



Emporium Melbourne

Contractor Information Pack

2026

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CENTRE SUMMARY

1.1 Overview

The purpose of this document is to assist Contractors with the specific Centre site requirements relating to authorities, inductions, contacts, approvals, essential services, and Health & Safety in preparation for any proposed works at Vicinity Centres.

This document should be read in conjunction with the following:

- Relevant Building and Authority Codes
- State and Local Regulations

1.2 Address

Emporium Melbourne is located at 287 Lonsdale Street, Melbourne, Victoria 3000.

1.3 Centre Contractors (Base Build)

As part of your Fitout or Defit, it is a requirement that you engage the Centre specific contractors for works relating to Mechanical and Fire Services prior to the commencement of onsite works. Contractors details are included in **Annexure 5**.

1.4 Centre Contractors (Ancillary)

The Centre has a list of preferred contractors such as Electricians, Plumbers and Tilers who you can choose to use as required to complete works within your tenancy, details of these contractors are listed within this document.

There are some works that will require you to engage the Centre's ancillary contractors, you will be advised this on a case by case basis however this usually relates to works that impact base build elements of your fitout.

INDUCTIONS & BUILDING PERMITS

2.1 Inductions

Vicinity Centres use Rapid Induct, an online portal designed to manage and maintain all contractor induction information, including relevant paperwork.

If you are a Principal or Main Contractor as defined by local and or state Legislation, then a Centre specific induction must be conducted by all operatives prior to commencement of works on site. Principle or Main Contractor is also required to manage their own inductions for any employees, contractor, or sub-contractors that enter your site. Site supervisors are required to sign in and out at Security or Centre Management daily.

If you are not a Principal or Main Contractor as defined by local or state Legislation, then please contact the **Centre Management team**, for further clarification. In most cases you will fall under this category for works relating to Tenancy Delivery. Refer to **Annexure 4**.

2.2 Rapid Induct

Rapid Induct process inductions on behalf of Vicinity and verify relevant insurance certificates of currency.

The procedure is as follows:

- Complete attached Contractor Registration Form and email back to support@rapidinduct.com.au. Refer **Annexure 2**.
- Rapid Induct will send you an email with a link to proceed with your induction.
- You will need to upload all insurances and any other paperwork directly to Rapid Induct for verification. Your certificates of currency for PLI and Workers Comp must have the same ABN and Company Name that you register to Rapid Induct with or you will delay the process. If this is not the case, then please contact the Centre's **Centre Management team**,
- When Rapid Induct has verified all paperwork your company will then be deemed compliant and only then will you be able to purchase credits to obtain passwords.
- If you have any queries regarding the progress of your induction you can contact Rapid Induct on 1800 307 595 or support@rapidinduct.com.au.
- Please allow up to 48hrs for completion of the induction process.

2.3 Sign in Procedure

Site supervisors must sign in and out at the Centre Management or Security Office each shift. Please speak to your Tenancy Delivery Manager or Centre Management office about the specific site sign in requirements. Attached within this document is a map of the Centre which directs you to the sign in location should you need it. Refer **Annexure 4**.

A sign in register must be left at the entry to the hoarding so that everyone who enters the site can sign in and out easily. A QR system is also acceptable, so long as the data is held for sufficient time.

2.4 Building Permit and Signage

Building Permits are required for Demolition as well as Fitouts. A copy of the Building Permit must be submitted to your Tenancy Delivery Manager prior to commencing on site so that the appropriate hoarding signage can be arranged.

Where works are minor, a Building Permit Exemption Letter may be obtained from your preferred building surveyor. Please provide a copy to your Tenancy Delivery Manager and or Centre Management team prior to commencement on site.

The Landlord will organise Contractor sticker/signage for the door which lists the Tenancy Number, Building Permit and relevant contact details. This removes the need for you to install core flute or other signage to the customer facing side of the hoarding. All other permits etc need to be displayed inside the hoarding.

2.5 Town Planning

If you are fitting out a tenancy which is external to the Centre, it is likely that you (or the Tenant) will need to apply for Town Planning through your local council. Your Tenancy Delivery Manager or Centre Management team will be able to assist you with who at the council you need to approach if you are having issues.

Noting that the Town Planning process can be quite time intensive, we recommend commencing your application as early into the design and construction process as possible.

