Melbourne Airport Terminal Operations Manual

Information & Procedures
for Retailers

Welcome to Melbourne Airport

An astounding 37.5 million people pass through our airport every year, a number which is set to rise to 75 million by 2042. Three times bigger than Sydney, we are predicted to be one of the world's busiest airports.

Stewards to an extraordinary mix of travellers, we need to plan for their every need and want, ensuring that their journeys are efficient, delightful and inspiring. Our goal is to be an airport that Melbourne can be proud of, which is indeed a team effort.

This operations manual has been produced to provide Retailers, and your employees working at Melbourne Airport, with information about the workplace and its surrounds. More than 20,000 people work at Melbourne Airport, ensuring that the curfew free 24/7 operation runs smoothly.

The whole airport estate covers Domestic Terminals, T1, T3 and T4 and the International Terminal, T2, the cargo estate, property precinct and over 28,000 car park spaces in the Ground Transport area. The terminal precinct exists under the same roof, offering very convenient transit facilities for our passengers and significant operational benefits for all Retailers.

This information has been designed to help you while working in the International Terminal (T2) and Domestic Terminals (T1, T3 and T4). The information contained covers security and safety, what to do in an emergency, and details about staff amenities. Information will change from time to time and updates will be periodically provided.

For information outside of what is provided in this manual, please visit our website www.melbourneairport.com.au.

This information has been designed to assist you while working at Melbourne Airport

Contents

01

Safety

All Retailers must align with Melbourne Airport's commitment to providing a safe working environment. Please refer to the link below and the following Safety Policy chapter.

Safety and Induction >

APAC Safety Policy

AUSTRALIA PACIFIC AIRPORTS CORPORATION

Australia Pacific Airports Corporation (APAC) recognises its moral and legal responsibility to provide safe airports. In order to achieve this, we aim to maintain the highest practicable levels of safety in everything we do.

At APAC, we believe that our purpose is to create connections that matter whilst our vision is to be Australia's favourite airport destination. Neither of these are possible without creating and maintaining a safe workplace for our staff and a safe airport for our travellers. We achieve this by living our values:
- Be You – We cecebrate diversity and earn the trust of our stakeholders by acting with integrity.
- Think Big – We are visionary, with the courage to innovate and achieve our goals.
- Own It – We are results driven, make savvy decisions ad take responsibility for our actions.
- Work Together – We work together and communicate openly to achieve shared goals.

The APAC Senior Leadership Team will provide the necessary focus and resources to ensure:
- The achievement of a positive safety culture that encourages mutual trust and open reporting of safety issues
- Safe work environments and public areas
- Safe plant and equipment
- Safe systems of work
- Hazards and OHS risks are eliminated or reduced as low as reasonably practicable
- Effective consultation and communication on safety matters
- Adequate instruction, training and supervision to ensure safe operations
- The APAC Safety Management System (SMS) is implemented, continuously improved and integrated with other APAC management systems.

All Managers are required to establish clear safety objectives for each part of the business and to set measurable targets in order to monitor progress of our safety efforts.

Our safety commitment extends to ensuring that our operations do not place the airport community at unnecessary risk of injury, illness or property damage.

We expect all our people to help us maintain safe operations by:
- Recognising that personal behaviour is fundamental to the achievement of positive safety outcomes
- Escalating any safety concerns immediately to their respective supervisor
- Working safely and only undertaking tasks they are trained and authorised to carry out
- Understanding and implementing our SMS
- Report any safety issues
- Remaining vigilant about safety at all times
- Complying with current legislation.

We will consult with all our stakeholders in our efforts to continually improve the level of safety and compliance with all work health and safety laws and requirements.

We will acknowledge that there is no task or activity so critical that safety should be compromised. Safety will never be compromised for operations or cost.

Approved by:

Lorie Argus
Chief Executive Officer

Date: 20 July 2022

APAC Safety Policy	Version 4	Approved Date: 20 July 2022
APAC-WHS-PO-01		Approved by: L Argus

1.1   The Melbourne Airport Safety and Environment Induction

The Melbourne Airport Safety and Environment Induction (the Induction) provides general information on how to work safely within the Airport Precinct. It does not cover all risks and personnel are still responsible for conducting task/site specific risk assessments prior to commencing work.

The purpose of the Induction is to ensure Melbourne Airport complies with legislative obligations under the Occupational Health and Safety Act 2004 (OHS Act) and Environment Protection Act 2017 which is to provide persons with information on known risks within the Airport Precinct so that they can incorporate this into their task/site specific risk assessments.

Everyone working at the Airport has a shared responsibility to take reasonable care to ensure that their own actions, and the action of workers under their management and control, do not put themselves or others at risk.

Employers are to ensure that all employees, including any Contractors or Sub-Contractors, have completed the Induction. Employers are to provide assurance by email to the Melbourne Airport Safety Team that the induction has been completed.

The Induction is valid for 2 years and employers are responsible for ensuring employee, Contractors and Sub-Contractors are re-inducted as required and providing annual assurance to APAM on 30 June each subsequent year.

Safety and Induction   >

1.2   Personal Protective Equipment

All employees must wear the correct Personal Protective Equipment (PPE) when Airside, in construction zones and other areas where required. Employees must only walk on designated walkways.

PPE may include:

- High visibility vests (yellow with reflectors) - Mandatory
- Hearing protection - Must be carried
- Steel-capped protective footwear
- Long sleeves and long pants
- Protective glasses

1.3   Safe Work Method Statements

A Safe Work Method Statement (SWMS) or Job Safety Analysis (JSA) may be required for some tasks and must be made available for inspection on request. Please check with your Melbourne Airport contact.

1.4   Chemicals and Hazardous Substances

A Safety Data Sheet and a Chemicals Work Procedure must be obtained for all chemicals used in the workplace. These documents must be up-to-date, accessible to all staff, and kept in a visible location. It is the responsibility of each Retailer to arrange bins for their prescribed waste (empty oil and chemical bins).

Retailers must provide spill control equipment or spill kits and are responsible for cleaning minor spills classified as non-toxic type chemicals up to 100 litres. Spills over 5 litres, or where foreign materials end up in a drain, must be reported to the Integrated Operations Centre (IOC) on **9297 1601**.

A major spill, which is a non-toxic spill over 100 litres or a toxic spill, must also be reported to the IOC on the number above.

In the event of a HAZCHEM spill, response and clean-up will be determined by information provided in the Safety Data Sheet of the chemical.

1.5   Reporting a Hazard or Fault

What is a Hazard?

A hazard refers to the possibility of causing harm or negative consequences. This can include harm to individuals in the form of health issues, damage to organisations such as property or equipment losses, or harm to the environment.

What is a Fault?

A fault is a defect in a device or component, for example: elevator or escalator malfunction or any other maintenance issues.

If you notice a hazard or a fault at Melbourne Airport, report it immediately to our faults line on **9297 1001**.

Let's create a
great experience
for our customers

**If you notice that
something needs to be:**

☑ Cleaned
☑ Fixed/repaired

Log-a-job

MELBOURNE AIRPORT

How to log-a-job?

For a
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**

For an
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.

📞 **9297 1001**

MELBOURNE AIRPORT

1.6 Reporting Safety Incidents

Incidents must always be reported within 24 hours and if an investigation is required, must be completed within 5 days of the incident.

What is a Safety Incident?

A Safety Incident is an unplanned and undesired event that disrupts normal operations and could have or did cause harm to people. Safety incidents are invariably undesirable and unforeseen, such as instances where staff or passengers may trip or slip, or situations that can be prevented through diligent care, maintenance, and vigilant housekeeping practices.

If you notice a safety incident at Melbourne Airport, report it immediately using the link below.

Report Incident >

In the case of a spill, if you cannot clean up or protect the spill yourself, you are required to stay at the site until a cleaner arrives.

TIMELY INCIDENT REPORTING

Alert Summary

A reminder to staff and contractors that all incidents and potential incidents, regardless of the severity, must always be reported ASAP or within the same shift.

Incidents can be reported to the APAM contract Manager, Project Manager, or to the Safety Team.

We practice a no blame approach to safety and recognise trust as the key predictor of our safety culture.

Definition of an Incident: An event that caused injury, impact or damage to people, the environment, plant or infrastructure, or resulted in a breach of Safety, security or environmental legislation.
Definition of a Potential Incident: An unplanned event or unsafe act that could have caused injury, impact or damage to people, the environment, plant or infrastructure but due to the circumstances, did not (commonly known as a Near Miss).

Risk

Failing to report an incident could result in:
- Compromising the safety of others.
- Failure to mitigate risks and hazards present therefore putting others at risk.
- Failure to manage an injury appropriately, potentially resulting in further injury or limiting capacity to work.
- Missing opportunities to seek improvements in work practices.

Recommendations

All staff and contractors are reminded that:

- Incidents are reported immediately or within the same shift, regardless of severity.
- Incidents are reported to the APAM contract Manager, Project Manager, or to the Safety Team.
- Safety at APAM is something that can be discussed, investigated and explored without blame or risk of penalty.
- Staff have the approval and support of the Senior Leadership Team

Issue Date: tbc   APAC-SMS-FRM-XXX Safety Alert

Timely Incident Reporting Alert >

1.7   Safety Inspections

A Retail store Safety Inspection is an assurance that every aspect of the store has been checked. It also ensures that the workplace is safe for employees and customers. Inspections are conducted randomly throughout the year.

Refer to the Retail Safety Inspection Checklist for a list of inspection items.

Retail Safety Inspection Checklist ❯

1.8   Fire Safety

In the event of a real fire, or a false alarm, please take note of where all fire equipment is kept and the procedures that need to take place.

1.8.1   Fire Equipment

Fire extinguishers are located in each terminal. Melbourne Airport maintains these fire extinguishers under Australian Standard AS 1851 Maintenance of Fire Protection Systems and Equipment.

Retailers are required to provide a fire extinguisher and fire blanket (for cooking appliances) at their sites. These must be kept in an easily accessible location with relevant signage. This equipment must not be obstructed at any time. It is the responsibility of the Retailers to maintain this fire safety equipment to Australian Standard AS 1851 Maintenance of Fire Protection Systems and Equipment.

If you use an extinguisher or blanket, it must be replaced and a new maintenance tag attached by a qualified Fire Services provider. An incident report must be submitted to your Melbourne Airport contact.

1.8.2   Wardens

A Warden must be on duty at all times to assist workers and visitors and ensure that your designated area is cleared if a fire alarm is activated. Warden training is provided by Melbourne Airport free of charge.

1.8.3   Warden Training

We encourage all Retail staff to undertake warden training so they can understand how to respond to an evacuation or emergency. Having the skills to make a difference in an emergency is not only rewarding but can save lives.

Great reasons to become a warden:

- Upskill and learn skills that may save lives
- Help to keep others safe
- Receive free training provided by experts in the field
- Take responsibility for your own safety in the workplace

Back to Contents

How to book in for warden training

Retailers can book available sessions via their Airdat account. If you don't have an Airdat account, or sessions are full, email LearningandDevelopment@melair.com.au, and the APAM learning and development team can provide further assistance with booking.

Warden training

During the warden training staff will learn the following:

- The structure, roles and responsibilities of the Emergency Controls Organisation (including wardens)
- The basic principles of building safety systems including the performance of the building and its installations during a fire or other emergency
- The role of Emergency Services
- Evacuation and lock-down procedures
- Implementing the appropriate procedures for various emergency situations (fire, bomb threat, armed intruders, medical emergency, natural internal and external man-made disasters, etc)
- The process required for the safeguarding of endangered people, and occupants and visitors with disabilities
- Familiarisation with warden equipment at Area Control Points

1.8.4   Detecting Smoke or Fire

If you detect smoke or fire, alert Fire Services by:

- Using one of the red Break Glass fire alarms
- Calling the Integration Operations Centre (IOC) on **9297 1601**

If you hear the fire alarm (beep, beep, beep) do exactly as directed by the Fire Warden.

If you hear the evacuation tone (whoop, whoop, whoop) you must leave in an orderly way via the nearest emergency exit.

Everyone should then move to the safety of the Evacuation Assembly Point (EAP).
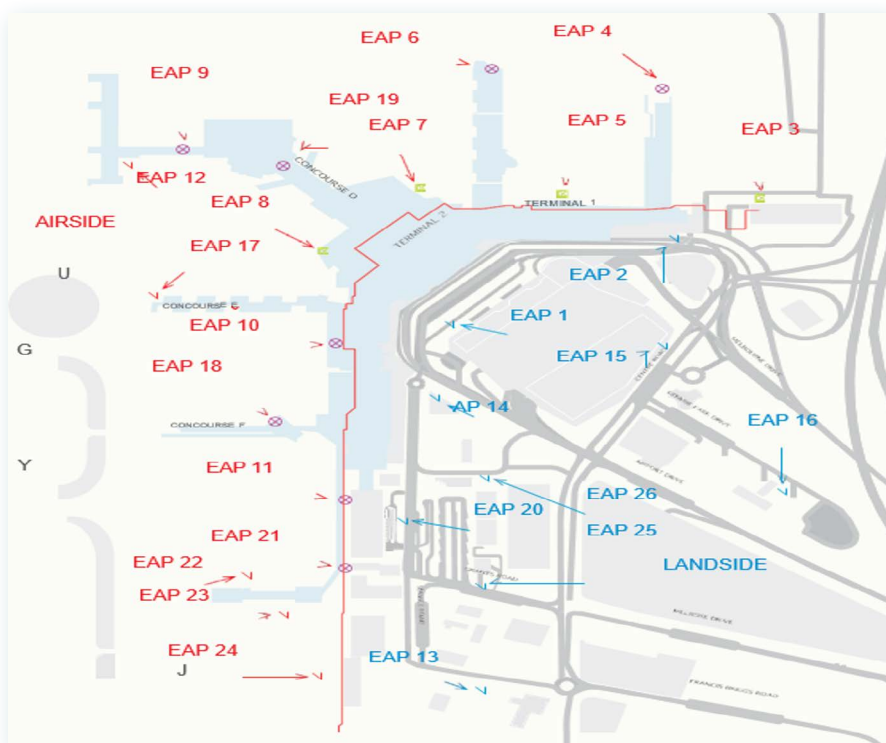
1.8.5   Fire Incidents

Ensure all workers in leased areas are trained in fire response. In the event of an actual fire:

- If safe to do so and have been trained in fire suppression, attempt to put the fire out using the portable fire safety equipment within your workplace. Never put yourself at risk.
- The Chief Fire Warden and firefighters will attend the site to assess, make safe and reset the fire alarm system.
- Replace fire safety equipment used.

> *An incident report must be provided to your Melbourne Airport contact.*

If your workplace is required to close during the clean-up, your Melbourne Airport contact will guide you through the actions and approvals required to reopen.

Please note that further investigation of the cause of the fire may be required.

If the fire is a false alarm, you may not even be aware until the Airport Duty Manager or firefighters arrive at your workplace.

The firefighters will investigate the cause of the alarm and when confirmed safe, reset the fire alarm system.

False alarms caused by a staff member require an incident report to be provided to your Melbourne Airport contact. Continued false alarms may incur charges.

An incident report must be sent to your Melbourne Airport contact.

Refer to 1.6 to report an incident.

Timely Incident Reporting Alert >

1.8.6   Terminal Evacuation Plans

Emergency evacuation plans are displayed throughout the terminal (typically located in Warden Intercommunications Point (WIP) cupboards) and workplaces with information relevant to where you are located.

Familiarise yourself with these plans and if there is not an evacuation plan in your zone, please notify your Melbourne Airport contact.

1.8.7   Fire Sprinkler System

If the fire sprinkler system is activated, the fire alarm will also be activated and the area will be evacuated. Fire Services will need to replace sprinklers and re-establish fire protection.

Electricity will need to be isolated while the site is established as being safe, and electrical equipment may be required to be re-tested and tagged if water affected.

If in a Retail area, Melbourne Airport approvals will be required prior to a Retail outlet being able to reopen for trade.

1.8.8   Commercial Kitchens

For food and beverage stores with commercial kitchens, there will be dedicated fire suppression systems for the kitchen hood and exhaust duct. It is up to the Retailer to ensure maintenance and cleaning is carried out to Melbourne Airport standards.

When isolating Fire Safety Systems and Hot Works, please ensure compliance to Melbourne Airport's Fire Impairment and Hot Work Permit application approved process.

MELBOURNE AIRPORT

MELBOURNE AIRPORT - FIRE SAFETY GUIDELINE   **FSG05**

FIRE PROTECTION IMPAIRMENT & HOT WORKS PERMIT PROCEDURES

All fire impairments required at Melbourne Airport facilities are subject to the APAM Fire Protection Impairment & Hot Works Permit Procedures.

All fire impairment requests are processed by the Melbourne Airport Fire Impairments team. Approved isolations will be performed by the relevant Melbourne Airport service provider at the times nominated on the Red Tag Permit.

IMPAIRMENT & HOT WORK PERMIT PROCESS

- Applicant emails a completed Fire Impairment & Hot Work Permit Application Form to fire.impairments@melair.com.au. **A minimum, of 48 hours' notice is required (Business Hours) from the submission of a <u>compliant application.</u>**

- Applicants <u>MUST</u> attach a plan to each impairment application with the extent of areas to be isolated clearly defined. <u>Plans can be obtained from your APAM contact or project manager.</u>

- Applicants <u>MUST</u> provide a detailed description of works

- Applicants <u>MUST</u> provide accurate site contact details to ensure representative can be contacted if required

- Application duration must <u>NOT</u> exceed 7 days. All dates must be stipulated individually to avoid public holiday, weekends, and dual system isolation clashes.

- The Melbourne Airport Impairments Team will process each application. Any applications that do not comply with the above will be rejected and the applicant will be notified via email. A new application will need to be submitted complying with the above, including the notice period.

- If a change to an existing RED TAG PERMIT is needed, the applicant will be required to cancel the existing RED TAG PERMIT and apply for a new permit.

- Cancellations within 48 hours notice of an approved Red Tag may incur a charge

- Compliant applications will be assessed and approved or rejected by Melbourne Airport Fire Safety Assets Manager. Once approved, no amendments, alterations or additions will apply

- A copy of the approved RED TAG PERMIT will be emailed to the applicant and Airport stakeholders

- Impairments will be performed at the times detailed on the RED TAG PERMIT

- When wet fire impairments are performed by applicants (via an approved wet fire contractor), the RED TAG PERMIT shall be "signed on" and displayed at the control valve prior to the impairment and **"signed off"** following reinstatement of the system by the applicant. On completion of the impairment, the completed RED TAG PERMIT **shall be** forwarded to fire.impairments@melair.com.au

- Isolations or de-isolations that are required outside normal hours are chargeable (see table 1 below). Charges are to be paid to the relevant service provider.

Issue No: 08 - 2022	Fire Safety Guideline
	Page 1 of 3
	Impairment Procedures

Fire Safety Guidelines >

- Detection and fire sprinklers are not permitted to be isolated simultaneously, nor fire sprinklers and fire hydrants

VALVE ISOLATION APPLICATION

- Any isolations of Melbourne Airport civil water supply network may affect fire services such as fire hydrants, hose reels and sprinkler supply water.
- Where an isolation of the water supply network is required, valve isolations are subject to the approval of Melbourne Airport and all valve isolations are required to be completed by Melbourne Airport's nominated service provider.
- The valve application process and form can be obtained on Melbourne Airport Online.
- Where a water supply valve isolation is required and the isolation will impact fire services, the works will require both a valve isolation application and a fire impairment application. The fire impairment application for such works must include an approved valve isolation permit as part of the request. i.e. the valve isolation application process shall be completed first, with the approved documentation submitted as part of the fire impairment application.

HOT WORK PERMITS

- Refer to above application process and as follows:
- Applicants **MUST** provide a detailed description of proposed Hot Works to be carried out. Further information may be requested before approval i.e., Safe Work Method Statement, or alternatives to performing Hot Works
- Hot Works deemed as an unacceptable risk will be denied

EXAMPLES OF SYSTEMS

Fire protection systems forming part of this required procedure include the following:
- Smoke and thermal detectors
- Automatic sprinkler systems
- Electric or diesel fire pumps
- Water supply mains
- Fire mains, fire hydrants and fire hose reels
- Fire indication panels/alarms
- Smoke exhaust systems including relevant air handling units
- Emergency warning and communication systems
- Gas suppression systems
- Passive protection such as fire doors, walls, and smoke baffles

> **Applicants that do not have an active account with the relevant service provider performing the isolation will be required to pay the impairment charges _prior to_ commencement of the isolation**

Issue No: 08 - 2022	Fire Safety Guideline
	Page 2 of 3
	Impairment Procedures

Table 1

FIRE IMPAIRMENT CHARGES			
Terminals 1, 2, 3 & 4			
Isolation / De-isolation time		Isolation / De-isolation Charges (ex GST)	
Monday to Friday	07:00 to 07:30	Non-Chargeable	
	15:30 to 16:00		
	7:30 to 15:30	$115.00	Chargeable per nominated time on Red Tag Permit for **either** isolation or de-isolation
	06:00 to 07:00	$172.00	
	16:00 to 17:00		
	17:00 to 06:00	$345.00	
Weekends / Public Holidays			

Back to Contents

MELBOURNE AIRPORT

Fire Protection System Impairment Application Form

Minimum 48 business hours' notice required

Type of Work	**Approvers Name (Project manager, Sponsor)**
☐ APAM project work ☐ Third party project work ☐ APAM maintenance ☐ **HOT WORKS**	

System to be Impaired		**Valve / Zone Number**
☐ Sprinkler System ☐ Fire Pump ☐ Fire Hydrant ☐ Fire Hose Real ☐ Detection System	☐ Gas/Suppression ☐ Smoke Control System ☐ Passive Fire Protection ☐ Water Supply Mains ☐ EWIS	

Name of Project

Company Name

Applicants Name	Contact Details
Contractor performing work for (Fire System modifications / installation)	Name
	Contact Details

Description of Work

Impairment Location (Location plan must be provided)   ☐ Confirm location plan has been provided with this application

Proposed Impairment or Hot Works Dates and Times,

Isolation Date	Isolation Time	De-isolation Date	De-isolation Time	Comments

All Impairment requests and enquiries must be emailed to **fire.impairments@melair.com.au**

NOTE: Dual isolations of Sprinklers/Wet Systems and Detection are not permitted. Applications are evaluated by risk and processed accordingly.

