

# Terminal Retail

## Airport Operating Standard

09 March 2026



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# Introduction

This Airport Operating Standard (AOS) has been produced by Perth Airport Pty Ltd (PAPL) with the aim of providing concise operational and safety information and guidance to all Terminal Property Tenants and Retail/Venue Operators and their staff who are undertaking operations within Perth Airport operated terminals.

This Standard and the requirements contained within, are supplementary to all conditions within the lease agreement the organisation has with PAPL, Airport Operating Protocol (AOP) and all relevant Airport Operating Standards.

This Standard also aims to provide information and guidance to ensure a safe environment for all terminal property tenant staff, retail/venue operators, contractors, passengers, and customers, and to ensure that the requirements documented within are relevant and capable of practical implementation by all staff.

PAPL will endeavour to provide sufficient notification of changes to tenants and operators. However, it is the responsibility of each tenant/operator to keep informed of any amendments via Perth Airport Notice (PAN).

The Standard is designed to be read in conjunction with the Perth Airport's AOP and the following AOS:

- Aviation Security
- Terminal Evacuation and Fire Safety
- Incident Reporting and Responding
- Terminal Retail Tenancies.

These documents are available via PAPL corporate website - [Operational Procedures](#).

## Our Retail Vision

Perth Airport works in partnership with property and retail stakeholders to deliver world-class tenancies, creating engaging environments, optimising commercial outcomes, and delivering exceptional customer experiences through the following principles:

- Worldclass dining and shopping precincts
- A sense of place
- Innovative new products and technologies
- The experience of being in ones living room rather than a waiting room
- Creating memorable moments of “wow”
- Operating sensibly and sustainably
- Elevating airport dining.

# Responsibilities

## Perth Airport Pty Ltd

PAPL is responsible for producing this Standard and consulting with stakeholders as necessary to determine operating requirements and necessary restrictions.

PAPL maintains day-to-day accountability for the implementation of this Standard and will conduct regular inspections of tenanted areas, as required under lease agreements, while promoting responsible operational practices.

Retail Leasing & Development Managers are assigned to tenants to oversee contract management, leasing, and business development opportunities.

The Retail Managers are the first point of contact in relation to all operational day-to-day matters.

Airport Control Centre (ACC) and Terminal Duty Managers (TDM's) oversee operations within the terminals 24/7 and can assist with medical response and lost property.

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## Retail & Venue Operators

Retail and Venue Operators (further referred as Operators within this document) should be familiar with requirements for operating in terminal areas, including concession agreements and/or licences, operating standards and protocols, and any other resources and directives supplied by PAPL.

Operators are also responsible for ensuring their tenancy is maintained in a clean and functional state, and that their employees are trained and aware of this Standard.

Operators should also be actively aware of their obligations in relation to environmental management.

It is the Operators' responsibility to be aware of all relevant legislation relating to their business.

Operators must also ensure that their staff are aware of their obligations and expectations under their agreement with PAPL including, but not limited to:

- Merchandising
- Pricing
- Financial reporting
- Contractor engagement
- Customer experience
- Trading hours
- Safety
- Auditing requirements
- Essential maintenance
- Equipment compliance/ certification
- Service levels
- Security
- AOP and AOS's
- Emergency procedures
- Warden obligations

## Tenant and Concessionaire Induction

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To assist staff in being aware of their responsibilities at Perth Airport, all Tenant and Concessionaire staff must complete and maintain a current PAPL Tenant and Concessionaire induction via the on-line training system [Airdat Passport](#).

## Operators Employees and Contracted Staff

Everyone working in the retail, food and beverage tenancy must:

- Report all emergency (life-threatening) incidents to 000 then contact the ACC on (+61) 8 9478 8500
- For incidents that are not life-threatening, notify ACC on (+61) 8 9478 8572
- Be familiar with the terminal evacuation plan for the area in which they work including emergency exits and assembly areas and follow directions of Perth Airport staff and fire wardens in relation to the tenancy area
- Where it is safe to do so, assist others during an emergency situation, particularly those who may be unfamiliar with the terminal or have disabilities, including passengers and members of the public.

# Communication

## Perth Airport Notice (PAN)

The PAN is distributed via email and is used to disseminate information of interest to stakeholders across the airport estate. Its purpose is to provide a standard and official communication channel between Perth Airport, its staff, tenants, operators, and contractors.

Information outlined in [the PAN](#) may include:

- Fire system impairments
- Noisy or disruptive planned works
- Changes to terminal operations
- Planned IT network disruptions
- Planned power outages
- Changes to operating procedures.

There are two [types](#) of [the PAN](#) depending on the importance of the information, including:

- High Priority (Orange)
- General Information (Blue).

It is the responsibility of all recipients to read [the PAN](#) and adhere to any instructions given.

The distribution lists for [the PAN](#) are regularly reviewed and updated by Perth Airport. For inclusion on the PAN distribution list, [please](#) email [corporateaffairs@perthairport.com.au](mailto:corporateaffairs@perthairport.com.au). It is important to specify your store/company, name, position, email address & terminal.

It is particularly important that a representative from each retail/venue is listed on this distribution list for their respective terminal. You may wish to have multiple people on this list, such as store email addresses so that these important notifications are received.

## Reports

To be registered to receive any of the following reports, contact your Retail Manager.

### Flight Changes Notifications

ACC issues, where possible, notifications of flight changes if greater than three hours delay advised in advance to Operators as they occur. It is recommended to have a store email linked to this, so it can be viewed by various staff at any time of day.

Notifications cannot always be guaranteed, and terminal Flight Information Display Screens (FIDS) are your most reliable source of daily changes to schedules.

### Flight Schedules Notifications

Seasonal, monthly, and weekly flight schedules and anticipated passenger numbers are available to operators to assist with planning.

### Monthly Passenger Numbers

This data is useful for retailers to track performance metrics in relation to the passenger numbers and must not be forwarded to external parties.

Distribution of this information is restricted to approved staff only.

### Retail Operations Terminal Distribution List

The Retail Manager often sends out communications via email to each terminal group, providing relevant information, impacts or updates that relate to terminal retail/venue operations. Please ensure the applicable staff

are receiving these communications and are disseminating relevant information to operational

### **Customer Feedback**

Customer feedback is an essential measurement tool. All operators are expected to track and log their feedback for ongoing review and share the results with your PAPL Retail Leasing & Development Manager, and the Retail Manager.

Any feedback that is received direct to Perth Airport's Customer Service team will be logged, responded to, and tracked for measurement. Feedback is shared with the relevant tenant/operator for input.

### **Discounts and Special Offers**

Special offers and discounts may be available to ASIC holders at various retail stores/venues.

If you are a retail/venue operator and would like to advertise a special offer for your outlet or change a current offer, please contact your PAPL Retail Manager.

# Evacuation and Fire Safety

Emergency procedures for evacuation and fire safety are established at Perth Airport and are detailed in the [AOS011 Terminal Evacuation and Fire Safety](#). All Operators must read, understand, and comply with the requirements of this Standard at all times.

## Evacuation Diagrams

Evacuation diagrams display the fastest exit route, fire equipment, and assembly areas. All occupants must know their nearest exit, call point, fire gear, and warden intercom. Diagrams are maintained in public terminal areas. For terminal-specific details or evacuation coordination, contact the Fire Compliance Lead.

Operators must supply compliant evacuation diagrams (AS3745:2010) for leased areas, showing exits, fire equipment, the main building exit, assembly point, and warden instructions. Contact the PAPL Fire Compliance Lead for guidance or Fire Safety Familiarisation ([AOS011 Terminal Evacuation and Fire Safety](#).)

Refer to AOS011 Terminal Evacuation and Fire Safety for more information.

## In-Store/In-Venue Fire Warden.

Each Operator must ensure a trained and competent warden is always present during operating hours. Operator's Wardens must be familiar with terminal evacuation procedures and their responsibilities under the AOS 011.

## Emergency Call Points

Emergency call points are located on terminal forecourts and in bus shelters with call response to the ACC.

## First Aid

Retail/venue operators are responsible for complying with the applicable legislative requirements in relation to having a first aid representative present in their leased area.

If any Operator encounters a person in their leased area, or in the terminal who appears to be requiring urgent medical attention, contact the ACC to arrange response.

If the incident is perceived as life threatening, 000 must be called first followed by the ACC.

# Safety, Security, and Access

## Incident Management & Reporting

It is vital that all incidents are reported immediately to the ACC. A report must be logged for any hazard observed or incident occurring in the terminal, including inside your leased areas.

Remember in **all emergencies (life-threatening) incidents** to call **000** and then the ACC Emergency Line on **(+61) 8 9478 8500**.

For all other incidents or hazards, call the ACC general enquiries line **(+61) 8 9478 8572** to log a report. These numbers are listed on the back of Perth Airport-issued ASICs.

In addition to your own company's reporting policy, **Operators** must supply formal incident reports in the following circumstances:

- Injury to customer within the leased area
- Injury to operator while on shift
- Fire alarm activation or alert tones as a result of activities within the leased area
- Activities or incidents that threaten safety within the leased area
- Activities or incidents that impact or damage the building or infrastructure.

Incident reports must be supplied within 48-hours of the incident occurring, and must contain the information outlined below:

- The circumstances of the incident
- The likely cause of the incident
- Actions taken to mitigate the severity/impact of the incident
- Actions taken to prevent the incident or similar incidents from reoccurring
- Any other information requested by PAPL.

## Prohibited Items in Retail & Leased Areas

Perth Airport Security will conduct an inspection of the tenancy before stocking of product occurs to ensure no prohibited items or security vulnerabilities are identified. A subsequent inspection will occur following the commencement of trading to ensure requirements outlined in the Aviation Security (AOS **006**) are being adhered to, in particular the control of tools of trade and ASIC display.

