

Qantas Domestic Terminals

Retail Operations Manual



Domestic
Airport
Shopping

SECTION A

Introduction

THIS SECTION COVERS

- A1.** Welcome
- A2.** Table of Contents
- A3.** Glossary of Terms

Welcome

The Qantas Retail team are proud to manage an exciting collection of stores, and continually work towards the delivery of an exceptional retail experience.

The Qantas Operations Manual is designed for all Retailers (retail outlets, services and /or promotions) working within a Qantas Domestic Terminal.

The Operations Manual is aimed at informing the Retailers of the following:

- The local airport requirements
- The local airport policies and procedures
- Relevant Contacts

Working in a Qantas Domestic Airport is quite a different environment to working in a conventional shopping centre. It is important that you and your team take the time to familiarise yourselves with the information set out in this manual.

Please read the information contained within this manual and ensure that the information is passed onto all members within your team that will be working in a Qantas Domestic Terminal. If you have any questions, contact your Qantas Retail Representative.

We trust that you will implement best practices across all facets of your business to ensure your success and that of the terminal as a whole.

We look forward to developing a long and prosperous partnership with you.

We hope you enjoy the journey.

Carrie-Anne Tosato
Manager Airport Concessions

NOTE: Once you have completed reading this manual please sign the last page acknowledging that you have read and understood this manual. Please also arrange for all of your team members to do the same.

Table of Contents

- A Introduction**
 - A.1. Welcome
 - A.2. Preface
 - A.3. Table of contents
 - A.4. Glossary of terms
- B Orientation**
 - B.1. Terminals
 - B.2. Areas within Terminals
 - B.3. Retail Team Contact List
 - B.4. Airport Team Contact List
- C Emergency Procedures**
 - C.1. Evacuation
 - C.2. Evacuation Assembly Areas
 - C.3. Fire Extinguishers
 - C.4. Emergency Contacts
- D Security**
 - D.1. Identification
 - D.2. Visitor Passes
 - D.3. ASIC requirements & Application Process
 - D.4. Unattended Items
 - D.5. Shoplifting
- E Dangerous Goods**
 - E.1. Definition
 - E.2. Storage
 - E.3. Labelling & Required Information
 - E.4. Eliminating and Controlling Risks

F Tools of trade

- F.1. Definition
- F.2. Permitted Use
- F.3. Tools of Trade Register
- F.4. Regulatory requirements
- F.5. Metal Cutlery
- F.6. Caution

G OH&S Compliance

- G.1. Requirements
- G.2. Personal Protection Equipment
- G.3. Incidents & Accident reporting

H Compliance under the Sub-lease

- H.1. Fire Safety testing
- H.2. Electrical Safety testing
- H.3. F&B Hygiene Audit
- H.4. Liquor Licensing regulations & Procedures
- H.5. Repairs Maintenance & Cleaning
- H.6. Pest Control
- H.7. Trading Hours

I Rules

- I.1. Common Areas
- I.2. Smoking
- I.3. Operation of Music
- I.4. Functions & Meetings

J Authority to Commence Work (ATCW)

- J.1. Definition
- J.2. Documentation Required for ATCW issue
- J.3. Additional Requirements

K Lost Property or Unattended Baggage

- K.1. Contact Numbers

L After Hours Access Procedures

- L.1. Access / Contact requirements
- L.2. Spare key procedure

M Marketing & Promotions

- M.1. Items Permitted
- M.2. Items not Permitted

N Deliveries & Waste Removal

- N.1. Loading Dock Operation
- N.2. Delivery Vehicle Procedures
- N.3. Rubbish, Waste & Recycling Procedures

O Customer Experience

- O.1. Customer Service Objective
- O.2. Customer Recovery
- O.3. Vouchers –Specialty Retail Outlets
- O.4. Passenger disruption expenses –Newsagencies & F&B

P Airport Staff Discounts

- P.1. Recommendation

Q Terminal Facilities

- Q.1. Staff Amenities
- Q.2. Transport

R Agreement

- R.1. Signing page

Appendices

- Maps -Terminals BNE, MEL, PER,SYD
- Maps –Evacuation Assembly Areas BNE, MEL, PER,SYD
- ASIC Application forms
- Dangerous Goods Quantities
- Tools of Trade Register template
- ATCW application

Glossary of Terms

Act means the Retail Leases Act 1994 (NSW).

Airport Building Controller means the person appointed as such under the Airports (Building Control) Regulations 1996.

Airside see part B2 for detail

Australia Pacific Airports (Melbourne); (APAM) Operators of Melbourne Airport.

Aviation Security Identity Card; (ASIC) Enables a person to access Secure areas of the airport. Required for all part or full time Retail staff.

Authority means any government or any governmental, semi-governmental, city, municipal, civic, administrative, fiscal, statutory or judicial body, instrumentality, department, commission, authority, tribunal, agency or other similar entity.

Authority To Commence Work; (ATCW) Refer Section J. Required for any construction work such as maintenance or refurbishment on the tenancy.

