



# GREENWOOD PLAZA

RETAILER HANDBOOK

# WELCOME

**We wish you a warm welcome to Greenwood Plaza**, the three level centre at the base of North Sydney's iconic 101-103 Miller Street, providing a major pedestrian thoroughfare to the busy North Sydney train station, with over 17 million visitations per annum. It comprises over 90 specialty retail and service outlets, including Romeo's IGA.

The Centre Management team at Greenwood Plaza aim to give you world class services in Operations, Security, Administration, Finance, Marketing, Leasing and Cleaning. We are here to work with you for our mutual benefit. As an integral and valued part of the Greenwood Plaza team, we would like to provide you and your staff with this Retailer Handbook. This handbook contains everything that you need to know about Greenwood Plaza services, resources, helpful facts, contacts and vital information about fire evacuation, emergency procedures, and essential housekeeping. Please ensure that your Retailer Handbook is kept in a safe, easily accessible location, for staff use only. The information contained in this document is CONFIDENTIAL and may also be legally privileged. Use or dissemination of the information and any copying of this document is prohibited. It is intended for the retailers at Greenwood Plaza only. Once again welcome to your successful future here at Greenwood Plaza.



# CONTENTS

Fact Sheet	01
Centre Management	02
General Information	03
Emergency Procedures	05
Housekeeping	06
Pop-Up Retail Space	13
Appendix A (Emergency Procedures)	14
Appendix B (House Rules for Building Works)	15
Appendix C (Waste Management Hierarchy)	19
Appendix D (Pulpmaster)	20



# FACT SHEET

## CENTRE FACTS

Centre Name Greenwood Plaza  
Manager Mirvac Asset Management  
Owners Mirvac Property Trust and Nuveen Real Estate  
Address 36 Blue Street North Sydney NSW 2060  
Postage PO Box 1631 North Sydney NSW 2059  
Telephone 02 9923 0700  
Website [www.greenwoodplaza.com.au](http://www.greenwoodplaza.com.au)

## CENTRE CORE TRADING HOURS

Monday - Wednesday 9:00am - 6:00pm  
Thursday 9:00am - 7:30pm  
Friday 9:00am - 6:00pm  
Saturday 9:00am - 4:00pm  
Sunday CLOSED

## ROMEO'S IGA

Monday - Wednesday 7:00am - 7:00pm  
Thursday 7:00am - 7:30pm  
Friday 7:00am - 7:00pm  
Saturday 8:00am - 5:00pm

\*Trading hours may vary. Please refer to our website for further information

## CENTRE MANAGEMENT

Centre Manager	Keryn Ward
Senior Facility Manager	Trent Middleton
Marketing Manager	Juliana Lovell
Pop-Up Retail	Carolina Klaslo
Administration Assistant	Lauren Adnams-Johnston

## CENTRE MANAGEMENT TRADING HOURS

Monday - Friday 9:00am - 5:00pm

## SECURITY

Emergency Mobile	0412082928
24 Hour on-site	0412082928

# CENTRE MANAGEMENT

The role of Centre Management is to co-ordinate all activities related to the Centre to ensure that the Centre provides an environment conducive to maximising the sales performance of the Centre as a whole. This means ensuring that our retail environment is a place where customers want to, and do, shop.

As with any business, including your own, the management office controls expenditure and works to maximise income. The teams/people who are vested with this responsibility are as follows:

## **CENTRE MANAGER**

The Centre Manager controls every aspect of the management of the Centre. This person is ultimately responsible for the Greenwood Plaza Shopping Centre.

## **FACILITY MANAGEMENT TEAM**

The Facilities Team is responsible for every aspect of the operation of the building. This includes security, cleaning, waste, hard and soft services, statutory compliance, risk management, capital projects, contract procurement and administration, sustainability and the general upkeep of the Centre's facilities. The Facilities team provide a functional, safe, secure and inviting Centre environment.

## **MARKETING TEAM**

The Marketing Team's function is to market the Centre to the surrounding trade area and encourage customers to visit the Centre. The Marketing Team conducts research to identify the most appropriate forms of communication and types of promotions to conduct, to drive traffic and sales to the Centre.

## **ADMINISTRATION TEAM**

The main role of the Administration Team is to control the flow of money being generated and expended within the Centre. (This team is involved with the financial projections and performance of the Centre.) All queries relating to rental invoices, outgoings, etc. should be directed to this team.

## **POP-UP RETAIL**

The Pop-Up Retail Executive handles the leasing and retail standards of the casually leased sites in the Centre.

## **SECURITY**

The Security Team provide a safe and pleasant shopping environment that ensures patrons feel comfortable during their time in the Centre. Security is also responsible for incident investigation and reporting investigation. The Security team report directly to the Facilities Manager.

## **CLEANING**

The Cleaning Team is responsible for the cleanliness of the entire Centre. They provide a service that guarantees patrons a clean, enjoyable experience within the Centre. The Cleaning Team report directly to the Facilities Manager.