**Periodic** inspections will occur from time to time to ensure **Operators** are adhering to the requirements of the Aviation Security (AOS **006**).

## ASIC Requirements

In order to protect the integrity of Perth Airport's secure areas, all persons entering a secure area are required to display an Aviation Security Identification Card (ASIC). There are a number of secure areas at Perth Airport, and it is important that you understand the security requirements for the area you are entering.

Boundaries of the security zones are clearly identified by access control and regulatory signage. At Perth Airport's controlled facilities, access can be provided to ASIC holders using a Perth Airport issued ASIC or a Secure Zone Access (SZA) card for bearers of ASICs issued by other agents.

Tenancy staff operating within a sterile area (beyond security screening) are required to hold and display a current ASIC or Visitor Identification Card (VIC).

## Tips for ASIC application

- Your employer must initiate your ASIC application via ASIC Online
- An ASIC application takes approximately four to six weeks to be approved
- A \$240 non-refundable fee is payable at this time as well as a \$50 deposit which is refundable when the ASIC is returned
- When your application has been approved by your employer, you will receive a confirmation email advising you to attend the Airport Services Office (ASO) for ID Verification and a photograph
- After you have attended the ASO you will receive an email with your log in details for AIRDAT and a link to the ASIC Training which needs to be completed prior to picking up your card
- When your ASIC application has been processed and your ASIC card is ready for collection your employer will be notified
- The ASO has set open hours that can vary from time-to-time
- Collection of an ASIC card from the ASO by appointment only.

Further information can be found [ASIC Online \(perthairport.com.au\)](https://perthairport.com.au).

## Visitor Identification Card (VIC/EVIC)

Visitors to the airport who do not hold a valid ASIC may apply for a VIC provided they have an operational need to enter the secure area (Terminal Sterile or Airside/Security Restricted Area) of the airport for a lawful purpose.

To apply for a VIC, visitors need to create a Visitor Management System (VMS) account and then apply for a VIC.

A VIC holder must be escorted by a valid ASIC holder and supervised at all times in secure areas.

Visitors may only receive daily VICs for a period of up to 28 days within a 12-month period.

### Types of passes:

- VIC (valid for 24 hours) - issued at no cost to the applicant
- EVIC (valid for 28 days, unless ASIC application has been submitted)
  - \$30 payable at the time of issue plus a \$50 deposit payable by the cardholder and refunded when the EVIC is returned to the Airport Service Office (ASO). EVICs can only be issued at the Airport Service Office and proof of ASIC application is required at the time of issuing
  - EVIC's are only available to an applicant once within a 12-month period.

Further information can be found [Visitor Passes \(perthairport.com.au\)](https://perthairport.com.au). [At this website page, you can also locate the user guide](#) (Applicant and Sponsor) are useful tools.

## Secure Zone Access (SZA)

If you require electronic access (swipe access) to a secure area, you will need to submit a Secure Zone Access (SZA) application.

If you already have electronic access and require additional doors or access to perform your operational duties, you will need to resubmit an SZA application. Please list specific details of the additional doors or areas you require and provide a detailed operational reason to support your request.

For [Operators](#), SZA applications can be issued to the Retail Manager for signature.

Further information can be found Airport Services at [Welcome to Perth Airport](#)

## Escorts

When a valid ASIC holder is not available to escort a non-ASIC holder (VIC/ EVIC) into a sterile area (e.g., a contractor undertaking repairs), a security guard escort services can be engaged.

Minimum engagement is four (4) hours per guard. Weekday, weekend, public holiday, and late notice rates may differ.

To request an escort, please contact ISS on [aviation.rosteringperth@au.issworld.com](mailto:aviation.rosteringperth@au.issworld.com) or (+61) 407 080 356.

## Staff Parking

To apply for a staff parking card, please email [parkingcards@perthairport.com.au](mailto:parkingcards@perthairport.com.au).

Multiple staff parking applications (exceeding 20 cards required) should be applied for three months in advance of trade.

For single applications on existing accounts, download the application form on the staff car parking website and submit to the Airport Services Office. Expect a two to five business day turnaround time after the application has been submitted.

Each tenant/operator is responsible for keeping their car parking account up to date, with each card registered to the correct cardholder.

Instruction detailing how to access a staff car park with a parking card and the different types of parking cards available can be found in [APPENDIX A](#) of this AOS.

## Mailboxes

Post boxes are available upon request and are located at Terminal 1 within the [Combined Logistics Facility](#) (CLF) area and the T3 Service Yard. Contact [property.email@skyfields.com.au](mailto:property.email@skyfields.com.au).

## Electric Scooters/ Electric Bikes

E-scooters, e-bikes and alike are not permitted to be used on Perth Airport's forecourt and battery charging of this type of equipment is not permitted in the terminal buildings in any circumstance.

## Smoking/Vaping Areas

All terminal buildings and forecourts are no smoking/vaping zones. This includes the use of e-cigarettes and vapes.

Smoking Areas are located:

- Terminal 1 On the forecourt in front of international arrivals and in front of Virgin domestic arrivals.
- Terminal 2 On the forecourt at the far left and far right of the terminal.
- Terminal 3 On the forecourt at the eastern end of the terminal.
- Terminal 4 Across the road from the forecourt, next to entry to fast-track carpark.

## Training Requirements and Inductions

All Operators, whether engaged on a long-term or temporary basis, must complete the relevant training and inductions before beginning any work on Perth Airport's estate. The specific requirements are determined by the type and scope of work to be performed, as outlined in Appendix 3 of the [PAPL WHS Management Documents](#) via Perth Airport Extranet, which defines both mandatory and recommended training and induction procedures for contractors, tenants, and other categories of workers.

All required training and inductions are delivered via AIRDAT Passport, which is Perth Airport's Learning Management System (LMS) for External Business Partners. Tenants and operators are required to create an AIRDAT Passport profile through which individuals can complete the applicable training and inductions prior to commencing work.

Further information on accessing and using AIRDAT Passport is available at [Welcome to AIRDAT Passport | Perth Airport](#).

# Operations and Logistics

## Trading Hours

Trading hours are agreed and are outlined in the Concession Agreement/Casual Licence between retail/venue operators and PAPL. These hours are structured to best service airline and passenger movements within the terminal. Retailers generally trade to service all arriving and departing passengers.

Any changes to trading hours must first be approved by Perth Airport, via the Retail Operations Manager.

## Operating Licenses

Special licenses and permits required to operate any given business should be obtained from the relevant issuing authority, where applicable, and provided to Perth Airport for their records, from industrial waste permits to liquor licencing. If you intend to carry out any works within your premises, you are required to obtain the relevant approvals prior to works commencing (refer to [UNDERTAKING WORKS](#)).

Please contact your Retail Leasing & Development Manager in the first instance.

## Media Policy

Due to security and privacy restrictions, filming at Perth Airport is not permitted without coordination and approval having been granted by various agencies and corporate departments, in advance.

Any company wishing to access the airport estate (both airside and landside) must seek approval through Perth Airport's Corporate Affairs department. Please visit the Perth Airport Media centre for more information:

<http://www.perthairport.com.au/AboutUs/MediaCentre.aspx>.

If you wish to hold a photo shoot, or any filming inside the terminal, please submit a [film/photo shoot approval request online](#).

## Lost Property

If lost property is handed in to you or left in your tenancy, make a note of the date, time, and location the item was found/handed in, then contact ACC within 24 hours of receipt. ACC will notify the relevant TDM to attend to collect.

Items **NOT** to be retained or submitted as lost property:

- Food and other perishable items
- Newspapers and magazines
- USB's and hard drives
- Non-branded ear buds, batteries, chargers, and charger cables
- Blankets, hats, caps, belts, scarfs
- Safety gear (such as hard hats, gloves, and safety glasses)
- Pillows and neck pillows, umbrellas, water bottles
- Debit/credit cards and non-prescription medication.

These items must be disposed of in alignment with the waste practices outlined in this AOS.

Passengers looking for a lost item are to complete a lost property form at [www.perthairport.com.au/lostproperty](http://www.perthairport.com.au/lostproperty), providing as much detail as possible to assist in reconciliation of the item.

# Public Information Systems

## Shared Communications Facilities

PAPL will provide, at a cost, access to shared communication facilities in PAPL operated Terminals such as:

- Communication rooms
- Cabling (fibre optic and copper)
- Cabinets
- Power
- Cooling
- Environmental controls.

Retail/venue operators are responsible for their own infrastructure and cabling services to meet their operating needs.

Further information regarding this matter and other IT related services can be requested via email [servicedesk@perthairport.com.au](mailto:servicedesk@perthairport.com.au).

## Phone System

All [Operators](#) are responsible for installing their own phone communication systems.

## Music System

There is a requirement for the Terminal Building PA system to be distributed throughout all areas within the terminals, including tenanted areas. This requirement is in place to distribute critical aviation security notifications in order to comply with Aviation Transport Security Regulations 2005 and associated security measures and procedures.

Should Operators wish to play music within their tenancy area, music systems and/or music players must input directly into the PAPL PA System, which is in turn played back into the tenanted area. This enables the requirement for the [Operator's](#) music to automatically cut out in the event of emergency warnings or security announcements to be met.

## Wi-Fi

Perth Airport provides public Wi-Fi throughout the terminal buildings.

Operators must apply to a [telecommunication](#) provider to arrange installation of their own Wi-Fi within leased areas in the terminal buildings.

Wi-Fi installed in leased areas must only be used for [Operator](#) business, and not for public use without prior approval by Perth Airport.

PAPL approval requirements will differ depending on requirements (i.e., cable runs vs. MDF patching). Contact the Retail Manager for guidance.