HOARDINGS

3.1 Installation

Hoardings will be installed by the Landlord prior to you commencing works on site. Typically, hoardings are installed 1200mm -1500mm off the Tenancy lease line to allow for equipment access and storage (dependant on Centre and site location). At Emporium we use a combination of Titan and fixed hoarding systems which will determine how far out from the lease line your hoarding will be. Both methods will provide you with 900mm clearance between the weights / hoarding and the lease line. Hoardings are installed by **Vic Hoardings**.

3.2 Alterations / Movements

For safety reasons, under no circumstances are you to move or alter the hoarding yourself. Please contact your Tenancy Delivery Manager / Centre Management team to organise any Hoarding Alteration or Movement requirements so that the hoarding contractor can be engaged. There will be costs associated with the call out fee which will be re-charged directly to the Tenant.

3.3 Removal

Hoarding removal will be organised by your Tenancy Delivery Manager / Centre Management team at the completion of your fitout, and upon receipt of all certifications from the shopfitter. The Tenant also has specific requirements to meet prior to the hoarding coming down. The Tenancy Delivery Manager / Centre Management team will co-ordinate satisfying these requirements directly with the Tenant if, and when, required.

HOT WORKS AND HIGH-RISH WORK PERMITS

4.1 Hot Works Permit

Contractors undertaking any hot works, must complete a Hot Works Permit and attach their risk assessment and / or SWMS no less than 48 hours prior to the works being completed. The form can be sent to emporium.operations@vicinity.com.au with CC to your Tenancy Delivery Manager / Centre Management team.

It is a requirement that you sign the exit part of the form at the completion of the works, this can be done at the end of your shift by attending the Security Office who will have a hard copy of your form, or by signing and returning a soft copy to emporium.operations@vicinity.com.au within 24 hours of the works being completed.

Centre Management may elect to review the works area to ensure compliance and completion of works.

4.2 High Risk Permit

If any High-Risk works need to be completed inside the tenancy or within any areas of the Shopping Centre the appropriate permits can be obtained from Centre Management. All High-Risk Permits must be accompanied by the appropriate Risk Assessment and / or SWMS, other documentation such as traffic management plans and planning permission may also be required, if you have any questions please contact the Centre Management team.

Up to date copies of all permits can be downloaded from www.emporiummelbourne.com.au/operations

SKIP LOCATIONS IN LOADING DOCKS

5.1 Delivery and Duration

Due to the high volume of traffic in our Loading Docks, skip bins must be delivered to the Centre after trade and collected within agreed timeframes with Centre Management. Please consult with your Tenancy Delivery Manager or Centre Management team prior to delivery of bins.

5.2 Booking System

IF THERE IS A SPACE AVAILABLE – You will need to book in a location by contacting the Centre Management team 24 hours prior to delivery of the skip bin. The loading bay most convenient to your worksite and specific location will be allocated to you for the night/s you require, subject to availability. Safe passage from worksite to loading docks is to be considered and form part of SWMS in site safety file. Attached within this document is a map of the Centre's Loading docks, refer **Annexure 3**.

AFTER HOURS ACCESS FORMS

The After Hours Access Form needs to be filled out prior to commencing on site. This form covers a number of different areas and can be submitted on more than one occasion. In the first instance, you will need to submit an After Hours Access Form prior to commencing on site.

Emporium Melbourne has a 24-hour Security Control Room, and so long as your form is valid you can enter the site at any time. If this is the case, please fill the form out for the duration of your proposed works so that you can come and go as you need. An assessment will be made if a dedicated guard booking is required for your project.

Access can be granted by calling Security if you arrive after the doors are locked for the evening, or before they open in the morning. After Hours Access Forms need to be submitted to emporium.operations@vicinity.com.au no less than 48 business hours prior to your initial access time. A cc to your Tenancy Delivery Manager or Centre Management team is advised so that any internal questions can be correctly answered.

6.1 Isolation of Smoke Detectors

Please submit a completed form to emporium.operations@vicinity.com.au with 48 business hours' notice of the required isolation. Charges may apply.

6.2 Phone Patching

Patching between tenancy and MDF/IDF to be conducted by Vicinity Centres representatives only. Please contact Centre Management on 8609 8222 to arrange access to MDF / IDF (48hrs notice to be provided). Both Telstra and Optus have infrastructure at Emporium Melbourne.