F2480EV SF Ops 11/02

Fire Protection System Impairment Application Form >

02

Security

It is important that, as a staff member at Melbourne Airport, you understand the Security and Safety environment of your workplace. Regardless of your role, it is essential that we work together to keep our Airport safe and secure.

2.1   General Security Awareness

To enter access-controlled areas of the Airport, you must swipe your Aviation Security Identification Card (ASIC) on each door you pass through.

When entering these areas, please ensure all doors close securely behind you. Do not tailgate other staff members or use your ASIC/Access card to swipe other staff into an Access Controlled Area, unless you are escorting someone with a Visitor Pass. It is expected that you are vigilant for others who may tailgate you. If you suspect an unauthorised access, call the IOC on **9297 1601**.

2.2   Security and Staff Screening Process

There are three legislated security areas at the airport. Sterile Area, Security Restricted Area (SRA) and Airside.

To enter the SRA, staff and visitors must wear appropriate Personal Protective Equipment (PPE) and present their ASIC or Visitor Pass along with any belongings, for inspection by the guard. Visitor Pass holders must carry valid photo ID and be escorted by a red ASIC holder at all times.

Staff entering the SRA must have:

- A legitimate operational need
- A valid red ASIC or Visitor Pass and be escorted by a red ASIC Holder
- Subject themselves and their belongings to the legislated screening process
- Refusal to any of those may result in a 24-hour ban from entering the SRA
- Staff refusing to undergo any security screening process will be refused entry

MELBOURNE AIRPORT
ON Air : SECURITY UPDATE

Entry Requirements for Airport Security Zones

Melbourne Airport has several different levels of regulated security zones; both landside and airside. The conditions of entry to these areas are prescribed under the *Aviation Transport Security Act 2004* and the *Aviation Transport Security Regulations 2005 (ATSR)*.

It is a legislative requirement to comply with The Act and Regulations in all security zones at the airport. This includes the Landside Security Zone and Airside Security Zones.

Regulatory Signage

WARNING! Sterile area	WARNING! Security restricted area	WARNING! Airside area
Unauthorised entry prohibited. Maximum penalty exceeds $5,000. Unauthorised possession of weapons or prohibited items prohibited. Maximum penalty exceeds $10,000.	Unauthorised entry prohibited. Maximum penalty exceeds $5,000. Unauthorised possession of weapons prohibited. Maximum penalty exceeds $10,000.	Unauthorised entry prohibited. Maximum penalty exceeds $5,000. Unauthorised possession of weapons prohibited. Maximum penalty exceeds $10,000.

Landside Security Zone

Sterile area

All persons entering a Sterile area must be screened to sterile area standards. You must enter the Landside Security Zone via a security screening point. This includes:

- passenger screening
- staff and goods screening

A person who refuses to undergo a screening procedure will not be allowed through the screening point
NB: A Sterile area is a landside security zone NOT Airside.

Airside Security Zones

Security Restricted Area (SRA)

All persons accessing the SRA must be screened to SRA standards before being allowed to enter. This includes:

- Tier 1 - a face to ASIC check and randomisation into one of the tiers below:
- Tier 2 - explosive trace detection (ETD) Test
- Tier 3
    - bag check
    - ETD
    - screening of personal items through X-ray lane
    - cleared via Walk Through Metal Detector (WTMD) or a Hand Held Metal Detector (HHMD);
      before being allowed to enter

Security Zone Entry Requirements >

2.3   Criminal Acts / Suspicious Behaviour

All criminal acts including shoplifting and theft must be reported to the IOC on **9297 1601** or the Australian Federal Police (AFP) 131 AFP.

2.4   Unattended Baggage

Please report any unattended baggage to the IOC on **9297 1601**.

2.5   Terminal Evacuation

In the event of a terminal evacuation, Melbourne Airport staff and/or emergency wardens will direct you. Unless directed to evacuate immediately, secure your workplace and move to the evacuation assembly point. During an evacuation, staff may be asked to help passengers.

2.6   Drugs and Alcohol

Staff may be subjected to random drug and alcohol testing while working at Melbourne Airport under the Drug and Alcohol Management Plan.

Please ask your Melbourne Airport contact for a copy of this plan if you wish to review it.

Evacuation Information

This information sheet must be easily accessible in all Retail outlets at Melbourne Airport. Please ensure all staff are familiar with the Airport evacuation procedure.

If you see a blue strobe light flashing, **go to the nearest WIP cupboard.**
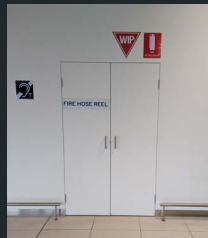
Pick up the WIP phone. The line will automatically connect to the Airport Coordination Centre.

Follow instructions.

If directed to evacuate, go back to your store (if safe to do so) and direct all staff and customers to **follow the green running man signs to the nearest evacuation assembly point (EAP).**

Once at the evacuation assembly point, **advise Fire Service of any missing staff members.**

MELBOURNE AIRPORT

2.7 Sharps

All employees of Retailers who hold an ASIC and work in the Sterile area have a responsibility for ensuring the security of all prohibited items/sharps that are delivered and installed to your site. This includes taking reasonable precautions to maintain control of the items at all times through the use of tethers, lockable storage and responsible handling. It is your responsibility to report any lost, damaged or unwanted sharps. Failure to do the above may result in compliance action taken against the ASIC holder/s who are employed at the relevant site.

Do not throw out broken sharps. Broken sharps must be removed by Melbourne Airport, Airport Security or Airport Maintenance staff. Secure broken sharps in a lockable drawer or cupboard then follow usual process to request replacement. Broken sharps will be removed by maintenance when new ones are brought to the store. If a broken sharp cannot be safely secured, contact the Melbourne Airport Duty Manager on 9297 1844 to remove it.

All Retail sites located in the Sterile Area are required to display a Green Card which lists sharps that are kept in store. All sharps must be approved by APAM Retail. If you require sharps to be brought through security you must drop them at APAM Corporate Office (T4) along with a completed Sharps Retailer Request Form. APAM Retail will arrange for the items to be taken through security by a third party (Programmed).

Inspections and audits are conducted on a random basis by members of Melbourne Airport and Airport Security with findings reported and recorded for compliance purposes.

APAM Corporate Office (T4) map

DIRECTIONS TO MELBOURNE AIRPORT MANAGEMENT OFFICE

FROM GROUND FLOOR, TERMINAL 4

1. Make your way up to Level 1 via escalator or lift located between the Jetstar check-in and baggage claim area.
2. Walk past security (do not go through security screening).
3. Turn left and walk into the Melbourne Airport management office foyer.
4. From the foyer, please take the lift or escalator up to Level 2 to the main reception.
5. Once in reception please speak to the reception team.

FROM T3 VIRGIN WALKWAY

1. Come down stairs or lift and turn immediately right after the bathrooms and before the security screening.
2. Walk into the Melbourne Airport management office foyer.
3. From the foyer, please take the lift or escalator up to Level 2 to the main reception.
4. Once in reception please speak to the reception team.

MELBOURNE AIRPORT
www.melbourneairport.com.au
General Enquiries +61 3 9297 1600

Green Card

MELBOURNE AIRPORT

APPROVED SHARPS FOR RETAILER

Approved Sharps

List of sharps

Location

Location

Security of Sharps

- Sharps to be secured in a cupboard or drawer when not in use.
- Sharps to be securely locked away when store is closed.
- Melbourne Airport and ISS Security staff will undertake random audits.

Shereen Elsebai , Retail Operations 0419 233 257

MELBOURNE AIRPORT

If Sharps Go Missing

Contact Melbourne Airport Duty Manager 9297 1844 immediately.

To Report Broken Sharps

Do not throw out broken sharps. Broken sharps must be removed by Melbourne Airport, ISS Security or Airport Maintenance staff.

Secure broken sharps in a lockable drawer or cupboard then follow usual process to request replacement. Broken sharps will be removed by maintenance when new ones are brought to the store.

If broken sharp cannot be safely secured contact **Melbourne Airport Duty Manager 9297 1844** to remove it.

To Request New or Replacement Sharps

Refer to your Retailing at Melbourne Airport Information Sheet on Sharps. Visit www.melbourneairport.com.au/retailing

Written request and sharps to be dropped off at Melbourne Airport Reception, Level 2, Terminal 2. Once approved Melbourne Airport or Maintenance staff will bring the sharps through to your store and secure them.

Do not throw out the sharps you wish to replace. All sharps must be removed by Melbourne Airport, ISS Security or Airport Maintenance staff.

To Request Replacement Tethers

If your tether breaks, secure sharp in a lockable drawer or cupboard and contact **Airport Maintenance 1300 659 024** to request a replacement.

If your tether becomes loose or frays call **Airport Maintenance 1300 659 024** to request a new tether.

Green Card >

PLEASE COMPLETE BELOW, COPY ONTO YOUR COMPANY LETTERHEAD
AND DROP OFF AT MELBOURNE AIRPORT MANAGEMENT, T4, LEVEL 2,
WITH ITEMS REQUIRED FOR YOUR STORE

Date: …………………………………………………………………..

Melbourne Airport Retail Department
Attn: Retail Operations
Level 2 Terminal 4
Melbourne Airport Vic 3045

I, …………………………………………………………………..

would like to request approval for the following item/s to be taken through Airport
Security Screening and delivered to:

…………………………………………………………………..

Quantity / new/replacement / description / reason
*For example, 1 x new bread knife for food preparation, 1 x new 500ml bottle of windex for
cleaning, 1 x replacement scissors for opening deliveries*

…………………………………………………………………..
…………………………………………………………………..
…………………………………………………………………..
…………………………………………………………………..
…………………………………………………………………..
…………………………………………………………………..
…………………………………………………………………..

If replacement item: *pro*vide reason: (broken, worn out etc…

Is item still in store for collection? Yes / No

If no, where is it and why was removed?
…………………………………………………………………..
…………………………………………………………………..

Tethering required and delivered to store – Yes / No

No tethering required, delivery to store **only** – Yes / No

Name and contact number in case of any problems when bringing through to store.

…………………………………………………………………..

Retailer Sharps Request >

MELBOURNE AIRPORT

ON **Air** : SECURITY
: UPDATE

A person who refuses to undergo a screening procedure will not be allowed into the SRA for a period of 24hours

Airside

All persons accessing Airside must be screened to Airside standards. This includes:

- face to ASIC check
- confirmation of operational need

Key Points

An ASIC holder who has been cleared to Landside Security Zone standards and has access permissions can exit from the Sterile area to the Airside Security Zone if they have an operational need to do so.

Having access to a door or gate is <u>not</u> permission to breach the applicable regulations.

ASIC Holder Obligations

As an ASIC holder, you are bound by the ASIC terms and conditions and will be responsible for any breaches of legislation.

At all times, an ASIC holder must comply with the following:

- Don't tailgate, or allow tailgating.
- Swipe every security controlled door you access.
- Know what signage means so you can act accordingly before entering an area.
- Report anything suspicious @ 9297 1601

If you have any questions or concerns, please contact Melbourne Airport Security Department via security@melair.com.au

Regards,

APAM Security team

Screening Procedure >

MELBOURNE AIRPORT

ON Air : SECURITY : UPDATE

Examples of Access to Security Zones

Scenario One

Jane has an airside approved vehicle and can enter the sterile area from the airfield after entering via Gate 27. At times, she supports flight operations so she has access permissions to enter via an Airside-landside door and bypass all screening. If she needs to go to the terminal for meeting or for lunch from the airside security zone, what is the right access path for her?

The Right Way: Jane will not get a screening exemption as currently she is not supporting a flight. She must enter the sterile area via a either a staff and goods or passenger screening point as Gate 27 only provides clearance for Airside Security Zone standards and not Landside Security Zone standards.

Comments: If Jane uses her access permissions to bypass the screening process, she is breaching the regulations of the sterile area. She can be charged and have her access permissions suspended or cancelled.

Scenario Two

David works for an international airline lounge in T2 Departures which is a sterile area. During his time working at the airport he has discovered that it is faster to get to the lounge via T2 Arrivals SRA screening point. Is this the correct access path?

No: If David is working in the T2 Sterile Area he must be screened via the staff and goods screening point.

Comments: As it is the International Terminal, David must comply with the ATSR and the Customs Act; If he is caught, David will be subject to enforcement by Australian Border Force, Australian Federal Police and Melbourne Airport. This will impact his ability to hold an ASIC immediately and into the future.

Scenario Three

Jane works in the Terminal and needs to attend a meeting in an Airside office. Jane uses her access permissions to exit the sterile area via a boarding gate, and then returns after 30 minutes via the same access door back into the sterile area. Did Jane breach the regulation?

YES: Jane must be re-screened before re-entering the sterile area as she was not engaged in the loading of cargo, stores or checked baggage, or the boarding of passengers.

Comments: Jane entered the Airside in a lawful way via a sterile area but then she Jane breached the sterile area by re-entering without being screened.

Scenario Four

John is a ramp worker who has access permissions to get into the sterile area directly from Airside. John has lunch in T4 sterile area and has found that it is much easier and faster to access this area via the stairs from the apron (airside). Is John breaching the regulation by accessing the sterile area from the airside?

YES: If John wishes to have lunch in the sterile area, he must enter via a either staff and goods screening or passenger screening.

Comments: In this case, John is not directly supporting the operation of the airport or an aircraft. He has breached the Act and Regulations of the sterile area by accessing it from the airside.

Scenario Five

Jane has been called to respond to an emergency of smoke in an Aircraft, she is in the sterile area, so she accesses via a boarding gate to attend to the situation. The situation is resolved in a matter of 30 mins and Jane enters back into the sterile area via the same gate she exited. Did Jane breach the regulation?

No: In this case, Jane is supporting emergency operations of the Aircraft so is exempt from screening to enter Sterile area.

Comments: Jane is not breaching regulations of the sterile area. She does not need to be re-screened to enter as long as she returns as soon as the activity of supporting that aircraft is completed.

MELBOURNE AIRPORT
ON Air : SECURITY : UPDATE

Conditions of issue for all cards; both ASIC and Access

- Should your employment conditions change, and you no longer require the card, it must be returned to APAM.
- Cards remain the property of APAM at all times.
- Cards must not be altered or defaced in any way.
- The ASIC is to be prominently displayed on the outer clothing above waist height, at the front or side of the body and with the whole front of the ASIC clearly visible. The ASIC must not be obscured.
- Cards are issued on a personal basis and cannot be transferred.
- The ASIC must be presented for inspection on demand by an Authorized Person.
- The applicant as well as their employer are bound by the conditions of use and will be responsible for any breaches.
- The applicant agrees to act in accordance with the Security, Safety and Service induction.
- Cards can only be used in the course of the holder's approved duties in the Security Restricted Area or Sterile Area. They do not constitute an authority to enter or remain in restricted areas for any other purpose.
- APAM may alter the Terms and Conditions on which a card is issued at any time.
- Cards are to be surrendered on expiry, transfer or termination of present duty, or on request of Australian Pacific Airport Corporation (APAM).
- Loss of a card must be reported immediately to Melbourne Airport Security Services via email: access@melair.com.au or phone: Business Hours (03) 9297 1872 or After Hours - The Integrated Operations Centre (03) 9297 1844
- A statutory declaration will be required for the issue of any replacement card.
- The Applicant acknowledges that the ASIC is issued in accordance with the Aviation Transport Security Regulations 2005, and the Applicant will ensure full compliance with these Regulations as an ASIC Holder
- The applicant is required under Regulation 6.41 of the Aviation Transport Security Regulations 2005 to notify APAM within 7 days if they have been convicted of an aviation relevant offence.
- You acknowledge as being the holder of an ASIC/Access card, that you may be subject to: screening and other checks completed by an Authorized Person before entering, while within, or when leaving the designated Security Restricted or Sterile Area.
- A Red ASIC is valid for both Airside Security Zones and Landside Security Zones (LSZ). A Grey ASIC is only valid for a Landside Security Zone (LSZ/Sterile Area).
- The applicant acknowledges that APAM may be required to provide information to the Australian Border Force (Customs) from time to time about the identity of ASIC holders, to ensure compliance with Customs-related laws.

MELBOURNE AIRPORT

ON Air : SECURITY : UPDATE

Melbourne Airport T2 - Sterile Area Conditions of Entry

Staff must not enter the Customs Controlled Areas (Sterile Area and Arrivals Concourse) of T2 Melbourne Airport, if they are not on duty. Staff may only enter this area in the conduct of normal work. Any misuse of a person's access in accessing these areas may result in the suspension of that person's access for up to 12 months and I or the suspension of their ASIC. Customs Legislation also contains certain provisions that may result in a prosecution of the individual for misuse of their ASIC. or an Exclusion Notice for 14 days.

What is an exclusion notice?

An exclusion notice prevents you from entering a customs-controlled area for two weeks. To enter the customs-controlled area you must:

- Be on duty
- Access the area for work purposes only
- Not interfere with passengers
- Be authorized for that area
- Ensure that you are correctly displaying your valid ASIC
- Submitted yourself and your goods to screening (unless exempt)
- Ensure that you do not carry any prohibited items into the Sterile Area
- ensure that staff issued with a Visitor Pass remain with an ASIC host at all times & work related only
- Not purchase goods from stores in T2 Sterile Area (minor exemptions)

What does this mean for you?

It could mean that you are unable to access the areas required to perform your duties.

Commonwealth Legislation allows staff with genuine reasons to access these areas. This does NOT apply to autograph and photo hunters, or airport staff greeting or farewelling friends or family, and certainly not window- shopping in the duty free shops. Staff are not permitted to purchase goods or food items from the Sterile Area. (some exemptions apply to food for staff who work fulltime within the Sterile Area). It is important that all arriving travellers are able to clear all formalities before mixing with anyone. In brief, the following points should be noted.

- Do not enter Customs Controlled Areas unless in the course of your employment.

- Do not interfere with passengers or their luggage at any time.

ASIC - Non-Permitted Use.

- Do not use someone else's ASIC
- Do not damage or deface your ASIC
- Do not use your ASIC for any purpose other than work purposes
- You must NOT meet greet or farewell friends or relatives AT ANY TIME while in a Restricted Area. Breaches may lead to prosecution.
- Staff are not permitted to enter the Departures area 'Sterile Area' unless they are on duty, and the access is for a work-related purpose. For example, farewelling friends and relatives is not a work related purpose.
- Likewise, staff are not permitted to enter the Arrivals area or the Baggage Claim area unless they are on duty, and the access is for a work-related purpose. For example. meeting friends and relatives is not a work-related purpose.

03

ASIC and Access Cards

Permanent employees at Melbourne Airport must have an Aviation Security Identification Card (ASIC) and visitors must wear a Visitor Pass (VP) if required to work in an Airside, Security Restricted or Sterile area.

ASIC Guidelines >

Aviation Security Identification Card (ASIC)

Red ASIC

- ✅ Secure areas
- ✅ Airside security zones
- ✅ Landside security zones

Grey ASIC

- ✅ Secure areas
- ❌ Airside security zones
- ✅ Landside security zones

White ASIC

- ❌ Secure areas
- ❌ Airside security zones
- ❌ Landside security zones

Visitor Pass (VP)

Melbourne Airport Visitors Pass >

3.1   Obtaining an ASIC

To obtain an ASIC, you must:

- Complete the application form at www.melbourneairport.com.au/asic
  (Please note, if you apply via a third party issuer – e.g. VERITAS – access will still need to be requested by Melbourne Airport).
- Pay the application fee.
- Complete the ASIC online induction at www.melbourneairport.com.au/asicinduction
- Have the card produced from Security Services, Building 219, 5-9 Francis Briggs Road, Melbourne Airport (see page 33 for map).
- Absolutely no photocopies or certified copies of documents are accepted. All documents must be original.
- ASIC applications can take up to 6 weeks to process. If the applicant has lived overseas for more than 6 months over the last 10 years a police clearance from that country is required – this document must also be an original.
- You will need to apply for access and complete Melbourne Airport induction.

ASIC Application >

3.2   How to use your ASIC

The ASIC must be clearly visible at all times. If you do not have your ASIC displayed or a VP and are being accompanied by an ASIC holder, you will be asked to leave secure areas and may be subject to the Melbourne Airport Enforcement Program.

You must have an operational need to enter Airside and Security Restricted or Sterile areas. You cannot use your ASIC to enter secure areas when you are not rostered to work.

When working Airside, you cannot use this access for personal purposes such as seeing friends, family or celebrities. Use in this manner is considered a serious breach and may result in your actions being subject to the Melbourne Airport Enforcement Program and will result in suspension or cancellation of your ASIC, possible prosecution and your access denied.

Do not use your ASIC to swipe anyone else through secure doors unless you are hosting them on a VP. Your ASIC must be returned to Security Services once your employment has finished.

Full terms and conditions are contained in the ASIC application.

3.3   Adding and Removing Access

If additional or reduced access is required on an ASIC, please provide your Melbourne Airport contact with the ASIC number along with the swipe reader numbers that are to be added or removed, and a valid reason for the request.

Access is not automatically applied for new starters – you will need to inform Security Services, Building 219, which access you require.

3.4   Lost or Misplaced ASIC's

Lost or misplaced ASIC's must be reported immediately to Security Services at access@melair.com.au or in person at Building 219, between 8.00am and 3.00pm or after hours to the IOC on **9297 1813**. A Statutory Declaration will be required to have the ASIC reissued if not found and a reprint fee will need to be paid.