## FIDS

Retail operators can lease screens and set-top boxes from Perth Airport for Flight Information Display Screens (FIDS) and terrestrial televisions for within their tenancy area. Requests can be made via your Retail Leasing & Development Manager. **If technical faults occur with a FIDS unit, please report to the ACC.**

# Maintenance and Fault Reporting

## Maintenance

**Operators** are responsible for repairs and maintenance within their leased area and must follow the 3WA process prior to any maintenance works being undertaken (refer to section - '[UNDERTAKING WORKS](#)' of this AOS).

Leased areas must be maintained and kept in good repair, working order, and condition at all times.

Understanding your maintenance responsibilities within your leased area is important. If in doubt, check with your management or consult the Retail Manager.

Operators must pay particular attention to maintenance that, if not done, will increase the risk to building infrastructure, staff, or the public. Generally, there is a regulatory requirement for the following inspections to be maintained by the Operator:

- Rangehoods, ducting and exhaust fan inspection and clean as per 'AS1851' (frequency of inspection may be required more often depending on the use and condition of this equipment, including:
  - 6-monthly Ansul Gas fire suppression unit service
  - 6-monthly fire extinguisher and fire blankets inspections and service
  - 6-monthly electrical device test and tagging
  - RCD/Switchboards test and service (6-monthly push button test and annual injection test).

Compliance with legislative requirements when carrying out preventative maintenance and servicing is paramount to safety. Inspections/audits of a premises can be carried out by PAPL at any time.

Records in relation to compliance for electrical, fire and mechanical safety must always be retained on site. Operators must also have their own audit/compliance framework in place to meet their own compliance/regulatory needs.

## Faults

**Common Areas:** Any faults identified in common areas, including those occurring outside normal business hours, must be reported to the ACC at any time (24/7). Operators should not assume a fault has already been reported. If you become aware of an issue, please report it to the ACC on (+61) 8 9478 8572.

**Tenancy Areas:** Faults occurring within a tenancy are the responsibility of the tenant to manage and rectify. However, in some instances PAPL owned infrastructure (e.g., EWIS, air conditioning systems, etc.) may be located within a tenancy. In these cases, please contact ACC to report any faults relating to PAPL owned assets situated within retail tenancies.

## Electrical Equipment Testing and Tagging

Each retail/venue operator is responsible for the testing and tagging of their electrical equipment in accordance with AS/NZS 3760:2010 'In-service safety inspection and testing of electrical equipment.' This also applies to the installation and testing of RCD devices within the leased/ tenanted area.

**Note:** This excludes emergency exit lighting which is the responsibility of PAPL to test and maintain.

# Retail and Venue Operators

## Customer Experience

Perth Airport is committed to delivering a seamless journey and a world-class travel experience for all its customers. Customer satisfaction is our highest priority, and we are continuously looking for ways to enhance our services and facilities.

The retail offer at Perth Airport is an important part of the customer experience. We aim to drive a retail environment that will:

- Surprise and delight even the most frequent travellers
- Appeal to the senses and entertain
- Generate excitement in air travel
- Help travellers to relax and unwind
- Relieve boredom during waiting times
- Inspire pride in Perth and Western Australia.

Our retail environment should provide:

- A functional and flexible space
- A frictionless purchasing experience
- Outstanding customer service
- Great quality and choice
- Interactive and engaging displays
- The highest standard of cleanliness and hygiene
- Accessibility and inclusivity to all (across physical space, language, ambience etc).

We monitor customer satisfaction with our retail offer on an ongoing basis. We also survey our customers to better understand their preferences and needs. These insights are shared with our retail partners and should be used to guide both retail design and product range.

## Temporary Trading

During refurbishment to existing leased spaces, and in other such circumstances, temporary trading spaces can be made available to retail stores/ venues for the duration of the works.

Initial consultation should be made with your Retail Leasing & Development Manager, and the following information should be supplied:

- Approximate square meterage
- Duration
- Building services needed
- An overview of what will be installed in the space.

The Retail Leasing & Development Manager and the Retail Manager will engage with various stakeholders to secure the most appropriate space, and an agreement will need to be executed.

Detail confirming the configuration of the temporary trading space, equipment, services, safety considerations, egress routes, and any other applicable detail needs to be agreed prior to operating from the temporary space.

All safety and security requirements implemented during normal trade must also be adhered to in the temporary space (e.g., tethering, tool registers, etc.).

## Branding/Signage – Common Space and Within Lease Lines

Retails/venue operators are not permitted to install any branding (either fixed or mobile), advertising or other signage in or around the Terminal without the prior written consent of PAPL.

### Fixed Branding/Signage

Installation of fixed branding requires permission through PAPL's Consent process (refer to [UNDERTAKING WORKS](#) of this AOS).

### Temporary Branding/Signage

Temporary or non-fixed signage requires a written approval of PAPL and can be requested via your Retail Manager.

Any use of Perth Airport branding, including but not limited to the logo, must be approved by PAPL. There are strict guidelines on how the logo can be reproduced and these must be adhered to at all times.

Care must be taken to ensure branding or signage is not installed in a manner that impacts on regulatory signage required by border agencies and the Aviation Transport Security Act or affect airport security systems/CCTV.

To access the PAPL brand guidelines, email Perth Airport Digital Marketplace [dmp@perthairport.com.au](mailto:dmp@perthairport.com.au) to request a copy.

## Decorating

**Operators** within the Terminals must request approval from PAPL for any special occasion or temporary promotional decorating (for example, balloons, lights, temporary paper banners, and non-fixed signs).

The request must include details of the occasion or promotion, dates, locations, and the type of decorations that will be used.

Decorations must not be positioned where airport security systems or another agencies CCTV may be affected. PAPL's WHS requirements must be adhered to, and clear egress must be maintained.

Please consult with the Retail Manager before undertaking any installations.

## Pricing

PAPL follows the principle of fair and consistent pricing, aiming to provide customers with value for money at the Airport's retail outlets. Operators are expected to adopt a pricing policy that is competitive, and either matches or is lower than the prices of similar merchandise found in Perth city centre. Periodically, PAPL may ask operators for a pricing report or, with the operator's approval, conduct a pricing audit in store.

## Marketing, Value Deals and Promotions

Wherever possible, **Perth Airport** will support initiatives developed by **Operators** which aim to drive business performance and deliver added value to customers. Promotions or campaigns should be shared with PAPL prior to being launched to enable coordination.

**Perth Airport** will do our best to assist our partners with activity which delivers in the key target areas including:

- Improving Customer Experience
- Increasing penetration
- Driving PSR (Passenger Spend Rate)
- Growing ATV (Average Transaction Value).

Marketing support can be implemented through Perth Airport in a variety of ways including, but not limited to:

- Website listings and competitions
- Digital advertising screens in terminals
- Promotional zones throughout terminals
- Staff discounts and special offers
- Rewards and recognition programs
- Special events, sampling, promo staff
- Advertising through print, radio, and other media.

Costs can sometimes be incurred for some of these mediums and will be discussed on a case-by-case basis, direct with Marketing and Business Development teams.

### **Invoicing**

In instances where it is agreed that an operator will be reimbursed by Perth Airport, a purchase order will be issued to the operator by Perth Airport for reference on the applicable invoice.

Invoices are emailed to [invoices@perthairport.com.au](mailto:invoices@perthairport.com.au).

Contact the Retail Manager for all purchase order enquiries.

# Sustainability Initiatives

Perth Airport has a significant role to play in the prosperity and well-being of Western Australia and its people. We aspire to be a sustainability leader, to achieve a [5-star Global Real Estate Sustainability Benchmark \(GRESB\)](#) rating, and commit to act ethically, sustainably, and responsibly in our commercial operations. Our highly engaged workforce and stakeholders must represent the global community in which we live.

We acknowledge and respect the traditional custodians of the land on which Perth Airport operates and commit to working in partnership with them and the broader communities we serve.

Perth Airport is committed to sustainable development principles and understands that its success goes [together](#) with operating sustainably and meeting today's challenges while planning for the future.

In June 2021, Perth Airport released its [Sustainability](#) framework outlining the roadmap on how to continue incorporating sustainable practices into daily operations and making sustainability integral to the way Perth Airport does business.

## Our Key Program Areas

[Perth Airport](#) periodically conducts a comprehensive materiality assessment to determine which sustainability topics are important to our business and our stakeholders.

Our materiality assessment involves an in-depth study of a range of internal and external inputs and interviews with key stakeholders to identify and prioritise relevant topics. These issues are then mapped against those that are most important to our business and where we have the greatest impact. This is followed by a verification process with our senior leaders.