Back of House; Areas of the terminal not accessible by the general public. Persons in these areas need to be in possession of an ASIC or accompanied by someone with an ASIC.

Brisbane Airport Corporation Ltd; (BACL) are the operators of Brisbane Airport.

Building Approval means approval from the relevant authorities for construction.

Commencement Date means the date of commencement of the Sub-Lease.

Common Areas means all those parts of the Terminal designated by the Lessor from time to time for use by the tenants or other occupiers of the Terminal and their respective employees invitees and licensees and any other

persons so authorised expressly or impliedly by the Lessor in common with each other and not otherwise demised or licensed to any person.

Dangerous Goods; (DG) These are items that may endanger the safety of an aircraft or persons on board the aircraft. Limits and restrictions apply to their availability, use & storage.
See part E of the operations manual for further detail.

OFTS; (OTS) Office of Transport security

Dilapidation Report means the condition report of the Premises prepared by the Lessor on or about the date of the Agreement for Sub-Lease

Fixtures and Fittings means and includes all the plant and equipment mechanical or otherwise fixtures furniture furnishings of whatever nature including window coverings blinds and light fittings in or upon the Premises or any part of the Premises from time to time supplied by the Lessor;

Landside see part B2 for detail

Laws means all laws (including principles of law or equity established by decisions of courts) that apply in the State, and any rules, regulations, ordinances, orders, by-laws, local laws, statutory instruments, controls, restrictions, directions or notices made under a Law by any Authority.

Marketing and Promotions means any signage, display materials advertising material displayed in the tenancy.

Occupational Health & Safety; (OH&S) means all laws, regulations, codes of practice, Australian Standards and other requirements concerning the health, safety and welfare of people at work, including but not limited to the:

- (a) Occupational Health and Safety Act 2000 (NSW); and
- (b) Occupational Health and Safety Regulations 2001 (NSW).

Permitted Activity means the activity described in the Sub-Lease.

Premises means the part of the Terminal as described in the Sub-Lease and includes Lessor's Fixtures and Fittings but does not include the Lessee's Fixtures.

Prohibited Items; or/ Dangerous Goods are items that may endanger the safety of an aircraft or persons on board the aircraft. Limits and restrictions apply to their availability, use & storage.
Refer to part E of the operations manual for further details.

Qantas means Qantas Airways Limited ABN 16 009 661 901

Qantas Domestic Airport means the Qantas Operated Domestic Terminals in SYD, MEL, BNE & PER

Retailers are Retail Outlets, services and / or Promotions

Requirement means any requirement, notice or direction of, received from or given by any Authority.

Rules mean the rules relating to the Terminal/Airport set out in the Sub-Lease and varied from time to time in accordance with the details listed.

Services means all services provided to the Premises through the Terminal and includes the provision of lifts, escalators, air-conditioning and access to the Terminal.

Security Restricted Area; (SRA) means areas of the terminals accessible only to a ASIC holder or a visitor escorted by a ASIC holder. These areas include but are not limited to; loading docks, goods lifts, storage areas, garbage rooms.

Sterile Area means the area post security checking points.

Sydney Airport Corporation Ltd; (SACL) Operators of Sydney Airport

Tools of Trade; Refer to section F of the Operations Manual for further details.

Visitor pass; Visitor passes are required for visitors accessing security restricted areas at Australian Airports. Visitors in possession of a Visitor pass must be accompanied AT ALL TIMES by a person in possession of and displaying a permanent ASIC.

Western Airports Corporation; (WAC) Operators of Perth Airport

SECTION B

Orientation

THIS SECTION COVERS

B1. Terminals

B2. Areas within Terminals

B3. Retail Team Contact List

B4. Airport Team Contact List

B.1 Terminals

The following Terminals are Qantas Domestic Airports:

Qantas Airport	Abbrev	State	Other Airports within Airport precinct not operated by Qantas
Qantas Sydney Domestic Terminal – T3	SYD	NSW	Sydney International Airport – T1 Sydney Domestic Airport - T2
Qantas Melbourne Domestic Terminal	MEL	VIC	Melbourne International Airport Avalon Airport
Qantas Brisbane Domestic Terminal	BNE	QLD	Brisbane International Airport Brisbane Domestic Airport
Qantas Perth Domestic Terminal	PER	WA	Perth International Airport Perth Domestic Airport

B.2 Areas within Terminal

The areas within a Qantas Domestic Airport are separated into 3 categories:

1. **Landside** - The areas within the Terminal prior to being subjected to security screening. These areas include the Departure's check-in hall, Arrivals baggage carousels, Qantas Valet & Group Check in. These areas are all accessible to the general public.
2. **Sterile Area** - The area once you have passed through the security screening points, accessible to all general public who have cleared the security screening process. This includes the concourse, gate lounges, food courts, retail precincts and the Qantas Club Lounges. Areas that are deemed 'Back of House' which include Retail store rooms, loading docks, kitchens and Qantas staff areas are only accessible by Retail and Qantas staff that carry an ASIC (Aviation Security Identification Card). These 'Back of House' areas are not accessible to the general public.
3. **Airside** - The tarmac and other areas outside of the terminal not accessible to the general public or Retailers. This area includes all the operations of the airport that specifically deal with the aircraft (e.g. loading of passenger luggage onto the aircraft, cleaning the aircraft, towing the aircraft etc). This is a restricted area.

