair.com.au or your APAM contact/relationship manager.

2. **APAM Staff Applications**

- a. Staff to email their line manager, copying in workplaceenvironment@melair.com.au to request approval for a card
- b. Line manager to email approval to staff member and include WorkplaceEnvironment@melair.com.au and [Aaron Di Mieri](#) at QF MEL
- c. Staff member to complete the online application via the [Qantas Access Card Application Online Portal](#) (Google Chrome as web browser recommended).. **Please refer to the Guide on Page 2***
- d. Staff member to send a copy of ASIC to idsecurity@qantas.com.au to complete the application process.

Please Note:

- *Processing time for applications is between 3-4 weeks*
- *All cards will be sent to the APAM Corporate Reception on Level 2, Terminal 4 and can be collected during normal business hours.*

Online Application Guide*

Comply Flow Training does not apply to APAM Staff and Contractors

- **Work Location** is MELBOURNE AIRPORT
- **Mailing address the card is to be mailed to** is MELBOURNE AIRPORT, LOCKED BAG 16, TULLAMARINE, 3045, ATTENTION: ANITA GIBBS
- **If you require access to Airside Areas** – fill out the details as noted (ASIC Issuing Body name is MELBOURNE AIRPORT); Start and End date of the access card should reflect the duration of time you are required to access the terminal only.
- **The QF Approver** is **Aaron Di Mieri**. His title is Facilities Manager and his email is aarondimieri@qantas.com.au
- **Justification for requiring the pass** – please include (1) if you are Construction/Trade or Retail and (2) how long you require access. This would be when your ASIC expires.
- Submit Application and don't forget to **save a copy of your application**. Email to workplaceenvironment@melair.com.au for yours and APAM's records.

Contact

Application Process

Anita Gibbs

0432 707 154

anita.gibbs@melair.com.au and copy in workplaceenvironment@melair.com.au

Status of Application

idsecurity@qantas.com.au

Created By:

Anita Gibbs

Workplace Environment Lead – Melbourne Airport

Anita.gibbs@melair.com.au

0432 707 154

Qantas Access Card - Activation Procedure

Activating your card

- Access on your ASIC is disabled if it has not been used for a continuous 30 day period.
 - Use the QR Code below to Activate your card which will be activated in 48 hours

<https://forms.office.com/r/HVSHdcEUFk>



- Urgent card activations (defined as operational staff rostered within 48hours) can call ACAMs centre on 02 9691 7532 to reinstate their access.

Lost or Stolen Cards

Call ID Services on 1300 303 411 or AH (02) 9691 7532 to disable access

Expired Card or Leaving Your Organisation

- You must hand in your expired cards before your new card is handed over.
- If you are leaving your organisation, please hand to your line manager who will return it to APAM, Attention: Anita Gibbs

If you have any questions regarding the progress of your card, please contact Qantas directly on (02) 9691 7532 or by email idsecurity@qantas.com.au

Created By:

Anita Gibbs

Workplace Environment Lead – Melbourne Airport

Anita.gibbs@melair.com.au

0432 707 154