## **CAR PARK**

The Car Park is operated by Wilson Parking and are responsible for the day to day operations for the car park. They provide assistance to customers in making payments, monitor traffic flow and assist in the location of lost vehicles. Wilson Parking contact - 9956 6860

# GENERAL INFORMATION

## GENERAL INFORMATION

To keep you informed about what is happening at Greenwood Plaza, the Centre Management Team use a number of different publications including:

- Annual Marketing Calendar - distributed annually in May
- Monthly Retailer Newsletter - distributed to all stores
- Retailer memos to inform you about activities in the Centre
- Personal contact
- Memos

## CUSTOMER COMPLAINTS

Should you encounter a customer complaint in relation to the Centre i.e. Security, Customer Service, Car Park or anything else, the complaint should be put in writing to [info@greenwoodplaza.com.au](mailto:info@greenwoodplaza.com.au).

## RETAILER ACTION

All memos are distributed by email only. Therefore it is critical that your store has emailed all relevant contact names, titles and email addresses to [info@greenwoodplaza.com.au](mailto:info@greenwoodplaza.com.au).

## PARENTS ROOM

The Parents Rooms are located on the Plaza Level in The Atrium to the left of Oporto.

This service is provided for the use of Parents or Guardians who have young children and shop within the Centre. It is strictly for the use of the above people and not for the use of the general public or retailers.

## AMENITIES

Male and female amenities are located on:

- The Metro Level between Cotton On & Tarocash
- The Plaza Level in The Atrium to the left of Oporto
- Disabled amenities are located on
- The Metro Level between Cotton On & Tarocash
- The Plaza Level in The Atrium to the left of Oporto

## RESTRICTIONS ON EXTERNAL PARTIES

To maximise the performance of our retailers, Centre Management actively seeks to minimise unsolicited interference with your daily business. Therefore, please notify Centre Management of the following:

Unauthorised photographic activity and video recording within the Centre

- Unwanted sales approaches in the Centre
- Surveys other than those initiated or authorised by Centre Management
- Raffle ticket, ticket sales or requests for donation
- Flyer distributions on cars in car park

# GENERAL INFORMATION

## Trading Hours

Below are the core trading hours for General Retail stores, the Food Court, Cafes and Restaurants, and Fresh Food stores.

### General Retail Stores

Monday - Wednesday	9am - 6pm
Thursday	9am - 7:30pm
Friday	9am - 6pm
Saturday	9am - 4pm
Sunday	CLOSED

Public holiday trading hours are communicated separately prior to the date.

From time to time, these core hours are altered to suit customer and retailer demand (e.g. Christmas periods & Public Holidays). Your Lease stipulates that your store must trade according to these hours, but more importantly, we must be open when we tell our customers we are open, or we are affecting the whole Centre. Please ensure your store opens on time every day and closes at the designated time.

The Parents Rooms are located on the Plaza Level to the left of Oporto in The Atrium.

This service is provided for the use of Parents or Guardians who have young children and shop within the Centre. It is strictly for the use of the above people and not for the use of the general public or retailers.



# EVACUATION PROCEDURES

The Chief Fire Warden determines if it is necessary to evacuate the Centre for the safety of all. In the event of a Centre evacuation, store managers are responsible for directing customers to Centre exits and, in turn, evacuating store staff. Listen for instructions on the Public Address system and from Fire Wardens. Fire Evacuation Plans are provided to each retailer, and are shown in Appendix A. You are to assist in the minimisation of risk through the following measures:

- Check your store for fire hazards
- Dispose of combustible materials immediately
- Do not store any goods adjacent to sprinklers, fire exits or passageways
- Ensure all staff are aware of fire emergency procedures, including the location of extinguishers
- Ensure your tenancy meets its essential safety measures and maintenance requirements as set out in your Building Permit and/or Final Inspection (issued by the building surveyor) and that the required maintenance is undertaken and documented records kept
- It is a legal requirement that your nominated staff member(s) attend Fire Warden training, and all staff participate in Emergency Drills.

## Phone Threats

In the case of a retailer receiving a phone call in relation to a bomb threat, you should take particular note of the time of the call, any distinguishing traits of the accent or otherwise of the caller, record the duration of the call and write down as much of the conversation as you can remember. These will assist in the event that there is a real threat within the Centre. Contact Centre Security immediately and report all of the details. If possible, do not hang up and keep the line open until the Police arrive. Use another means of contacting Security, eg. Staff mobile.

## Fire Safety

Greenwood Plaza Shopping Centre is protected by smoke detection systems, automatic sprinkler systems and portable firefighting equipment in the form of hose reels and fire extinguishers. In the case of a fire being detected within the building, local alarms sound, the fire brigade automatically attend the Centre and the Centre evacuation/safety team are alerted for further action. An emergency/evacuation flow chart and evacuation plans are included in this manual. Please refer to Appendix A. Regular fire evacuation drills are carried out with a full practice evacuation conducted once per year. Any questions about the Centre's fire systems and procedures should be directed to Centre Management.

Each retailer is required to provide Centre Management with an annual Fire Safety Certificate. Contact Centre Management if you require assistance with this.

## First Aid

All serious or life threatening situations should be directed to 000 in the first instance and then reported to Centre Security who can direct the ambulance on arrival. First Aid kits are located in Centre Management Office and the Security Office located in B6 car park. An automated external defibrillator (AED) is located in the Security Office - B6 car park, and located on the wall next to Decjuba.