Refer to the Appendix for Terminal Maps

B.3 Qantas Retail Contact Numbers

There are 2 departments within Qantas that will interact closely with the Terminal retail teams on a daily basis. They are:

- Qantas Retail
- Qantas Domestic Airports

Roles

Qantas Retail is the group responsible for the management and operation of all retail outlets, services & promotions in Qantas Domestic Terminals. The Qantas Retail head office is based in Sydney, NSW, however the team travels regularly to all Airports.

Please contact Qantas Retail via the general email & phone line below for any enquires or queries you may have. Your enquiry will be directed to the correct person and you will be responded to as soon as possible.

Retail Contact details

Email: airportshopping@qantas.com.au

Phone: 1800 737 467 (1800 QFSHOP)

Name	Title
Carrie-Anne Tosato	Manager Airport Retail and Advertising
Daren Tait	Manager New Business, Marketing and Advertising
Sian Richardson	Manager Development and Operations
Eva James	Development and Operations Co-ordinator
Nancy Biala	Lease Administration Manager
Poppy Kintis	Lease Administrator

B.4 Airport Terminal Contact Numbers

Qantas Domestic Airports are the local teams based at each Qantas Domestic Airport in SYD, MEL, BNE and PER.
Generally all retail operational issues should go back through the general retail contact number but these teams can also provide assistance and information to all Retail outlets in an emergency.

Roles

The roles of the various contacts are generally:

- Security Control Rm;
-Any Security concerns or enquires, hiring of guards, ATCW sign in.
- Airport Duty Manager;
-Enquires during Airport Operating hours
- Duty Property Supervisor (DPS);
-Emergency & out of hours Infrastructure issues (24hrs)

Qantas Terminal Contact Numbers

Contact	SYD	MEL	BNE	PER
Security Control Room	(02) 9952 9224	(03) 83364609	(07) 3867 3397	(08) 92709409
Airport Duty Manager	(02) 9952 9272	(03) 83364708	(07) 3867 3405 0418 265 881	(08) 92709452
Duty Property Supervisor (DPS)	(02) 9691 8161 (Option 2)	(02) 8336 5222	(07) 3860 8784 (07) 3860 8783	(08) 92709587
Lost Property (Operates between 7.00am & 1.00pm)	(02) 9952 9312	(03)83364100	(07) 3867 3264	See baggage services
Customer Service	(02) 9952 9306	(03)83364541	(07) 3867 3345	(08) 9270 9449
Baggage Services	(02) 9952 9312	(03) 83364466	(07) 3867 3264	(08) 9270 9433

SECTION C

Emergency Procedures

THIS SECTION COVERS

- C1.** Evacuation
- C2.** Evacuation Assembly Areas
- C3.** Fire Extinguishers
- C4.** Emergency Contacts

C.1 Evacuation

In the event of an emergency evacuation, always follow the directions of the Chief Warden (Qantas Staff) and assist customers where possible to the exits via the stairs. Do not use the elevators. The Airports Audio Emergency Evacuation system will automatically alarm.

Refer Appendix for Evacuation Maps & the following information as a guide:

If you see a fire:

- Move persons from danger
- Contact security

If the fire cannot be controlled, inform others in the vicinity and evacuate the area immediately.

On hearing the Alert alarm:

- Look for any sign of an emergency in your area.
- Listen for an emergency Public Address message.
- Retail trading/activities can continue.

On Hearing Evacuation Alarm:

- Secure cash and shut down equipment.
- Close Retail outlet if safe to do so.
- Follow the Chief Wardens directions.
- Leave by Fire Exits/Fire Stairs.
- Proceed to Assembly Area and remain there until emergency is declared over.

C.2 Evacuation Assembly Areas:

Please note the assembly areas may change depending on where the emergency is located and you should always follow the instructions of the Chief Wardens at all times. Emergency Evacuation Plans are located throughout the terminal. Please note that an Emergency Evacuation Plan must also be located within your store & your staff should be familiar with the evacuation procedure.

C.3 Fire Extinguishers

Fire Extinguishers are available at various locations throughout the airport and sign-posted accordingly. Emergency Exits or access to fire fighting equipment **MUST NOT** be obstructed at anytime. Do not place any items inside Fire Hose cupboards.