Building 219 / ASIC Office

Download Copy of Map >

3.5   Visitor Pass

There are two types of Visitor Pass (VP) available:

- Daily (24 hours) – used for visitors or contractors working onsite for up to 24 hours. A red or grey ASIC host must be physically present for issuance.
- 24-hour VPs are available from Security Services Building 219, 5-9 Francis Briggs Road, weekdays between 8.00am and 3.00pm. After hours, VPs can be obtained from the Oversize Baggage Counter in Terminal 2 (Between Picketts and McDonald's – they are open 24 hours).
- Multiday (up to 28 days) – used for visitors or contractors working on site continuously for up to 28 days and for applicants pending an ASIC decision. Multiday visitor passes are available for up to 7 days. Costs may apply.
- Multiday VPs can only be obtained from Security Services, Building 219, 5-9 Francis Briggs Road, weekdays between 8.00am and 3.00pm.

Please note that each visitor has a limit of 28 VP passes each year. If your visitor makes regular trips to the airport that requires them to work in a Sterile or Airside area, it is recommended that they apply for an ASIC.

Melbourne Airport Visitors Passes >

3.6   APAM Access Card

If you have a valid ASIC issued by an issuing body other than Melbourne Airport (e.g. Qantas or Veritas) and require access to Melbourne Airport terminals, you can apply for an APAM Access Card.

Completed applications must be provided to your Melbourne Airport contact for approval. Once approved, the applicant must submit the form along with their ASIC to Security Services, Building 219, 5-9 Francis Briggs Road, Melbourne Airport. A cost of $25 per card applies. All forms must be original, with original pen-to-paper signatures in all areas. ASIC office contact: access@melair.com.au

Identification and Access Card Application >

3.7   Security Services Office Hours

Our hours of operation are Monday to Friday, 8.00am to 3.00pm, excluding public holidays and scheduled closures.

Printing of all cards (ASIC, VHA, Visitor, Airside/Landside Drivers etc.) are completed between the hours of 8.00am and 2.30pm daily.

Please email access@melair.com.au to check for upcoming scheduled closures.

Back to Contents

MELBOURNE AIRPORT

AVIATION SECURITY
IDENTIFICATION CARD (ASIC)

As an employee working airside or within a sterile area at Melbourne Airport you are required to hold a valid ASIC. Follow the links below to apply for a new ASIC or manage your application.

The following items will assist you to complete this online application form correctly and avoid any unnecessary delays.

- **Proof of Identification (refer to website for detail melbourneairport.com.au/asic or see next page).**

- **Provide minimum of 10 years address history, in which if you have lived outside of Australia for more than 6months at any one time, you will be required to provide a relevant international police check from those countries or country.**

- **Change of Name documentation is required where a name differs from a Category A identification document. In this case, an appropriate approved document such as an Australian Marriage Certificate or Australian Change of Name Certificate is required.**

ASIC Online supports the following file formats for uploads: **JPEG, PNG, BMP AND PDF** and is also best viewed through **Google Chrome** web browser. It may be beneficial to clear your web browser history beforehand.

Beginning your application
To apply for an ASIC, please visit
melbourneairport.com.au/asic

After accepting and agreeing to the Terms and Conditions, in the company section of the application make sure to choose your company name as it appears in the tab below.
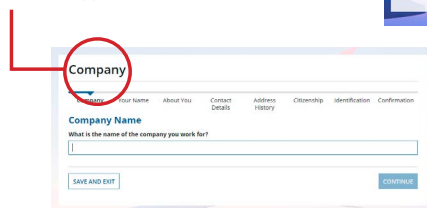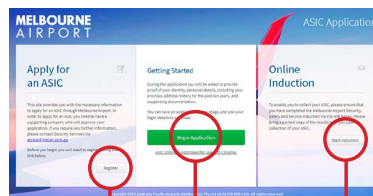
MELBOURNE AIRPORT   For further inquiries, contact Security Services: **access@melair.com.au**

ASIC Application Guidelines >

MELBOURNE AIRPORT

ASIC ONLINE AN OVERVIEW

STEP 1 APPLICATION
After online registration, the applicant selects their employing company, enters their personal details, provides address history for the past 10 years and uploads ID verification documents and all relevant data. After reviewing all the information and details provided, they submit the application. An automatically generated email will confirm the submission of their application.

STEP 2 COMPANY APPROVAL – OFF / ON AIR
A link will be sent via email to the employing company's authorised signatory, who will then go online to review and approve the application and complete the details of the applicants work areas to be accessed. If the company is an Off Air company, then post their approval. On Air companies may also be required to approve. If required, an on-airport sponsoring company receives a subsequent email with a link to go online and provide their approval. The applicant will receive an email confirming company approval, and if required, a request for payment.

STEP 3 PAYMENT
The Applicant will make an online payment using a credit card or for companies holding an account, an invoice will be issued. A confirmation email will be issued confirming the payment.

STEP 4 AUSCHECK BACKGROUND CHECK AND SCREENING
The application will be sent to AusCheck for screening. Possible outcomes of the screening are:
• Unconditionally Approved – an ASIC can be issued. The Applicant will be notified.
• Conditionally Approved – further correspondence and risk assessment required before a decision is made.
• Denied – an ASIC cannot be issued. The Applicant cannot be issued an ASIC. Applicant will be notified.

STEP 5 SECURITY, SAFETY AND SERVICE INDUCTION
The Applicant, not the employer/company, must complete the online Security, Safety and Service Induction learning module with a successful completion rate of no less than 80% prior to ASIC collection.
Please note: an ASIC will not be issued without the Induction being completed.

STEP 6 ASIC ISSUED
The Applicant will receive an email stating that their ASIC is ready for collection. Once they have completed their online Induction, they are required to present all Category A, B, C and D identification documents in their original form (no photocopies) and Police Checks (also originals), if required. With all these documents in hand they may present themselves to the ASIC Office located at:
B219, 5-9 Francis Briggs Rd, Melbourne VIC 3045.

MELBOURNE AIRPORT   For further inquiries, contact Security Services: **access@melair.com.au**

ASIC Step by Step Overview ›
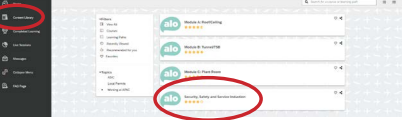
SECURITY, SAFETY & SERVICE INDUCTION INSTRUCTIONS
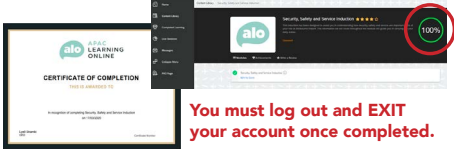
1 This online learning module works best with the Google Chrome web browser. You may be required to clear your browser history.

Flash Player is no longer required for the Induction.

2 Access the Induction via Melbourne Airport website or **https://alo.litmos.com.au** as an **External Contractor**.

Click **Create an Account** to **Register** if this is your first time using the ALO, otherwise login in with your existing login. Follow the prompts and enter code **MELAIR**. This account login is not the same as your ASIC Application.

If you have an exist Account and forgotten your login, click "forgotten my user-name/password".

3 Select **Content Library** to then select the required course, **Security, Safety and Service Induction**. Complete the course. Other courses listed may not be required.

4 Click the **Exit** option in the top right of the screen when completed. Click on **Achievements** to **Download** and then print your Certificate.

You must log out and EXIT your account once completed.

For further inquiries, contact Security Services: **access@melair.com.au**

ASIC Application Approver - Your Roles and Responsibilities ❯

Begin ASIC application ❯

MELBOURNE AIRPORT

Security Services Office
B219, 5-9 Francis Briggs Rd, Melbourne Airport VIC 3045
Locked Bag 16, Tullamarine VIC 3043
Email: access@melair.com.au   I   Phone: +61 3 9297 1872

Visitor Pass Application

Office Use Only	
❑ Daily (24hrs)	❑ Weekly (7 days)
❑ Original Application Form	❑ Valid Photo ID provided
❑ Original Employer Support Letter of Operational Need; or	
❑ ASIC Application Pending	❑ T&Cs (p3 & 4) to Visitor

Printed/Issued By:...

Date:...

VIC Number:	*VIC Number Sticker (7 days)*

Visitor's Details

Visitor's Full Name:..

Mobile No.:..

Company Name:..

Description of work being conducted and operational need for Visit: ***Please Note: "Electrician – electrical work" is NOT acceptable. Mention specific projects or scope of work and location/s and how it relates to airport operations.)***

....

....

Location/s:..

Your VIC must be clearly visible at ALL times and must displayed/worn as follows: Above your waist, and below your neck. On the front of your body and on the outside of your clothing. In the case of armbands, on the side of your upper arm and on the outside of your clothing.

Drug and Alcohol Policy Acknowledgment

❑ All SSAA employees (including contractors, visitors) are anyone who are performing Safety Sensitive Aviation Activities (SSAA), activities that have a direct or indirect impact on the safe operation of an aircraft. Melbourne Airport requires and expects that all regular SSAA employees will similarly comply with their Melbourne Airports DAMP obligations.

I,..acknowledge and declare that I have read and understood my obligations in the Melbourne Airport DAMP summary.

VIC Signature:... **DATE:** .... / .... / ....

ASIC Sponsor

Sponsor Name: .... **Sponsor Company:** ....

Sponsor ASIC No.: .... **Sponsor ASIC Expiry:** ....

I confirm that the VIC holder's above listed operational need is accurate, has a lawful purpose and requires the applicant to hold a Visitor Identification Card (VIC) and enter a secure area of Melbourne Airport.

Sponsor Signature: .... **DATE:** .... / .... / ....

Prerequisites Required

❑ Applicants must present an **original Application form at submission, no photocopies.**

❑ Applicants must present **an original and valid form of Photo ID, no expired IDs.**

❑ **Weekly Applicants MUST have either:**

1) present a **valid Company Support Letter** signed by an Authorised Signatory and dated no longer than 1 calendar month from the submission date of the application, attached to your application; or

2) a **current ASIC Online Application** pending.

Definitions

❑ **VIC:** Visitor ID Card

❑ **SPONSOR:** the ASIC holder that is repsponsible for validating that the Visitor has a lawful operational need to access the security areas of Melbourne Airport, providing sponsorship for the duration of the issued visitor pass.

❑ **ESCORT:** An Escort is the person (relevant ASIC holder) escorting you at any given time throughout your visit to Melbourne AIrport and is directly responsible for your actions whilst you are under their supervision. A Sponsor may act as an escort.

Visitor Pass Application Form ❯

MELBOURNE AIRPORT

Security Services Office
B219, 5-9 Francis Briggs Rd, Melbourne Airport VIC 3045
Locked Bag 16, Tullamarine VIC 3043
Email: access@melair.com.au

There are three general categories of security areas that require a VIC.
Please ensure you are aware of the area that you are in at any given time and comply
with all of the above and the following area specific requirements stated below:

Domestic Terminal Sterile Area (Terminals 1, 3 & 4)

Once you, as a VIC holder have accessed the Domestic Terminal Sterile Area you must be escorted for the duration of your time in that area:

- *When your primary place of employment is within that Sterile area; or*

- *When accessing or having direct access to areas that are NOT generally accessible by passengers or the general public*

NOTE: There is no requirement to wear a VIC or be escorted when you are:

- *On a break from work; and*

- *Only accessing areas that are commonly accessible by passengers or the general public.*

International Terminal Sterile Area (Terminal 2)

At all times any Visitor within the International Terminal Sterile Area must have a justification/approved reason for being in that specific area in addition to being escorted by an ASIC holder.

You must NOT meet, greet or farewell friends or relatives AT ANY TIME whilst in the International Terminal.

Airside - Security Restrcted Area (SRA)

At all times any Visitor within the Airside\SRA area must have a justification/ approved reason for being in that specific area in addition to being escorted by an ASIC holder.

You must NOT meet, greet or farewell friends or relatives AT ANY TIME whilst in the Security Restricted Area.

Visitor Identification Card (VIC)
Terms and Conditions of Use

These Terms & Conditions provide you with Melbourne Airport's requirements for holding a Visitor Identification Card (VIC). To maintain the responsibilities and expectations of a VIC holder whilst visiting Melbourne Airport you must:

- *Always act in a manner that is aligned with both security and safety best practice*

- *Comply with all Aviation Transport Security Regulations (ATSR 2005)*

- *Always be escorted by an ASIC holder when in a security area (see specifics below)*

- *Always remain under the direct supervision of your escort (ASIC holder)*

- *Comply with all reasonable directions from your escort (ASIC holder)*

- *Maintain security in the area that you are in at all times*

- *Report any security or safety concerns that may arise*

- *Do not interfere with passengers or aircrew at any time*

- *Ensure you are escorted through any secure door(s) by your escort (ASIC holder) only*

- *Ensure all doors are securely closed behind you*

- *Ensure no person tailgates (follows close behind) you through any security door(s)*

- *Ensure no tools of trade are left unattended at any time in Sterile Areas*

- *Ensure that you carry your identification with you at all times while in possession of your VIC*

- *Comply with any instruction from any Authorised Person when in Restricted or Sterile Areas*

- *With this application **you must provide valid identification** (As per ATSR 2005).*

- ***Report any hazards or any emergency situations to MACC immediately (9297 1601).***

- *Smoking is **NOT** permitted in any Sterile Area, Restricted Area, terminal or structure at Melbourne Airport.*

- *Personal Protective Equipment (PPE) **MUST** be worn at all times in the Security Restricted Area of Melbourne Airport. This includes high visibility fluorescent yellow safety vests. Observe all work-site OH&S conditions of entry.*

- ***A person may utilise a VIC to a maximum number of 28 times in any given year.***

Holding a VIC does NOT exempt you from security screening: *Every time you enter a Sterile Area or Security Restricted Area you will be subjected to security screening as per Government Legislation and requirements. If you refuse to undergo any of these screening processes you will be refused entry and your VIC will be removed from you. You may be subject to prosecution.*

You must NOT leave items unattended at any time: *If you see any unattended item(s), contact the Airport Coordination Centre (ACC) immediately on **(03) 9297 1601**.*

Tools and Equipment: *If you need to carry tools of trade into the Sterile Areas, it is your responsibility to ensure that these items are NOT visible or accessible to the public and are under visible and physical control at all times. Any breach of this condition, your VIC Visitor Pass will be confiscated and you will be removed the Sterile Area.*

VIC pass (single or multi day) need not be returned, *but must remain in your control for the duration of its validity to ensure it cannot be used by other persons, if preferred this can be returned to the place of issue. You may be subject to prosecution.*

Printed plastic VIC passes are required to be returned immediately to the place of issue upon expiry of operational need or validity. Not returning this specific form of VIC is an offence of strict liability.

Acknowledgment

I,... have read and understood the Terms & Conditions of Use.

I have never been found ineligible for an Aviation Security Identification Card (ASIC) and I have not been refused an ASIC.

I understand that the Visitor Pass remains the property of Melbourne Airport. Any loss of the card must be reported to Security Services immediately. Upon expiry of the Visitor Pass or at the request of Melbourne Airport, the card will be surrendered to Security Services at the address above.

I have not been issued with a VIC for Melbourne Airport for more than a total of 28 days in the past 12 months.

Signature and Date:..

MELBOURNE AIRPORT

Security Services Office
B219, 5-9 Francis Briggs Rd, Melbourne Airport VIC 3045
Locked Bag 16, Tullamarine VIC 3043
Email: access@melair.com.au
Page 1 of 2

Visitor Pass Application
Terms and Conditions of Use

Visitor's copy

Visitor's Full Name: ....

There are three general categories of security areas that require a VIC. Please ensure you are aware of the area that you are in at any given time and comply with all of the above and the following area specific requirements stated below:

Domestic Terminal Sterile Area (Terminals 1, 3 & 4)

Once you, as a VIC holder have accessed the Domestic Terminal Sterile Area you must be escorted for the duration of your time in that area:

- *When your primary place of employment is within that Sterile area; or*
- *When accessing or having direct access to areas that are NOT generally accessible by passengers or the general public Once you, as a VIC holder have accessed the Domestic Terminal Sterile Area you must be escorted for the duration of your time in that area:*
- *When your primary place of employment is within that Sterile area; or*
- *When accessing or having direct access to areas that are NOT generally accessible by passengers or the general public*

International Terminal Sterile Area (Terminal 2)

At all times any Visitor within the International Terminal Sterile Area must have a justification/approved reason for being in that specific area in addition to being escorted by an ASIC holder.

You must NOT meet, greet or farewell friends or relatives AT ANY TIME whilst in the International Terminal.

Airside - Security Restrcted Area (SRA)

At all times any Visitor within the Airside\SRA area must have a justification/ approved reason for being in that specific area in addition to being escorted by an ASIC holder.

You must NOT meet, greet or farewell friends or relatives AT ANY TIME whilst in the Security Restricted Area.

Visitor Identification Card (VIC)
Terms and Conditions of Use

These Terms & Conditions provide you with Melbourne Airport's requirements for holding a Visitor Identification Card (VIC). To maintain the responsibilities and expectations of a VIC holder whilst visiting Melbourne Airport you must:

- *Always act in a manner that is aligned with both security and safety best practice*
- *Comply with all Aviation Transport Security Regulations (ATSR 2005)*
- *Always be escorted by an ASIC holder when in a security area (see specifics below)*
- *Always remain under the direct supervision of your escort (ASIC holder)*
- *Comply with all reasonable directions from your escort (ASIC holder)*
- *Maintain security in the area that you are in at all times*
- *Report any security or safety concerns that may arise*
- *Do not interfere with passengers or aircrew at any time*
- *Ensure you are escorted through any secure door(s) by your escort (ASIC holder) only*
- *Ensure all doors are securely closed behind you*
- *Ensure no person tailgates (follows close behind) you through any security door(s)*
- *Ensure no tools of trade are left unattended at any time in Sterile Areas*
- *Ensure that you carry your identification with you at all times while in possession of your VIC*
- *Comply with any instruction from any Authorised Person when in Restricted or Sterile Areas*
- *With this application **you must provide valid identification** (As per ATSR 2005).*

- ***Report any hazards or any emergency situations to MACC immediately (9297 1601).***
- *Smoking is **NOT** permitted in any Sterile Area, Restricted Area, terminal or structure at Melbourne Airport.*
- *Personal Protective Equipment (PPE) **MUST** be worn at all times in the Security Restricted Area of Melbourne Airport. This includes high visibility fluorescent yellow safety vests. Observe all work-site OH&S conditions of entry.*
- ***A person may utilise a VIC to a maximum number of 28 times in any given year.***

Holding a VIC does NOT exempt you from security screening:
Every time you enter a Sterile Area or Security Restricted Area you will be subjected to security screening as per Government Legislation and requirements. If you refuse to undergo any of these screening processes you will be refused entry and your VIC will be removed from you. You may be subject to prosecution.

You must NOT leave items unattended at any time: *If you see any unattended item(s), contact the Airport Coordination Centre (ACC) immediately on **(03) 9297 1601**.*

Tools and Equipment: *If you need to carry tools of trade into the Sterile Areas, it is your responsibility to ensure that these items are NOT visible or accessible to the public and are under visible and physical control at all times. Any breach of this condition, your VIC Visitor Pass will be confiscated and you will be removed the Sterile Area.*

Displaying your VIC Visitor Pass: *Your VIC must be worn above your waist, and below your neck, on the front of your body, and outside your clothing, and in the case of armbands, on the side of your arm, on the outside of your clothing. The face of the VIC must be visible at all times.*

Sticker VIC pass (single or multi day) need not be returned, but must remain in your control for the duration of its validity to ensure it cannot be used by other persons, if preferred this can be returned to the place of issue. You may be subject to prosecution.

Printed plastic VIC passes are required to be returned immediately to the place of issue upon expiry of operational need or validity. Not returning this specific form of VIC is an offence of strict liability.

Back to Contents

MELBOURNE AIRPORT

Visitor Pass Application
Terms and Conditions of Use
… Continued

Security Services Office
B219, 5-9 Francis Briggs Rd, Melbourne Airport VIC 3045
Locked Bag 16, Tullamarine VIC 3043
Email: access@melair.com.au
Page 2 of 2

APAM Drug and Alcohol Management Plan (DAMP) Summary

Melbourne Airport is required by Part 99 of the Civil Aviation Safety Regulations 1998, (CASRs), to develop and implement a DAMP that covers all persons who perform, or are available to perform, a Safety-Sensitive Aviation Activity (SSAA).Specifically, Airside Driving is considered a primary SSAA.

To review the DAMP, please scan the QR code.

CASR Part 99 requires Melbourne Airport contractors (including their sub-contractors) that undertake a SSAA to comply with Melbourne Airport's DAMP or have its own DAMP.

What is SSAA?

SSAA employees (including contractors) are anyone who are performing Safety Sensitive Aviation Activities (SSAA), activities that have a direct or indirect impact on the safe operation of an aircraft. This includes all Airside Drivers, persons employed directly by Melbourne Airport, contractors & subcontractors working at Melbourne Airport and any other personnel from organisations working at Melbourne Airport who choose to comply and operate under Melbourne Airport DAMP.

A regular SSAA employee means a SSAA employee who is reasonably likely to perform an applicable SSAA at least 2 or more times every 90 days.

Expectation of SSAA Employees

Melbourne Airport requires and expects that all regular SSAA employees will similarly comply with their Melbourne Airports DAMP obligations . SSAA employees must not exceed the permitted level for alcohol or drugs in an SSAA.

Permitted levels prescribed under the CASR Part 99 include:

• ALCOHOL — a Blood Alcohol Content (BAC) of below 0.02%

• TESTABLE DRUG — a concentration of the testable drug that is less than the confirmatory target concentration for that drug as specified in Australian Standard 4308:2008 Procedures for specimen collection and the detection and quantitation of drugs of abuse in urine

Drug and Alcohol Testing program

SSAA employees may be subject to drug and alcohol testing by both CASA and authorised drug and alcohol testers appointed by Melbourne Airport. Testing at Melbourne airport will be conducted under the following circumstances:

i.	*Post-accident or serious incident*
ii.	*On reasonable suspicion*
iii.	*Random testing*

In the event where an individual produces a result above the permitted levels, the tester will produce a copy of the result. The SSAA employer will be notified of the result and the SSAA employee' will be referred to a Medical Review Officer (MRO) in consultation with the person's direct employer. Melbourne Airport will consult with the employee's company to ensure safe passage to a MRO or home.