# HOUSEKEEPING

## **Lease**

A Lease is the document that governs the conditions under which the retailer must operate within the Centre. As you can appreciate, when many organisations are operating under the one roof, there must be guidelines that ensure a professional environment within which to operate. Your Lease covers such areas as payment of rent, assignment of your business, the use of your shop, the retailer's undertakings and the Landlord's rights. There are times when Centre Management must enforce these guidelines to benefit the Centre as a whole. Your store agreed to abide by the terms of the Lease when entering into occupation of the premises. Centre Management is merely reminding you, at times, of those obligations. Should you have any queries about your Lease, please do not hesitate to contact the Retail Manager.

## **Lease Lines / Trading Out**

Research has shown that customers prefer to shop in a pleasant, uncluttered environment. Racks, merchandise and ticket/poster stands protruding in to the common area look unsightly. More importantly, they represent a public liability risk to customers and other users of the Centre. This also includes occasional displays or store entertainment sampling that extends into the mall areas. The limits of your displays are your lease lines. Most of you will be aware of your lease lines. However if you require further clarity, please contact the Retail Manager.

## **Building Works**

The use of heavy, dangerous or noisy equipment or the use of any product that emits an odour is strictly prohibited within the Centre during core trading hours. The Centre has numerous businesses trading extended hours. Any works that are deemed to be 'noisy' works cannot interfere with retailers' trading extended hours. Notification of all work and times of such work must be given to Centre Management for approval before commencement. The contractor must undergo a Mirvac online induction and must supply Centre Management with all documentation relating to insurances and safety, i.e. public liability, worker's compensation certificates of currency and safe work method statements. An access request

form will also be required. All modifications to tenancies must be referred to the Mirvac Tenancy Coordination Manager via Centre Management so that design concepts can be approved before the commencement of works. Certain items of construction may also require suitably qualified persons to certify that the works conform to building codes and standards.

A list of the house rules for building works is included within this Handbook. Please refer to Appendix B.

## **Air grills and Return Air Filters**

In order to protect the building's air filtration system from dust created during works or modifications to existing tenancy fitouts, tenants and/or contractors are required to insert additional filter material on all return air dampers prior to commencing any work. Air grills inside the tenancy must be covered up prior to any tenancy fitout works commencing to protect the distribution duct from pollution.

## **Bulkheads / Store Sign**

Your store bulkhead signage immediately identifies your business and it is critical that the first impression is a good one. The sign was installed at significant expense and demands close attention at all times. Please ensure that your store bulkhead sign is illuminated during all core Centre trading hours. Please ensure the sign is kept clean, free of dust and in an excellent state of repair. Please ensure bulkheads and store signs are installed and certified with a structural integrity certificate by a qualified structural engineer.

# HOUSEKEEPING

## Repairs and Maintenance

The maintenance of the common areas throughout the Centre, including the air conditioning, is the responsibility of Centre Management. You are responsible for all maintenance associated with your store. This includes lighting (lamps and light fittings), flooring, fixtures and fittings, pest control, shop front signage, roller shutters and supplementary air conditioning units installed by retailers. If a maintenance issue of an emergency nature does occur, please contact Centre Management for assistance or advice. Please note that Centre Management do carry out regular audits on Tenancy presentation.

## Tenant liaison centre

In the event you are unable to reach an Operations Manager, the Tenant Liaison Centre has been put in place to assist you with any maintenance issues you might have. Call the TLC on 1800 134 166.

## Internal Store Lighting

All retailers should ensure that internal store lights and signs remain illuminated during core trading hours in order to prevent the creation of dark spots in the Centre. This is of particular importance to service outlets with shorter hours than the core hours of the Centre.

## Air Conditioning

The Greenwood Plaza air conditioning system is automatically switched on and off each day and is self-adjusting to maintain comfortable conditions for retailers and customers alike. Any major temperature fluctuations should be reported to Centre Management. If the problem cannot be managed in-house, Centre Management will pass it on to the Centre's service contractor. If retailers have installed additional supplementary air conditioning units, please ensure the units are properly maintained by qualified service providers and you are able to provide evidence of regular services.

## Loading Docks

Dock 3 (entry via MacDonald Lane off Blue St)  
(This dock serves Greenwood Plaza)  
Height - 3.2 metres  
Loading Bays - 3 only

Dock 6 (entry via Gas Lane off Miller St) (This dock serves 101 Miller Street)  
Height - 3.1 metres



# HOUSEKEEPING

## Access to Site

All Mirvac Contractors carrying out works within Greenwood Plaza and 101 Miller St are required to; log on - on arrival, and log off - when leaving site, via the ipad based Contractor Management System located on the wall in front of the lifts - B6 Loading Dock.

All Tenant Contractors carrying out works within Greenwood Plaza and 101 Miller St are required to; log on - on arrival, and log off - when leaving site, via the Site Access Log located in the Security Room - B6 Loading Dock.

When ordering goods, advise the delivery firm to deliver through the dock most conveniently located to your store. Delivery vehicles may only park within loading docks whilst making deliveries. This will be strictly enforced, due to the size of the areas, and the limited number of spaces available. Centre Management will, under no circumstances, take delivery of any goods for any tenancy. Retailers must insist that delivery companies must take pallets, trays and crates with them upon delivery. Access to the docks outside trading hours can be arranged through Centre Security. Under no circumstances are any goods or any equipment to be stored or left in goods handling areas or passageways, and no private vehicles are to be parked in these docks.