C.4 Emergency Contacts

The Airport has its own specific emergency evacuation procedures and all emergencies are dealt with in a minimal time frame. In the event that you are involved in an emergency please refer to the following contact list:

Emergency Details	SYD	MEL	BNE	PER
Life Threatening	000	000	000	000
Emergencies (i.e. Ambulance, Police, Fire)	(02) 9952 9224	(03) 8336 4126	(07) 3860 3299	(08) 9478 8500
Australian Federal Police	131 237	131 237	131 237	131 237
Security Control Room	SNP: (02) 9952 9224	MSS: (03)8336 4609	(07) 3867 3397	(08) 9270 9409
Airport Duty Manager	(02) 9952 9272	03 83364708	(07) 3867 3405 0418 265 881	(08) 9270 9452
Duty Property Supervisor	(02) 9691 8161	(02) 8336 5222	(07) 3860 8784 (07) 3860 8783	(08) 9270 9587

SECTION D

Security

THIS SECTION COVERS

- D1.** Identification
- D2.** Visitor Passes
- D3.** ASIC requirements & application process
- D4.** Unattended Items
- D5.** Shoplifting

D.1 Identification

Qantas is committed to upholding a secure environment. The following Qantas Group Security information applies to all Retailers & their representatives working within Qantas Domestic Airports. Compliance of the following procedures is essential and protects you as an individual, customers and the Qantas Group.

In order to improve security, comply with Federal legislation and reduce the risk to the Qantas Group, its employees and property, identification (ID) cards are issued to tenants and other individuals who are required to visit or work on Qantas premises:

D.2 Visitor Passes

Visitor passes are required for visitors accessing security restricted areas at Australian Airports. Visitors in possession of a Visitor pass must be accompanied AT ALL TIMES by a person in possession of and displaying a permanent ASIC.

D.3 ASIC requirements & applications

All retail staff working in the sterile area within a Qantas Domestic Terminal must have a valid ASIC.

Refer Appendix for ASIC application forms;
-ID Services Pack F (concessions)
-Application form A

Steps to getting an ASIC;

1. Complete forms in ID Services Pack F & A.
2. Required Identity verification should be photocopied and signed by a JP in Brisbane, Melbourne & Perth. In Sydney Identity verification can be coordinated with the on site Retail team (ie. JP verification is not required).
3. Photocopies of the identity verification should be attached to the ID Services forms and sent through to the Qantas Retail representative.
4. Qantas Representative will submit forms to ID Services & return signed Form 4 to you.
5. You will be notified when ASIC is ready for collection.
6. Take signed Form 4 with you to collect ASIC (from the location nominated by the Qantas Retail Representative).
7. ID Card photo will be taken. Note in BNE, MEL & PER ID photo will be taken at security control rm. SYD photo will be taken at ID Services Offices.
8. ASIC will be issued.

Your company account will be invoiced directly once your ASIC is ready for collection. The total cost for this process is \$175.00 + GST (as of Jan 2011). This may be subject to change, please confirm with ID services.

Staff ID Responsibilities

Retail staff are responsible for the following:

- Displaying their ID card in a prominent place, whilst in the workplace, on their upper body clothing, waist height or above with the front face of the card clearly visible.
- Presenting their ID card when requested.
- Reporting lost or stolen ID cards to Qantas immediately.
- Ensuring that you and your fellow employees ID card is not lent, borrowed, mistreated, defaced or in anyway misused.
- Returning the ID card to a Qantas Airport Retail Representative when terminating their employment, when the card expires, when notified that card is cancelled, if the card is altered / defaced or if the holder no longer requires access to the security restricted areas for his or her employment.
- Payment of any fine associated with breaches or legislation, by-laws or similar for failure to possess and/or display an ASIC in a Security Restricted Area (SRA).
- There is no trespassing within any area identified as a SRA (Security Restricted Area), i.e. Airside.
- One Retail staff member per shift per outlet must hold a valid ASIC.

If a staff member does not have a valid ASIC or has misplaced their ASIC, a Visitor pass will need to be obtained from the Security Control room at the Airport. A Visitor pass can only be issued under the supervision of an ASIC holder.

Please note that an ASIC holder who has been assigned the responsibility (as a sponsor) for escorting a visitor (who must be in possession of a Visitor Pass) must not leave the Visitor Pass holder unsupervised at any time whilst in the sterile area.

Penalties may apply (maximum of \$550) if a sponsoring ASIC holder leaves a visitor unattended in the sterile area which is payable by the individual and that persons ASIC may be cancelled.

D.4 Unattended Items

Whenever a perceived unattended item (including baggage) is detected the HOT Principle should be employed.

The HOT principle asks three simple questions when confronted with an item they are unsure of:

1. Is the item **H**idden?
2. Is the item **O**bviously suspicious?
3. Is the item not **T**ypical of that area?

If such an item raises any concern, immediately notify Qantas Security Control Room who in turn will notify the relevant authorities, including Police, the Airport Authority and if necessary, the Office of Transport Security.

Please note that in line with this direction, whenever unloading or removing stock, all items must be secured and not left unattended at any time.

D.5 Shoplifting

Security within the Retail outlet is the Retailers responsibility. In the event that shoplifting occurs, please contact the Australian Federal Police (AFP) (131 237) or Local Police (000) directly.

Qantas Staff and Security are not able to assist with shoplifting matters.

SECTION E

Dangerous Goods

THIS SECTION COVERS

- E1. Definition**
- E2. Storage**
- E3. Labelling & required information**
- E4. Eliminating and controlling risks**

E.1 Definition

Dangerous Goods (DG's) are items that may endanger the safety of an aircraft or persons on board the aircraft. Dangerous Goods are not permitted within the sterile area of the Airport unless they are being used as part of the operation of the Retail outlet eg. cleaning products.