WESTWOODS

Paul

Wiedermann

0421 113 051

paulw@westwoods.net.au

CENTRE SERVICE CONTRACTORS

The Centre has preferred contractors for a range of services, in some instances you will be required to engage the Centre contractor to achieve the desired outcome for both Tenant and Landlord. There are areas of our infrastructure where we do not permit third party contractors' access, as such if you need to access these areas you will need to co-ordinate with our preferred contractor. A list of contacts and services are provided within **Annexure 5**.

7.1 Mechanical / Fire Services

Fire Services (both wet & dry) and all mechanical works need to be designed & coordinated by the Landlord. All associated costs including Consultant design will be billed to the Tenant as agreed in the Lease.

7.2 Electrical, Communications (Phone & Data including NBN)

At handover, you will receive either the existing switchboard located within the tenancy or a temp board. For the most part, when taking handover of a tenancy within the static Centre (non-Development) it is usual to receive the

outgoing Tenants switch board. Any relocation, upgrade or repair can be completed by the shopfitter's electricians and is at the Tenant's cost; however, the Centre contractor will need to be contacted prior to relocation for isolation of mains prior to disconnection and re-connection.

Embedded Network

Your premises may be connected to an Authority Meter or an Embedded Network Meter. Please contact either your Tenancy Delivery Manager or Centre Management team for further information on the appropriate process if the Tenant has not already been contacted by Energy Plant Management (embedded network provider).

NBN

Where an existing NBN "Fibre to the Premises – FTTP" or Fibre to the Building – FTTB connection exists, you are able to directly contact your Telecommunication provider of choice, quote your tenancy number and Centre address to arrange connection.

An FTTB connection in some instances may require re-patching from the MDF as it utilises the existing buildings copper network from the MDF to the tenancy, refer to section 6.2.

Where the NBN is already connected to the building and a new "Fibre to the Premises – FTTP" is preferred, you may be eligible for business NBN Enterprise Ethernet at minimal costs. Visit <https://www.nbnco.com.au/business> for further information.

7.3 Water & Waste and Gas (Hydraulics)

A single water supply and waste point will be provided to your tenancy so long as it is within the Tenant's lease agreement. Any relocation required will need to be coordinated with Centre's contractors only, however plumbing required that does not relate to relocation can be completed by your preferred contractor.

Please contact your Tenancy Delivery Manager and Centre Management team for specific details and process relating to Water Meters and Gas Meters.

7.4 Structural

Slab Penetrations

Any chasing, coring or waste point relocations must be directed to Centre's structural engineer and notice of approval to be supplied prior to works commencement. Please send details of this request to your Tenancy Delivery Manager or Centre Management team to receive approval. There will be costs associated with this procedure, which will be directly on charged to the Tenant through their lease account.

Shopfront Engineering

In some Centres it is a requirement that point load bearings or other structural elements including shop front review must be directed to Centre's structural engineer and notice of approval to be supplied prior to works commencement. Please send details of this request to your Tenancy Delivery Manager or Centre Management team to receive approval. There will be costs associated with this procedure, which will be directly on charged to the Tenant through their lease account.

While not a requirement, you are welcome to use the Landlord's nominated Structural engineer for your structural review during the design process should you wish to do so.

7.5 Tile Ingo

The Tile ingo is to be undertaken by shopfitter's tiler, any repairs needed to the Centre mall tiles will require you to obtain replacement tiles. These can be laid by the shopfitter's tiler or the Centre's Tiler.

Should you require 10 or less tiles they can be purchased from Centre Management and recharged to the Tenant directly (pending stock availability). To order mall tiles, please fill out the relevant section of the After Hours Access Form and send to emporium.operations@vicinity.com.au with 48 business hours' notice prior to needing the tiles. For orders larger than 10 tiles, you will need to reach out to the Centre Management team to obtain the relevant supplier details.

***Noting, a 3mm transition strip to be installed between mall tile and tenancy floor.*

7.6 Mall Bulkhead Painting

If the bulkhead is damaged or dirtied during the defit / fitout process, you will need to re-paint it prior to or just following the hoarding removal. Please reach out to the Centre Management team for specific colour details and contact for painter if required.

7.7 Defit and Make-Good / Centre Builder

The Centre has preferred contractors should you require any additional resources for Defit and Make-Good, or other building assistance. Please refer to **Annexure 5** for contacts list.