The movement of all building materials and associated equipment is restricted to - out of Centre Operational times.  
Greenwood Plaza hours of operation are as listed below;

Monday -	
Wednesday & Friday	5.15am to 7.30pm
Thursday	5.15am to 8.30pm
Saturday	6.00am to 5.30pm
Sunday	The Centre does not trade (access is available for shop fitting/fit out works) Please advise Security if access is required - 24hr notice.

## 101 Miller Street

Please consult on site Security for any movement of equipment and materials throughout the building and B6 Loading Dock. Security Phone 0412 082 928

## Lift Car Protection

All lift cars utilised for the transporting of materials and equipment shall be suitably protected.  
Car Walls - by protective curtains fitted to the car wall areas (supplied by Security staff)  
Floors - installation of suitable protective hard sheeting or plastic sheeting as deemed by goods being transported.

## Security

The security team at Greenwood Plaza offer a number of services to retailers and customers within the Centre. Services offered include: assisting retailers in the detention of shoplifters, patrolling car parks, customer service and overseeing the cleanliness of the Centre in general. Please call Security on 0412082928 if you require their assistance. Security is on site 24/7.

## Cleaning

Cleaning throughout the common areas of the Centre is carried out under a contract administered by Centre Management. The Centre's cleaning contractor is responsible for maintaining a clean, tidy and safe environment for the Centre's customers. You are responsible for the cleanliness of your own store, including the windows, store signage and entrance roller shutter/doors. The mall rubbish bins located throughout the Centre are for the use of our customers only. You must not make use of these bins for your own waste disposal. If at any time a spill or a slippery substance is noticed on the floor, please call Centre Management or notify Security or a cleaner immediately.

Maintaining a safe environment is paramount and ultimately we all pay for public liability insurance claims against the Centre via outgoing expenses. Retailers are required to carry out regular housekeeping to clear air diffusers and return air grills free of dust.



# HOUSEKEEPING

## **Rubbish Removal**

Vehicle access paths for the General Waste Compactor and the Cardboard Compactor (both located in Dock 3) are to remain clear at all times for routine nightly pickups.

Tenants to make their own arrangement in relation to the disposal of building works waste, shop fittings/displays or racks waste.

## **Environmental Waste Management**

The environment and its protection should be of major concern to all of us. It is Greenwood Plaza's policy to ensure it not only operates within the laws, but also achieves wherever possible, accepted environmental 'best practice'. We continually strive to reduce our carbon footprint by avoiding waste and minimising that going to landfill. That being the case we only engage reputable waste management contractors to provide this service that see a high percentage of our waste going to a Bio Reactor. A waste Management Hierarchy can be found in [Appendix C](#).

## **Pulpmaster**

Organic waste is also available to food retailers meaning food scraps and similar waste can be recycled and diverted from the general waste stream. Please contact Centre Management for more information on how you can make a difference to the environment. Refer to [Appendix D](#)

## **Oil Recycling**

Oils and fats are considered hazardous waste and it is therefore illegal to dispose of them into the normal rubbish (i.e. compactor) or to pour them down the sink. All used cooking oils are to be placed in sealable drums. Cooking oil transfer tank is located in the B3 loading dock compactors room. Note: Drums must not be punctured and have lids. Punctured drums will not be collected. Storage of Flammable or Combustible Liquids

## **The following precautions should be observed for any storage:**

The storage should not be in a hot location in particular, should not be in close proximity to an ignition source, e.g. stove, heating appliance and the like. Retailers must notify the Facilities Manager if unsure of the above. If required to open a container of flammable or combustible liquid it should be carried out in a well-ventilated area and at a safe distance from any potential source of ignition to ensure safety. Containers should be kept closed when not in use. Where a Class 3.1 liquid is to be sealed and transferred from storage to a point of use, a self-closing safety container should be used for the transport. Refer to AS 1020 in relation to "transfer of small quantities". Liquids should not be stored or used where they may jeopardise escape from a building in the event of fire. Any person who is not adequately trained on the dangers of handling flammable and combustible liquids should not be permitted to handle such liquids or have access to any minor storage.

## **Hazardous Waste**

Waste that is deemed hazardous such as chemicals, medical waste, paints and some construction materials must have its own waste management strategy which must be provided by the tenant. This waste should not be disposed of in the Shopping Centre compactors or bins.

## **Construction Waste**

Construction or shop fixtures and fitting material are not permitted in the Shopping Centre bins. Centre Management will charge offending retailers for the incorrect disposal of such items if caught. Please note that loading docks are monitored by CCTV any spillage should be cleaned up immediately and reported to Centre Management.

# HOUSEKEEPING

## Storm Water

Around the Centre, car parks and loading docks are numerous storm water drains. Storm water drains are designed for the collection and removal of rainwater only. Liquids or materials entering storm water drains receive no further treatment, ending up in our rivers and seas. Please ensure you do not pour any substance or allow any rubbish to enter the Centre's storm water drains. It is an offence to do so. If you are unsure about the appropriate way to dispose of a particular substance please contact Centre Management. Sydney Water heavily penalises anyone who is illegally disposing of unauthorised liquids and materials.