The Key Program Areas that have been identified are as follows:

 <h3>ENVIRONMENTAL</h3> <p><b>ENERGY AND CARBON</b> Reduce GHG emissions by measuring energy consumption, improved efficiency, increased use of renewable energy and offsets to achieve net zero emission target.</p> <p><b>BIODIVERSITY &amp; HABITAT</b> Minimising the impacts to biodiversity by measuring, minimising and offsetting impacts to flora and fauna values.</p> <p><b>WASTE MANAGEMENT</b> Improve waste management by minimising generation, maximising reuse and recycling. Ensure sound management and remediation of contamination</p> <p><b>PFAS MANAGEMENT</b> Appropriate assessment, management and remediation of PFAS on Airport Estate.</p> <p><b>WATER SENSITIVITY</b> Adapting to a drying climate, by measuring and minimising water use and improving water recovery and reuse.</p> <p><b>CLIMATE RESILIENCE</b> Understanding and adapting to the risks and physical impacts of climate change.</p>	 <h3>SOCIAL</h3> <p><b>CUSTOMER SATISFACTION</b> Providing strong customer and service focus.</p> <p><b>SUSTAINABLE DEVELOPMENT</b> Responsible planning for future growth.</p> <p><b>ECONOMIC IMPACT</b> Positive economic impact on the community in which we operate and the state of Western Australia.</p> <p><b>COMMUNITY ENGAGEMENT</b> Maintenance of an informed and cooperative relationship with partners, local community &amp; stakeholders.</p> <p><b>INDIGENOUS ENGAGEMENT</b> Commitment to: build respect and trust; reconciliation; and education. Celebrate and protect Aboriginal culture &amp; heritage.</p> <p><b>NOISE</b> Working with government and airline partners to minimise aircraft noise.</p>	 <h3>PEOPLE</h3> <p><b>EMPLOYER OF CHOICE</b> Investing in our people, equipping them with skills, knowledge &amp; experience to realise their potential.</p> <p><b>ORGANISATIONAL CULTURE</b> Aligning our culture and brand to ensure the success of our business.</p> <p><b>SAFE WORKING ENVIRONMENT</b> Ensuring a safe working environment for all of our employees.</p> <p><b>DIVERSITY &amp; INCLUSION</b> Commitment to be representative of the diverse community we serve.</p> <p><b>HEALTH, SAFETY &amp; SECURITY</b> Working collaboratively with airport stakeholders to maintain a healthy, secure and safe airport operating environment for all.</p>	 <h3>GOVERNANCE</h3> <p><b>ETHICAL BUSINESS</b> Building a culture to maintain high ethical standards and integrity. Responsible management of our supply chain.</p> <p><b>IT SECURITY AND DATA PROTECTION</b> Ensuring the security of IT systems and protecting personal data against improper use.</p> <p><b>CORPORATE GOVERNANCE &amp; COMPLIANCE</b> Responsible corporate governance and compliance with laws, regulations and internal policies.</p> <p><b>RISK MANAGEMENT &amp; RESILIENCE</b> The ability to recognise, rapidly respond to and recover from changes in the environment and their resulting risks and opportunities.</p> <p><b>STAKEHOLDER ENGAGEMENT</b> Regular and proactive engagement of stakeholders.</p>
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For further details/queries, please visit Perth Airport's sustainability page [Sustainability](#) or contact the Retail Manager.

Perth Airport requires all Operators to integrate sustainability within their daily practices and business management. Integrating and improving sustainability performance can provide significant benefits to a business, including:

- Improved efficiencies
- Access to new markets
- Reduced environmental impact including waste reduction, energy, and water reductions
- Increased competitiveness
- Improved reputation
- Future proofing your business
- Enhanced brand value
- Improved work environment for employees leading to improved staff retention/recruitment and productivity.

There are currently four (4) key sustainability considerations that are a priority for Perth Airport that relate to terminal spaces. These priority considerations are **energy, emissions, water, and waste**.

### Energy Improvements and Emission Reductions

The Perth Airport's estate is a large energy consumer, particularly due to electricity used for lighting, as well as the heating and cooling of buildings. To achieve our net zero and sustainability targets, Perth Airport is committed to investigating and implementing options to improve energy use efficiency, and the use of renewable energy and low emissions sources in its overall mix, whilst maintaining operational requirements.

Perth Airport is working towards 50% Renewable Energy across all of PAPL Estate by 2030 (including PAPL, tenants and operators) and Net Zero by 2032 (Scope 1 & 2 GHG emissions).

### Requirements

- Perth Airport requires all Operators to embed opportunities for energy efficiency and improving their uptake of low emission technologies (such as LED light fittings and energy efficient appliances)
- Operators must submit quarterly sustainability data (waste, water, fuel, and emissions), including any reporting under legislative frameworks (e.g., NGERs), to enable Perth Airport to track Scope 3 emissions and strengthen stakeholder engagement.
- Operators to engage in discussions with Perth Airport around measures to help reduce emissions (such initiatives/opportunities can be provided by both tenants and Perth Airport's Sustainability Team)
- Proactively respond to and complete Perth Airport's Annual Sustainability Survey.

### Recommendations

The Operator's operations can further support these commitments by:

- Offsetting business travel where appropriate
- Encouraging sustainable transport options for their staff.

Food waste accounts for more than five (5) per cent of Australia's greenhouse gas emissions. Operators can aim to minimise food waste through a variety of measures including:

- Regularly review and adjust food ordering to align with anticipated customer demand, making use of ACC passenger number updates to modify order quantities as needed.

Have a plan for using excess food. Some options include:

- Plan for leftovers e.g. monitor leftover food that could be used in other recipes
- Expressing interest with PAPL to donate leftover food e.g., via organisations like Foodbank or Ozharvest
- Consider reducing the selection of perishable items that overlap with other products or are perceived by customers as interchangeable. This approach will help stock turnover and cut down on expired goods.

## Water Sensitivity

Perth Airport is committed to following our water targets and increasing the water use efficiency of operations across the estate by developing a water efficiency [action](#) plan and continuing to investigate water use efficiency improvements and rainwater capture opportunities across the estate.

### Requirements

- The [Operator's](#) operations are [required](#) to use water saving fixtures, including appliances that have a higher star rating from the government's water rating label
- Operators are also [required](#) to monitor and report any leaks and minimise water use within their operations wherever possible.

## Waste Management

Perth Airport's operations and projects result in the generation of waste. Recycling options are adopted where practicable, however there is still more to do to avoid, reduce, reuse, recycle and recover to minimise the amount of waste sent to landfill.

Perth Airport [has developed](#) a waste management plan to drive improvement in its waste management practices across operations and projects, [whilst requiring](#) and supporting improvements in tenant practices.

[Operators must](#) follow the waste hierarchy principles of Avoid, Reduce, Reuse, Recycle. This includes:

- Separating waste into the following waste streams ([as relevant for the tenancy type](#)):
  - Landfill (black bin liners)
  - Paper and cardboard
  - Comingled recycling (Rinsed hard plastics and milk bottles- unbagged)
  - Organics waste (F&B retailers only - certified compostable bin liners only)
  - Containers for change (F&B retailers only - clear white bin liners only)
  - Cooking oil (F&B retailers only).
- Addressing contamination in recycling and organics bins. To receive a best-practice guide for the separated waste streams please contact your [Perth Airport representative](#)
- [Ensuring that](#) any disposable [single use](#), biodegradable plastics, and PLA 7 options [products have been replaced with compostable options](#) (such as cutlery)
- [Promote](#) the use of re-usable alternatives (such as keep cups)
- Consider minimising packaging materials or ensuring packaging can be recycled
- Operators are [required](#) to monitor their current amount of waste, note prominent and consistent waste items, and seek opportunities to improve waste [reduction and segregation](#)
- The [Operators](#) are [required](#) to work with Perth Airport to improve waste management, this includes annual [waste education sessions and waste audits, to achieve the 75% resource recovery by 2030 target](#).

All [Operators](#) are responsible for the safe containment and proper disposal of any waste their operation generates. Bin selection will depend on the type of waste being deposited and the business being undertaken by the operator.

A sufficient number of bins are to be provided by the tenant to ensure effective waste management. [Perth Airport](#) is responsible for bins in common use areas. [Operators](#) are bound by the waste management procedures in place at their respective terminal.

## Waste Bins in Tenancy Spaces

### Appearance and Cleanliness

- Bins should be clearly signed and colour coded
- Bins shall be maintained in a serviceable, neat, and tidy condition
- Bins are to be periodically cleaned and disinfected at a frequency suitable to ensure their acceptability as above
- Bin cleaning may be carried out within the CLF or T3 Service Yards
- All litter in the vicinity of a waste collection bin, generated as a result of the presence of the bin, shall be cleaned up immediately by the (person/employee/contractor) responsible for placement and maintenance of the bin
- Should any waste not be removed to the satisfaction of Perth Airport, the airport will arrange for its removal, and the associated costs will be charged to the operator
- Bin storage areas (if applicable) must be swept clean where possible and not hosed down.

### Location

Bins are to be placed within the tenancy area to ensure they:

- Are contained within the lease area
- Do not obstruct signs
- Do not obstruct sight distance or common-use areas/walkways for pedestrians
- Cannot damage any facilities or infrastructure
- Do not obstruct emergency exits, assembly points, or fire extinguishers.

### Waste Disposal

All waste produced within a tenancy area must be taken to either the T1-T2 Service Yard (located between the T1 and T2 terminals also known as the Combined Logistics Facility (CLF)) or the T3 Service Yard. Please be aware that some skip bins in the T3 Service Yard are privately owned by operators, so only use the PAPL bins unless you have your own waste disposal arrangement.