SAFETY

8.1 Evacuation Emergency Procedures

Please refer to **Annexure 1** for the Centre's Emergency Evacuation Plan and Emergency Procedures. Please familiarise yourself, your contractors and sub-contractors with the Centre specific procedures. It is also a requirement of your site that you print and display this information along with a first aid kit and fire extinguisher at the front of the hoarding inside the tenancy for the duration of the works.

As you may be aware under health and safety legislation, as the Principal / Main Contractor for your current fitout, refit or defit at the Centre, you are required to complete a Health and Safety Co-ordination plan.

8.2 Site Cleanliness

Tenancy to be kept tidy at all times, and rubbish regularly removed. Large format mats are to be provided for duration of fitout at the hoarding door. While sticky mats can be effective, to be effective they need to be peeled back many times per day. As this is often not the case, we request a large format (2 x 1.5m) carpet cut-off be used as a mat at each doorway of the hoarding. Where dusty works (i.e., during demolition and / or installing plaster) we recommend a water bottle be used to spray the mat down each morning to reduce as much dust in the mall as possible.

Any mess carried through the mall that requires the Centre's cleaners to attend may be charged back to the Tenant.

8.3 First Aid

In addition to a First Aid Kit and Fire Extinguisher, it is important to note that our Security team, along with a number of Centre Management staff and contractors, are fully trained First Aid Officers. In the event of a Medical Emergency it is recommended that you call Security or the Centre Management office immediately.

Someone can be doing this while another person is calling 000 as the Security team will reach you well before paramedics and can commence relevant first aid. The Centre is fitted with at least one automated external defibrillator (AED) and the attending officer will bring this with them if needed. In the event of a cardiac arrest or other life-threatening incidents the use of the phrase **URGENT CODE BLUE IN TENANCY X** will get the quickest and most urgent response.

This is also relevant if you have an incident in the mall; as such it is recommended that all staff on site save the Centre's Security or Centre Management office number in their mobile phone while working within the Centre.

8.4 Task Lighting

While de-fitting or fitting out (until the lighting has been installed) you must ensure there is adequate task / flood lighting inside the tenancy. A live power point can be found adjacent to your switch board for your use until power has been connected.

CENTRE RULES

9.1 Quiet Enjoyment

The trading retailers are entitled to quiet enjoyment during their trading hours. For the most part this means that you will not be permitted to undertake any noisy works during the Centre’s advertised trading hours, however in certain areas of the Centre these hours may differ. Noisy works are to cease 60 minutes prior to opening time and not recommence until 30 minutes post the end of the day’s trade time

Please see below standard advertised trading hours for the Centre;

Day	Trading Hours
Monday	10:00am – 7:00pm
Tuesday	10:00am – 7:00pm
Wednesday	10:00am – 7:00pm
Thursday	10:00am – 9:00pm
Friday	10:00am – 9:00pm
Saturday	10:00am – 7:00pm
Sunday	10:00am – 7:00pm
Public Holiday	*10:00am – 6:00pm

*Subject to change

NOTE: If your site is in an area of the mall with varied trading hours (i.e. Entertainment Precincts) you will be advised if limitations on noisy works and delivery vary from that of the standard centre trading hours.

9.2 Vehicle Parking

All staff working at the Centre, including (but not limited to) Retail Staff, Centre Management, Centre Contractors and Fitout Contractors, must adhere to the Centre’s parking policy. At no point are you permitted to park your car in a loading dock. The Centre’s Loading Docks are for the specific use of loading and unloading. Vehicles found parked in the dock for longer than 15 minutes (while loading / unloading and delivery to store) risk being towed.

9.3 Removal of Rubbish

All builder’s rubbish needs to be cleared out regularly and taken away in a skip bin (refer Skip Bin Locations in Loading Docks section of this document) or truck. Under no circumstances can builder’s rubbish be placed in Centre bins or compactus. Nor can you utilise other contractors skip bins. Any unlawful dumping of rubbish will be removed and charged back to the offending contractor through the Tenants’ lease account.

9.4 Shopping Trolleys

Shopping trolleys are not to be used under any circumstances. The retailers who own the shopping trolleys provide them for the sole purpose of providing their customers with the convenience of being able to easily shop inside their store and return to their vehicle. For the avoidance of doubt, inserting a gold coin to separate your trolley for use does not constitute paying for it. In the event shopping trolleys are found inside a hoarding you will be asked to

empty and return it immediately. We recommend investing in a flatbed trolley for the site to avoid needing to find an alternative.

