



FACILITIES MANAGEMENT

Casey Central and retailers need to work together to minimise and control both the quantity and cost of energy, water and waste used in day to day centre operations

Simply talking about sustainability is not enough. Our shoppers, retailers and the wider community expect Casey Central, our retail partners and our stakeholders to demonstrate world's best practice in sustainability on a daily basis while continuing to identify opportunities for improvement.

Some actions and initiatives will be invisible to the customer, yet beneficial in reducing our energy consumption and emissions. It's the little things like aerators on taps and scheduling changes to lighting, heating and air conditioning that cumulatively make a really big impact. Every Retailer partners with Casey Central in this area and we would encourage all business owners and managers to talk to their team about how they can all contribute to making a difference.

ELECTRICITY

Ensuring that lights, computers, music and signage are turned off outside core trading hours will assist in reducing energy waste.

If you have a supplementary air conditioning unit within your tenancy, ensure that regular routine maintenance is carried out to enable the unit to operate efficiently. Having time schedules in place to ensure the unit operates within core trading hours only is critical. If you are unsure if your store has a supplementary unit please contact Centre Management.

These actions will assist in the reduction of energy waste and greenhouse gas emissions.

WATER

It is likely that as with all utilities, water prices will continue to rise. Regularly monitoring water usage is the key to saving financial costs to the business while protecting the environment and the security of our water supply.

Please ensure that prior to leaving your tenancy all taps are checked to ensure they are turned off. If you have leaking taps or running toilets please contact a plumber to repair the fault immediately.

If you notice a water leak or issues in public areas of the Centre or back of house, please report them to Centre Management or Casey Central Security as soon as possible.



EMBEDDED NETWORKS

As part of Casey Central's commitment to streamline billing and minimise electricity usage and costs, centres are increasingly exploring options relating to embedded networks to offer competitive bundled tariff rates. Embedded Networks capitalise on Casey Central's economy of scale by migrating tenants connected to multiple energy retailer networks onto a single centre wide supply agreement. This has the benefit of significantly reducing the supply tariff, resulting in retailers purchasing electricity directly from Casey Central, that has been bulk purchased at a nationally discounted rate, this may be cheaper for the retailer.

For more information please contact Centre Management.

AIR CONDITIONING

Conditioned air is provided in order to maintain the temperature at a comfortable level within each store. Please notify Centre Management should you have an issue with the in-store temperature.

Stores and office areas that have their own air conditioning systems are responsible for their maintenance and repairs in accordance with the appropriate regulatory specifications and requirements.

POWER SUPPLY

Power difficulties or loss of power should be reported to Centre Management immediately. In case of power shortages, a torch(s) should be kept in a convenient location within each tenancy.

Tenants are responsible for their own lighting and bulb replacement. Each tenancy should be 100% illuminated during trading hours. It is a good idea to check your external signage on a daily basis to ensure it is also in correct working order.

All electrical works must be completed by licensed electrical contractors. Access to back of house switch rooms requires authorisation from Centre Management.

TRADES PEOPLE

Please remember that all trades are to be inducted prior to conducting any work on site. They are also required to report to the Centre Management office to sign in on the day of scheduled work to sign in.

SPRINKLERS

For safety reasons, sprinkler heads must be kept clear of any obstructions at all times. At no times should stock or signage be hung from sprinkler heads or pipes, nor should stock be stored within 500 mm of the sprinkler heads or pipes.

Please note: *Substantial fines are levied by authorities for breaches of the building code in relation to sprinkler accessibility including any damage caused to sprinkler heads.*



FACILITIES MANAGEMENT

EXIT CORRIDORS AND PASSAGEWAYS

Exit corridors and passageways must be kept clear at all times. Remember these passageways will be used in an emergency. Corridors and passageways are never to be used for storage purposes, refuse disposal or as an area to take lunch or smoke breaks. Substantial fines can be imposed by local council for breaches to these rules.

STORAGE OF HAZARDOUS SUBSTANCES AND DANGEROUS GOODS

The EH&S legal and regulatory environment in which retail employers and businesses operate requires a proactive approach to the management of hazardous and dangerous substances. Breaches of duties imposed by the various EH&S legislation attract heavy penalties.

As the occupier of the leased space, the Lessee holds the primary obligation to comply with all relevant legislation associated with hazardous substances and dangerous goods.

In order for Casey Central to fulfil their obligations as managers of the Centre they require an accurate assessment of the type and quantity of dangerous goods stored in the individual tenancies.

TROLLEYS

Trolleys remain the property of supermarkets and department stores at all times and are not for use by retailers to store or transport goods. Please be aware that loss prevention officers from supermarkets and Majors are active within the Centre to recover branded trolleys.

Repeat offenders will face theft charges or civil action over trolley misuse. Alternate trolley options might include:



SMOKING

By law, smoking is prohibited in an enclosed area, within 10m of Centre entrances or food retailers; this includes car parks and loading docks. Please observe no smoking signs where in place.

The designated undercover smoking area is located to the left of the Coles-end Centre doors upon exiting.