**The dumping of tenancy rubbish in public rubbish bins is strictly prohibited. Offending tenants may be issued with a breach of lease notice.**

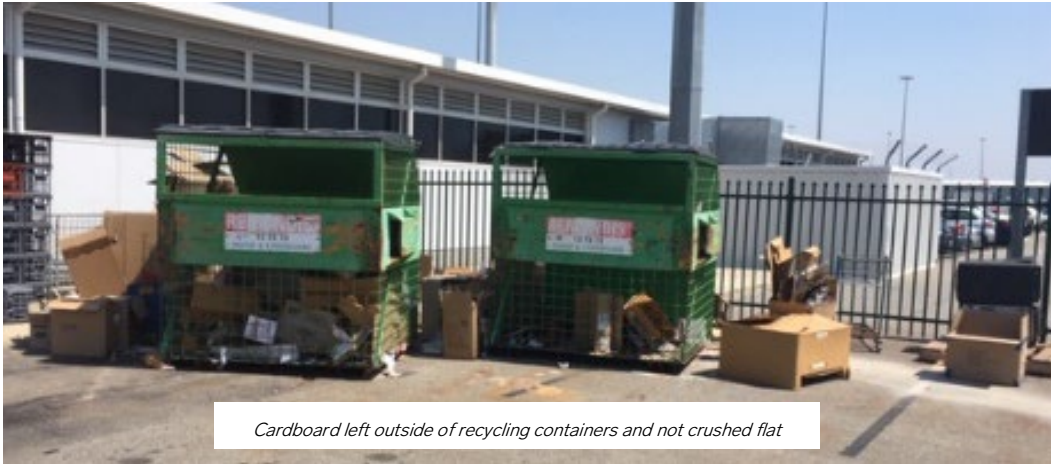
Operators are to take waste to the T1/T2 Service Yard or T3 Service Yard as required. The following waste management practices must be followed:

- Cardboard boxes must be flattened before being placed in the appropriate receptacle
- General waste must be securely tied up
- Food waste must be disposed of in the Organics bins provided using certified compostable bin liners
- Containers for Change waste must be disposed of in designated Containers for Change bins only
- Spills which occur during transportation must be cleaned up immediately by the Operator and not be abandoned near the waste collection facilities or any other location
- If a waste container is full or not-operational, waste must not be dumped. It should be taken to the nearest alternative location or back to your outlet and reported to the ACC
- Disposal of e-waste or difficult, ad hoc, bulky, or clinical waste need to be arranged by the Operator and is not part of the PAPL's waste management contract
- Glass must be wrapped/taped and made safe before being disposed of in general waste bins
- Waste is not permitted to sit front of house or in sight of passengers.

Failure to comply will result in financial penalties imposed or other sanctions on the offenders.

Operators **with their** own bins at the service yard must **keep them** locked, regularly emptied, and **properly** maintained. To enquire about a bin licence, email [property.email@skyfields.com.au](mailto:property.email@skyfields.com.au).

Below is an example of poor waste management at the Service Yards (refer to [APPENDIX B](#)).



## Waste Holding

A waste holding room is available to Terminal 1 International operators and is located on the ground floor.

Use of this room aids tenants in maintaining efficient operations by removing the requirement for staff to travel to the Terminal 1 Service Yard to dispose of most waste.

The following waste streams have been installed:

- General waste
- Comingle waste
- Cardboard and paper
- Containers for **change**
- **Organics**.

Large quantities of waste, e-waste, construction waste (and any other kind of waste not permissible in the installed waste streams) are not permitted to be disposed of in this location.

## Bins Chutes

To aid in efficient operations, bin **chutes** are available for use in Terminal 1 Domestic - Sterile. The bin chutes void the requirements for staff to travel to the Terminal 1 Service Yard to dispose of most waste and then move back through Security Screening on each occasion.

The following waste streams have been installed:

- General waste
- Comingle waste
- **Organics**
- **Cans and plastic bottles**.

Large quantities of heavy waste, such as bundles of magazines are not permitted in the bin chutes.





All cardboard must be broken down appropriately **and taken to the service yard compactors**.

Any waste spilled at the entrance to the bin chutes must be cleaned up immediately.

## Waste Compactor Training

Operators must complete **Waste Compactor Training** via the Perth Airport LMS for External Business Partners, as outlined in the Training Requirements and Inductions section.

# Waste Streams

General Waste	
	<p>Black bin liners only</p> <ul style="list-style-type: none"> <li>• General waste from tenancies must be deposited into the red General Waste Compactor located landside and airside at the T1-T2 Service Yard or the bins, located landside at the T3 Service Yard</li> <li>• Please note that only persons trained and deemed competent in the use of the compactor can use it.</li> </ul>
Organics & Coffee Cups	
	<p>Certified compostable bin liners only</p> <ul style="list-style-type: none"> <li>• Organics waste including all food scraps, tissues, napkins, paper towels, compostable packaging, coffee grounds, tea leaves and compostable coffee cups and lids that are generated by the tenancy must be transported in secure containers that are water tight and covered and placed in the green organics bins located landside at the T1-T2 Service Yard or the bins located landside at the T3 Service Yard</li> <li>• The following items are not to be deposited into the organic's bins: <ul style="list-style-type: none"> <li>○ Coffee pods or tea bags</li> <li>○ Non-compostable baking paper</li> <li>○ Non-compostable food or drink packaging</li> <li>○ Non-compostable bin liners</li> <li>○ Plastics.</li> </ul> </li> </ul>
Containers for Change (Bottles & Cans)	
	<p>Clear white bin liners only</p> <ul style="list-style-type: none"> <li>• Eligible containers, such as plastic bottles, aluminium cans, and liquid paperboard over 150ml that display the 10c mark—generated by the tenancy must be transported in secure, watertight, and covered containers, and deposited in the Containers for Change bins located landside at the T1-T2 Service Yard or at the T3 Service Yard</li> <li>• The following items are not to be deposited into the Containers for Change bins: <ul style="list-style-type: none"> <li>○ Milk containers</li> <li>○ Tetrapaks (silver-lined containers)</li> <li>○ Coffee cups or lids</li> <li>○ Liquids.</li> </ul> </li> </ul>
Co-Mingle Recycling	
	<ul style="list-style-type: none"> <li>• Co-mingle recycling: Paper, glass, hard plastics, and aluminium waste generated by the tenancy must be transported in secure, watertight, and covered containers <b>before deposited in the</b> yellow co-mingle bins located landside at the T1/T2 Service Yard or T3 Service Yard</li> <li>• The following items are <u>not</u> to be deposited into co-mingle: <ul style="list-style-type: none"> <li>○ Food waste, liquids, paper towels, or tissues</li> <li>○ Textiles, broken glass, tetrapaks (silver lined containers) or milk pouches</li> <li>○ Plastic bags, bubble wrap, soft plastics, or polystyrene (foam)</li> <li>○ Takeaway coffee cups or lids.</li> </ul> </li> </ul>

## Paper & Cardboard Recycling



- Cardboard or paper waste that is generated by the **Operator** must be transported in secure containers that are watertight and covered and placed in the in the blue Cardboard Compactor located landside at the T1-T2 Service Yard or the paper and cardboard front lift cages located landside in the T3 Service Yard.



- The grease, fat and oil contained in wastewater can accumulate both in your drains and **Perth Airport's** wastewater systems, resulting in blockages and wastewater overflows
- The potential cost to your business associated with a drain or wastewater blockage can be significant, not only in finding and clearing the blockage, but also the effect it has on the normal operation of your business
- You should be aware that is a wastewater blockage is attributable to your business you may be required to pay the substantial cost for removing the blockage and the associated clean-up
- A grease arrestor is required to limit the amount of greasy wastewater being discharged into the wastewater system
- The effectiveness of any pre-treatment depends on good housekeeping practices to prevent food solids and excess oil or grease being washed down the drain, and frequent servicing and maintenance of the grease arrestor by a licensed waste contractor
- To best manage greasy wastewater:
  - Recycle used fat, oil, **and** grease
  - **Do not** pour any oil directly down the drain or into the grease arrestor
  - Scrape or wipe off rather than rinse excess food material or oil and grease from dishes, kitchen utensils, and equipment
  - Use quick breakdown detergents
  - Use sink strainers/screens to prevent food solids from going into drains
- Store used cooking oil in a banded area so that leaks and spills cannot drain into the sewer or stormwater systems.

## Grease and Oil



The following waste is not permissible in PAPL provided bins:

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Batteries (<b>all batteries</b>)</li> <li>• Bleaches</li> <li>• Construction or demolition materials</li> <li>• <b>Electrical appliances or devices (e.g. toasters, kettles).</b></li> <li>• <b>E-waste (e.g. monitors, cables and chords, IT, and telecommunication equipment)</b></li> <li>• Cleaning chemicals</li> <li>• Furniture</li> <li>• Fluorescent light tubes/globes <b>or lamps</b></li> <li>• Chemicals/poisons</li> <li>• Insecticides</li> </ul> | <ul style="list-style-type: none"> <li>• Gas cylinders</li> <li>• Kerosene</li> <li>• Mineral turpentine</li> <li>• Poisons (liquids/solids) S2-S7</li> <li>• Paint (oil and water-based)</li> <li>• Pesticides</li> <li>• Any flammable liquids</li> <li>• Rat poison</li> <li>• Thinners</li> </ul> |
|---|---|

**Prohibited waste is not allowed in any bins**

## General Sustainability Considerations for Operators

Terminal [Operators](#) are encouraged to:

- Develop or communicate their own existing Sustainability Policy or Vision that covers energy, water, waste, and emissions, to Perth Airport
- Communicate with Perth Airport ideas that require additional assistance from Perth Airport to achieve sustainability objectives
- Consider sustainability and responsible procurement with respect to environmental, social and governance performance within tenant's supply chains
- Environmental management.

Environmental management at Perth Airport is the responsibility of all staff, airline operators, business partners, tenants, and contractors. Airport tenants, as operators in the airport, must take all reasonable and practicable measures to prevent pollution generation. Tenants must comply with relevant legislation, including *Airports Act 1996 and Regulations*, the Airport Environment Strategy (AES) 2020 and Perth Airport's Environment and Sustainability Policy.

Perth Airport's environment Team is available to help our tenants understand and meet their individual environmental requirements.

For more information, please visit: [Perth Airport - Corporate | Environment and sustainability](#)

# Goods Management

## Service Yards and Goods Delivery

Terminal service yards are provided for the delivery of goods to the terminals and for the disposal of waste.