## Hazardous Substances

If required under the OH&S legislation, the tenant must ensure that:

- A register of hazardous substances is kept during the course of the construction works
- The register is readily accessible to all persons working at the construction site Copies are kept of any records of atmospheric monitoring or health surveillance
- Copies are kept of any written report of a risk assessment if specific measures are necessary to control the risks associated with exposure to a hazardous substance
- If more than one contractor is using hazardous substances, the register of hazardous substances contains details of all hazardous substances being used at the work place

## Work Health and Safety

Work Health & Safety (WHS) Legislation covers all workplaces in Australia. The aim of the Legislation is to ensure a safe workplace. Be mindful of this Legislation, and if you are not sure if you are complying, do not hesitate to contact the Operations Manager for advice.

## Smoking Policy

Smoking is prohibited in all parts of the Centre including lifts, toilets, delivery docks, car parks, fire stairs and plant rooms. Retailers wishing to smoke must do so outside the Centre so that a smoke free environment is maintained (10m away from Exit and Entry Doors). Visit the NSW Health website for more information: [www.health.nsw.gov.au/tobacco](http://www.health.nsw.gov.au/tobacco)

## Shopping Trolleys

Trolleys belonging to the Centre's retailers are not to be used or retained by other retailers for stock storage, rubbish removal or any other unauthorised use.

## Spruiking

Greenwood Plaza enjoys a reputation as a Centre with a pleasant, relaxed shopping environment. It is to enhance this reputation that retailer spruiking is not allowed in the Centre.

## Stocktaking

The Centre Management Office must be advised at least 24 hours in advance of a stocktake occurring in your store. Please email [info@greenwoodplaza.com.au](mailto:info@greenwoodplaza.com.au)

This allows the Centre Management office to handle customer enquiries. Signage for stocktaking must be professionally printed, and displayed clearly indicating to customers the reason for closure and the estimated re-opening time. If you are stocktaking in the evening, relevant security measures will need to be taken regarding access to and from the Centre.

## Store Rooms

Stock control is an essential aspect of a good retail business. Providing the right merchandise, in the right quantity, at the right price, and at the right time is not always easy. But it can be made easier by the use of a storage space. The Centre is able to provide this facility. We will try to accommodate your requirements in terms of size and location. Please call the Administration Manager for further information on storeroom leasing and the rates applicable.

# HOUSEKEEPING

## **Mail Boxes**

If required, the Centre provides mailboxes for retailers. Ask our Administration Manager if you wish to utilise this service. These are located on the lower ground level of the South Car Park, which is used by Australia Post for mail delivery to your business. You should check and empty your mailbox daily. The fee per annum for a mailbox is \$110 including GST. Note: Australia Post does not deliver to individual tenancies.

## **Balloons**

The use of helium balloons inside your tenancy is prohibited unless you have Centre Management approval prior. The use of balloons on sticks or as a marketing tool must also be approved by Centre Management

## **Store Signage / Ticketing**

All signage must be professionally finished. Handwritten signage of any nature is not acceptable. Should you require details of professional sign writers, the Centre Management office is able to provide you with such information. Window signage should be affixed on the inside of your windows to avoid it being damaged by passing customers. 'A-Frame' signage is strictly forbidden anywhere on the property. No signage of any kind is permitted to protrude outside your lease line or on the outside of your tenancy. This includes promotional flags, banners etc. Signage may not be displayed with "Closing Down" or any similar wording

## **Solicitation for Trade**

Solicitation for trade is not permitted unless specifically authorised by Centre Management. This means that you are not allowed to distribute pamphlets or any other advertising material without authorisation anywhere in the Centre, including the car park. No peddlers or buskers are permitted anywhere in the Centre, including car parks. Should you see any person involved in any of these activities, please contact Centre Management.

## **Food & Hairdressing retailers**

Sydney Water requires retail operators to install proper bucket traps to sinks, basins, floor wastes to retain hair and food wastes, to prevent clogging up drains and polluting water.

## **Food Exhaust Duct**

Retailers utilising exhaust ducts must engage qualified ducts/filter operators to carry out 6 monthly services to clear up exhaust hood and connecting exhaust duct and provide evidence of the maintenance.

## **Sales Figures**

Sales figures must be provided to Customer Service as per the terms of your lease. These must be supplied by the 5th of every month. Sales figures are to be supplied on the Sales Advice Form provided with your monthly rent invoice or emailed to [info@greenwoodplaza.com.au](mailto:info@greenwoodplaza.com.au).

## **VIP Nights/Extended Trade**

Retailers who are interested in holding VIP nights or wish to trade extended trading hours, must have Centre Management's approval 1 week prior to the event. Please email the Marketing Manager and Facilities Manager requesting approval. Please note that some events require extra security.

# HOUSEKEEPING

## Parking

Greenwood Plaza is easily accessible, with parking for over 200 cars. Entrance to the car park is located off the Pacific Highway. The Plaza also provides 1 hour FREE\* parking. Validation machines located around the Centre:

Metro Level - at the lift in the Fresh Food area and at the Miller St Exit opposite Greenwood Newsagency.

Plaza Level - on the column outside ThaiRiffic and at the Pacific Hwy Exit next to Cue.

\*1hr FREE only applies when you leave within the first 1hr. If you stay longer than 1hr the free parking period does not apply and you will be charged standard Wilson Parking rates for the full duration of your stay.

## Download and be rewarded!

The Greencard App gives you access to exclusive retail offers, competitions and prizes. Use points earned from simply visiting the centre and purchasing from stores to reward yourself.

## 2 Hours Free Wilson Parking Card

Receive a 2 Hours Free Wilson Parking Card if you live within 5km's of Greenwood Plaza.