COMPLETION OF FITOUT

10.1 Certification / FOC / CFI

Certificates must be received for each discipline of works undertaken within the tenancy. A structural sign off is required for glazing, bulkheads, and signage. A Certificate of Occupancy (Certificate of Final Inspection) is required prior to trade commencing.

10.2 Defect Rectification

It is a requirement under the Tenant's lease that defects are rectified within an appropriate time frame following the receipt of a formal Defects Inspection Report. Your Tenancy Delivery Manager or Centre Management team will issue a Defects Inspection Report to the Tenant and shopfitter following the completion of the fitout. The report will advise you when the defects need to be completed by which is usually a two-week period. This is subject to the time of year and type of defect requiring rectification; as such, extended periods can be granted to account for holiday periods or lead time on replacement items such as pressed metal, stone or offshore replacement items.

It is only at the completion of defects rectification that we can consider the fitout completed.

Disclaimer

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Annexure 1: Centre Emergency Procedures

EMERGENCY PROCEDURES		VICINITY CENTRES	
EMPORIUM MELBOURNE 287 LONSDALE ST, MELBOURNE VIC 3000			
EMERGENCY NUMBERS		FIRE	
<p>FOR ALL EMERGENCY SERVICES</p> <p>DIAL 000</p> <p> POLICE FIRE AMBULANCE </p> <p>CENTRE MANAGEMENT</p> <p>(03) 8609 8221</p>		<p>IN CASE OF FIRE (ATTEMPT ONLY TO DO SO)</p> <p>REMOVE: Any person/s from immediate danger. Stay Low</p> <p>ALERT: Raise the alarm. Dial 000 for Emergency Services</p> <p>CONTAIN: Close doors & windows to confine smoke/fire</p> <p>EXTINGUISH: Attempt to extinguish the fire (use PASS)</p> <p> </p> <p>IF YOUR SAFETY IS AT RISK, EVACUATE</p>	
MEDICAL		EVACUATION	
<p>DANGER Ensure the area is safe for everyone, including yourself.</p> <p>RESPONSE Ask them their name and squeeze shoulders to check for a response.</p> <p>SEND FOR HELP Call 000 (yourself or someone else). Ask for an ambulance.</p> <p>AIRWAY Open mouth & check for obstructions. Tilt head with chin lift to open airway.</p> <p>BREATHING Check for breathing - look, listen & feel. If not present, begin CPR.</p> <p>CPR 30 chest compressions: 2 breaths. Continue until help arrives or patient recovers.</p> <p>DEFIBRILLATION Apply defibrillation machine. Follow instructions</p>		<p>ON SOUNDING OF THE ALERT TONE: "BEEP...BEEP"</p> <ul style="list-style-type: none"> Be aware of a possible emergency situation occurring. Prepare to evacuate; begin to secure your tenancy If smoke/fire/incident is discovered, commence evacuation & report this immediately to Centre Management/Security. Prevent others from entering the hazardous zone & alert surrounding people. If safe & trained to do so, attempt to extinguish the fire/contain the emergency incident. <p>ON SOUNDING OF THE EVACUATION TONE: "WHOOO...WHOOO" OR BEING INSTRUCTED TO EVACUATE BY CENTRE MANAGEMENT/SECURITY</p> <ul style="list-style-type: none"> Direct customers to leave the tenancy via the nearest safe emergency exit Secure the tenancy (if safe to do so) Evacuate via an emergency exit and proceed to the ASSEMBLY AREA. Remain at the ASSEMBLY AREA and await further instructions from the responding authorities. 	
ARMED HOLD UP		ASSEMBLY AREA	
<p>During an intrusion it is important to stay calm; the overall aim is to try to ensure the offenders leave the premises as soon as possible, without injuring or harming anyone. Remember CODE:</p> <p>Calm: Try to remain calm, stay away from the personal space of the offender.</p> <p>Obey: Obey all instructions, avoid making any sudden or unexpected movements.</p> <p>Description: Once the offenders have left, note anything you can remember.</p> <p>Evidence: Isolate and secure the area. Call the police as soon as it is safe</p> <p>Make no attempt to chase after or corner an offender</p>		<p>LOCKDOWN</p> <p>Critical response when asked to 'LOCKDOWN, LOCKDOWN, LOCKDOWN' due to an active armed offender in the centre</p> <ul style="list-style-type: none"> Listen to all instructions made over the PA (or made by centre management or emergency services). Allow access to your tenancy for customers and any kiosk retailers directly in front of your store. Immediately lock your tenancy if possible. Move staff and customers away from all entry points and towards the rear of the tenancy. Switch off lighting. Hide in store rooms or behind counters. Ask all within your tenancy to switch off or silence mobile phones. Keep together and minimise all movements and noise. Stay hidden & DO NOT be tempted to show yourselves. Listen for announcements from Centre Management or Emergency Services. Do not call Centre Management. Do not leave the tenancy or resume normal activities until instructed to do so or under imminent threat. Leaving your tenancy while Lockdown has been imposed may take people into an extremely dangerous situation. <p>This type of situation may take a number of hours or days to resolve, responding emergency services will clear your tenancy when it is safe to do so.</p>	
		<p>AT THE ASSEMBLY AREA:</p> <ul style="list-style-type: none"> Account for all people from the building. Report any missing person to the responding authorities. DO NOT re-enter the building until instructed by the responding authorities 	
Prepared by : Prensia Pty Ltd		DATE ISSUED: 06/06/2023	
		VALIDATION DATE: 06/06/2023	