When using the service yards, it is important that:

- Good housekeeping is maintained
- They are explicitly no smoking zones (this includes e-cigarettes)
- Trolleys and pallets are not left in walkways
- Items, and in particular perishable items, are promptly collected by/delivered to the tenant
- Broken items from tenancies such as furniture, are disposed of offsite by the operator
- Walkways and instructions on signage are followed at all times
- In the absence of a high-level platform, all goods need be delivered by a truck with a tail-lift or be manually unloaded by driver
- No forklift facilities are available
- Cylinders are tethered during storage and transportation.

Deliveries for terminals should be made as follows:

Location	Description
Terminal 1 Service Yard AKA Combined Logistics Facility (CLF)	<ul style="list-style-type: none"><li>• The Combined Logistics Facility (CLF) services both T1 &amp; T2 and is located between the two terminals</li><li>• It is a common user facility with an internal breakdown area</li><li>• The CLF incorporates waste, storage, delivery, and goods breakdown areas</li><li>• The breakdown area is for immediate packing and organising prior to transit to an operator's storage or leased area</li><li>• Goods and equipment are not to be left unattended in this area without PAPL approval. Any items found unattended/abandoned may be treated as disposed of by PAPL, and any associated costs on-charged to the offender</li><li>• Waste storage and delivery are covered further on in this document.</li></ul>
T3 Service Yard	<ul style="list-style-type: none"><li>• The T3 Service Yard is located at the southern end of T3/T4 and is the designated delivery laydown and waste area for T3 and T4 tenants.</li></ul>

## Goods Screening (Sterile Areas – Post Security)

All goods, staff, and personal belongings entering terminal sterile zones (post-security) are required to be screened.

### General Requirements

- Confirm the terminal (T1 International, T1 Domestic, T2, T3, or T4) and that the delivery/access is to a sterile area
- Screen all goods through the dedicated Goods Screening Lane (ATiX X-ray) at the relevant screening point
- Screen all staff and personal belongings through the Passenger Screening Point (PSP) where a CTiX unit is available
- If the preferred screening point is unavailable, use the fallback options listed below (passengers always take priority at Passenger Screening Points [PSPs]).

### Terminal Screening Locations and Hours

#### *Terminal 1 - International*

##### Goods Screening Point (GSP)

- Goods and delivery personnel are screened at the GSP located at the rear of the PSP queuing area.  
Operational hours: 07:00–14:30, Monday to Friday.

##### Passenger Screening Point (PSP)

- Goods are screened via the dedicated Goods Screening Lane (ATiX X-ray) at the PSP
- Staff and personal belongings are screened via primary screening (CTiX) at the PSP  
Operational hours: No set hours as this is used as overflow or operationally require.

#### *Terminal 1 - Domestic*

- Goods are screened via the dedicated Goods Screening Lane (ATiX) at the PSP
- Staff and personal belongings are screened via primary screening (CTiX) at the PSP.  
Operational hours: 07:00–14:00, Monday to Friday.

#### *Terminal 2*

- Goods are screened via the dedicated Goods Screening Lane (ATiX) at the PSP
- Staff and personal belongings are screened via primary screening (CTiX) at the PSP
- Operational hours: 08:00–12:00 on Tuesdays and Fridays. Outside these hours: goods may be screened via the PSP when presented, with passengers prioritised before goods are cleared.

#### *Terminal 3 (Services Terminal 3 and Terminal 4 sterile deliveries)*

- All goods and delivery personnel are screened at the dedicated GSP located at the rear of the PSP queuing area
- The Terminal 3 GSP services both Terminal 3 and Terminal 4 deliveries to sterile areas  
Operational hours: 07:00–14:30, Monday to Friday.

## Terminal 4

- If the Terminal 3 GSP is unavailable, the Terminal 3 & 4 PSP may be used as a fallback (subject to the fallback rules below).

### Fallback Rules (When the Primary Point Is Unavailable)

- Dedicated GSPs (Terminal 3 and Terminal 1 International): staff and personal belongings can be screened and cleared via ATiX X-ray where CTiX is not available
- Any PSP can be used as a fallback for goods provided items meet weight capacity and X-ray dimension limits. If items do not meet these limits, apply the secondary search process.

### Goods Movement

Goods and equipment delivery requirements are as follows:

- Deliveries must be made using the agreed goods delivery route for each terminal and transported directly to the relevant outlet
- Goods must be placed in approved trolleys and secured safely (not over-stacked and not exceeding the operator's chest height)
- Deliveries are not permitted at the front of terminal buildings
- Goods must not be carried or transported on escalators.

### Goods Delivery Routes

Goods must be delivered and transported to each outlet via the agreed goods route for each terminal.

Location	Description
T1 International - Landside	From the T1/T2 service yard, goods are taken into the terminal via the back-of-house pathway during agreed times.
T1 International – Sterile	From the T1/T2 service yard, goods are taken into the terminal via the back-of-house pathway during agreed times.
Terminal 2	From the T1/T2 service yard, goods should be either unloaded into storage at the service yard or taken into the terminal via delineated pedestrian walkways.
Terminal 3 and 4	From the T3 service yard, goods should be taken directly through the terminal to the Terminal 3 Goods Screening Point.

### Material Handling Equipment (Approved Trolleys)

To ensure the safety of the public and preservation of the terminals, material handling equipment used must be fit for purpose.

Trolleys can cause damage to floors, walls and doors and excessive maintenance costs and unserviceability of assets (damaged doors, lifts etc). Those that are poorly presented can lead to negative experiences by our customers and do not meet Perth Airport's standards.

Perth Airport requires that goods and waste trolleys conform to the following:

- A solid bottom preventing any liquids from escaping
- A maximum of one open side (open side to have containment straps)
- Non-marking rubberised wheels
- Bumpers all around the external

- Tether points included where required
- Trolleys used for loads greater than 100kg and on ramps must have brakes
- Be well maintained and presentable (nothing broken, always clean).

Trolleys must not be overloaded with goods so that they become hard to handle or pose a risk to others in the terminals. Carefully consider the movement of stock, with safety in mind at all times.

Consideration should also be given to trolleys that can be raised/lowered to further reduce manual handling issues.

Passenger baggage trolleys are not to be used at any time for goods transportation or for the day-to-day operating activities of the tenant/operator.

Approved goods transport routes must be used.

Under no circumstances are trolleys allowed to be used on escalators – when full or empty.

## Reverse Logistics

It is the retail/venue operator’s responsibility to have empty kegs, milkcrates, gas cylinders and unused pallets of any type removed from site (from the service yards).

Operators must regularly monitor volumes and coordinate regular collection of empty crates, kegs, and other items, ideally on a daily basis. There have been historical issues with the accumulation of crates and kegs causing potential safety issues - your attention here is particularly important.

Delineated spaces for these items are detailed below:

Items	Description
Milk crates	Neatly stacked in the South-West corner of the T1/T2 Service Yard. Stacking not to exceed chest height.
Kegs	Placed upright <a href="#">on pallets at the request of suppliers</a> in the South-West corner of the T1/T2 Service Yard.
Pallets	Stacked within the pallet store or removed from site. Pallets are not to be left resting against walls or on designated walkways.
Gas Bottles	Stored upright and secured by a chain or rack so they are unable to fall over.

## Leased/ Goods Storage

Leasing of storage areas is managed by the PAPL Property Team.

For more information, or if you have operational issues related to your storage area, contact the Property Team at [property.email@skyfields.com.au](mailto:property.email@skyfields.com.au).

# Equipment and Storage in Leased Areas/ Tenancies

All equipment, stock, and [similar items](#) must be stored [inside your](#) leased or tenanted area.

If you need to store [anything](#) in a common or non-leased area, [you must get written approval before doing so](#).

To [arrange permission](#), please contact your Retail Leasing & Development Manager or Retail Manager. They will request approval from Perth Airport management on your behalf.

Equipment/goods	Requirements
Compressed air or non-flammable gasses	<ul style="list-style-type: none"> <li>• Stored upright so residual liquefied gas cannot contact the cylinder valves</li> <li>• Secured by a chain or rack so they cannot fall over</li> <li>• Kept in a well-ventilated area (preferably in a cage outside) to reduce the risks associated with leakage</li> <li>• Located away from radiant heat or anything that could cause a fire</li> <li>• Segregated so volatile and incompatible gases are not stored together</li> <li>• Labelled and tagged so staff and contractors know exactly what is inside and that it has been assessed as 'safe to use'</li> <li>• Make sure the protector cap is secured over the valve unless a cylinder is being used</li> <li>• Make sure cylinders are secured with a non-abrasive coated chain, strap, or cable that will not scratch the cylinder, or even better a customised racking system.</li> </ul>
Petrol or LPG	<ul style="list-style-type: none"> <li>• Ensure that flammable liquids are always stored in a flammable storage cabinet</li> <li>• Flammable liquids storage containers and cylinders must be in good condition and labelled correctly</li> <li>• Store flammable liquids in a safe location which is away from ignition sources and incompatible chemicals</li> <li>• Damaged containers must be decommissioned and replaced immediately</li> <li>• The lids of all flammable liquid containers must always be fastened when the flammable liquids are not being used.</li> </ul>
Cartons, paper, oils, and fats	<ul style="list-style-type: none"> <li>• Must not be stored in a height which is greater than 500mm from the bottom of fire sprinklers</li> <li>• Ensure that the stack is stable and not close to ignition sources.</li> </ul>
Air Conditioners	<ul style="list-style-type: none"> <li>• Post <a href="#">Perth Airport's</a> approval, where a retail/venue operator has installed an air conditioner within their leased area(s), it is the retail/venue operator's responsibility for its maintenance and repair.</li> </ul>
Grease traps and exhausting hoods/ systems	<ul style="list-style-type: none"> <li>• Grease fires are a risk and can quickly spread between areas</li> <li>• Operators are responsible for the regular cleaning and maintenance of grease traps and exhausting systems within their leased area(s).</li> </ul>

Equipment/goods	Requirements
Data, telephones, and communications	<ul style="list-style-type: none"> <li>Organise with your selected provider for provision of phones lines into your tenanted area</li> <li>If you have multiple tenancies, speak to your Property Team around data connections between tenancies.</li> </ul>
Tenancy FIDS & terrestrial TV	<ul style="list-style-type: none"> <li>Tenants can lease screens and set-top boxes from <a href="#">Perth Airport</a> for FIDS and terrestrial televisions for within their tenancy area (requests can be made via Property Team)</li> <li>If technical faults occur with a FIDS unit, contact Perth Airport IT on <a href="#">(+61) 8 9478 8822</a> (business hours response only).</li> </ul>

### Damage to Services or Facilities

If the [Operator](#) or its associates/contractors causes damage in any way to a [Perth Airport](#) service or facility, or to any property that is not licenced to the Operator as a result of an accident and/or their non-compliance, the [Operator](#) must inform [Perth Airport](#) (or the owner of that property) immediately via the ACC.