How to Apply:

- Download the Greencard App via this link <http://onelink.to/greencard>
- Visit Centre Management and show the parking offer in the deals tab to staff
- Tap the redeem button and scan the QR code.

You will then be provided with a Wilson Parking Form to apply for the 2 Hours Free Wilson Parking card.

\*\$12 one-off Wilson fee applies to receive the parking card.

Eligible post codes

2059, 2060, 2061, 2062, 2063, 2064, 2065, 2088, 2089

## Car Park Rates

Monday to Friday with Validated Ticket

0 - 1 Hour FREE\* (\*once per day only)

0.0 - 0.5 Hours \$15

0.5 - 1.0 Hours \$29

1 - 2 Hours \$49

2 - 3 Hours \$59

3 + Hours \$69

Maximum daily fee charged for lost tickets.

## Saturday entry before 5pm

0 - 3 Hours FREE\* (\*once per day only)

+3 Hours \$10 (maximum to closing)

## Other Fees

Evening Entry after 6pm to closing \$5 (Monday - Friday)

Overnight surcharge \$25

Sunday Flat Rate \$10

Public Holiday \$10

## Car Park operating Hours

Monday - Wednesday: 6.00am - 1.00am

Thursday - Saturday: 7.00am - 3.00am

Sunday: 7.00am - 12midnight

Public Holidays: 10.00am - 12.00am

Wilson Car Park Contact Details: 9956 6860

Note: All prices correct at time of posting.

Greenwood Plaza accepts no responsibility for rate changes.

# POP-UP RETAIL

Greenwood Shopping Centre has a current policy for Pop-Up Retail Space that is the opportunity for businesses to rent pre-determined locations within the mall space of the Centre, on a short term basis.

## Pop-Up Space

Pop-Up Space is available to our retailers, and can provide an excellent means of boosting your sales. It is important to plan ahead, and it may be useful to co-ordinate Pop-Up Space with various promotional periods you have planned for your store.

The opportunity of Pop-Up Space allows you to:

- Increase your stores exposure
- Take advantage of common area traffic flow
- Increase your revenue

The procedure for Pop-Up Space is very straight forward and can be easily organised through Centre Management.

For further information, please contact our Pop-Up Retail Space Executive in the Centre Management office.

# POP UP

Retail Space Solutions





Site Number	Site 1	Site 2	Site 3	Site 4	Site 6	Site 7	Site 8	Site 9
<b>Power</b>	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
<b>Maximum Width x Depth</b>	2.5m x 4m	2.25m x 5m	Flyer distribution	2.25m x 3m	2.25m x 4m	2.25m x 4m	1.5m x 3m	2.5m x 2.5m



# EMERGENCY PROCEDURES



**Greenwood Plaza**  
**36 Blue St North Sydney 2060**

## IF YOU DISCOVER A FIRE.....



Contact the Fire  
Brigades / Service

# Dial 000

- Advise Centre Management or Security, if it safe to do so.
- Advise Location and any other information.
- Phone Security 0412 082 928

## BOMB THREAT PROCEDURES

- Keep calm;
- Keep the caller on the line as long as possible;
- Record exact wording of the threat;
- Listen carefully for any background noise, accents or speech mannerisms.

Report call to:

**Police 000**

DO NOT Hang Up The Phone

## EMERGENCY PROCEDURES



ON HEARING THE EVACUATION TONE

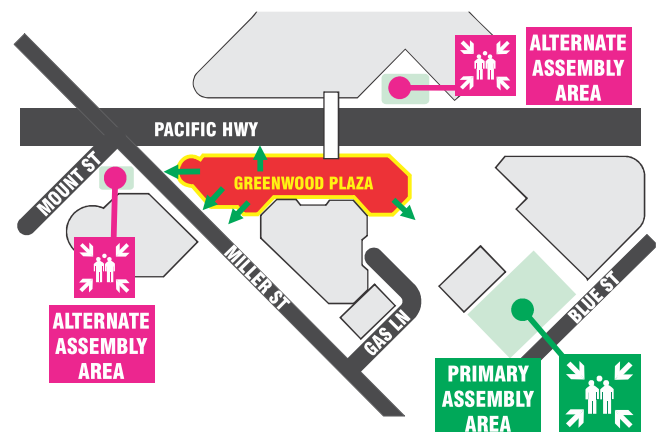
**WHOOOP...WHOOOP...WHOOOP**

Or on being instructed to evacuate by the public address system

- DO NOT use the lifts and internal stairs.
- Proceed to your external assembly area. (Refer Site Plan)
- DO NOT re-enter the building until authorised to do so by the responding Emergency Service /Chief Warden.

**ALWAYS FOLLOW THE INSTRUCTIONS**

## SITE PLAN



## EMERGENCY TELEPHONE NUMBERS



**For All  
Emergency Services**

**Dial  
000**



## APPENDIX B (HOUSE RULES FOR BUILDING WORKS)

### Greenwood Plaza/101 Miller Street - Site Information Document

#### Site Access Requirements

All Mirvac Contractors carrying out works within Greenwood Plaza and 101 Miller St are required to;  
Log on via the Contractor Management System - on arrival (located in the Security Room - B6 Loading Dock)

Please record onto the Contractor Management System the time period expected on site.