Dangerous Goods include, but are not limited to, items such as;



Before introducing any new merchandise into your outlet that you think may be considered a Dangerous Good, please check with a Qantas Retail Representative.

Refer Appendix for dangerous goods quantities for sale within an airport.

E.2 Storage

All workplaces that use handle or store hazardous substances and/or dangerous goods are required to seek approval from a Qantas Retail Representative.

All Employers and controllers of substances or workplaces have specific responsibilities under the OHS Regulations and two (2) key responsibilities are:

1. Obtain and provide information
2. Eliminate and control risks

E.3 Labelling & Required Information

All manufacturers and suppliers are required under the OHS Regulation to label their products correctly. It is a requirement that when a substance is delivered to you the suppliers provide you with a Material Safety Data Sheet (MSDS), which is the key source of information and include the manufacturer's recommended control measures, and the product is correctly labelled, ensuring it indicates the hazards and risks.

It is a requirement that an Employer ensures that:

- Containers are properly labelled, even when transferred to another container
- Bulk tanks and store of dangerous goods have placards (signage)
- MSDS are readily accessible to their employees
- Employees are trained to understand the information on the labels and MSDS and apply control measures.

E.4 Eliminating and controlling risks

The Employer is responsible to ensure that all risks are eliminated, or controlled if elimination is not reasonably practicable. It is mandatory that workers exposure to hazardous substances are kept below certain exposure levels for both the short and long term and information can be found on the Material Safety Data Sheet (MSDS).

Steps to control risks

The following three (3) steps must be applied:

1. Identify all dangerous goods and hazardous substances (including dusts and fumes) in the workplace by listing all and collating with the MSDS for each substance, which both may then be used to form a workplace register. A register must contain details for all dangerous goods or hazardous substances that are currently used, produced, stored or handled on the premises, ensuring you continually update the register to include new dangerous goods or hazardous substances are used or produced or discontinued on the premises.
2. Complete a workplace risk assessment which depending on your workplace circumstances may be simple and carried out in-house or may require outside assistance, such as engaging a consultant that specialises in workplace risk assessments. The assessment should include if there are any health or safety problems, e.g. could dangerous goods or hazardous substances interact with other goods such as flammable goods, determining if there are any ignition sources nearby that could cause fires and/or explosions.
3. Determine and apply controls. You need to determine the control measures that offer the best protection that can be practicably applied to reduce risks in your workplace, some of which can be sourced on the MSDS or container label for suggested control measures.

Control Measures

There are six levels of control measures listed below in the following order of priority:

1. **Elimination** – stop using the substance or goods. A reduction in stocks is a key control measure.
2. **Substitution** – use a lower hazard alternative.
3. **Isolation** – separate use from the rest of the workplace, e.g. erect screen, keep dangerous goods separate from other chemicals.
4. **Engineering controls** - install equipment that will reduce exposure or risk, e.g. use local exhaust ventilation, provide containment for potential spills such as ensuring they are bunded.
5. **Safe work practices** – change the way people work, e.g. restrict entry into work or storage areas.
6. **Personal protective equipment (PPE)**, such as gloves, goggles, aprons and respirators can reduce worker contact and exposure to chemicals, PPE is always the last resort, but in some end-user situations may be the most practical.

Employers and self-employed persons must make arrangements for emergencies in relation to matters over which they have control, regardless of the size of the premises or quantities of chemicals.

Over certain quantities of dangerous goods, this must be a written plan in accordance with OHS Regulations. MSDS' expire after five (5) years and you should continually check they are up to date.

For further information please refer to the Workcover Website at www.workcover.nsw.gov.au or telephone the Workcover Assistance Service on T: 131 050 (8.30am to 5.00pm Monday to Friday).

SECTION F

Tools of Trade

THIS SECTION COVERS

- F1.** Definition
- F2.** Permitted Use
- F3.** Tools of Trade Register
- F5.** Regulatory Requirements
- F5.** Caution

F.1 Definition

A tool of trade is defined as;

- Retail contractors tools (e.g. power tools etc); and
- Tools that Retailers require for operational purposes(e.g. scissors, kitchen knives etc)

F.2 Permitted Use

Retail and their contractors are authorised to have tools of trade in their possession when working within the Sterile Area, provided that item is required for an operational reason, and as part of the duties for which they are employed and is kept under control.

An item is 'under control' if it cannot be accessed by any person who is not authorised to have possession of it in that area or zone. For example, a pair of scissors is under control provided that the item is in the possession of a Retail representative, it is in a lockable container, or it is stored in a room protected against unauthorised access.

Acceptable methods may be:

- Tethered to a bench with a chain, steel wire or chain; or
- Kept in a locked cabinet drawer with a register in place to record movements in and out of the drawer including the name of the person in possession of the item.

It must be noted that a person ceases to be in control of an item if he or she:

- Gives possession to; or
- Allows the item to be accessible to an unauthorised person or a person unauthorised to be in the area, but to whom the item is not a tool of trade.