The [Operator](#) and/or its associates/contractors may be responsible for the full cost of repairs or replacement required as a result of such damage. This will also include any accident, defect or want of repair to any service or facility of PAPL or any other Tenant.

The [Operator](#) must not attempt to repair any damage to Perth Airport’s common area property unless [Perth Airport](#) gives the operator approval to do so.



# Undertaking Works

The *Airports Act 1996 (Cth)* and *Airports (Building Control) Regulations 1996 (Cth)* requires approval of building activities on the airport estate, known as the “consent process”.

All works that are not maintenance are subject to approval under the Perth Airport’s Consent process.

Please refer to the Perth Airport website [Building activity on airport estate | Skyfields by Perth Airport](#) for detailed instructions and further information

Under the above-mentioned regulations all building activities other than routine maintenance require approval through the airport’s consent process. This involves two (2) separate but parallel approvals:

- 1) Perth Airport Consent (PAC)
- 2) Airport Building Controller (ABC) permit.

Applications may be lodged concurrently via a one-stop shop; however, PAC approval must be granted before any ABC permit is issued.

Applicants are encouraged to consult the Perth Airport Consents Team prior to lodging and submit applications via the Consent Application Portal.

# Safety, Security & Permit Requirements for Airport Works

The following information pertains to all works – Perth Airport Consent (PAC), Airport Buildings Controller (ABC) Consent, and 3WA Works.

## Permits

All high-risk works (working at heights, penetrations, hot works, demolition, excavations, and confined space entry) need additional permits, as do energy isolations and life safety system (LSS) impairments. These applications must be submitted 30 days prior to works commencing for approval.

**High risk works, energy isolations, and LSS impairments must not be undertaken without a PAPL approved high risk work permit/isolation permit.**

## Permit and Safety Requirements for High-Risk Activity (HRA)

Before any of the following activities can be [conducted](#) a separate permit must be obtained for each one. The Work Requests Team will advise on the required permits after reviewing the 3WA form and the relevant Safe Work Method Statements (SWMS). The contractor responsible for the work is required to submit all permit applications.

- Confined space entry
- Crane operations
- Excavations
- Demolition
- Penetrations ([such as installing, cutting, or inserting nails or screws into walls, floors, or ceilings](#))
- Hot works (any activity involving open flame or heat)
- Working at heights (when feet are 2m or more above ground level)
- Life Safety System (LSS) impairment ([including work near fire protection equipment, or any activity where dust, smoke, steam, or similar may affect detectors as a result of the works](#)).

For additional details on contractor information: inductions and permit applications please refer to [Undertaking works at Perth Airport](#).

## Sterile Area Tool Register

A Sterile Area Tool Register is a document created by the contractor [that must accurately lists every tool of trade—including items like kitchen knives](#) that will be brought into a Sterile Area after security screening. [This register is used to check and confirm that all tools are accounted for before leaving the Sterile Area.](#)

[While in the Sterile Area, all tools must be kept in a lockable toolbox. The toolbox should remain locked whenever tools are not being used or carried by the contractor and must be available for inspection at any time.](#)

[For further details and an example of a tool register, please see appendix 5 of AOS 006 Aviation Security.](#)

This process [must](#) be included as a control measure in the contractor's SWMS. Please note that a Visitor Pass (VIC/EVIC) may be required if works are conducted within a Sterile Area, which includes any part of the terminal building accessed after passing through security screening.

# Incident Reporting - Contact Information

We encourage retail/venue operators to print this section and readily available to staff in your operating area.

## Emergencies

- In the case of life-threatening incidents dial, then **000**, followed by
- The Airport Control Centre. **(+61) 8 9478 8500**

## Urgent Response Incidents

For those requiring an immediate response call the Airport Control Centre. Examples include:

- Threats to take control of an aircraft or any part of the airport
- Bomb threats
- Observed fire or smoke anywhere **(+61) 8 9478 8500**
- Non-emergency incidents that require first aid and/or medical attention including vehicle crashes
- Fuel spills, known hazardous material or unknown material spill or releases
- Activities or incidents that threaten the safety of an aircraft or property
- Activities or incidents that put the safety of any person at the airport at risk.

## Less Urgent Response Incidents

For those requiring a less immediate response, call the Airport Control Centre on their general number. Examples include:

- Suspicious activity or people
- Unattended items or vehicles
- Minor vehicle crashes or property damage, including damage to fences **((+61) 8 9478 8572**
- Unsecured airside, sterile area doors, or gates
- ASIC or VIC passes not on display in security restricted area
- Equipment faults, such as aerobridge, lift or baggage handling system faults
- Cleaning requests.

## Other important information

When notifying the Airport Control Centre of an incident you must provide the following:

- Description of the incident
- Location of the incident **(+61) 8 9478 8572**
- Date and time of the incident
- Details of any aircraft, vehicle or infrastructure involved
- Name and position of the person reporting the incident.

## Suspicious behaviour

You must report suspicious behaviour to the Airport Control Centre. Examples include when you see a person:

- Taking notes of security operations
- Taking a video/photo of subjects that have no credible photographic interest **(+61) 8 9478 8572**
- Collecting information about security operations
- Travelling erratically and without purpose
- Who appears to be testing security.

*Ask yourself: Does this person have a genuine reason for being in the area?*

# Definitions & Acronyms

Term	Definition
3WA	Third-Party Works
ABC	Airport Building Controller
ACC	Airport Control Centre
AFP	Australian Federal Police
Airside	Any area external to the terminal building, accessible after having gone through the Security Screening process.
AOM	Airport Operations Manager
AOP	Airport Operating Protocol
AOS	Airport Operating Standard
ASIC	Aviation Security Identification Card
ASO	Airport Services Office
<a href="#">ATiX X ray</a>	<a href="#">Goods Screening Lane</a>
<a href="#">CLF</a>	<a href="#">Combined Logistics Facility</a>
E-Waste	Electronic and electrical items that are no longer usable and require appropriate recycling or disposal to minimise environmental and health risks.
GRESB	Global Real Estate Sustainability Benchmark
<a href="#">GSP</a>	<a href="#">Goods Screening Point</a>
ISS	ISS Security (incumbent Security company on estate)
Landside	Any area accessible without having gone through the Security Screening process.
LSS	Life safety systems
PAC	Perth Airport Consent
PAN	Perth Airport Notice
<a href="#">PSPs</a>	<a href="#">Passenger Screening Points</a>
Sterile <a href="#">Area</a>	Any area within the terminal building, accessible after having gone through the Security Screening process.
SWMS	Safe work method statements
SZA	Secure Zone Access
TDM	Terminal Duty Manager
VIC	Visitor Identification Card

# Enquiries & Contacts

## Further Enquiries & Changes

If you have any questions in relation to this Standard, please contact:

General Manager Operations  
Perth Airport Pty Ltd  
PO Box 6  
Cloverdale, Western Australia, 6985  
Phone: (+ 61) 8 6278 8879

For enquiries or proposed changes to this Standard, please email [document.controller@perthairport.com.au](mailto:document.controller@perthairport.com.au).  
Retail Team will then consider changes.

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## Important Contacts

Department	Contact details
Airport Control Centre (ACC) - (Emergencies)	(+61) 8 9478 8500
Airport Control Centre (ACC) - (All other notifications)	(+61) 8 9478 8572
Airport Operations Manager	(+61) 8 9478 8557
Terminal Duty Manager - T1 International:	(+61) 8 9478 8501
Terminal Duty Manager - T1 Domestic/T2:	(+61) 8 9478 8255
Terminal Duty Manager - T3/T4:	(+61) 8 9478 8610
Lost Property	(+61) 8 9478 8501
Customer Service	(+61) 8 9478 8862
Airport Services Office	(+61) 8 9478 8454
Australian Federal Police	131 237

## Emergencies

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In case of **all life-threatening emergencies** first call **000** and then notify ACC on (+61) 8 9478 8500.  
For bomb threats, contact the police directly on (+61) 8 9374 4025.