Log off via the Contractor Management System - when leaving site.

All Tenant Contractors carrying out works within Greenwood Plaza and 101 Miller St are required to;  
[Log on - on arrival](#) - via the Site Access Security Logs located in the Security Room - B6 Loading Dock

[Log off - when leaving site](#) - via the Site Access Security Logs

#### Pre-construction shopfitter requirements

- Final Design approved
- Building approval/exemption provided to Tenancy Coordination Manager
- Lease documentation and monies provided to Centre Management/Lease Administration
- Principal Contractor to complete on-line induction - MUST BE COMPLETED BEFORE COMMENCING ON SITE

<http://www.mirvacam.com.au/showFolder.asp?id=contractors&fldr=Contractor+Registration+and+Inductions>

- Fitout Bond of \$5,000 to be provided to Operations Manager in the form of a bank cheque made payable to "Mirvac Real Estate Pty Ltd".
- Shop fitter's program of works
- All services work will be managed by the lessee's nominated shopfitter using centre nominated incumbent contractors.

### Greenwood Plaza

The movement of all building materials and associated equipment is restricted to - out of Centre Operational times. Greenwood Plaza hours of operation are as listed below;

Monday -	
Wednesday & Friday	5.15am to 7.30pm
Thursday	5.15am to 8.30pm
Saturday	6.00am to 5.30pm
Sunday	The Centre does not trade (access is available for shop fitting/fit out works) Please advise Security if access is required - 24hr notice.

### 101 Miller Street

Please consult on-site Security for any movement of equipment and materials throughout the building and B6 Loading Dock.

Security Phone 0412 082 928

### Lift Car Protection

All lift cars utilised for the transporting of materials and equipment shall be suitably protected.  
Car Walls - by protective curtains fitted to the car wall areas (supplied by Security staff)  
Floors - installation of suitable protective hard sheeting or plastic sheeting as deemed by goods being transported.

## APPENDIX B (HOUSE RULES FOR BUILDING WORKS)

### General Site Requirements

All power operated equipment and associated extension leads used on site are to be tested and tagged and comply as per industry standards for construction site use.

Residual current safety switches to be used with all equipment plugged into unprotected power supplies.

All ladders used on site to comply with industry standards for construction site work.

All mall floor surfaces, dock areas, passenger and service lifts and service corridors are to be left clean, and free of all debris and dust at the completion of daily works.

The movement of building materials, shop fittings and fixtures, glazing panels, mirror panels, cabinets, appliances and the like through the mall areas and general public thoroughfares, is restricted to out of trade hours only.

All building materials and building waste materials are to be removed from site at the completion of works.

The onsite waste facilities (garbage & cardboard compactors) are not to be used for disposal of any materials or building waste.

The onsite mobile waste bins (240ltr, 660ltr & 1100ltr) are not to be utilised for the disposal of, or transporting of building waste, the transporting of goods and materials, or for the disposal of "wet trade" building materials, cement, cement slurry, concrete, tile adhesives, tiles and the like.

### Installed Services by Shop Fitter

All penetrations and core holes installed through structural floors, are required to be sealed, to prevent water egress to levels below.

The method of sealing will be appropriate to the finish, and usage of the installed tenancy requirements, and shall be installed as per industry standard.

All drainage penetrations through floor slabs to have fire stop collars installed, or fire rated as per code requirements.

### Wet Areas

All fit outs incorporating wet areas in their tenancy design are required to install a suitable waterproof floor membrane.

Fit outs incorporating wet areas are to ensure that any building joints, expansion joints, obsolete penetrations, obsolete filled core hole penetrations and the like that are present within the tenancy floor area, are to be treated with a suitable membrane application to prevent water egress to the floor levels below.

All redundant open core holes present in the tenancy slab are to be filled by structurally appropriate means, and are to be treated with a suitable membrane application to prevent water egress to the floor levels below.

Any installed or existing drainage points associated with the tenancy fit out, are to be protected from all debris or slurry contamination during the fit out process.

## APPENDIX B (HOUSE RULES FOR BUILDING WORKS)

### **Trade Waste and Sewer Connections Points - Foundation Located**

Any critical building sewer and trade waste line connection points, installed within "foundation poured" slabs and not in use will be suitably capped & sealed, and left in a manner as to allow for future connection by incoming tenants.

### **Tenancy Located Services Inspection Points and Clear Out Points**

Suitable access is to be provided in the shop fit-out design for any tenancy that contains any of the following Base Building services;

- Building services 'in floor' inspection pits
- Building hydraulics 'in floor' transition pits
- Building hydraulics clear out points
- Any designated building services entry points
- Any services cupboards and the like located within the tenancy
- Access to any designated building services maintenance points

### **Required Access Provisions for Existing & Introduced Tenancy Services**

The location of required services access panels is to be co-ordinated with the Mirvac Facilities Manager, relevant base building service providers, and the fit out contractor at commencement of fit out.

Suitable means of access is required for the following services, if they are installed within or adjacent to the tenancy leased area.

**Air conditioning Package Units** - Suitable access panels are to be provided to allow maintenance and servicing of the installed a/c package unit/s within the tenancy. Three to four access points are required to meet the access needs

**Air conditioning Filters** - Monthly filter maintenance will require an access point per installed unit to complete this task. Location of the panels is to be co-ordinated with the base building contractor.