F.3 Tools of Trade Register

It is a requirement for each retail outlet to keep a Tools of Trade register on site at all times. A stock take or reconciliation of all prohibited items on the register must be made at the start and finish of each day.

See Appendix for an example of an acceptable Tools of trade register & list of prohibited items that must be listed if they are on the premises.

Any discrepancy must be reported to the Qantas Duty Manager.

F.4 Regulatory Requirements

Tools of trade are only permitted in a Sterile Area if they are necessary for an operational reason.

F.5 Metal Cutlery

Metal Knives & forks are permitted to be used in the Qantas domestic terminals if the cutlery has rounded ends, has no sharp points and is provided in a landside security zone for use by persons in the landside security zone. For this purpose cutlery means a bread and butter knife or a dinner knife with a scalloped edge but not a sharp serrated edges such as a steak knife (note: the metal knife designed for onboard and Qantas lounge use is a good example of an approved style).

Please note: Other knives such as carving knives, bread knives, utility knives for kitchen purposes are still a Prohibited Item but exempt as a tool of trade provided they are secure.

Prior to the introduction of any cutlery an image should be submitted to the Retail Operations for approval. Following this, deliveries of cutlery should be brought to the goods screening point for clearance & entry to the terminal.

F.6 Caution

If a tool of trade ceases to remain under control, it is deemed to be a weapon or prohibited item. Significant penalties (including fines and imprisonment) apply for weapon and prohibited items offences.

IMPORTANT INFORMATION

Qantas Security & OTS will carry out security audits on all Retail outlets as required from time to time in each Qantas Domestic Terminal.

If a retail outlet is found to be in breach of any of the requirements a formal breach notice and / or fines may apply.

SECTION G

Occupational Health & Safety

THIS SECTION COVERS

G1. Requirements

G2. Incident & Accident reporting process

G.1 Requirements

In occupying and using the premises and the common areas within Qantas Domestic Airports, Retailers are to demonstrate the following:

- Ensure that the Retail tenancy and its representatives (i.e. staff, contractors, visitors etc) do not create any risks to the health and the safety of any person at the Airport including the outlet;
- Ensure that Retail representatives are adequately supervised to ensure their health & safety and that of any other persons (including the general public/customers), at the Airport including the outlet;
- Ensure that the Retail tenancy and its representatives have been properly instructed on Qantas safety and security policies when working at the airport.
- Ensure OH&S Law compliance and compliance of the sub-lease
- Ensure compliance with any directions from Qantas regarding health, safety or the environment, from time to time;
- Ensure the Retail tenancy and its representatives undertake any training required by Qantas (including but not limited to the Qantas On-Line Induction), the Law or if it is deemed necessary to ensure the safe use of the outlet and the Airport;
- Ensure notification to Qantas as soon as practicable of any incident or dangerous occurrence at the Retail tenancy;
- Ensure the Retail tenancy or its representatives do not knowingly or recklessly tamper with, ignore or fail to use any safety/lockout device or tamper with any emergency or safety signage/equipment;
- Ensure the Retail tenancy and its representatives do not use any vehicle or equipment unless authorised to operate it, or use it for unauthorised purpose;
- Do not to participate in horseplay, skylarking or practical jokes; in a manner which causes or has the potential to cause, serious injury to anyone or damage to property;
- Do not under any circumstances bring a weapon into any work environment;
- Do not enter any identified restricted access area without appropriate authorisation;

- Observe and comply with all Laws and Regulations (including but not limited to Australian Standards and Qantas Property requirements for electrical, fire regulations, mechanical, hydraulic & gas) present or future affecting or relating to the outlet and Permitted Activity;
- Do promptly repair and make good any default, damage or breakage (including broken plate glass) to the outlet or the Airport (by following Qantas contractor engagement requirements) caused by the Retail tenancy or its representatives.

G.2 Personal Protection Equipment

Due to the nature of the tasks required to be performed in the loading dock eg. operating pedestrian fork-lifts, moving boxes of goods, stacking pallets etc all staff entering the area are required to wear safety footwear.

If the Safety Officers observe retail staff not wearing safety footwear in the loading dock they will be asked to leave the area immediately.

G.3 Incident & Accident Reporting Process

All incidents/accidents, hazards or near misses should be immediately reported to the following Qantas representatives;

Incidents & Accidents				
Contact	SYD	MEL	BNE	PER
Airport Duty Manager	(02) 9952 9272	(03) 8336 4609	(07) 3867 3405	(08) 9270 9452
Airport Security	(02) 9952 9224	(03) 8336 4609	(07) 3867 3397	(08) 9270 9409
Qantas Retail	1800 737 467	1800 737 467	1800 737 467	1800 737 467

This includes but is not limited to:

- All near misses/near hits
- All accidents and injuries
- Any property damage outside of your outlet (i.e. common area in the terminal)
- Any hazards that are identified
- Blocked exits/stairwells/spills

Should a minor medical incident occur, (e.g. trip, ankle/arm strain) the below process should be followed:

- Retail to contact the Airport Duty Manager and the Security Control room
- Security will provide first aid if required

Note: Security Officers are trained in first aid and are located at screening points or in the Security Control rooms.