# APPENDIX A - Staff Parking

## Staff Parking Map

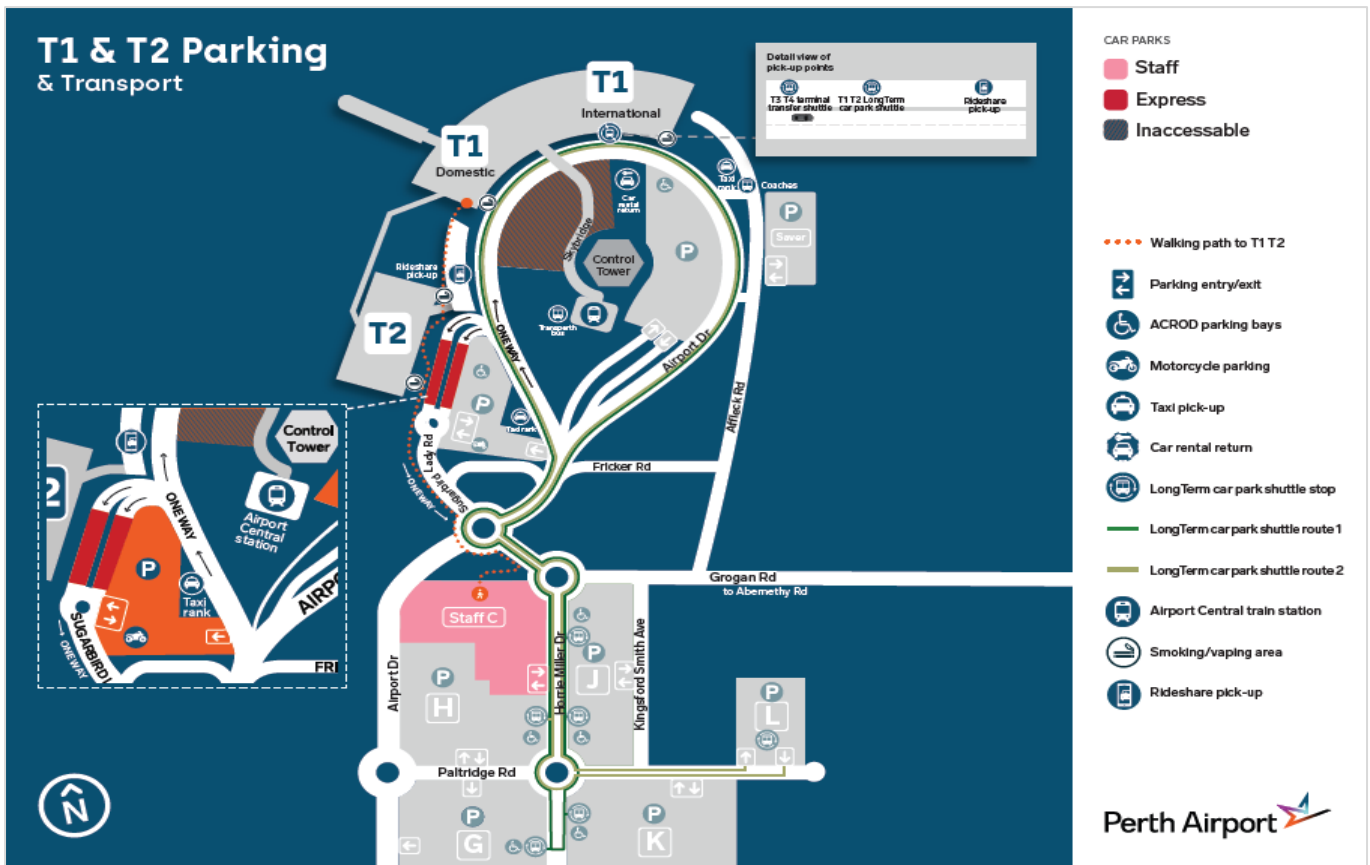


Figure 1 Terminal 1 & Terminal 2 Staff Parking



Figure 2 Terminal 3 & Terminal 4 Staff Parking

## How to use a Perth Airport car park access card:

1. Hold your access card against the round 'circle data' (highlighted with a green circle)
2. The boom gate unit display will show "checking data" before opening
3. This process applies to the entry and exit boom gate units. Do not hold the access card against the credit card payment reader at **any time** (highlighted in red cross)
4. The cards are NOT proximity cards and must be held firmly against the 'circle decal' to read the card information before the boom gate will lift.



Figure 3 Parking Machine

### Important:

You must use your card to enter the car park and exit card. Please do not push the button for a paper ticket. If you are having issues, please press the 'Help' button and explain the issue to the attendant.

Failure to use your card on entry and exit will cause the card to be out of sequence and you will not be able to use it on your next visit.

## Parking Card Types

### **Premium Monthly (post-paid) Reserved for Higher Management Only**

Premium cards provide unlimited access to Perth Airport's Staff, Long-Term, Short-Term Car Parks. Card fees will be invoiced at the conclusion of each calendar month.

### **Premium Monthly (post-paid) Reserved for Higher Management Only**

Premium cards provide unlimited access to Perth Airport's Staff, Long-Term, Short-Term Car Parks. Card fees will be invoiced at the conclusion of each calendar month.

### **Monthly (post-paid)**

Monthly cards provide unlimited access to Perth Airport's Staff Carparks in the T3/T4 precinct, and Long-Term Car Parks in the T1/T2 precinct. Card fees will be invoiced at the conclusion of each calendar month.

### **Daily (post-paid)**

Daily cards provide stay by stay access to Perth Airport's Staff Carparks in the T3/T4 precinct, and Long-Term Car Parks in the T1/T2 precinct. Parking stays are capped at 18 hours. After 18 hours public short term parking rates apply. Card fees will be invoiced at the conclusion of each calendar month.

### **Long haul (post-paid)**

Long haul cards are only available to airline staff. They are designed to service long haul pilots and cabin crew. Like the daily cards, these cards charge on a stay-by-stay basis. Long haul cards will charge \$6.80 per 24 hours and are capped at 14 consecutive day stays. Public short-term rates apply after 14 days. Card fees will be invoiced at the conclusion of each calendar month.

**Please Note:** The monthly fee will still apply regardless of usage.

Please contact the Retail Operations Manager or Property Manager to:

- To confirm current and up-to-date fees
- To request a copy of the Debtor Application Form (new accounts)
- To request a copy of the PAPL Parking Access Card Terms and Conditions.

## APPENDIX B - Waste Stream Receptacle Locations

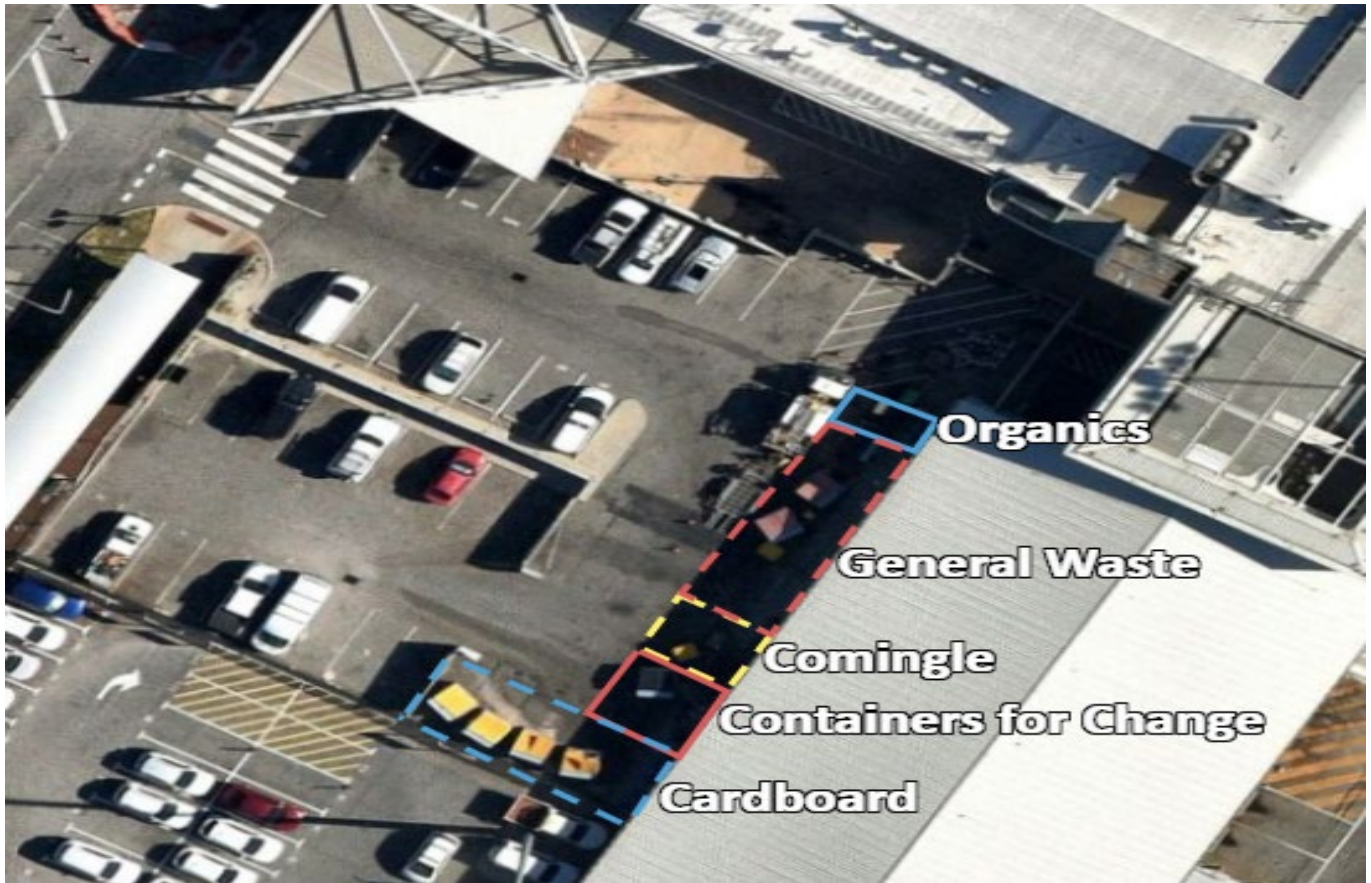


Figure 4 Terminal 1 Service Yard Compactor/ Bin Layout (Satellite View)



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