The SSAA employee and their employer will be notified that the SSAA employee must not again perform or be available to perform SSAA until advice has been received from the MRO, in consultation with the employee's treating clinician (if any), that the employee is fit to resume performing or being available to perform a SSAA.

Note: This Summary sheet should be read in conjunction with the Melbourne Airport Drug and Alcohol Management Plan

Further Information

For further information with regard to the DAMP, please contact the:

Airfield Operations Manager
Phone: (03) 9297 1742
Email: airsidesafety@melair.com.au

MELBOURNE AIRPORT

Security Services Office
B219, 5-9 Francis Briggs Rd, Melbourne Airport VIC 3045
Locked Bag 16, Tullamarine VIC 3043
Email: access@melair.com.au | Phone: +61 3 9297 1872

Identification
and Access Card
Application

Office Use Only

❏ SSS Induction Completed   ❏ Valid Photo ID provided

❏ Original Application Form

Submission Date & Initial: ....

Payment & Receipt No.: $ ....

Payment Type: ❏ Cash   ❏ EFTPOS   ❏ CC   ❏ Account

Issued By & Date: ....

Issue ID No. (AS/SI/etc.): ....

Expiry Date: ....

ID Access Cards, APPLICATION FORM_ARP20

Applicant's Details

Given Name: ....

Surname: ....

Residential Address: ....

Suburb: ....   Postcode: ....

Date of Birth: ....   Card Issue No.: ....

Mobile No.: ....   Phone No.: ....

Company Name: ....

Company Work Email: ....

❏ **Access Card**
For Non APAM issued ASIC Holders

❏ **General Access Card**
For Approved Contractors

❏ **Aircraft Access Card**
Security Induction not required

❏ **Authorised Persons Card**

❏ **Bi-Laws Card**

❏ **Encoding Only**

❏ **APAM Staff ID**

Employer Certification

Company Authorised Signatory

Company Name: ....

Print Name: ....

Signature: ....

Date: ....

❏ *Company Authorised Signatory to complete. If you are registering a company with APAM for the first time or wish to add an additional signatory, you must complete ASIC Application Approver Company Registration and Signatory form in conjunction with this form.*

❏ *The applicant is not authorised to sign their own application unless they are a Sole Trader.*

❏ ***Authorised Signatory must be registered with and approved by APAM.***

❏ ***All Sub-Contractors must supply a letter of support from an "On-Airport" company to verify that the Applicant has an operational need for this card.***

On-Airport Authorised Signatory

(Required if you are a Contractor)

Company Name: ....

Print Name: ....

Signature: ....

Date: ....

Access Control (if required)

Door Reader Number/s for Access:
(May be subject to an approval process i.e. Reader 100-00-00)

....
....
....

Justification for Access Required:
(Please provide a detailed explanation for the access to be supplied)

....
....
....
....
....

❏ **Temporary**   ❏ **Permanent**

Start date: ....

End date: ....

❏ **Restricted**   ❏ **Ongoing (24hrs)**

Start Time: ....*(am/pm)*

End Time: ....*(am/pm)*

Payment Details

Fees are required upon lodgment of your application at the Security Services office (GST inclusive). Cashless transactions are preferred. Contact Security Services for more information.

Identification and Access Card Application ›

MELBOURNE AIRPORT

Security Services Office
B219, 5-9 Francis Briggs Rd, Melbourne Airport VIC 3045
Locked Bag 16, Tullamarine VIC 3043
Email: access@melair.com.au

Melbourne Airport Access Card Conditions of Use and Standard Terms and Conditions

- *If there are any changes in circumstances to any part of the application, Melbourne Airport (APAM) Security Services must be advised immediately.*
- *If your employment conditions change and you no longer require an Access Card, it must be returned to APAM Security Services.*
- *Should there be any change to your name/s during the time you hold an Access Card, you agree to notify APAM Security Services and to cover the fee payable for a replacement card.*
- *An Access Card is not an ASIC or a replacement for an ASIC.*
- *The Access Card must not be altered or defaced in any way.*
- *An Access Card is issued on a personal basis and cannot be transferred.*
- *All Access Cards remain the property of APAM at all times.*
- *The Access Card must be presented for inspection on demand be an Authorised Person.*
- *The applicant as well as their employer are bound by the conditions of use, and will be responsible for any breaches of these conditions of use by the holder of the card. The applicant must complete the online learning module Security, Safety and Service Induction and agrees to act in accordance with the information within the module.*
- *The Access Card may only be used in the course of the holder's approved duties. It does not constitute an authority to enter or remain in restricted areas for any other purpose.*
- *APAM may alter the Terms and Conditions on which the Access Card is issued without notice.*
- *The Access Card is to be surrendered on expiry, transfer or termination of present duty, or on request of Australian Pacific Airport Corporation (Melbourne Airport or Launceston Airport).*
- *Loss of Access Card must be reported immediately to APAM Security Services via email: access@melair.com.au or to the Duty Manager on (03) 9297 1844. A Statutory Declaration will be required for a replacement card.*
- *The applicant and their employer is bound by the conditions of use and will be responsible for any breaches of conditions of use.*

Melbourne Airport T2 Sterile Area Conditions of Entry

Staff must not enter the Customs Controlled Areas (Sterile Area and Arrivals Concourse) of T2 Melbourne Airport, unless they have access to these areas as part of their normal work and are on duty. Any misuse or a person's access in accessing these areas may result in suspension of that person's access for up to 12 months/suspension of their ASIC. Customs Legislation also contains certain provisions that may result in a prosecution of the individual for misuse of their ASIC, or an Exclusion Notice for 14 days.

Exclusion Notices
Exclusion Notices prevent a person from entering a customs controlled area for 2 weeks. To enter the T2 Sterile Area you must:

- *Be on duty and for work purposes only*
- *Be Authorised for that area and not interfere with passengers*
- *Ensure that you are correctly displaying your valid ASIC*
- *Submitted yourself and your goods to screening (unless exempt)*
- *Ensure that you do not carry any prohibited item/s into a Sterile Area*
- *When escorting a visitor, ensure that they remain with you at all times and that their visit is work related only*
- *Not purchase any goods from stores in the T2 Sterile Area (minor exemptions may apply)*

What does this mean?
It could mean that you are unable to access areas required to perform your duties. Commonwealth Legislation allows staff with genuine reasons to access these areas. This does NOT apply to autograph and photo hunters, or airport staff greeting or farewelling family and friends, and certainly not window-shopping in the duty free retailers. Staff are not permitted to purchase goods or food items for the Sterile Area. Some exemptions such as food purchases apply to full-time staff who work within the Sterile Area. It is important that all arriving travelers are able to clear all formalities before mixing with anyone. The following points should be noted:

- *Do not enter Customs Controlled Areas unless in the course of your employment*
- *Do not interfere with passengers or their luggage at any time.*

ASIC - Non Permitted Use
- *Do not use someone else's ASIC*
- *Do not damage or deface your ASIC*
- *Do not use your ASIC for any purpose other than work purposes*
- *You must NOT meet, greet or farewell family, relatives and friends AT ANY TIME while in a Restricted Area. Breaches may lead to prosecution*
- *Staff are not permitted to enter the Departures 'Sterile Area' unless they are on duty and the access is for a work-related purpose. For example, farewelling friends and family is not a work-related purpose.*
- *Likewise, staff are not permitted to enter the arrivals area or the Baggage Claim area unless they are on duty and the access is for a work-related purpose. For example, meeting friends and relatives is not a work-related purpose.*

Prerequisites Required

- ❏ Applicants must complete the Melbourne Airport **Security, Safety and Service Induction** learning module. This can be found **www.melbourneairport.com.au/asicinduction** Download and attach your Certificate of Completion to this application.

- ❏ **Applicants must present a valid ASIC** to obtain their ASIC Access Card. Alternatively, applicants may present a valid and original Government issued photo ID such as a **Drivers Licence** for a General Access Card.

Acknowledgment

I, ... , acknowledge receipt of this Identification Card which remains the property of APAM and is on loan to me only while I am employed in my current capacity. I have read, acknowledge and agree to my obligations under the Melbourne Airport Access Card Conditions of Use and Standard Terms and Conditions above. I have read, acknowledge and agree to my obligations under the Melbourne Airport T2 Sterile Area Conditions of Entry above (applicable for ASIC Access Cards only). I have viewed , understood and successfully completed the Melbourne Airport approved Security, Safety and Service Induction.

Signature: ....

Date: ....

3.8   Qantas Access Card (Terminal 1)

Staff requiring access to the Loading Dock level will need a Terminal 1, Qantas Access Card to access the goods lift down to the Loading Dock.
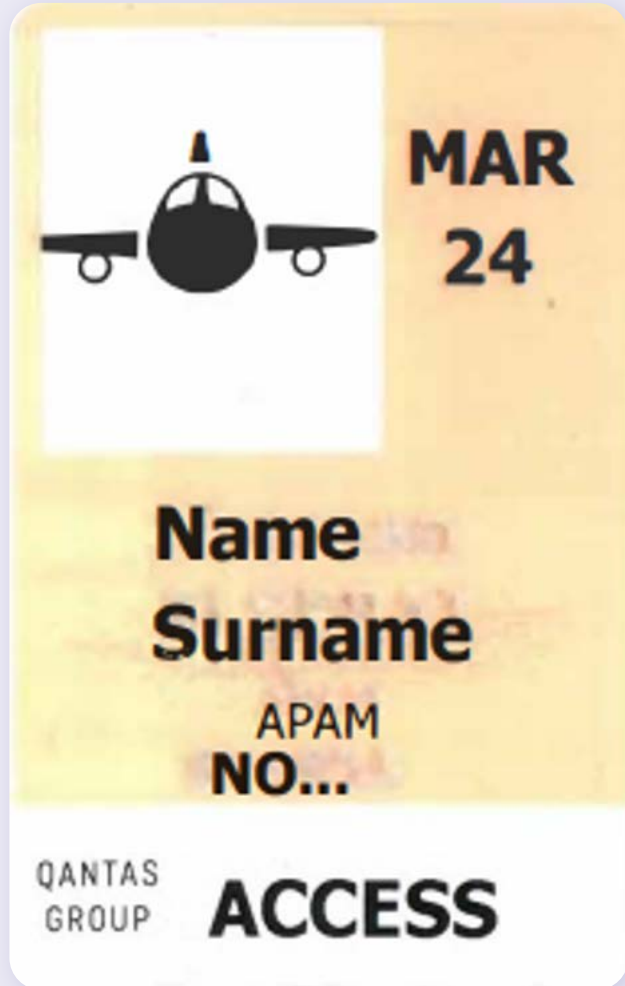
Qantas Access Card Application Procedure >

MELBOURNE
A I R P O R T

Qantas Access Card – Applications Procedure

1. **APAM External Stakeholder Applications**

   You are required to have to have approval from APAM before proceeding with the online application

   a.   Please email your Melbourne Airport contact to request approval

   b.   Melbourne Airport contact will email approval to stakeholder and Aaron Di Mieri

   c.   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 your Melbourne Airport contact

2. **APAM Staff Applications**

   a.   Staff to email their line manager to request approval for a card

   b.   Line manager to email approval to staff member 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.*

   1

Qantas Access Card Activation Procedure ›

MELBOURNE AIRPORT

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,
> - **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.

Contact

Amber Shaw
amber.shaw@melair.com.au

Status of Application
idsecurity@qantas.com.au

**MELBOURNE
A I R P O R T**

Qantas Access Card - Activation Procedure

Activating your card

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

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

  [QR code]

  - o 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

Activate My Card

To activate your Qantas ID, please provide the following information.
NOTE: If you are new starter, do not submit this form until you receive your card.

...

* Required

1

Please select the best option that describes your request *

○ NEW STARTER - I am new employee/contractor and have not previously held a Qantas ID card,

○ RENEWAL - I am existing employee/contractor that needs to activate my replacement card

○ REACTIVATION - I need my existing card enabled

Submit

Never give out your password. Report abuse

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

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The owner of this form has not provided a privacy statement as to how they will use your response data. Do not provide personal or sensitive information.
| Terms of use

04

Deliveries

Deliveries can be made via Landside and Airside Loading Docks. This chapter includes all information required for Loading Dock deliveries.

4.1   Landside Deliveries

Landside deliveries are to be made to the Landside Loading Dock.

The Landside Loading Dock is accessible 24/7.

Arrivals Drive
Landside Loading Dock
Melbourne International Airport
Tullamarine VIC 3045

Deliveries including equipment, fittings and fixtures must be booked at least 48 hours prior to delivery and deliveries must be made after 2.00pm. To make a booking, email your Melbourne Airport contact.

Basic information required:

- Driver name
- Driver contact details
- Retailer contact details
- Vehicle Registration number
- Delivery time

Landside
Loading Dock
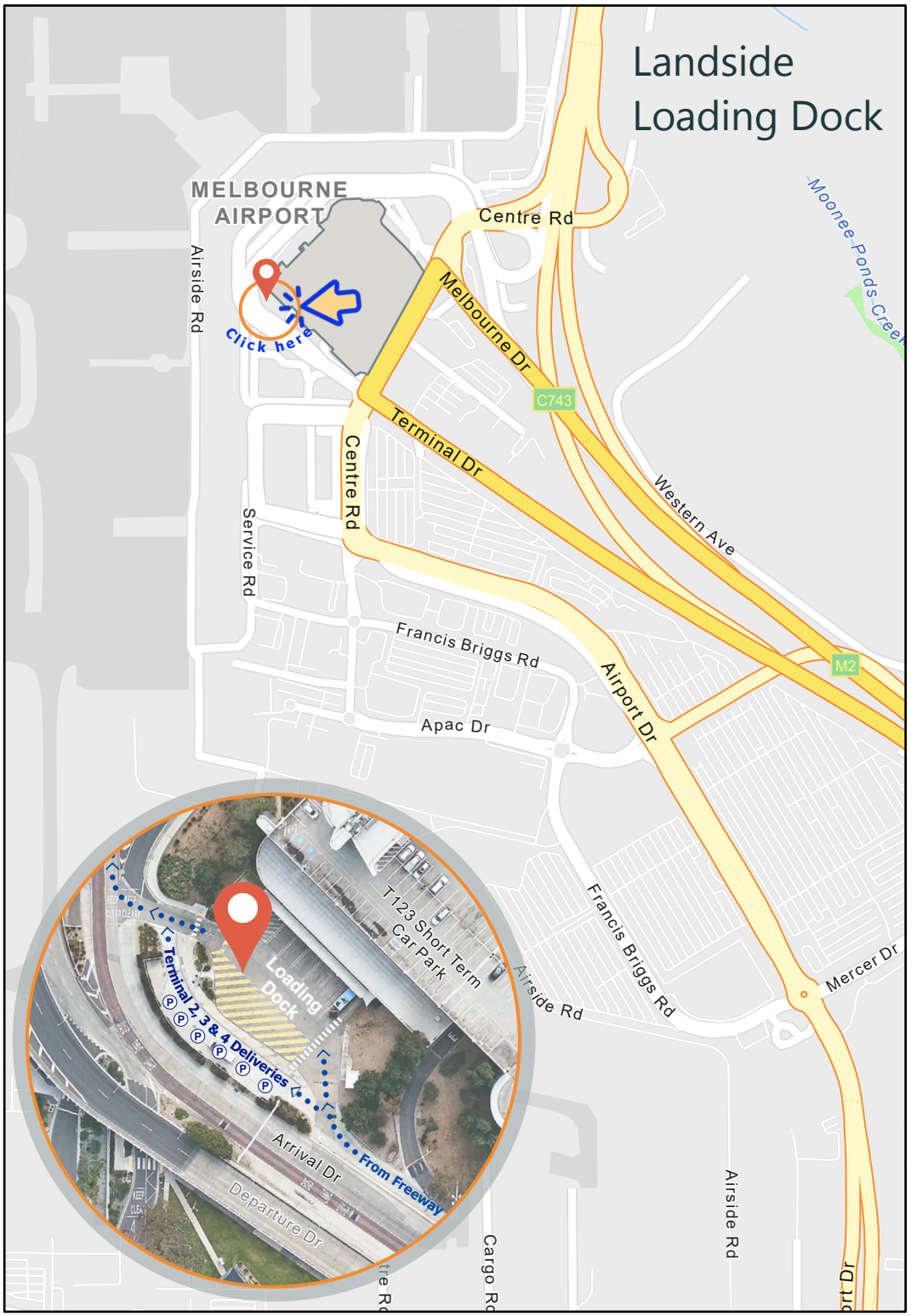
Download Copy of Map ›

Terminal 1, Loading Dock address

The Terminal 1, Loading Dock is accessible from 5:15am to 3:45pm Monday to Friday and 5:15am to 12:45pm on Saturday and Sunday.

Terminal 1
Caldwell Street
Melbourne Airport
Tullamarine VIC 3045

Deliveries including equipment, fittings and fixtures must be booked at least 48 hours prior to delivery and deliveries must be made after 2.00pm. To make a booking, email your Melbourne Airport contact.

Basic information required:

- Driver name
- Driver contact details
- Retailer contact details
- Vehicle Registration number
- Delivery time

Terminal 1
Loading Dock
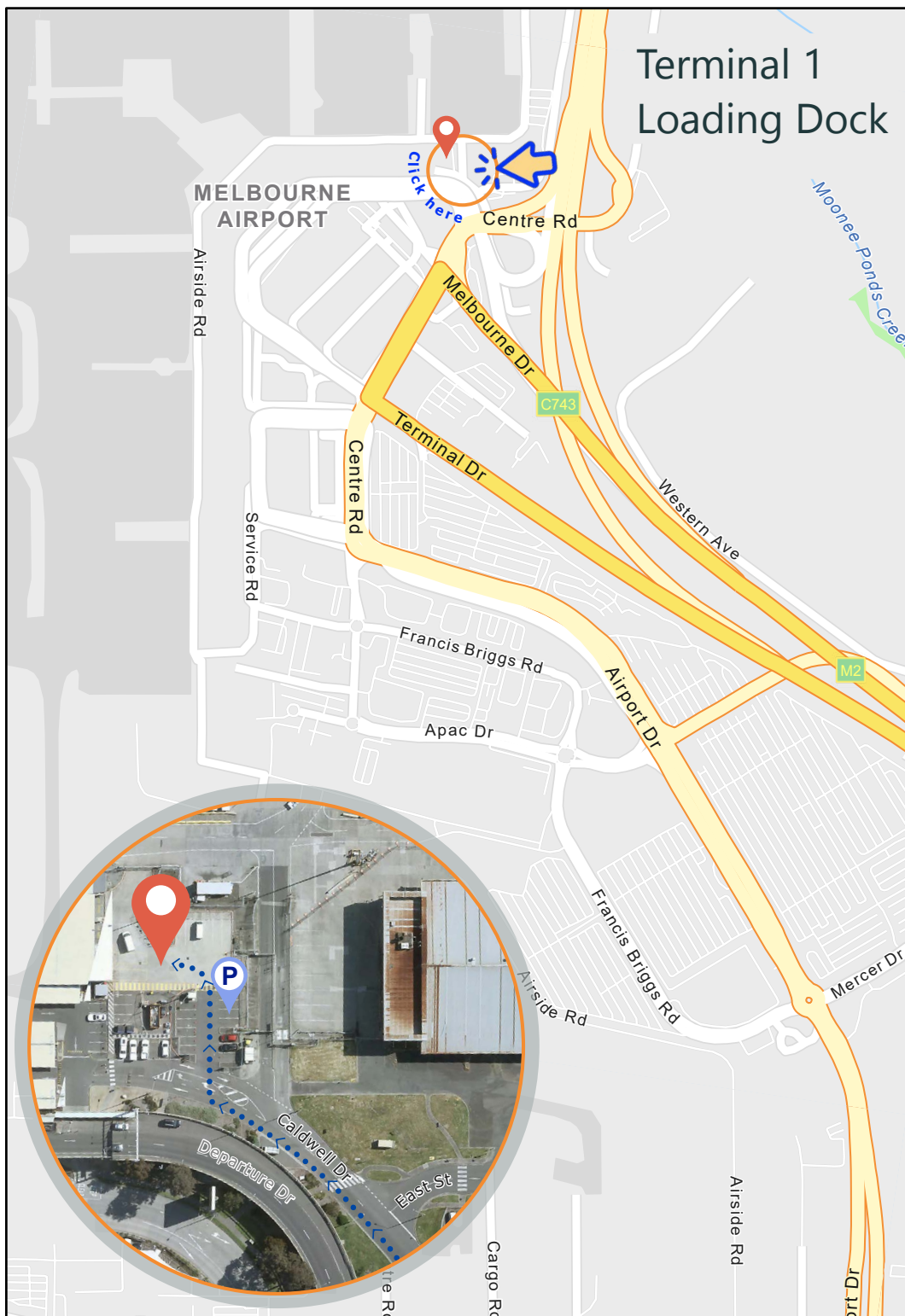
Download Copy of Map ›

4.2   Airside Deliveries

All Airside deliveries must be made via Gate 27 on Francis Briggs Road (see page 55 for map).

All vehicles and occupants entering the airfield are subject to security checks.

If drivers/occupants do no not have a valid ASIC, they will require a Visitor Pass (VP). A VP can be issued at Gate 27 and applications must present and carry valid photo ID. VP holders must be supervised by an ASIC holder at all times.

After completing security checks, drivers must wait for a WSO safety vehicle to escort them to the Loading Dock where an additional security check will be completed. If driver has a valid ASIC, they can deliver directly to store. If driver has a VP, an ASIC holder from your company must meet them and are required to physically supervise a VP driver when holding an ASIC. If there is no ASIC holder to meet the driver, the delivery cannot be completed and will be turned away.