If the customer requires medical attention they will then be sent to a Medical Centre for treatment.

SECTION H

Compliance under the sub-lease

THIS SECTION COVERS

- H1.** Fire Services Testing
- H2.** Electrical Services Testing
- H3.** Food & Beverage Hygiene Audits
- H4.** Liquor Licensing Requirements & Procedures
- H5.** Repairs Maintenance & Cleaning
- H6.** Pest Control
- H7.** Trading Hours

The Following Sections deal with the Retail Outlet's compliance requirements under the sub-lease. Please also refer to your sub-lease which details this information.

H.1 Fire Services Testing

It is the Retailers responsibility to comply with sprinkler and fire alarm regulations at its own expense. Inspections and testing is to be carried out on all fire related equipment within the Retail outlet as follows:

- Every six (6) months test & validate fire equipment (fire extinguishers, fire blankets) by a licenced fire services representative.
- Promptly provide to Qantas copies of the reports and certificates and advise the programme of rectifying any faults, defects or repairs that are identified.

Note: Contractors are required to have a valid ATCW (refer Section J Operations Manual).

H.2 Electrical Services Testing

It is the Retailers responsibility to comply with electrical regulations at its own expense. Inspections and testing is to be carried out on all electrical equipment within the Retail outlet as follows:

- Every six (6) months undertake testing of any residual current devices and earth leakage circuit breakers within the outlet;
- Inspection of the lighting, signage and other electrical equipment at least once annually, by a licensed electrician;
- Thermal scan of electrical boards within the outlet at least once annually.
- Promptly provide to Qantas copies of the reports and certificates and advise the programme of rectifying any faults, defects or repairs that are identified.

Note: Contractors are required to have a valid ATCW (refer Section J Operations Manual).

H.3 Food & Beverage Hygiene Audits (Applicable only to Food & Beverage Retail)

Qantas is committed to maintaining high standards in food quality and safety. The Food & Beverage Hygiene Audit program aims to assist your business comply with the Australian Food Standards Code.

The Retail tenant and its representatives are required to cooperate in the Qantas Food Safety Programme that is to be conducted at each Food & Beverage Retail outlet by Qantas Food & Beverage Auditors.

This is at the Retailers expense & is to be conducted:

- At the commencement date ie. First trading date.
- Once every three - six months thereafter during each year of the term or as determined by Qantas.

The Retailer must, obtain a Food Safety Report from Qantas's Food Safety Auditor detailing the Retail outlet compliance or non-compliance with all Laws relating to food safety requirements, monitoring and all of the requirements as set out in the sub-lease.

In the event that the Qantas Food Safety Auditor issues a Retail outlet with a notice of non-compliance, the tenant must communicate their rectification strategy and timeframe to comply.

H.4 Liquor Licensing Requirements & Procedures (Only for Retail outlets selling liquor)

It is the Retailers responsibility to:

- Display the Liquor sub-licence signage as required under the Airport regulation for Airport Activities; signage must be obtained from Airport Retail for a fee.
- Keep and maintain an Incident Log Book on site.
- Duly and punctually comply with the Airport Liquor Licensing Act.
- All staff working on the premises have a 'Responsible Service of Alcohol' Certificate (copies of the RSA's must be kept within the outlet).

H.5 Repairs, Maintenance & Cleaning

In order to present to the highest standards, consistent upkeep/repair and maintenance of Retail outlets is required.

Definitions of Maintenance & Cleaning - includes but is not limited to changing of light globes, service of cash registers, refrigerators & freezers, computers, beverage machines, bain maries, dishwashers, fry vats, general appliances, removal of equipment and/or furniture and general cleaning.

Definitions of Repairs & Industrial Cleaning – includes but is not limited to repairs to broken tiles, damaged bulkheads and/or walls, working on electrical cabling, painting, repairs to flooring, joinery, replacement of doors, repairs to menu boards, counters, ceilings, tables and chairs.

Please note that regular, unscheduled audits are undertaken by the Qantas Retail team. These will be to inspect the tenancies publically accessible areas, the BOH & storerooms as well as the terminal common areas. See appendix for audit checklists.

You must seek approval from Qantas Airport Retail for any maintenance & repair works that will be carried out within the outlet. Works can only take place once approval has been issued by Qantas Airport Retail via an Authority To Commence Works (ATCW) (Refer Section J)

H.6 Pest Control Procedures

It is the responsibility of the tenant to keep the outlet and store rooms free of refuse and vermin, and undertake pest control measures necessary.

H.7 Trading Hours

Terminal Hours

Qantas Domestic Airports operate every day (7 days a week).
The Airport operating hours are as follows:

Qantas Domestic Airports	Operating Hours (Mon-Sun)
SYD	0500 – 2300hrs
MEL	0300 - 2400hrs
BNE	0330 - 2345hrs
PER	0400 – 0030hrs

Retail Operating Hours

Retail outlets are to comply with the trading hours as stipulated in the sub-lease.