IN THE EVENT OF AN EMERGENCY

YOUR CENTRE MANAGEMENT TEAM IS KEEN TO PROMOTE EMERGENCY PREPAREDNESS AMONGST ALL RETAILERS AND THEIR EMPLOYEES

PLEASE REVIEW THESE EMERGENCY PROCEDURES AND SCAN THE QR CODE FOR ADDITIONAL INFORMATION ABOUT HOW TO RESPOND TO AN ARMED OFFENDER

ALERT TONE "BEEP BEEP"

- Move to the front of your store, look around for signs of danger.
- Prepare your staff and customers.
- Look at your nearest safe exit (have a plan to evacuate).
- Await instructions from the Centre Management Wardens or Security.

EVACUATION ALARM "WHOOOP WHOOOP"

- Move to the front of the store and look around.
- Direct customers and staff to the nearest safe exit.
- Evacuate via the nearest safe exit.
- Secure the tenancy (if safe to do so).
- Follow the Wardens instructions.
- Report any mobility impaired persons or refusals to Centre Management Warden or Security.
- If you see signs of danger or are in danger, evacuate via the nearest safe exit.

LOCK DOWN WARNING

- "Lock down, Lock down, lock down"
- "All customers find a safe space"
- "Lock down"
- If safe, gather customers and tenants to a safe space and lock main door.
- If safe, turn off tenancy lights and barricade the door.
- If escaping the area is possible and you believe you can move safely, then you should move away from danger.
- Call police 000.
- Await instructions from the Centre Management Wardens or Security.

IN THE EVENT OF AN ATTACK



ESCAPE

- Move quickly and quietly away from danger.
- Tell others not to enter the area, but only if it doesn't put you in any danger.
- Take your mobile phone.
- Do not let your belongings impede your ESCAPE.
- Move as far away from the danger area as possible.



HIDE

- If you are unable to escape, HIDE.
- Stay out of sight and silence your phones.
- Move away from doors and remain quiet.
- Try and put a sturdy physical barrier between you and the offender.
- Help others but only if it does not put you or others at risk.
- Constantly review the situation and your options based on the best available information.



TELL

- Call the police by dialling Triple Zero (000) when it is safe.
- You may be asked about your location, surroundings, the attackers and the events that have occurred.
- You may be asked to stay on the line and provide further information that the operator requests if the situation changes.



SCAN TO VIEW

PLEASE TAKE SOME TIME TO WATCH A SHORT ACTIVE ARMED OFFENDER VIDEO FOR MORE INFORMATION.



Annexure 2: Contractor Forms & Permits

All Contractor forms and permits can be obtained from www.emporiummelbourne.com.au/operations

Please complete and return the relevant forms to the email address listed on the form and cc your Tenancy Delivery Manager. **Noting 2 Business days' notice is required at all times**

Annexure 3: Loading Dock Location Map & Loading Dock Booking System

Emporium Melbourne Loading Dock Procedures

Please see below for all the required information relating to the Centre including the relevant loading dock information. **Bookings for all deliveries or pickups are required and are non-negotiable.** This is a two-part process that must be carried out 48 hours prior to arriving on site.

Note that there is **no parking available on site**, only allowance drop off & pick up of materials, fixtures & fittings etc. Please ensure this is passed onto all contractors, carriers and retailers that are requiring access to the basement.