As there is a limit of 28 VPs issued to an individual each year, it is recommended that regular delivery drivers apply for an ASIC.
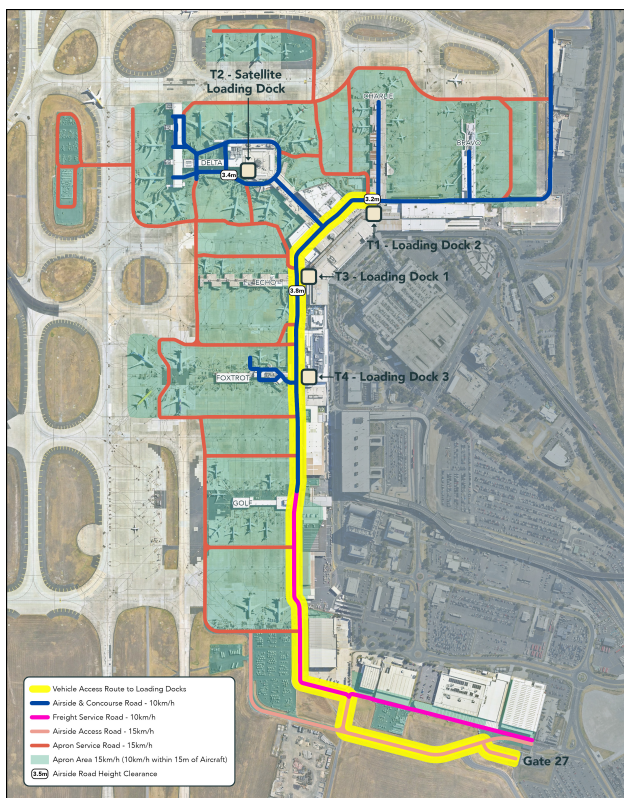
4.3   Access Licence for Airside Operators

An Access Licence for Airside Operators (ALAO) is required for any business wishing to operate and register a vehicle for airside use, and where staff members are required to drive a vehicle airside. An ALAO is an agreement between a business operating on airside and Melbourne Airport.

If you require any further information, please contact
Vince Gabriele - vincenzo.gabriele@melair.com.au

Vehicle Control Handbook >

Gate 27

Download copy of map >

05

Emergencies

Everyone who works at Melbourne Airport
has a role to play in the event of an emergency,
and all procedures must be followed carefully.

5.1 Fire, Medical or Security Incident

In the case of a serious medical injury, please call Triple 0 (000) immediately then call IOC on **9297 1601**. In the event of a minor medical, fire or security emergency, please call the IOC on **9297 1601**.

5.2 First Aid

All Retailers must have a complete First Aid Kit available.

Counselling and support is available through the Airport Chaplaincy service for staff involved in an emergency. To access the service, visit Level 2, Terminal 2, 24/7 or call **9297 2417**.

Back to Contents

5.3 Defibrillators

Please see the below list for Defibrillator locations:

No.	Location
1	T2 Departures – Screening Point
2	T2 Duty Free – Retail Precinct
3	T2 Departures - between Gates 2 & 4 opposite Hungry Jacks
4	T2 Departures – between Gates 6 & 4
5	T2 Departures – Satellite Gates 9 & 11
6	T2 Departures – base of escalator Gate 16
7	T2 Arrivals – Gate 16 opposite toilets
8	T2 IOC (owned by Melbourne Airport)
9	T2 Arrivals – between Gates 8 & 10
10	T2 Arrivals – between Gates 4 & 5 Meeting Point
11	T2 Arrivals – concourse just past customs primary line
12	T2 Arrivals Level – baggage claim b/w Gates 5 & 6
13	T4 Arrivals near JQ service desk
14	T4 Golf Concourse – Gate 41
15	T4 Departures Security Screening Point
16	T2 Level 2 lift lobby – in front of VA Office
17	T3 Virgin Baggage Claim behind Carousel 2 – Ground Level
18	T3 Mezzanine level on pillar on left at top of escalators near Proud Mary Coffee
19	T4 Virgin Gate 13
20	T4 REX (Regional Express)

No.	Location
21	T3 Virgin East Echo Concourse – between Gates 5 & 7
22	T2 Departures – opposite departure doors
23	T2 Departures Level – front of terminal next to Amcal Pharmacy
24	T2 Level 1 Departures corridor to T1 on left next to Roll'd Vietnamese
25	T1 1st floor Qantas roadside opposite bag drop 20
26	T1 Level 2 Qantas Club Foyer – at the bottom of the escalator
27	T1 Mezzanine Level Qantas east – right hand side between Gate 21 and toilets
28	T1 Mezzanine Qantas East – opposite Gate 24 right hand wall
29	T1 Mezzanine West – between Gates 1 & 2 near City Flyers desk
30	T1 Mezzanine Level Qantas West – between Gates 4 & 6
31	T1 Ground Level Qantas Baggage Claim Opposite Carousels 3 & 4 roadside
32	T1 Ground Level Qantas Baggage Claim Carousel 1
33	T3 Opposite 'AFL Kitchen & Bar'
34	T2 Arrivals Hall next to Optus
35	T4 Cross Concourse – halfway between Golf Gates and CUDL
36	T4 MLS Security Hub
37	Building 219

If a defibrillator is used, please notify the IOC on **9297 1601**.

Back to Contents

06

Contacts

This chapter outlines the key personnel to contact in emergency situations.

Retail contact details.

Contact		Phone Number
Shereen Elsebai	Senior Retail Operations Manager	0419 233 257
Lisa Gould	Retail Operations Manager	TBA
Amber Shaw	Retail Operations Co-ordinator	0466 142 375

For additional contact details, please see contact information sheet below.

Contact		Phone Number
Airfield Operations and Works Coordinator	Airside inspections, works and facility closures	9297 1642
Melbourne Airport Switchboard	First point of contact for general public enquiries	9297 1600
Airport IOC	Emergency	9297 1601
Airport IOC	General (non-urgent enquiries)	9297 1849
Airport IOC	Faults and cleaning	9297 1001
Airport Emergency Planning Coordinator	Emergency preparedness information, fire warden training, plans and exercises	9297 1714
Airport Safety Coordinator	Penalty Infringement Notices (PINs) and incident/accident reports and information	9297 1896
Australian Federal Police	Onsite Police Force	131 237
Melbourne Airport Terminal Coordinators	After hours contact for Retailers	9297 1016
	Terminals 1 & 2 (24hrs)	0448 316 390
	Terminals 3 & 4 (0500 - 2359 after these times call Terminals 1 & 2 mobile)	0439 793 848
Security Services	ASIC's, Business hours security	9297 1872
Chaplaincy	Chaplaincy service for passengers and staff	9297 2417

Back to Contents

07

Site Works

All Retailers must follow Melbourne Airport's policies and procedures when undertaking works at your site.

7.1   Retail Works Notification

For any minor maintenance works a Retail Works Notification must be completed and sent to your Melbourne Airport contact prior to works commencing.

Retail Works Notification >

Back to Contents

RETAIL WORKS NOTIFICATION
MAINTENANCE & MINOR WORKS
A MINIMUM OF 2WD'S NOTICE IS REQUIRED PRIOR TO COMMENCING WORKS

MELBOURNE AIRPORT

PART A – Document Purpose

As required under your agreement with Australia Pacific Airports (Melbourne) Pty Ltd (APAM), you as the Retailer are required to notify Melbourne Airport of your intention to engage a Contractor to perform any maintenance or minor works within your tenancy, and gain written approval prior to undertaking such works.

This document has been prepared to provide clarity around the process that you must follow when undertaking such works, noting that there is a different process again for more major works.

This document serves to provide a detailed description of the proposed works, and provide you with an understanding of APAM's requirements to ensure that all approvals are in place, there is minimal disruption to airport operations by the works being carried out and that all legislative, regulatory and APAM policy requirements have been met prior to and whilst the works are being undertaken.

It is critical that you understand the works being undertaken as Contractors are your responsibility on site.

PART B – Scope of Proposed Work

Retailer		Location of Works	
Retailer's On-Site Representative			
Contact No.		Email Address	
Contractor's Company Name			
Contractor's Site Foreman		Contact No.	
Description of Works/Scope			
Closure Required (Y/N)		Estimated Duration of Works	
Proposed Date/Time			

PART C – Work Details for Permit/Authority/Other Determination

	No	Yes	If Yes, further approval may be required.
Will the works create any dust/noise (plastering etc.)?	☐	☐	Permit / Authority may be required
Will the works require any chemical use (adhesives etc.)?	☐	☐	Permit / Authority may be required
- If so, does any mechanical equipment require isolation to stop the transfer of smell?	☐	☐	Permit / Authority may be required
Are any electrical or data cabling works being undertaken?	☐	☐	Permit / Authority may be required
- If so, does it require isolation of the electrical distribution board?	☐	☐	Permit / Authority may be required
Will the works require any hot works (grinding, welding etc.)?	☐	☐	Permit / Authority may be required
- If so, is a fire detection/suppression system impairment required?	☐	☐	Permit / Authority may be required
Will the works require any penetrations/chasing to base build structure (floor etc.)?	☐	☐	Permit / Authority may be required

Date Revised: August 2019   *Version: 4*   *Page: 1 of 3*

Retail Works Notification ＞

RETAIL WORKS NOTIFICATION

MAINTENANCE & MINOR WORKS

A MINIMUM OF 2WD'S NOTICE IS REQUIRED PRIOR TO COMMENCING WORKS

MELBOURNE AIRPORT

Will the works require access to areas outside of the tenancy i.e. ceiling spaces, plantrooms etc.?	☐	☐	Permit / Authority may be required
Will the works require removal of ceiling tiles outside of the tenancy?	☐	☐	Permit / Authority may be required
Will the works obstruct any emergency access or egress areas?	☐	☐	Permit / Authority may be required
Will the use of elevated equipment/work platforms (scissor lift etc.) be required?	☐	☐	Permit / Authority may be required

PART D – Permit/Authority/Other Determination

If you have ticked 'yes' to any of the above in Part C, further information may be required to be provided to APAM or additional approvals to be sought or granted, such as an exemption letter from the Airport Building Controller (ABC) or a Permit to Commence Works (PERCOW) from APAM. Your APAM representative will advise you of the process, the documentation that will be required and additional approval time involved.

The works may require your Contractor to sight the asbestos, contaminated area or confined space register. Please speak to your APAM representative to confirm if this requirement is applicable.

PART E – Pre-Work Considerations

- **Approval to Work** – It is a requirement that before commencing works, that you have a documented scope of work, understand the works involved, and make APAM aware of the pending works. APAM reserve the sole discretion to approve works. Your APAM representative will inform you if approval has been granted to proceed with the works or advise if any additional approvals are required.

- **Responsibility On-Site** – Contractors are your responsibility while at Melbourne Airport. You warrant that the contractors have the skill and expertise expected of a qualified person experienced in the undertaking of the relevant works, to perform the works.

- **Representation On-Site** – You must ensure a representative from your company, nominated in Part B above, is on site monitoring the works being undertaken.

- **Safe Work Zone** – You must ensure that while Contractors are undertaking works, the area is appropriately sign posted and barricaded. Hazard tape is not an acceptable form of barricade.

- **Safe Method of Work** – A Safe Work Method Statement (SWMS) or Job Safety Analysis (JSA) is required for all works at Melbourne Airport and must reflect the scope of works being undertaken. All SWMS/JSAs must be cited and reviewed before works commence. These documents must be understood and signed by all members of the work party. You must ensure when on site, Contractors have their SWMS or JSA readily available, are following their documented process and working safely.

- **Material Safety Data Sheet** – A Material Safety Data Sheet (MSDS) is required if the proposed works require the use any chemical or toxic material. All MSDSs must be cited, reviewed and provided to APAM before works commence. You must also ensure when on site, Contractors are strictly adhering to the MSDS, wearing appropriate PPE, have adequate ventilation and again, working safely.

- **Working at Height** – You must ensure that if your Contractor is working at height, they are using an appropriate ladder (platform ladder is preferred) or Elevated Work Platform, which is appropriately barricaded as per above.

- **Insurances –** You warrant that the contractor holds the current relevant insurance cover, and that copies will be provided to APAM upon request.

Date Revised: August 2019   *Version: 4*   *Page: 2 of 3*

MELBOURNE AIRPORT

RETAIL WORKS NOTIFICATION
MAINTENANCE & MINOR WORKS
A MINIMUM OF 2WD'S NOTICE IS REQUIRED PRIOR TO COMMENCING WORKS

- **Airport Induction** – All Contractors must complete an online induction before commencing any work at Melbourne Airport. All Contractors must complete the 'Security, Safety & Service Induction' using the following link; https://alo.litmos.com.au.
  Further inductions may be required depending on the type of work being undertaken. The Contractor Induction is only required to be completed once per worker on site.
- **Working in Secure Areas/Airside** – If the proposed works are in secure area/Airside, your Contractor will be required to obtain a Visitor Pass or hold a current ASIC. Visitor Passes can only be obtained with a current ASIC holder, who must supervise the contractor at all times. Visitor Passes may be obtained from Building 219, Francis Briggs Road, between 8.00am – 3.00pm. Outside of these hours, Visitor Passes may be obtained from Oversized Baggage, located in T2 Departures, Next to McDonalds.
- **Additional Requirements –** any Contractor undertaking work at Melbourne Airport must adhere to the APAC Minimum Public Safety Requirements and APAC Safety Essentials, both documents can be reviewed online using the following link; http://melbourneairport.com.au/for-business/onsite-at-melair/apac-minimum-public-safety-requirements.html

PART F – Day of Work Checklist	Yes	No
A copy of this completed form is available on site, which has been submitted and approved by APAM.	☐	☐
Your Contractor has presented Certificates of the online induction for each worker on site.	☐	☐
Any additional Permits are available and displayed near works.	☐	☐
Your Contractor has presented a documented JSA or SWMS which has been signed by all persons on site	☐	☐

If any of the above cannot be confirmed, works cannot proceed on day of the works.

Note: a representative of APAM may request to sight the above listed documentation during random inspections. Any documentation not available may result in a cease works notice being issued.

Date Revised: August 2019   *Version: 4*   *Page: 3 of 3*

7.2   Tools of Trade

If you need to carry any tools of trade into Sterile Areas, it is your responsibility to ensure that these items are NOT accessible to the public and are under your control at all times. You will be required to present this completed list along with your ASIC/VP and your tools when you attend the security screening point.

Tools of Trade Register ›

7.3   Maintenance and Repairs

Maintenance is the responsibility of the Retailer and must always be carried out by a qualified tradesperson.

These local APAM permits may also be required:

- Ceiling Access
- Building Entry Permit
- Ceiling Tile Removal
- Electrical Permit (HV/LV)
- Excavation Permit
- Roof Access Permit
- Crane Permit
- Penetration (wall, floor, ceiling) Permit
- Tunnel Access
- Hot Works Permit
- Fire Impairments
- Terminal Services

Some of the above Permits will require inductions to be completed.
Visit the Melbourne Airport webpage for further information.

Local Permits ›

Roof access permits are to be submitted below:

Restricted Access Passes ›

Please be advised that work will not be allowed to proceed without the necessary permits. Failure to comply will result in Melbourne Airport stopping works until all permits have been obtained.

To avoid lengthy delays, ensure your application is complete before it is submitted.

Back to Contents

For food and beverage operators, as part of your lease agreement, you must comply with regular servicing of grease traps and kitchen exhaust cleaning.

Below are the preferred Melbourne Airport contractors.

Kitchen exhaust cleaning:

Glen Allan
Kex Commercial Services
T: 1300 KEX 000
glenn@kexservices.com.au

KEX Commercial Services >

For grease traps cleaning:

Corey Dykes
Argus/CSA
+61 482 578 893
corey.dykes@argusrecycling.com.au

Process: Email Corey Dykes advising of the size of the grease trap and its location.

7.4 Trade Waste Agreement Process

Below are links to Greater Western Water (GWW) on how to apply for new/existing food business and also for any other business that can generate trade waste.

For Food and Beverage you will need to follow the link below for general information and applications.

Food businesses >

If you need additional information you can email:
trade.waste@gww.com.au or phone 13 44 99

If you generate liquid waste from commercial or industrial business processes (not Food and Beverage), you will need to apply for a Trade Waste Agreement via the following link:

Industrial Businesses >

If you need additional information you can email:
trade.waste@gww.com.au or phone 13 44 99

There is a one-off application fee associated with processing a Trade Waste Agreement. There is also ongoing charges for holding an Agreement. For more information on GWW charges you can visit the following link:

Prices and Charges Explained >

7.5 Preferred Service Providers

If you have any minor or major maintenance issues and would like to engage a contractor directly, please see below our preferred Melbourne Airport Service Providers who hold ASICs and are airport inducted.

Shopfitters	Superb Fit-out Group	Stan Grigoriadis 0452 587 372 admin@superbfitoutgroup.com
	VOS	Ben Laurence 0459 024 344 blaurence@vosgroup.com
	GS Projects	Grant Stodulka 0418 851 808 grant@gsprojects.com
	LEEDA Projects	Andrew Privitelli 0412 994 421 andrew.privitelli@leeda.com.au
	MAZ Group	Tom Sandow 0412 793 558 tom.sandow@mazgroup.com.au
Fire	CNG Systems (NOMINATED)	Nick Croft 0403 725 993 nick.croft@cng.com.au
	Blue Fire - Dry (NOMINATED)	Evan Lake 0423 582 176 evanl@bluefiresystems.com.au
	Entire - Wet (NOMINATED)	Joe Cocomello 0400 168 742 joe.cocomello@entire.com.au
	Precision Fire - Wet (NOMINATED)	Adrian Royston 0478 779 345 adrianr@precisionfire.com.au

7.5 Preferred Service Providers

Category	Provider	Contact
Mechanical	Airmaster	Chris Williams 0466 140 448 cwilliams@airmaster.com.au
	AE Smith	Matt Younger 0437 369 500 matthew.younger@aesmith.com.au
Electrical	Brolec	Aaron Cheung 0403 429 730 aaron@brolec.com.au
	Stowe	Jamie Chatterton 0466 440 358 jamie.chatterton@stoweaustralia.com.au
	Victoria Lighting Maintenance (NOMINATED)	Kevin – 0419 328 632 Jeff – 0419 329 618
Plumbing	A Grade Maintenance	Drew Lonsdale 0410 396 172 dlonsdale@agrademaintenance.com.au
	P&R Plumbing	Simon Paterson 0408 368 652 simon@prpgf.com.au
	TRIO	Scott Hosking 0419 306 344 sh@trioaust.com.au
Cleaning	IKON Cleaning Services Australia Pty Ltd	Gordon Walker T: 1300 994 566 M: 0409 940 506 Gordon.walker@ikon@ikonservices.com.au
General Maintenance	Programmed Facility Management	Brett Hay – Terminal Facility Manager 0400 384 729 For Onboarding, please email Brett.Hay@programmed.com.au
Food Safety	Hume City Council	Marcus Wait – Senior Environmental Health Officer 03 9205 2526 healthadmin@hume.vic.gov.au

7.6   Using an Elevated Work Platform

The safety and security of Melbourne Airport's employees, contractors, service providers, airline and Retail customers, and the travelling public is our highest priority.

As such there are a number of policies that must be adhered to, and permits that must be applied for, before works can commence.

Melbourne Airport (APAM) owns a number of Elevating Work Platforms (EWPs) that are available for use by our contractors and third parties. All parties using EWPs must adhere to the Elevating Work Platform (EWP) Use and Access Guideline.

Third Party Companies must sign the Plant and Equipment Indemnity and Release. To get a copy of this please call 03 9297 1622. You will not be able to apply to use an EWP until the Plant and Equipment Indemnity and Release has been completed.

In order to apply to use an EWP, download the application form in the link below. Send your approved application form, along with a copy of your relevant operator ticket/licence, to faults@melair.com.au a minimum of 48 hours before the EWP is provided. Please note that your application is subject to approval by Melbourne Airport – this means that once you have sent in your application you are not automatically authorised to access and use the EWP. Once Melbourne Airport has approved your application you will be notified along with further instructions.

When scissor lifts or scaffolding are not practical, platform ladders must be used.

When using an EWP, you must:

- Adhere to current Safe Working mandated in Victoria of High Risk Plant.
- Barricade the works area, including provision for a "drop" zone.
- Ensure tools and equipment are not dropped from height.
- Clean up the work after use.

Elevating Work Platform Overview   >

Elevating Work Platform Application   >

Back to Contents

ELEVATING WORK PLATFORM APPLICATION

THIS APPLICATION IS ONLY USED TO AUTHORISE THE ACCESS & USE OF AN EWP, IT DOES NOT APPROVE THE TASK / JOB THAT THE APPLICANT IS UNDERTAKING

MELBOURNE AIRPORT

Locked Bag 16,
Tullamarine,
Victoria 3043
Tel: (03) 9297 1600
Fax: (03) 9297 1995

APAM TECHNICIAN use only

Access Granted by:..

Date: ..../........./.........

❏ Relevant EWP License Checked   ❏ Condition of EWP

❏ ADA Checked (if on airfield)

❏ Harness Supplied   ❏ Log Book Complete

Scissor Lift No.:..

Applicant Signature:..

Tech Signature:...

❏ EWP returned in good condition

❏ Returned to storage area   ❏ On charge

Applicant Signature:..

Tech Signature:...

1. APPLICANT'S DETAILS

APPLICANTS FULL NAME: ....

APPLICANTS COMPANY:..

EWP LICENCE TYPE:.. NUMBER:................................... EXPIRY DATE:.............../.............../...................

ADA DETAILS:

If you are working on the airfield, please provide ADA details below:

DOES THE APPLICANT HOLD AN ADA?   ❏ YES   ❏ NO   👉 If NO you cannot drive / operate an EWP on the airfield without an escort.

IF YES, ADA EXPIRY DATE:................../.................../.................. LEVEL OF ADA:...

EMAIL ADDRESS.:..

PRIVATE TEL: (   ) .... BUSINESS TEL: (   ) .... MOBILE TEL: (   ) ....

2. EWP DETAILS

EWP TYPE REQUIRED: ❏ SCISSOR LIFT   ❏ BOOM LIFT   ❏ STAR 10   ❏ STAR 12

DATE REQUIRED:................../.................../.................. TIME REQUIRED:.......................................(24hr)

DURATION OF USE:...

LOCATION OF USE:..