### **Air conditioning Condensate Drain Point** -

Suitable access is to be provided to this assembly to allow inspection and maintenance as required.

**Electrical Supply Tee Off Box** - Suitable access is to be provided with in the tenancy ceiling to maintain the fused links feeding the tenancy switchboard.

**Water Supply Shut Off Point** - Suitable access is to be provided with in the tenancy ceiling/wall area to allow emergency shutdown to the installed tenancy plumbing.

**Gas Shut Off Point** - Suitable access is to be provided with in the tenancy ceiling/wall area to allow emergency shutdown to the installed tenancy gas supply.

### **Security**

Access to site of all contractors is strictly via notification to the onsite Security team only.

**Note: Under no circumstances are any contractors, delivered materials or delivered plant allowed access onto site after hours, without prior notification to the Security staff on site.**

Any breach of this condition will result in the shutdown of the work site.

Out of Hours Access (Building is secured by electronic surveillance and alarm systems)

### **Notifications**

Security is to be provided with 24 hour notice for any of the following;

- Hot Works
- Services shutdowns (gas, electricity, water)
- Fire system isolations - smoke detection, sprinkler and hydrant hose reels.
- Any delivery that may cause possible disruption to the normal day to day operation of the site.

## APPENDIX B (HOUSE RULES FOR BUILDING WORKS)

### **Dock Height Restrictions**

Dock 3 (entry via MacDonald Lane off Blue St)  
(This dock serves Greenwood Plaza)

Height - 3.4 metres

Loading Bays available - 3 only

Dock 6 (entry via Gas Lane off Miller St) (This dock serves 101 Miller Street)

Height - 3.1 metres

### **Dock Parking**

Please Note; No parking is available in dock areas during the course of normal operating hours.

Minimal parking is available in loading dock areas after hours only. Parking availability will be at the discretion of Greenwood Security.

**Note - All dock areas are managed by Greenwood Security.**

Please contact Security prior to arrival on site, to confirm parking availability.

Contact; Security Site - 0412 082 928

### **Movement of Equipment & Materials in Dock Areas**

The delivery of materials and shop fittings into the Loading Docks is restricted to out of normal dock operating hours. Exceptions to this instruction will require prior approval of Management.

Security and Management will require 24 hour notice relating to delivery of any mobile or stationary plant e.g. boom or scissor lifts, forklifts or any motorised plant.

Please Note - Loading Dock areas are not to be used for the storage of any equipment, shop fitting or building materials.

### **Dock Presentation**

Dock areas are required to be left clear and clean of all plant & equipment and materials prior to commencement of normal Dock operating times.

Dock areas are not to be used by any wet trades to dry batch or wet mix any materials.

Dock floor surfaces are to be left clean and dry of all building product residues and liquids that may cause a hazard to pedestrian or vehicular traffic.

### **Waste Compactors - Dock 3**

Vehicle access paths for the General Waste Compactor and the Cardboard Compactor (both located in Dock 3) are to remain clear at all times for routine nightly pickups.

### **Parking**

Car Park Height restriction is 2.1 metres.

The public parking station associated with the complex is managed by Wilson Parking.

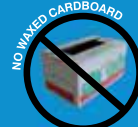
Normal parking rates apply.

## APPENDIX C (WASTE MANAGEMENT HIERARCHY)

### PAPER & CARDBOARD



- Newspaper, junk mail & magazines
- Office, computer paper & envelopes
- Cereal & food boxes
- Telephone books
- Cardboard



### MIXED RECYCLING



- Aluminium cans
- Plastic milk & juice containers
- Plastic soft drink & water bottles
- Glass bottles & jars
- Steel cans
- Clean plastic lunch containers



### GENERAL WASTE



- Plastic Bags
- Ceramics
- Polystyrene
- Window Glass, Mirror & Pyrex
- Dirty Lunch Containers



## APPENDIX D (PULPMASTER)

### Recycling Food Waste with the Pulpmaster Titan

#### What you CAN put into your Pulpmaster Food Waste Bin?

- ✓ All food scraps and plate scrapings
- ✓ Fruit and Vegetables
- ✓ Rice and Pasta
- ✓ Coffee Grinds and Tea Bags
- ✓ Peels and Rinds
- ✓ Dairy Foods
- ✓ Meats
- ✓ Chicken Cooked and Chicken Bones
- ✓ Small quantities of organic liquids (milk and juices)
- ✓ Oyster Shells and Coconuts



#### What you CANNOT put into your Pulpmaster Food Waste Bin?

- ✗ No plastics – including glad wrap, plastic bottle tops, containers, plastic cutlery, straws
- ✗ No metal – including foil, stainless cutlery, bottle tops and tins
- ✗ No crockery or glass
- ✗ No Large Bones such as Stock Bones and Ribs



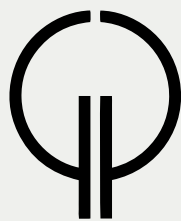
#### What is the Pulpmaster Food Waste Recycling Program?

The Pulpmaster food waste recycling program focusses on the collection of food waste to manage waste costs and also ensure better environmental outcome.

#### What is involved in the Pulpmaster Food Waste Collection and where does it go?

The food waste collected using Pulpmaster 80L bins. The 80L Sulo bin is then taken for processing into the Pulpmaster Titan Machine.





**GREENWOOD**  
PLAZA