Loading Dock Safety Requirements

It is the responsibility of all tenants, couriers and contractors to ensure they are following the loading dock requirements which are the following:

1. **All deliveries/collections** made within Emporium Melbourne loading dock and David Jones **must have completed a booking via MobileDOCK**
2. At arrival, **the booking number must be presented and checked in immediately to let the driver into the lift**
3. **If the driver does not have a booking, they will be rejected**
4. There is a strict **leeway of 15mins** prior and post booking arrival. **If outside this time the driver will be rejected and must complete a new booking.**
5. **All vehicles must be parked in designating loading bays**
6. Upon departure, the **booking number must be presented by the driver via the truck lift intercom and checked out immediately to be let up the lift**
7. **If the driver stays for longer than 15mins after the booking has ended Emporium will begin to issue an infringement and charge the driver**
8. Ensure **HI-VIS vests are worn at all times** when entering the basement (Hi-vis vests are available at lift lobby enter points)
9. Keeping pedestrian traffic within delineated areas
10. Loading/unloading vehicles in designated areas only
11. No dumping of rubbish, pallets, materials otherwise fee will be applicable

EMPORIUM MELBOURNE

LOADING DOCK INFORMATION

Site address:	287 Lonsdale Street, Melbourne Victoria 3000
Loading dock address:	Caledonian Lane located between Lonsdale Street & Little Bourke Streets.
Security control room phone number:	03 8609 8220 or 0422 329 968

Loading Dock Information

All deliveries must be booked in advance via MobileDOCK. Please contact Emporium Operations on 03 8609 8220 or emporium.operations@vicinity.com.au for registration instructions.

Upon arrival, please proceed into the truck lift and press intercom quote booking number for loading dock access.

2 x vehicle/truck lifts to basement loading dock. 6mtrs x 14mtrs. MAXIMUM weight (per lift) 25tonne.
MAXIMUM height 3.5m

Internal Goods Lift

1 x good lift (east side). 4m (long) x 1.8m (wide) x 2m (height). Maximum weight: 4000kg

Door Size: 1.5m Wide x 2.3m High

2 x goods lifts (west side). 2.1m (long) x 1.2m (wide) x 2.4m (height). Maximum weight 1600kg (per lift)

Door Size: 1.2m Wide x 1.8m High

Truck Lift:

14.0m (long) x 6.0m (wide) x 3.5m (height). Maximum Weight: 25Tonne (per lift)

Door Size: 6.0m Wide x 3.5m Height

Centre Trading Hours:

Saturday to Wednesday 10.00 am to 7.00 pm

Thursday & Friday 10.00 am to 9.00 pm

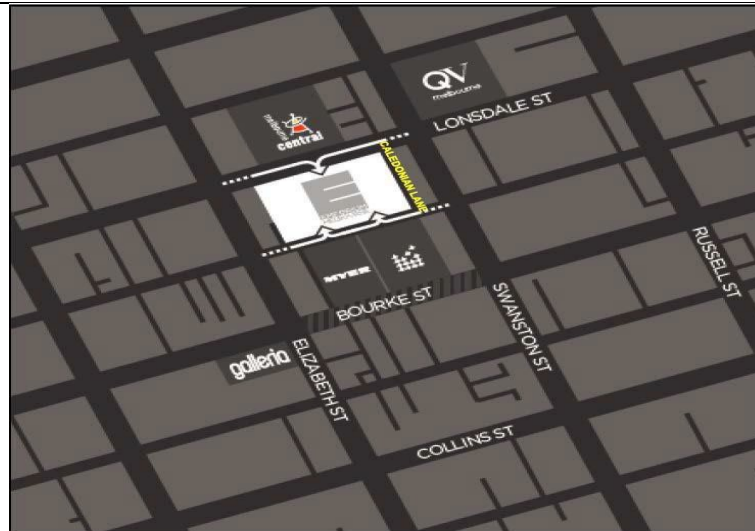
Afterhours Access

If the nature of your business requires you to have access to the Centre outside of centre OPENING hours, an after-hour and security request form must be completed. Forms can be obtained from Centre Management.