CONTINUED OVERLEAF

Elevating Work Platform Application ❯

3. APAM AUTHORISATION (APAM USE ONLY)

Please forward this completed application form along with a copy of your EWP operator licence/ticket to EWP@melair.com.au a minimum of 48 HOURS BEFORE EWP IS REQUIRED.

Name of APAM Representative:..TITLE:...

SIGNATURE:...

Once you have had your signed application form returned, please phone the Melbourne Airport Technicians on 0420 958 221 to arrange access to the EWP. Please allow at least 30 minutes lead time.
This will depend on technicians availability.

4. NOTES

PLEASE NOTE ANY SAFETY/MAINTENANCE ISSUES: ....

....

....

CONTINUED OVERLEAF

5. RULES FOR EWP USE

1. The operator/s must operate the plant as per manufacturer's operating manual, including restrictions on the gradient, slope, wind conditions.

2. It is the operators' responsibility to ensure that they operate in accordance with the Occupational Health and Safety Act and Regulations.

3. The operator/s must never work alone, in order to use APAM owned EWPs all parties must undertake work in pairs as a minimum.

4. Operator/s must not operate or drive an EWP through a public area without a suitable escort to manage the public.

5. The operator/s must complete the daily pre-start check prior to using the plant for the first time (daily). For example, just because another operator completed the check earlier in the day this does not exempt the next operator from undertaking the check. Emergency lowering devices must also be checked.

6. The operator must ensure that their operation does not put any other staff member or member of the public at risk (e.g. if in doubt, STOP and seek help).

7. The operator must understand the machines capacity including the basket SWL (safe working load).

8. If harness is required, the operator must check that it has a current certification. The operator must remain hooked to the anchorage point at all times when inside the basket.

9. Operator/s must not open the door of the basket or leave the confines of the basket.

10. The operator/s must understand the floor loading requirements within the terminals – do not enter an area where the EWP is not permitted to go into.

11. Operator/s must not stand on the rails or lean outside of the EWP at any time.

12. Operator/s must not travel to/from a work area with the platform elevated.

13. Only one person is allowed inside the basket when the machine is being moved.

14. EWPs must not be taken into vertical transport (lifts) without first checking with the Terminal Duty Maintenance Technician.

15. Operator/s must delineate the designated/required work area with the use of barricades. Operators must accommodate for EWP movement within that area as well as a designated 'drop zone'. Tools should be secured to avoid them falling out of the basket.

16. Operator/s should not attempt to access areas where they are required to crouch down in the basket. Operators must be able to perform their task whilst standing at all times.

17. Do not pass, or allow anybody to pass, under the boom or knuckle of an EWP.

18. Operator/s must not leave an EWP unaccompanied in a public area whilst it is being used for works. EWPs must always be stored in a safe area and disabled.

19. The operator must also notify the Terminal Duty Maintenance Technicians upon completion of their work.

20. The operator/s must not operate an EWP that is found to be unsafe (e.g. a fault/something wrong was identified during the pre-start check). If the operator comes across a fault, this must be documented in the pre-start check and the fault must be reported immediately to the Terminal Duty Maintenance Technicians. The operator must remain with the plant until a Terminal Duty Maintenance Technician arrives.

21. The operator/s must not attempt to fix/rectify any faults themselves.

22. The operator/s must not interfere or disengage any safeguard fitted to the plant.

TOOLS OF TRADE REGISTER

MELBOURNE AIRPORT

STAFF NAME:

COMPANY NAME:

ASIC/VIC NUMBER:

CONTACT PHONE:

WORKSITE LOCATION:

DURATION OF WORKS:

TIME IN:

ITEM NAME / DESCRIPTION	No. OF ITEMS	ITEM NAME / DESCRIPTION	No. OF ITEMS

As per the Aviation Transport Security Regulations, Division 4.3 - Prohibited Items

If you need to carry any tools of trade into Sterile Areas, it is your responsibility to ensure that these items are NOT accessible to the public and are under your control at all times. You will be required to present this completed list along with your ASIC/VIC and your tools when you attend the security screening point.

ITEMS NOT RETURNED/ISSUE IDENTIFIED	ACTION TAKEN

ALL ITEMS PRESENT AND ACCOUNTED FOR?   YES   NO   DATE OF AUDIT:

AUDITED BY: SIGNATURE:

TOT – 01 MARCH 2017

Tools of Trade Register ❯

08

Services and Provisions

The following services and provisions are available at Melbourne Airport for Retailers.
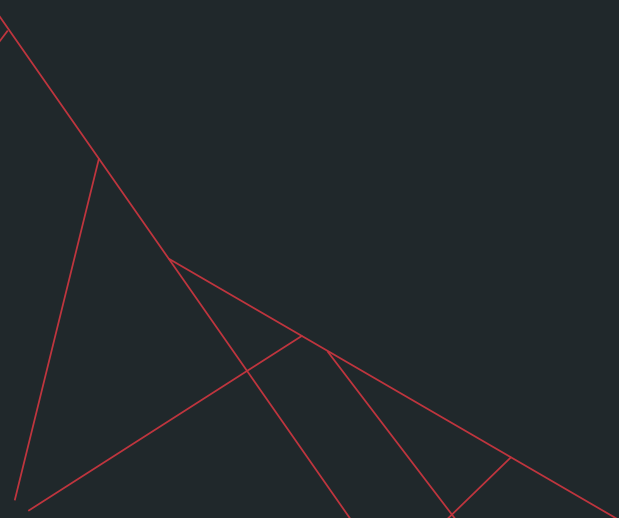
8.1 Bin Rooms

Bin rooms are located in each terminal. Retailers are to leave a full bin in the bin rooms and take an empty bin back to their Retail site (the deposited bin must not be overflowing).

Melbourne Airport - T2 Bin Rooms

Departures Level

Apron Level
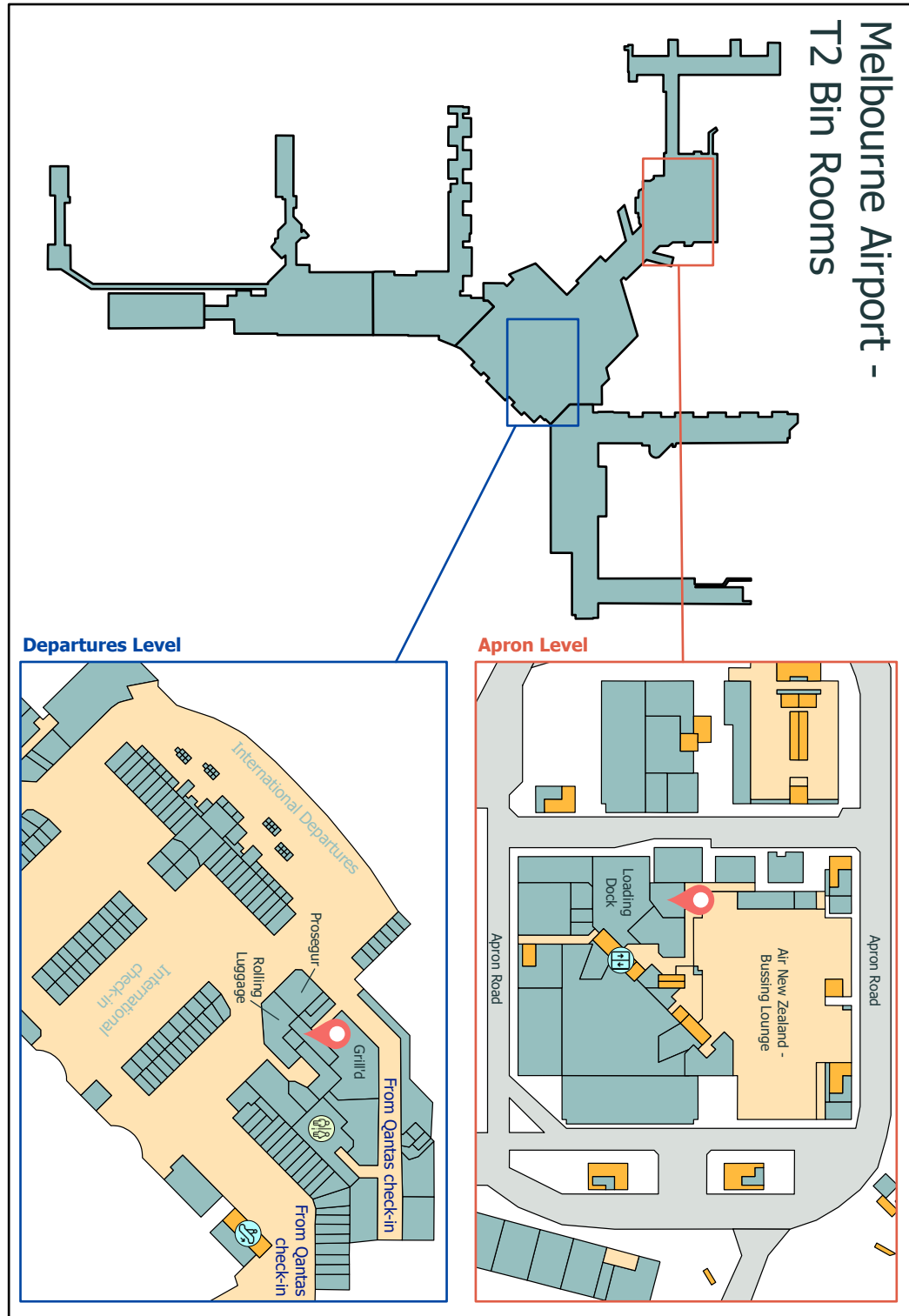
8.2   Pest Control

Melbourne Airport is responsible for pest control within the passenger and common areas. Retailers are responsible for pest control within their tenancies. Should Pest Control be required you can contact Ikons at info@ikonservices.com.au

8.3   Cleaning

It is the responsibility of the Retailer to maintain and clean within their tenanted area.

Cleaning of common areas such as seating within the terminal is the responsibility of Melbourne Airport.

However, it is everyone's responsibility to pick up and dispose of any waste dropped in any area (including common areas) to maintain public safety.

Any spillages must be cleaned up immediately or be reported immediately to the Airport Fault Line on **9297 1001**. It is expected that a staff member identifying a spill remain at the spill site until safe (cleaned).

8.4   Hard Rubbish

If you have fittings or fixtures that need to be disposed of, please speak to your Melbourne Airport contact for advice or contact Ikons at info@ikonservices.com.au to order a skip.

If bins are full or damaged, place a report and request new bins by contacting the faults line at faults@melair.com.au or **9297 1001**.

For further information, contact your Melbourne Airport contact.

8.5   Other Services

8.5.1   NBN

This process is outside the control of APAM. Please liaise directly with your incumbent telecommunications provider on their turn off program as APAM has no visibility of this and cannot represent Retailers in this regard. Please contact the Melbourne Airport ICT Service Desk to request an NBN survey. You will need to provide your tenancy location and site contact details. Please see below link to the Ordering Guide for Melbourne Airport.

NBN Ordering Guide   >

8.5.2   Information Technology

If you have IT issues, please call or contact our IT department at **03 9297 1999** or ictservicedesk@melair.com.au for assistance with IT issues for APAM services only.

8.5.3   Energy Connections

Your new business tenancy is part of a Commercial Embedded Energy Network, managed by WINconnect. This system allows for greater transparency in utilities management, accuracy, and consistency through monthly meter reading, and with local expertise and customer service from our Australian owned and operated call centre.

To set up an account for your electricity and water services, please see below link to Retailers Guide.

WIN Connect Retailers Guide   >

Back to Contents

09
Environment and Sustainability

Environmental Management and Sustainability are central to how Melbourne Airport operates.

Melbourne Airport Retailers are required to meet the airport's environmental and sustainability standards in relation to resource recovery and waste minimisation, energy efficiency, reducing carbon emissions, and more as set out in our Environment Policy, Environment Management Plan and Environment, Social and Governance Strategies.

Melbourne Airport - Environment >
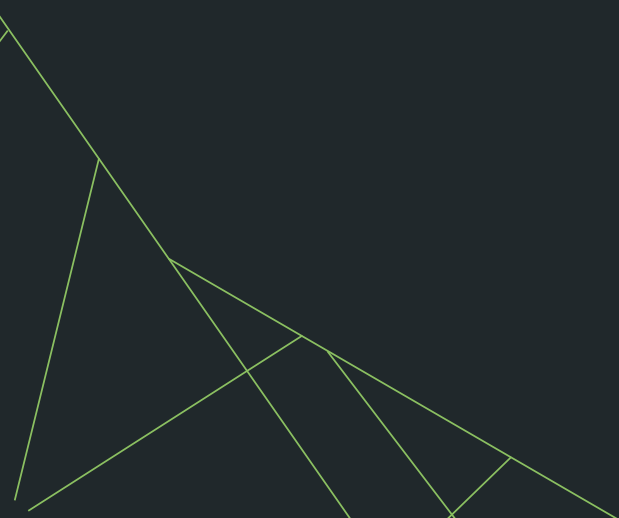
9.1   Waste Management

Cardboard and paper are to be placed in blue bins. Cardboard should be flattened, and all boxes must be broken down before placing in blue bins.

General waste is to be placed in red bins.

Comingle recycling waste is to be placed in yellow bins.

Organic waste (food or coffee grounds) is to be placed in green bins.
Failure to comply will increase the risk of contamination.

Cardboard and Paper

● **BLUE BIN**

✓

Cardboard Recycling

- Only dry and clean *unwaxed* cardboard boxes
- Cut down and flatten

Paper Recycling

- Printed office paper (staples are allowed)
- Envelopes (plastic windows allowed)
- Newspapers and magazines

✕

- No plastic
- No bags
- No waxed cardboard
- No other contaminants

MELBOURNE AIRPORT

General Waste

● RED BIN

- General rubbish

- Coffee cups
  (lid goes in yellow recycling bin)

- Soft plastics
  (cling wrap, food packaging etc.)

- Polystyrene

- Waxed Cardboard

- Mixed material / coated beverage
  cartons (soy / tetra packs, etc.)

- No liquid waste

- No oils

- No sharps

- No chemicals

- No batteries/electronics

- No recyclable items
  (e.g. cans, paper, cardboard)

MELBOURNE AIRPORT

Commingled Recycling

⬤ YELLOW BIN

✓

- Rigid plastic bottles and containers (recycling labels 1-5)
- Cans, tins, foil
- Glass jars, bottles
- *white* coffee cup lids (black lids not picked up by sorting machines)

✗

- Contamination levels MUST be less than 10%
- Contaminated loads are diverted to landfill
- APAM are charged a contamination fee – **$5,000 per load**

Contamination is the enemy, it increases costs and reduces our resource recovery

- No bagged materials
- No soft plastic or polystyrene packaging
- No mixed material/ coated beverage cartons

MELBOURNE AIRPORT

Organics

🟢 GREEN BIN

- Coffee grounds
- Paper towels / napkins
- Organic food service wear
- Kitchen waste
- Unsold and unpackaged food

MELBOURNE AIRPORT

9.2   Single-use Plastics at Melbourne Airport

- The 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

- All new Retail leases will include sustainability requirements including moving to compostable food service ware, an organics waste stream and other initiatives

Lily D'Ambrosio MP ✔ @Li... · Jun 25   ···
I was joined by @IngridStitt to announce $31m for big employers to reduce energy $$ and support 500 jobs in small businesses as upgrades roll out in 110 businesses. And 👏 to @melair for ban on single use plastic this year, ahead of statewide ban in 2023.
premier.vic.gov.au/helping-victor...

5   25

10
General Operations

This chapter includes the regular communications on safety, flight information and promotional updates are sent out to all Retailers.

If you are not receiving these and would like to be included, please reach out to
Lisa.Gould@melair.com.au or Amber.Shaw@melair.com.au
and we will add you to the mailing list.

10.1 Airport Operations Plan (AOP)

The Retail team will provide a monthly Airport Operations Plan (AOP) which is an operation passenger forecast for resource planning. The forecast is based on the latest airline schedules, recent airline routes and cancellation rates. The AOP will be emailed to all managers, however, it can also be accessed via the Retail Portal.

Please note, flight times and services are subject to change without notice.
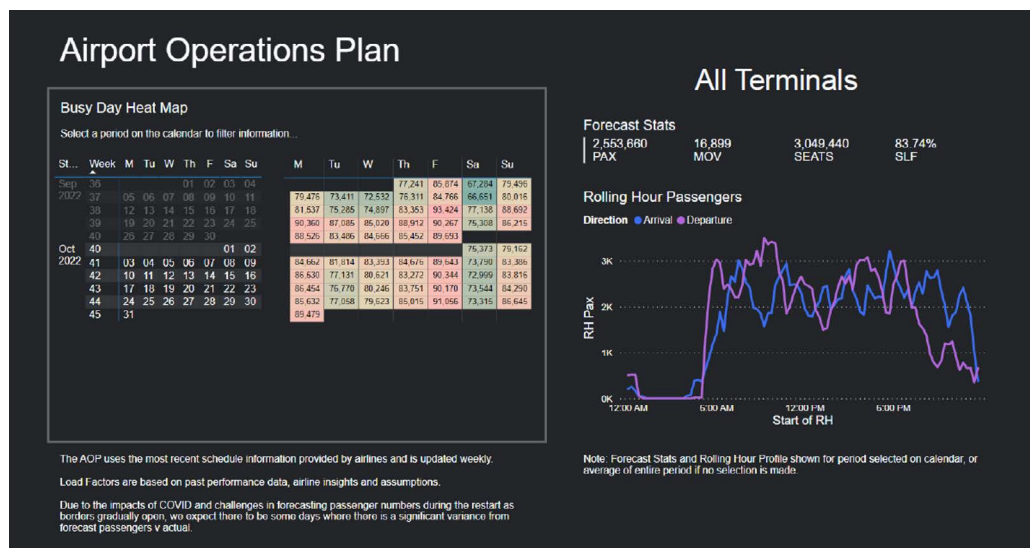
10.2 Retail Trading Hours

Below is a table outlining the typical Retail operating hours.

International	Opening	Closing
Departures	0500	0100
Arrivals	0500	0100

Domestic	Opening	Closing
Departures	0500	0100
Arrivals	0500	0100

Melbourne Airport is a curfew-free, 24/7 operation

It is expected that all Retailers strictly follow their contracted trading hours. It is imperative that we are open for trade to service our customers' requirements.

For approval of operations outside of your contracted hours, please contact your Melbourne Airport contact.

10.3 Retail Portal

The Retail Portal has passenger forecast information, marketing material, the compliance and operations manual, and community information.

To access the portal, please use the below link to register.

Register >
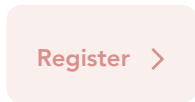
10.4 Retail Forum

Retail Forums are conducted on a quarterly basis. All Retailers are encouraged to attend to be kept up to date on Retail operational items/changes within the terminal, in addition to marketing items.

10.5 Stepping Forward Program

Stepping Forward is our Traveller Experience Program. It is made up of 7 Commitments to remind each of us that who we are being is just as important as to what we are actually doing.

Below is a visual representation of the 7 commitments and how they are linked to our head and our heart:
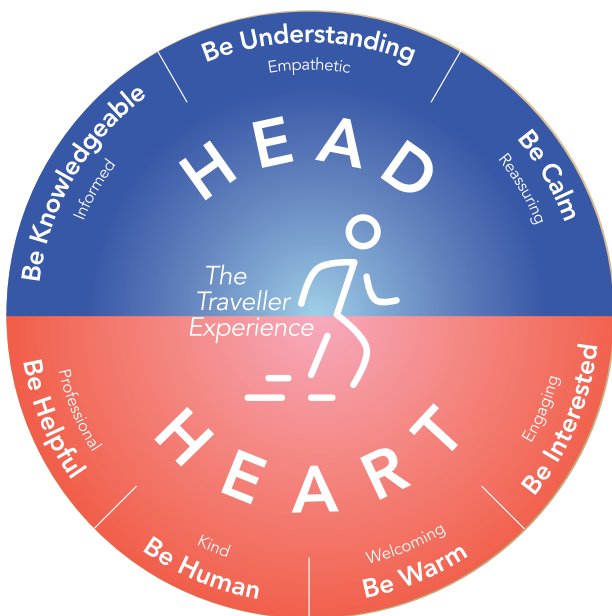
Your roles at Melbourne Airport have become far more critical than ever before so if you can create an environment that feels less like an emergency department of a hospital and feels more like an environment that is designed to calm, relax and inspire, then you have done your job.

Below is a visual representation of the key traveller touch points that you need to consider as these are key points where you will be engaging with your travellers and customers.
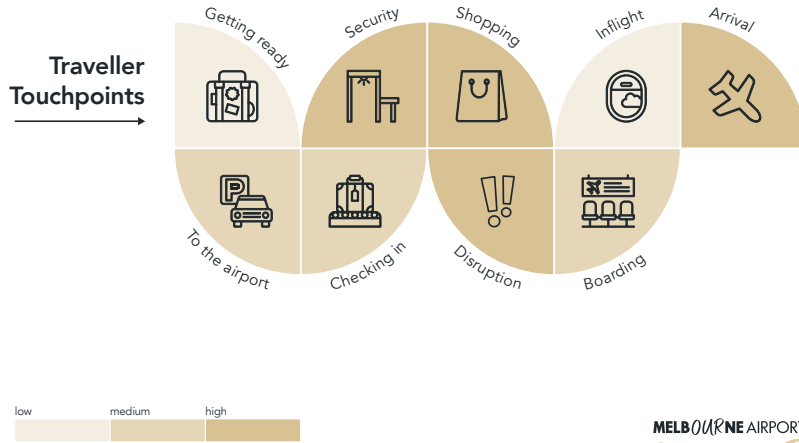
Regardless of your role and who your customers or travellers are, your real work is to make people feel seen, heard and feel like they are the most important person in that moment. This is what the Stepping Forward Program is all about!