STOCK DELIVERIES

Stock deliveries to stores should be limited wherever possible to hours outside peak trading times between 11:00am and 3:00pm; ideally deliveries should be arranged prior to 9:00am. Pallets of stock are not to be moved through malls and pallet jacks are strictly prohibited due to the risk of floor damage and EH&S considerations. Trolleys with pneumatic tyres should be used at all times.

Retailers and delivery companies are strictly prohibited from using customer shopping trolleys for stock or waste transport. These trolleys are the property of the major retailers and are provided for customer use only.

Import notes to remember with deliveries:

- Heavy items must be placed on the bottom of trolley
- Trolleys must be stable
- Must not obstruct vision. If obscured a second person must provide assistance to avoid collision with persons or property.

- Must not be pushed or pulled faster than walking pace
- Must not leak. Any spills must be cleaned and reported to Centre Management immediately.
- Must not be left unattended
- Are not to be placed on/in shopping trolleys, metal wheeled trolleys or pallet jacks.
- During an evacuation, exit via nearest EXIT and follow exit signs. Do not return to your vehicle until instructed by Centre Management

Incidents resulting in damaged property or personal injury must be report to Centre Management immediately.

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KITCHEN EXHAUST SYSTEMS

As a Casey Central commercial kitchen operator (cafe, restaurant or fast food), you have a duty to keep your kitchen exhaust system clean and safe. This obligation falls under the *Work Health & Safety (WHS)* regulations and under the food safety standards for commercial kitchens. In particular, the Australian Standard AS 1851-2012 outlines a series of minimum inspection, maintenance and record-keeping requirements for kitchen exhaust systems. In the event of a fire, failure to comply with these may be deemed as negligent or failure of duty.

It is very possible that your insurance company will classify your fire insurance policy invalid if you are not compliant. Your kitchen exhaust system is made up of the following components, all of which are your responsibility to clean:

1. Rangehood
2. Filters
3. Ductwork
4. External exit point (exhaust, grill, fan etc)

All contractors need to be Casey Central site inducted prior to conducting any work on site. We regularly use the below contractors who service the centre. If needed, you may also contact them for a service call at your cost. Please ensure a certificate is supplied to Centre management after each service for our records.

Lotus Filters

2/58 Dougharty Road
Heidelberg West VIC 3081
Ph: 1300 653 536 www.lotusfilters.com.au

Kleenduct Australia Pty Ltd

2a Evolution Drive
Dandenong South VIC 3175
Ph: +61 3 9791 8166 www.kleenduct.com.au

LPG GAS CYLINDERS

The Work Health Safety Act imposes obligations on Person Conducting a Business or Undertaking (PCBU) to do what is reasonably practicable to minimise risks to workers.

Due to the nature of the risk the following information must be provided as a minimum:

- How and where the LPG bottles are going to be stored – to be indicated on the tenancy floor plan.
- Confirm that adequate storage has been provided and they are in a well-ventilated area.
- Maintenance and inspection schedules for the LPG bottles – records/certificates to be provided upon inspection at the frequencies deemed necessary for the regular maintenance/inspection of such equipment.
- Training records for their staff on emergency procedures and how to handle operate the LPG bottles – to be retained on site for easy reference.
- Confirmation that the number of bottles and the quantity is in accordance with local Government guidelines.



- What processes are in place at close of business to ensure no leaks are detected and all bottles are turned off and no leaks are present.
- Confirm that the use of LPG bottles on site will be in accordance with the 'Safety rules for LPG Gas Cylinders' as stipulated in the Tenant Fitout Guide.

Safety rules for LPG Gas Cylinders

- Ensure all equipment is connected correctly.
- Do not store cylinders in cellars, basements or confined spaces.
- Use a soapy water mix to check for leaks. **NEVER USE A MATCH.**
- Ensure all LPG equipment is in first class condition.
- Ensure your quantity of cylinders stored complies with local regulations.
- Always turn off valves when not in use.
- Always store cylinders upright.
- In case of a leak, move cylinders to a safe location.
- Store cylinders away from possible ignition points.
- Store cylinders away from excessive heat.
- Stored cylinders must not obstruct passageways or exits.
- Ensure all staff are trained on emergency procedures.
- During transportation, all cylinders must be adequately restrained.
- Cylinders should be stored outside in a well-ventilated area, be carried and stored upright at all times.
- Do not store or use petrol, flammable liquids or aerosols near LPG cylinders.

- Ensure valves are turned off firmly when not in use.
- Pressure relief valves should face away from buildings and combustible materials where possible.

PEST CONTROL

Centre Management maintain a regular service schedule for the control of rodents, vermin and insects within the site, as well as carrying out wildlife and domestic animal capture and removal as required.

While every effort is made by Centre Management to maintain control within the base-building areas, the following advice should be noted for tenants in reducing impacts of pest habitation:

- Ensure food scraps are placed into correct bins
- Ensure that fruit and vegetables are not left exposed for extended periods
- Make every attempt to limit the amount of paper and cardboard product within your tenancy
- Always clean up spills as soon as possible
- Never leave caps and lids off containers of beverages and citrus based liquids

Please report any incidents where domestic and/or wild animals may have entered the site. Never attempt to capture and or handle any animal. Report the situation to Centre Management who will arrange to have and a trained and qualified operator rescue or attend to the animal/s.