Contractor Information Pack | Vicinity Centres

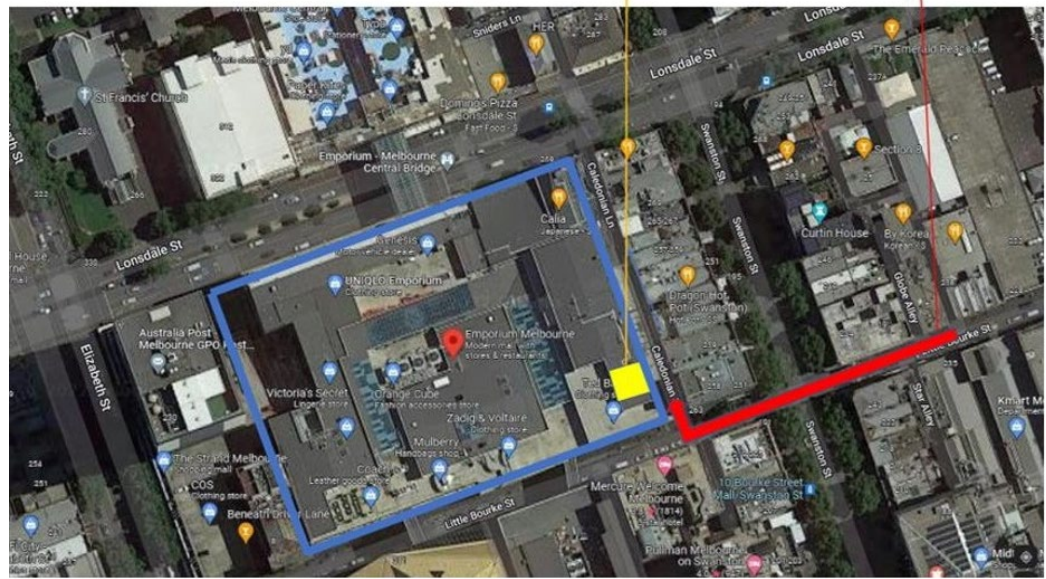
Location Information

Location



Location of Truck Lift and Security meeting point - Caledonian Lane, Melbourne

Driving direction to get to Caledonian lane (Little Bourke Street is one way).



Caledonian Lane:



Truck lift entrance



Security Office:



Annexure 4: Centre Contacts List

Position	Contact Details
Senior Tenancy Delivery Manager	Kylie Berger Kylie.berger@vicinity.com.au 0419 342 615
Retail Design Manager	Anah Nicholas Anah.nicholas@vicinity.com.au 0478 981 955
Operations Manager	Hsui Ai Chua Hsui.ai.chua@vicinity.com.au 0408 849 854
Assistant Operations Manager	Scott Rutledge Scott.rutledge@vicinity.com.au 0478 679 399
Assistant Operations Manager	Johnny Phan Johnny.pan@vicinity.com.au 0403 130 709
Centre Operations	Emporium.operations@vicinity.com.au
Security Control Room	Emporium.security@securecorp.com.au Phone 03 8609 8220 Mobile 0422 329 968
Guest Experience Desk	Emporium.reception@vicinity.com.au 03 8609 8222
Copies of Forms can be obtained from	www.emporiummelbourne.com.au/operations
Email forms to	Emporium.operations@vicinity.com.au Cc to your Tenancy Delivery Manager

Last updated: January 2026

Annexure 5: Centre Preferred Contractors List

Company	Contact Details
Airmaster	Stephen Heath – Project Manager 0438 265 244 sheath@airmaster.com.au
All Phase Electrical (Centre Electrician)	Jason Sacco 0412 230 123 jason@allphase.com.au
Checkpoint Building Surveyors	http://www.check-point.com.au/
Clarity Building Group (Defit Contractor)	Dean Djokic 0419 323 032 admin@claritybuildinggroup.com.au
Elite – Wet Fire	Garry Franklin 0417 115 796 Paul Penfold 0418 105 802 admin@elitefire.com.au
Elite – Dry Fire (EWIS & Smoke Detectors)	Spiro Mitropoulos 0409 626 757 spiro@elitefire.com.au
JSB Nominees Pty Ltd (centre Tiler)	Sandro Bartucca JSB Nominees Pty Ltd 0417 782 321 jsb001@bigpond.com
Mitchell Howes Civil & Structural Engineers	info@mlhengineers.com.au 02 9980 1444
Paul Brady Consulting Engineers (centre Structural Engineer)	Paul Brady 0402 934 729 paul@pbradyceng.com.au
S & A Proactive Plumbing (Centre Plumber)	Adam Abela 0421 447 874 info@saproactive.com.au adam@saproactive.com.au

Last updated: January 2026