As part of the Stepping Forward Program, 'stars' of the Stepping Forward Program are awarded with a Star Pin based on nominations by their manager. The criteria for the star pins is as follows:

1   the Stepping Forward moment must be considered well beyond what would be expected in the person's role;

2   the Stepping Forward moment must have absolutely delighted the traveller (evidence from traveller is good, but not mandatory); and

3   the recipient must continually reflect a Stepping Forward attitude, i.e. the Stepping Forward DNA is embedded in the person's work ethic.

11

Getting to Work

A car park is available to staff who drive, in addition to several bus options for those who don't.

11.1 Staff Car Park

Staff car parking is available on Francis Briggs Road.

The use of scooters is not allowed on APAM land – Mobility aids are excepted.

To apply for a Staff Parking Card, complete a Staff Car Parking Application Form and email to parkingapplications@melair.com.au

Staff Parking Car Application >

Casual Staff Parking Form >

Contractor Form >

Back to Contents

Staff Carpark

Download Copy of Map ›

Back to Contents
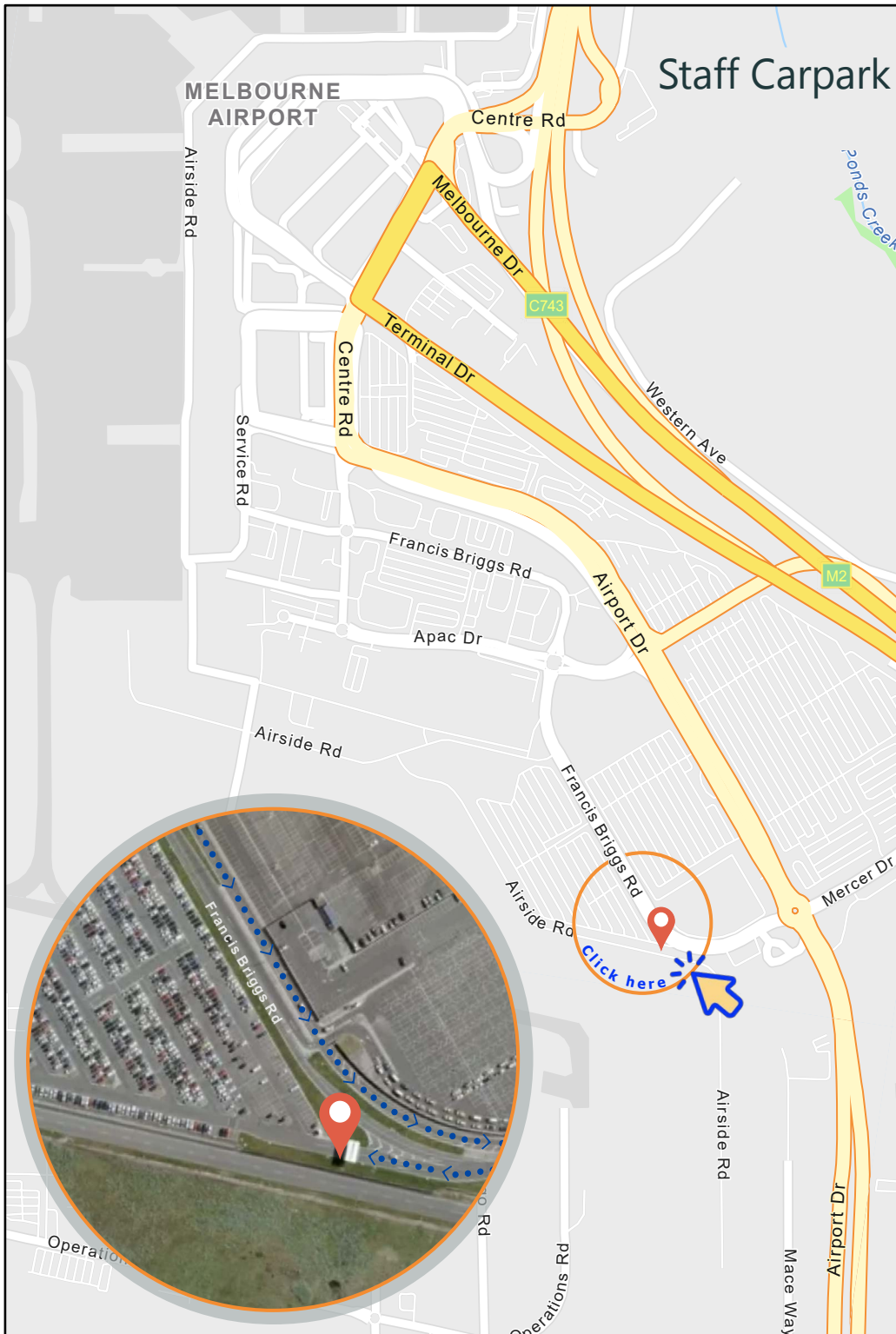
11.2 Transport

Taxis operate from the main forecourt, along with the following public buses:

- Route 478 – Airport West SC – Melbourne Airport via Melrose Drive
- Route 479 – Airport West SC – Sunbury Station via Melbourne Airport
- Route 482 – Airport West SC – Melbourne Airport via South Centre Rd
- SmartBus Route 901 – Melbourne Airport to Frankston connects to Craigieburn line trains at Broadmeadows Station

Skybus operates from two locations: outside T1 and T4. This is the red Melbourne Airport to Southern Cross Station (city centre) bus.

To purchase a discounted SkyBus Staff Pass, you will need to send verification of employment to info@skybus.com.au. This may be in the form of a valid Staff ID Card, ASIC or letter from your employer. When sending through your proof of employment, please confirm which pass you require (20 Trip or 40 Trip) and provide a contact phone number so that we can process your request.

Once received we will process the transaction over the phone via credit/debit card payment, then you will receive an electronic ticket for travel and a copy of the transaction receipt.

Staff Passes are valid for 3 months from the date of purchase and if you fail to redeem your Staff Pass within the advised 3 month period you shall forfeit the remaining journeys and will not be eligible for any form of extension or refund.

The current rates for the Melbourne City Express Staff Passes are:

Staff 20 Trip pass – $100.00

Staff 40 Trip pass – $175.00

For Peninsula Express pricing, please contact us on 1300 759 287 as these prices differ depending on destination.

For the current timetable or further information, please visit the website www.skybus.com.au
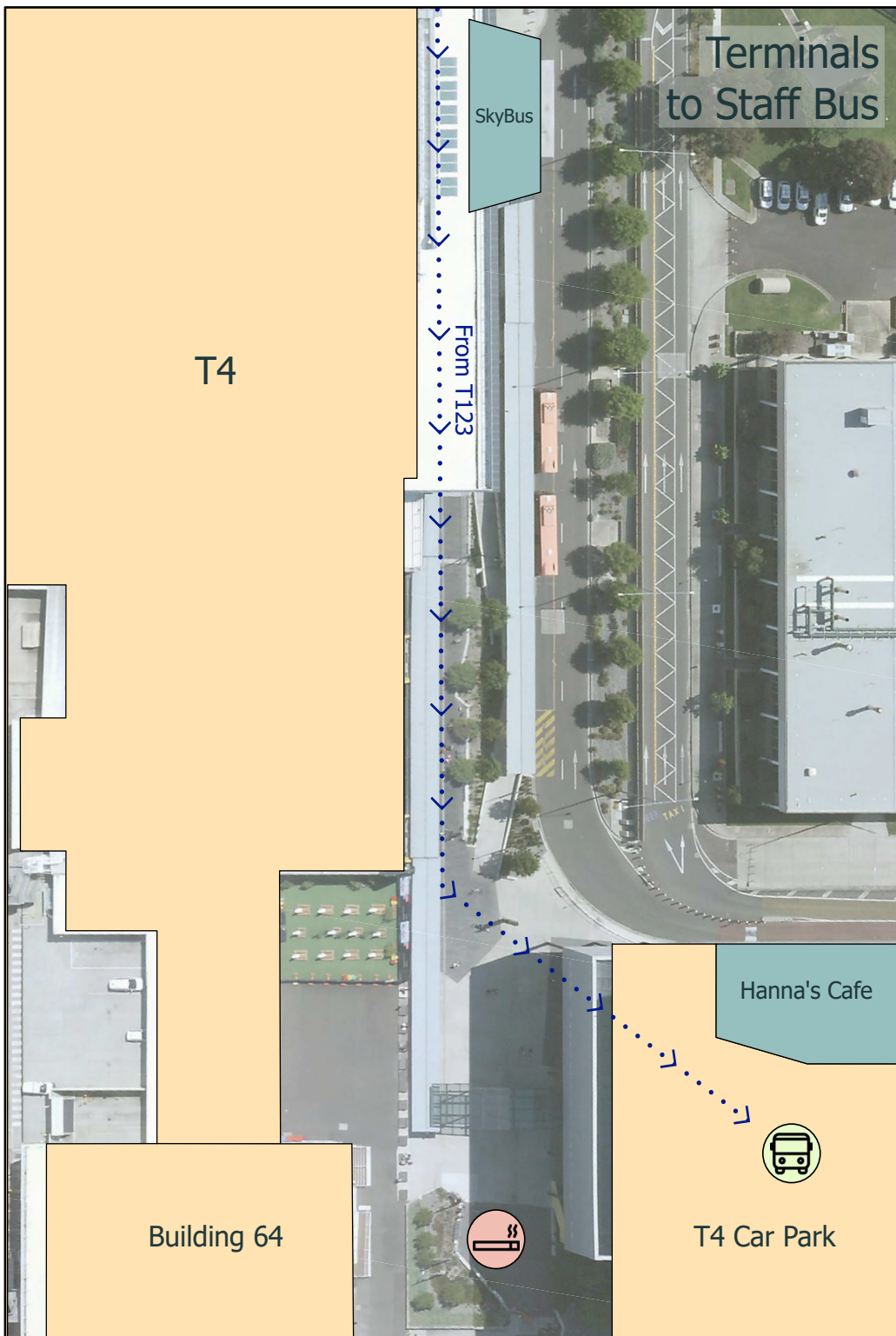
SkyBus Departures

T1

T2

Uber Kerbside

T3

T123 Car Park

Arrival Dr

Departure Dr

T4

Centre Rd

T4 Car Park

B64

Terminals
to Staff Bus

SkyBus

From T123

T4

Building 64

Hanna's Cafe

T4 Car Park

STAFF PARKING CARD APPLICATION

MELBOURNE AIRPORT

ABN 62 076 999 114

Parking and Ground Transport Customer Service Centre, Level 1, At Terminal T4 Car Park Tel: (03) 9297 1318

VIRGIN STAFF ONLY: ❑ CABIN CREW

❑ FLIGHT OPERATIONS   ❑ GROUND CREW

This Application form can be emailed to parkingapplications@melair.com.au.
This application can also be delivered in person to the Parking and Ground Transport Customer Service Centre, Level 1, At Terminal T4 Car Park. Hours of operation 9AM-5PM Monday-Saturday.

❑ **NEW APPLICATION**   ❑ **REPLACEMENT CARD**

1. APPLICANT DETAILS

PLEASE TYPE OR PRINT CLEARLY

NAME OF APPLICANT: ....
(APPLICANTS NAME AS SHOWN ON PASS)

POSITION/TITLE: ....

COMPANY: .... PHONE No.:.............................

SIGNATURE:.. DATE:.............../................./..................

VEHICLE REGISTRATION 1:........................... VEHICLE REGISTRATION 2:................................. (MAXIMUM OF TWO)

2. EMPLOYERS DETAILS (AUTHORISED SIGNATORY)

NAME:...

POSITION/TITLE:..

COMPANY NAME: .... ACN:...

DEPARTMENT (IF MORE THAN ONE BILLING ACCOUNT EXISTS) ....

....

COMPANY ADDRESS: ....

SUBURB:.. POSTCODE:...................................

PHONE No.:.................................... SIGNATURE:................................ DATE:.............../................./..................

SCHEDULE

By signing this Schedule, the Applicant and the Sponsoring Employer acknowledge they have read and agree to the above terms and conditions.

CP-03   SEPTEMBER 2016

Staff Parking Card Application ›

APPLICATION AND AGREEMENT FOR STAFF COMPANY PASS

The **Applicant** referred to in **Item 1** of the **Schedule** with the endorsement of the Sponsoring Employer referred to in **Item 2** of the **Schedule** applies for a pass permitting the Applicant to park in Staff Car Parks as designated by Australia Pacific Airports (Melbourne) Pty Ltd ACN 076 999 114 **("Melbourne Airport")** from time to time **("Pass")**.

Should this application be successful, the Pass will be issued to the Applicant subject to the following terms and conditions:

1. **A Pass is personal to the Applicant and may only be used by the Applicant for staff car parking, this is, parking by the Applicant for the purpose of attending the Applicant's place of employment at Melbourne Airport. The Pass may not be used for non-work related purposes such as going on vacation.**

2. Dwell times of vehicles will be monitored daily and any stay deemed excessive will be provided to the employer & may result in suspension or cancellation.

3. Parking of vehicles in Staff Car Parks is entirely at the Applicant's risk and Melbourne Airport, its staff, contractors or Car Park Service Provider shall not be liable to the Applicant or the owner of the vehicle for any damage, loss or destruction to any vehicle, its contents or any direct or indirect loss consequent thereon.

4. The Applicant must comply with any directions concerning the manner, restriction and location of parking or any other reasonable direction that Melbourne Airport or its Car park Service Provider may issue.

5. Should Melbourne Airport be required to move the Applicants' vehicle for any emergency or safety requirement, the Applicant (on behalf of the vehicle owner), agrees to permit Melbourne Airport to do so and will indemnify Melbourne Airport for any expenses incurred in doing so and for any loss or damage to the vehicle.

6. The Sponsoring Employer must make ongoing monthly payments by the due date (as specified in each invoice) to Melbourne Airport of the Parking Charges as set by Melbourne Airport from time to time.

7. Melbourne Airport will forward monthly invoices to the Sponsoring Employer for parking on the first day of each month. The due date for payment will be the end of the month in which the person has been invoiced.

8. The Applicant and the Sponsoring Employer shall be jointly and severally liable to Melbourne Airport for all outstanding unpaid payments in respects of the Pass issued to the Applicant. Liability for such payment will continue to accrue until this Agreement has been terminated in accordance with these terms and conditions, or if the Pass is lost, stolen or otherwise damaged or destroyed, satisfactory written notice, such as a Statutory Declaration has been given to Melbourne Airport.

9. Melbourne Airport may increase the Parking Charges and amend these terms and conditions at any time by providing written notice to the Applicant. Details of the Parking Charges and conditions in force from time to time may be obtained from the office of Melbourne Airport's Car Park Service Provider, located at the Parking and Ground Transport Customer Service Centre, Level 1, At Terminal T4 Car Park.

10. Melbourne Airport may revoke or suspend a pass at any time without notice to either the Applicant or the Sponsoring Employer

where monthly Parking Charges have not been paid within 7 days of the due date or if Melbourne Airport believes that these terms and conditions of issue and use of a Pass are not being observed.

11. The Agreement will be terminated upon :

    (a) The Applicant or the Sponsoring Employer providing written notice to Melbourne Airport that the work for which the Application was required has concluded; or

    (b) Melbourne Airport or the Applicant/Sponsoring Employer provides written notice they wish to terminate this Agreement.

12. Privacy:

    Melbourne Airport collects the Personal Information in order to provide staff car parking and related services. The Applicant and Sponsor agree that Melbourne Airport may share their Personal Information with the Sponsoring Employer for verification, invoicing and disciplinary purposes. If Melbourne Airport cannot collect the Personal Information, the Applicant will not be able to use Staff Car Parks using a pass under these terms and conditions however, it may be entitled to access the car park on a casual basis, subject to compliance with Melbourne Airport's casual pass conditions.

    Melbourne Airport handle all Personal Information it collects in accordance with the Privacy Act 1988 (Cth). Melbourne Airport's Privacy Policy (avaliable at http://melbourneairport.com.au/privacy-policy.html) explains how it handles Personal Information its collects, how individuals can request access to and correction of the Personal Information, and how they can make a complaint.

    In this clause 11, 'Personal Information' has the meaning given in the Privacy Act 1988 (Cth) and includes the information provided in the Schedule, the Applicant's car parking card and any other Personal Information relating to the Applicant's use of Staff Car Parks.

13. Any changes or alteration to Parking Charges, these terms and conditions, the issue of any direction or exercise or any right or remedy under this Agreement, may be made, given or implemented by and with the authority of the Head of Parking and Ground Transport. The Car Park Service Provider has authority to implement all of the above on behalf of Melbourne Airport.

14. Definitions:

    "Car Park Service Provider" means the company that Melbourne Airport has appointed to operate and manage its Staff Car Parks.

    "Parking Charges" means the fees set by Melbourne Airport from time to time for car parking in its Staff Car Parks.

    "Staff Car Parks" means car parks designated by Melbourne Airport for car parking by its stakeholders, their employees and contractors.

COSTS

Staff Car Park Pass $86.00 (inc. GST) per month
$10.00 (inc. GST) per day
Short Term Car Park Pass $565.00 (inc. GST) per month
Replacement Cards $25.00 (inc. GST)

CP-03 SEPTEMBER 2016

CASUAL STAFF PARKING CARD APPLICATION

MELBOURNE
A I R P O R T
ABN 62 076 999 114

Parking and Ground
Transport Customer
Service Centre,
Level 1,
At Terminal T4 Car Park
Tel: (03) 9297 1318

Office Use Only
❏ Accepted ❏ Declined   Date: ..../........../..........
Authorised Signatory Confirmed: ❏ Yes   ❏   No
Issued By:...
Date:........../........../..........
Card No.:......................... Expiry Date: ..../........../.........

This Application form can be emailed to parkingapplications@melair.com.au.
This application can also be delivered in person to the Parking and Ground Transport Customer Service Centre, Level 1, At Terminal T4 Car Park. Hours of operation 9AM-7PM Monday-Sunday.

❏ **NEW APPLICATION**   ❏ **REPLACEMENT CARD**

1. APPLICANT DETAILS

PLEASE TYPE OR PRINT CLEARLY

NAME OF APPLICANT:...
(APPLICANTS NAME AS SHOWN ON PASS)

POSITION/TITLE:...

COMPANY:... PHONE No.:..............................

EMAIL :...

SIGNATURE:... DATE:.................../.................../.........................

VEHICLE REGISTRATION 1:.............................VEHICLE REGISTRATION 2:.......................... (MAXIMUM OF TWO)

2. EMPLOYERS DETAILS (AUTHORISED SIGNATORY)

NAME:...

POSITION/TITLE:...

COMPANY NAME:... ACN:...

COMPANY ADDRESS:...

....

SUBURB:.. POSTCODE:...

PHONE No.:.............................. SIGNATURE:........................... DATE:............./............./..................

SCHEDULE

By signing this Schedule, the Applicant and the Sponsoring Employer acknowledge they have read and agree to the above terms and conditions.

CP-03   JULY 2019

Casual Staff Parking Application >

APPLICATION AND AGREEMENT FOR CASUAL STAFF PARKING CARD

It is the responsibility of the card holder to ensure sufficient funds are credited to their card to pay the applicable car park fee on exit. Without sufficient credit, car park access will not be possible.

The **Applicant** referred to in **Item 1** of the **Schedule** with the endorsement of the Sponsoring Employer referred to in **Item 2** of the **Schedule** applies for a pass permitting the Applicant to park in Staff Car Parks as designated by Australia Pacific Airports (Melbourne) Pty Ltd ACN 076 999 114 **("Melbourne Airport")** from time to time **("Pass")**.

Should this application be successful, the Pass will be issued to the Applicant subject to the following terms and conditions:

1. A Pass is personal to the Applicant and may only be used by the Applicant for staff car parking, this is, parking by the Applicant for the purpose of attending the Applicant's place of employment at Melbourne Airport. The Pass may not be used for non-work related purposes such as going on vacation.

2. Dwell times of vehicles will be monitored daily and any stay deemed excessive will be provided to the employer & may result in suspension or cancellation.

3. Parking of vehicles in Staff Car Parks is entirely at the Applicant's risk and Melbourne Airport, its staff, contractors or Car Park Service Provider shall not be liable to the Applicant or the owner of the vehicle for any damage, loss or destruction to any vehicle, its contents or any direct or indirect loss consequent thereon.

4. The Applicant must comply with any directions concerning the manner, restriction and location of parking or any other reasonable direction that Melbourne Airport or its Car park Service Provider may issue.

5. Should Melbourne Airport be required to move the Applicants' vehicle for any emergency or safety requirement, the Applicant (on behalf of the vehicle owner), agrees to permit Melbourne Airport to do so and will indemnify Melbourne Airport for any expenses incurred in doing so and for any loss or damage to the vehicle.

6. The Applicant shall be liable to Melbourne Airport for all outstanding unpaid payments in respects of the Pass issued to the Applicant. Liability for such payment will continue to accrue until this Agreement has been terminated in accordance with these terms and conditions, or if the Pass is lost, stolen or otherwise damaged or destroyed, satisfactory written notice, such as a Statutory Declaration has been given to Melbourne Airport.

7. Melbourne Airport may increase the Parking Charges and amend these terms and conditions at any time by providing written notice to the Applicant. Details of the Parking Charges and conditions in force from time to time may be obtained from the office of Melbourne Airport's Car Park Service Provider, located at the Parking and Ground Transport Customer Service Centre, Level 1, At Terminal T4 Car Park.

8. Melbourne Airport may revoke or suspend a pass at any time without notice to either the Applicant or the Sponsoring Employer if Melbourne Airport believes that these terms and conditions of issue and use of a Pass are not being observed.

9. The Agreement will be terminated upon :

    (a) The Applicant or the Sponsoring Employer providing written notice to Melbourne Airport that the work for which the Application was required has concluded; or

    (b) Melbourne Airport or the Applicant/Sponsoring Employer provides written notice they wish to terminate this Agreement.

10. Privacy:

    Melbourne Airport collects the Personal Information in order to provide staff car parking and related services. The Applicant and Sponsor agree that Melbourne Airport may share their Personal Information with the Sponsoring Employer for verification, invoicing and disciplinary purposes. If Melbourne Airport cannot collect the Personal Information, the Applicant will not be able to use Staff Car Parks using a pass under these terms and conditions.

    Melbourne Airport handle all Personal Information it collects in accordance with the Privacy Act 1988 (Cth). Melbourne Airport's Privacy Policy (avaliable at http://melbourneairport.com.au/privacy-policy.html) explains how it handles Personal Information its collects, how individuals can request access to and correction of the Personal Information, and how they can make a complaint.

    In this clause 11, 'Personal Information' has the meaning given in the Privacy Act 1988 (Cth) and includes the information provided in the Schedule, the Applicant's car parking card and any other Personal Information relating to the Applicant's use of Staff Car Parks.

11. Any changes or alteration to Parking Charges, these terms and conditions, the issue of any direction or exercise or any right or remedy under this Agreement, may be made, given or implemented by and with the authority of the Head of Parking and Ground Transport. The Car Park Service Provider has authority to implement all of the above on behalf of Melbourne Airport.

12. Definitions:

    "Car Park Service Provider" means the company that Melbourne Airport has appointed to operate and manage its Staff Car Parks.

    "Parking Charges" means the fees set by Melbourne Airport from time to time for car parking in its Staff Car Parks.

    "Staff Car Parks" means car parks designated by Melbourne Airport for car parking by its stakeholders, their employees and contractors.

COSTS

Casual Staff Car Park Pass $10.00 (inc. GST) per day Replacement Cards $25.00 (inc. GST)

CP-03   DECEMBER 2017

CONTRACTOR PARKING APPLICATION

MELBOURNE AIRPORT

Parking and Ground
Transport Customer
Service Centre,
Level 1,
At Terminal T4 Car Park
Tel: (03) 9297 1318

Office Use Only
❑ Accepted ❑ Declined   Date: ..../.........../.........
Authorised By..
Issued By:..
Date:........../.........../.........
Pass No.:.................. Expiry Date: ..../.........../.........
❑ FOC   ❑ Payment on Collection
❑ Invoice/Cheque to APAM

This Application form can be submitted to parkingapplications@melair.com.au.
This application can also be delivered in person to the Parking and Ground Transport Customer Service Centre, Level 1, At Terminal T4 Car Park. Hours of operation 9AM-5PM Monday-Saturday.

1. APPLICANT DETAILS

PLEASE TYPE OR PRINT CLEARLY

NAME OF APPLICANT: ....
(APPLICANTS NAME AS SHOWN ON PASS)

POSITION/TITLE:...

COMPANY:..

PHONE No.:...

VEHICLE DETAILS: MAKE: ....MODEL:...

REGISTRATION No: (MAXIMUM OF TWO) ....

SIGNATURE:.. DATE:................../...................../......................

NEW PASS:	Y ❑	N ❑	
RENEWAL:	Y ❑	N ❑	
REPLACEMENT PASS:	Y ❑	N ❑	
OLD PASS#:_____			
OLD PASS EXP:_____			

(PRINT CLEARLY TO AVOID
DELAYS OR FURTHER COSTS)

2. EMPLOYERS DETAILS (SPONSOR)

SPONSOR NAME:...

SPONSOR POSITION/TITLE:..

COMPANY NAME: ....

COMPANY ADDRESS: ....

SUBURB:.. POSTCODE:...............................

PHONE No.:.. SIGNATURE:.................................... DATE:............./............./..................

3. APAM AUTHORISATION

NAME:...

POSITION/TITLE: .... DEPARTMENT:.......................................

DURATION OF PASS: (IN WEEKS) .... VALID FROM:.........../.........../............. VALID TO:.........../.........../.............
(MAXIMUM OF SIX MONTHS)

PROJECT CODE / SERVICES CONDUCTED: ....
(E.G. CP13001)   (E.G. BAGGAGE SYSTEM/LIFT MAINT)

SIGNATURE: .... DATE: ..../................/..................

NOTE: A replacement fee applies to all passes re-issued due to incorrect details or lost passes.

SCHEDULE

By signing this Schedule, the Applicant and the Sponsoring Employer acknowledge they have read and agree to the above terms and conditions.

CP-06   JULY 2017

Contractor Parking Application ›

APPLICATION AND AGREEMENT FOR CONTRACTOR PARKING AUTHORISATION

The Contractors Car Park is available to companies directly contracted by Melbourne Airport only. This includes companies engaged in capital projects & contracted service providers.

The **Applicant** referred to in **Item 1** of the **Schedule** with the endorsement of the Sponsoring Employer referred to in **Item 2** of the **Schedule** applies for a pass permitting the Applicant to park in Contractors Car Park (located on Gowrie park Drive) as designated by Australian Pacific Airports (Melbourne) Pty Ltd ACN 076 999 114 **("Melbourne Airport")** from time to time **("Pass")**.

Should this application be successful, the Pass will be issued to the Applicant subject to the following terms and conditions:

1. A Pass is personal to the Applicant and may only be used by the Applicant for the purpose of attending the Applicant's place of employment at Melbourne Airport. The Pass may not be used for non-work related purposes such as going on vacation.

2. Dwell times of vehicles will be monitored daily and any stay deemed excessive will be provided to the employer & may result in suspension or cancellation.

3. Parking of vehicles in Contractors Car Park is entirely at the Applicant's risk and Melbourne Airport, its staff, contractors or Car Park Service Provider shall not be liable to the Applicant or the owner of the vehicle for any damage, loss or destruction to any vehicle, its contents or any direct or indirect loss consequent thereon.

4. The Applicant must comply with any directions concerning the manner, restriction and location of parking or any other reasonable direction that Melbourne Airport or its Car park Service Provider may issue.

5. Should Melbourne Airport be required to move the Applicants' vehicle for any emergency or safety requirement, the Applicant (on behalf of the vehicle owner), agrees to permit Melbourne Airport to do so and will indemnify Melbourne Airport for any expenses incurred in doing so and for any loss or damage to the vehicle.

6. All relevant parking fees due are paid in full upon receipt / collection of the pass.

7. Melbourne Airport may increase the Parking Charges and amend these terms and conditions at any time. Details of the Parking Charges and conditions in force from time to time may be obtained from the office of Melbourne Airport's Car Park Service Provider, located at the Parking and Ground Transport Customer Service Centre, Level 1, at Terminal T4 Car Park.

8. Melbourne Airport may revoke or suspend a pass at any time without notice to either the Applicant or the Sponsoring Employer where Melbourne Airport believes that these terms and conditions of issue and use of a Pass are not being observed.

9. The Agreement will be terminated upon:

   (a) The Applicant or the Sponsoring Employer providing written notice to Melbourne Airport that the work for which the Application was required has concluded; or

   (b) Melbourne Airport or the Applicant/Sponsoring Employer provides written notice they wish to terminate this Agreement.

10. Any changes or alteration to Parking Charges, these terms and conditions, the issue of any direction or exercise or any right or remedy under this Agreement, may be made, given or implemented by and with the authority of the Chief of Parking and Ground Transport. The Car Park Service Provider has authority to implement all of the above on behalf of Melbourne Airport.

11. Definitions:

    "Car Park Service Provider" means the company that Melbourne Airport has appointed to operate and manage its Car Parks.

    "Parking Charges" means the fees set by Melbourne Airport from time to time for car parking in its Car Parks.

    "Contractors Car Parks" means car parks designated by Melbourne Airport for car parking by its stakeholders, their employees and contractors.

COSTS

Contractor Car Park $30.00 (inc. GST) per week / $82.00 (inc. GST) per month.

Lost or Damaged Permits will be replaced at a cost of $20.00 (inc. GST).

Permits Re-printed due to incorrect details on application form $20.00 (inc. GST).

CP-06   JULY 2017

12
Facilities
and Amenities

Melbourne Airport provides numerous facilities and amenities to all staff and passengers.

Detailed information about all areas of Melbourne Airport's operations, such as car parking, Retail and, passenger information, maps and directories are available on the Melbourne Airport website.

The website also has real time flight details for international and domestic flights.

Melbourne Airport Home >
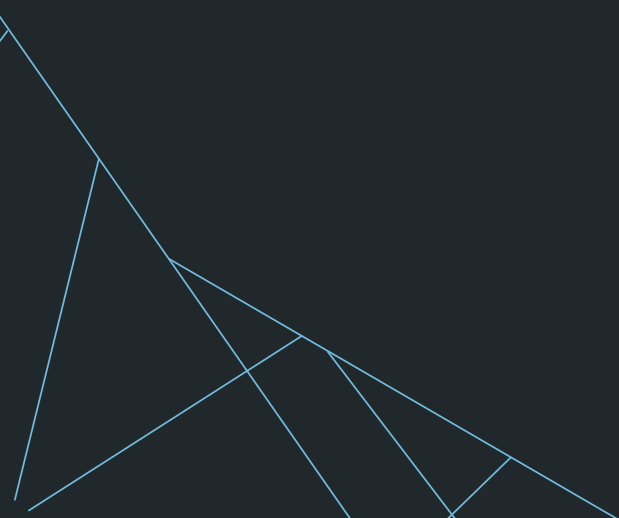
12.1 Chaplaincy Service

Melbourne Airport has partnered with Korus Connect to provide an independent, impartial and confidential Chaplaincy service to all airport staff and passengers of all or no faiths. The Chaplaincy office is located on Level 2, Terminal 2, 24/7 and can be contacted at **9297 2417**.

Prayer rooms (Multifaith and Islamic)

Prayer Rooms are located on the ground floor of T3 and T2 International Departures (after Security) and are open 24/7. Please help the Chaplaincy keep the room tidy for all users by refraining from taking food and drink into the rooms. If there is an issue with any of the rooms, please call the Chaplaincy on **9297 1488**.

About Chaplaincy at Melbourne Airport >

12.2 Lost Property

The lost property facility is located in T3 behind Virgin Check-in.

Lost or misplaced items across all terminals are handled at this facility. Operating hours are 9.00am to 5.00pm Monday to Friday. The contact number is **9297 1805**.

For lost property on board an aircraft, or from within an airline or boarding lounge, please contact the airline directly.

Map >

12.3 Luggage Storage

The SmarteCarte baggage storage facility is located on the ground floor in T2 arrivals. Lockers are self-service, and available 24/7. They are located at T4 car park under the escalators. Photo ID is required for storage. Luggage lockers are also available on the ground floor of the transport hub.

Map >

Melbourne Airport -
Luggage Storage
& Lost Property

- Elevator
- Escalator
- Toilets
- Accessible Toilets
- Worship Space

From T4 Departures
From T4 check-in
Terminal 3 Forecourt & SkyBus
T3 Baggage Reclaim
Lost Property
Virgin check-in
AFL Bar
McDonalds
Axil Coffee
Luggage Storage
Optus
Hudsons
Terminal 2 Forecourt & Uber
T2 Arrivals Hall
International check-in
International Departures
Ozlook
SmarteCarte
From Qantas check-in
From Terminal 1
From Qantas check-in
G Ground
D Departures

12.4 Staff Smoking Area

Smoking or vaping is not permitted inside the terminal buildings, Airside or immediately outside the terminal entry doors. Designated areas for smoking or vaping are located on the ground floor of the T1 and T4 buildings.
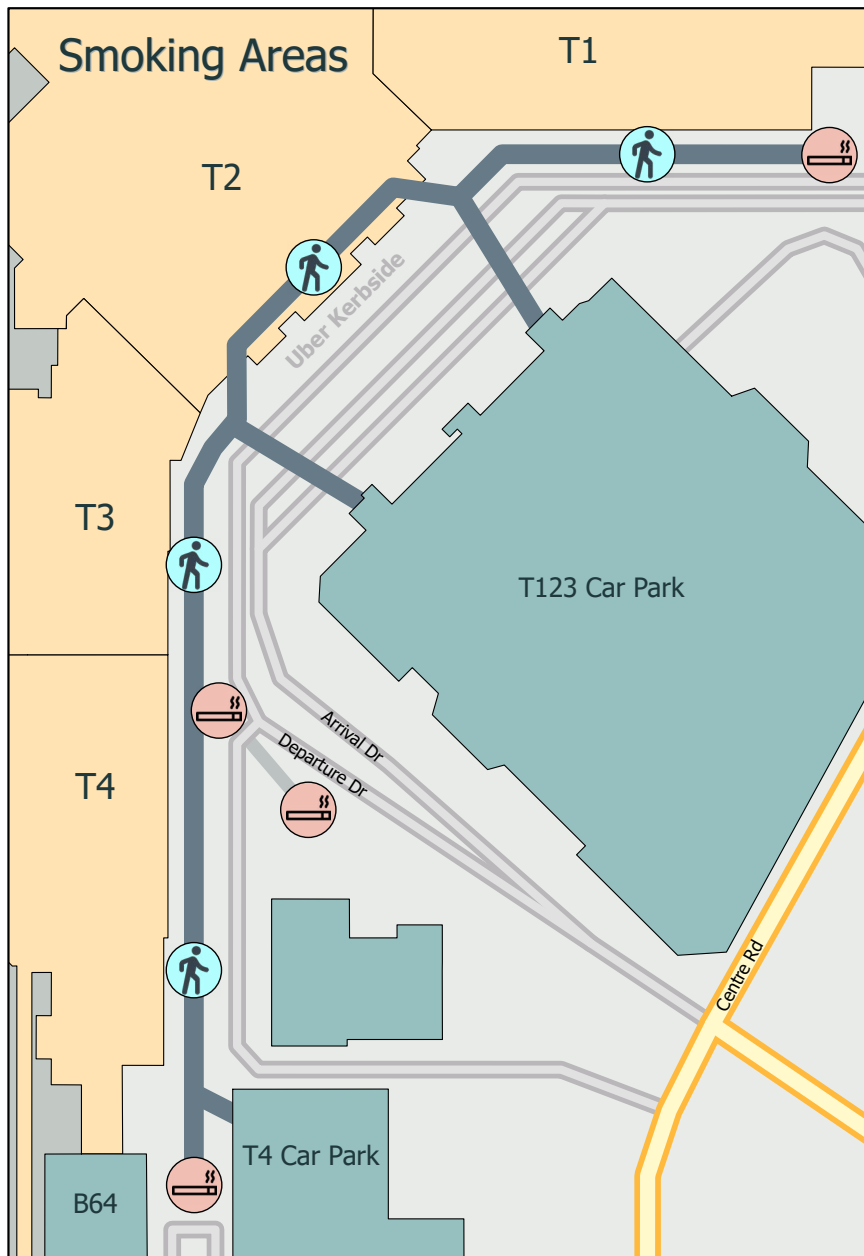
Map >

12.5 Purchasing Meals in Sterile Areas (Departures T2)

When working in Departures Sterile Areas staff can purchase take-away food and beverage only. No dining-in is allowed.

13 Media and Marketing

Melbourne Airport staff are not permitted to speak to media about airport operations without prior approval from the Melbourne Airport Corporate and Public Affairs Department. All media enquiries should be directed to Melbourne Airport Media on **9335 3666**.

13.1 Melbourne Airport Marketing

To help support your marketing needs, we have all the information and documents you will need for success on our Retail marketing portal.

Here you can access:

- Melbourne Airport's Marketing Calendar – an overview of key public holidays, campaign ideas and key contacts for you to engage with.

- Marketing Initiatives Kit – your bible to everything Melbourne Airport marketing. This includes style guidelines, artwork dimensions or details on how to get involved.

- Hoarding guidelines – a guide to producing hoarding for your tenancy.

- Highlights of our most recent future traveller study – audience segments, trends and key data on our future travellers available to reference.

- Journey Magazine – Melbourne Airport Journey Magazine provides all Retailers with an opportunity to showcase your brands, products, news and special offers. It is designed to drive awareness and footfall for your business. Each magazine is promoted throughout the terminal via our email database, on social media and on prominent oOh! media screens.

- Information on The Laneway – our new click, collect and fly website for international travellers. For more information, visit melbourneairport.com.au/laneway

For more information on available Retailer marketing initiatives at Melbourne Airport, visit the link below.

Marketing Initiatives Kit >

13.2 Media

If you would like to conduct filming or photography at Melbourne Airport, you will need to submit a filming and photography application form and seek approval before your visit. Details in your application will help us facilitate your request and ensure security issues are taken into consideration to maintain the safe and efficient operation of the airport.

To apply for approval to conduct filming or photography at Melbourne Airport, please complete the filming and photography application form on the following page and submit via email to filming@melair.com.au

To submit a filming and photography request for news purposes, please email crmmedia@melair.com.au in a timely manner.

FILMING AND PHOTOGRAPHY APPLICATION FORM

MELBOURNE
A I R P O R T

ABN 62 076 999 114

Locked Bag 16,
Tullamarine,
Victoria 3043
Tel: (03) 9297 1872
Fax: (03) 9297 1397

Office Use Only

APPLICATION: ☐ APPROVED ☐ NOT APPROVED

Authorised By:......................................

Date: ..../........./.........
 (for and on behalf of Melbourne Airport)

AMOUNT: $[insert] (Incl. GST)

PAYMENT: ☐ Cash ☐ Chq ☐ Credit Card ☐ EFT ☐ ACC

Receipt No.:.................................

Date:........./........./...........

APPLICANT DETAILS

APPLICANT NAME:...

OCCUPATION/POSITION:..

PRODUCTION COMPANY / ORGANISATION:...

BUSINESS ADDRESS:...

SUBURB:.. POSTCODE:..............................

TELEPHONE: (Business):.. (Mobile):..

EMAIL ADDRESS:..

INSURANCE DETAILS

PUBLIC LIABILITY INSURER:...

AMOUNT INSURED:..

POLICY EXPIRATION DATE:..

Filming and Photography Application Form >

FILMING OR PHOTOGRAPHY INFORMATION

DATE/S OF SHOOT:...

BUMP IN TIME:... BUMP OUT TIME:...

LOCATION OF SHOOT:..

PURPOSE OF SHOOT:..

SYNOPSIS:..

....

....

NUMBER OF CAST AND CREW:...

EQUIPMENT:...

....

....

....

POWER REQUIREMENTS:...

SIGNED BY:... DATE:...................../...................../.....................

*PLEASE ALLOW 8 WORKING DAYS FOR PROCESSING

*Copies of all documentation submitted with your application will be made and kept by Melbourne Airport

FILMING AND PHOTOGRAPHY APPLICATION - TERMS AND CONDITIONS

1   General

(a)   By signing the Application Form and paying the Required Fee you agree to be bound by the terms and conditions set out below in conjunction with those located at https://www.melbourneairport.com.au/Passengers/Terms-conditions/Terms-conditions-for-filming-photography (**Terms**).

(b)   Written approval of the Application Form by Melbourne Airport permits you and your cast and crew to enter Melbourne Airport Property to conduct a film or photography shoot (Approval). Such Approval may be communicated to you via email, in which case you must print said Approval email and keep it on your person at all times.

(c)   Subject to you complying with the Terms, Melbourne Airport consents to the filming or photography activities described in the Synopsis above.

(d)   The Approval is valid from the Bump In Time to the Bump Out Time provided the Required Fee has been paid.

(e)   You warrant that all information you have provided in the Application Form is accurate and correct as at the date of the application.

2   Compliance

(a)   You must maintain and comply with the conditions of all relevant licences, permits, directions, authorities, accreditations and permissions required by Victorian and Commonwealth law from time to time.

(b)   You must carry proof of the currency of such licences, authorities, accreditations and permissions at all times, and provide them for inspection and/or copying when requested to do so by an Authorised Person.

3   Airport use

(a)   Unless otherwise agreed with Melbourne Airport, you must ensure that you do not obstruct or interfere with the free passage of aircraft, traffic or persons on Melbourne Airport Property.

(b)   You must obey all signage at the airport.

(c)   The Location of Shoot must only be used for filming or photography as described in the Synopsis.

4   Privacy and consent notice

(a)   Melbourne Airport collects your Personal Information to verify your identity, licences and accreditations, to monitor and enforce compliance with these terms and conditions and to ensure the safety and security of all users of Melbourne Airport Property. Melbourne Airport collects your Personal Information from you directly and also from others and through other means, including audio visual surveillance (operated by Melbourne Airport and its service providers), police and licencing authorities.

(b)   Your Personal Information may be disclosed to third parties for the purposes, detailed in (a) above to Melbourne Airport's third party service providers, to regulatory bodies and agencies and to law enforcement agencies. You consent to Melbourne Airport collecting, using and disclosing your Personal Information for these purposes.

(c)   Melbourne Airport will otherwise handle the Personal Information it collects and holds about you as detailed in the Melbourne Airport Privacy Policy, which is available on http://melbourneairport.com.au/privacy-policy.html, which also explains how you can request access to and correction of your Personal Information, and how you can make a privacy complaint and how Melbourne Airport will deal with your complaint.

(d)   Melbourne Airport may seek and obtain further Personal Information about you during the course its dealings with you for the purposes set out in (a) above. The terms of this clause apply to the collection, use and disclosure of the further Personal Information it collects about you. If you do not provide Melbourne Airport with some or all of the Personal Information it requests or you do not consent to its collection, Melbourne Airport may not be able to Approve this Application Form.

5   Defined terms

"Airport" means Melbourne Airport.

"Application Form" means the application form attached to this document entitled 'Filming and Photography Application'.

"Approval" has the meaning given to it in the second paragraph of these terms and conditions.

"Authorised Person" means:

(a)   any employee of Melbourne Airport and any other person who is appointed by Melbourne Airport to be an authorised person for the purposed of these terms and conditions;

(b)   any employee, agent or contractor of the landside traffic contractor from time to time;

(c)   any authorised officer, agent, or contractor of the Taxi Services Commission; and

(d)   any member of the Victoria Police or Federal Police.

"Melbourne Airport Property" means the land leased, owned and operated by Melbourne Airport from time to time.

"Melbourne Airport" means Australia Pacific Airports (Melbourne) Pty Ltd ACN 076 999 114.

"Personal Information" means information or opinion about an identified person or a person who is reasonably identifiable, whether or not the information or opinion is true or not and or is recorded in a material from or not and includes sensitive information such as health information and criminal records.

"Required Fee" means the amount payable in respect of this Application Form

MELBOURNE AIRPORT