Generally these hours are:

Mon – Friday	6am – 9pm
Sat & Sun	7am – 8pm

Please note that these hours are a minimum and possible flight delays etc may provide an opportunity for extended trading at the retailers discretion.

Public Holiday Hours

Qantas Domestic Airports operate on Public Holidays. Public holiday trading hours for each state are as follows but please also refer to state based Industrial Relations web sites.

Generally public holiday hours are:

Easter	7am – 8pm
Christmas	7am – 8pm
Single Day (eg Anzac Day)	7am – 8pm

Retail Outlets that are identified as not complying with their minimum trading hours in accordance with the sub-lease will be issued with formal breach notices which may result in termination of the lease and/or compensation to the landlord.

It is advisable that your trading hours be displayed on the Shopfront in a location visible to all customers.

NOTE: Retail outlets are not permitted to close during operating hours. It is the responsibility of the Retailer to organise staff coverage at all times.

SECTION I

Rules

THIS SECTION COVERS

- I1. Common Areas
- I2. Smoking Regulations
- I3. Operation of Music
- I4. Functions & Meetings

All Retailers and their representatives (including contractors) must also comply with general house keeping rules as set out by Qantas from time to time.

These rules include the following:

I.1 Common Areas

- All common areas are to be kept free from any item/s at all times. (i.e. fire exits, egress, concourses).
- All tenant rubbish is to be disposed of properly and immediately (please refer to the rubbish removal procedures).
- No sign, device, fitting, furnishing, ornament or object is to be erected, constructed or maintained by the Retail without the prior written consent from Qantas.
- No painting of any form is to be conducted inside or outside the terminal or the Retail outlet without the prior written consent from Qantas.
- No safe, furniture or plant (equipment) is to be moved into or out of the terminal or the tenant's premises without the prior written consent of Qantas and should approval be provided from Qantas then all moving is to be supervised and moved at a time nominated by Qantas.
- No animals are allowed anywhere in the Terminal.
- Spruiking is not permitted within the Terminal.
- The premises must be kept clean in accordance with the sub-lease, directions of Qantas and to the standard required by any relevant act.
- Rubbish must be stored properly prior to removal, ensuring it is not visible from the common areas.
- Rubbish must not be disposed of in the bins provided in the Airport for public use.
- Retailers must participate in any emergency evacuation procedures and drills instigated by Qantas.
- No trading, merchandising or advertising of the Retail business is to take place outside of the Retail outlet unless approval has been issued by the Qantas Retail group

I.2 Smoking Regulations

Smoking is prohibited in all areas of the airport.

I.3 Operation of Music

Whilst music can be an integral part of a Retail Outlets' ambiance, music must be kept at an ambient volume, (background noise), whereby it is not audible in adjacent tenancies or common areas and does not impact upon the public address system. The public address system is of critical importance to the airport operation. All Retail staff must comply with requests from Qantas.

I.4 Functions & Meetings

In the interest of maintaining optimum service levels and a professional environment within Qantas Airports, private meetings or functions that relate specifically to a Retail Outlet must be conducted off airport. Staff meetings including training or union workforce discussions must not take place anywhere at the Airport.

SECTION J

Authority to Commence Work

THIS SECTION COVERS

- J1.** Definition
- J2.** Documentation Required for ATCW issue
- J3.** Additional Requirements

J.1 Definition

An Authority to Commence Work (ATCW) form is a Qantas document that allows a contractor (ie. a tradesperson engaged by the Retailer) or installer permission to carry out works in a Qantas domestic terminal.

NOTE: All building, maintenance & installation work requires a valid ATCW.

Once the required documents (see details below) are supplied to Qantas Retail the ATCW will be signed and issued to the contractor. It needs to be taken to the Security Control Room on entry to the Terminal for sign off prior to any work taking place.

All Retail maintenance works are generally required to be carried out once the Airport is closed however this will be dependant on the operation of the specific Qantas Domestic Airport. The Qantas Airport Retail Representative will confirm the approved timings that works can take place in the ATCW when this is issued.

J.2 Documentation required for ATCW issue

Prior to any contractors commencing work within a Qantas Domestic Airport, the Retailer must send through the following Documentation relating to the proposed works to Qantas Airport Retail.

Email address: airport.shopping@qantas.com

1. Scope of works

This is a written document that describes & details the works.

2. Construction drawings

Plans, elevations & details should be supplied to fully document the site & works.

3. Certification

This may include Airport Authority approvals/exemptions, Engineering assessment, Disability Discrimination Act assessment, Occupational, Health & Safety Risk Assessment, Materials Safety Data Sheet.

3. Permits

Including Services Isolations and Hot Works (if required)

4. ATCW (Authority to Commence Works) application

Refer Appendix for template. A soft copy should be requested from the Airport Retail Coordinator.

This must be completed in conjunction with your SWMS and must relate specifically to the proposed works that will be carried out by your contractors.

5. Contractor Company details

For each individual that will be carrying out work;
Company name, company address & contractor name.

6. Contractor SWMS (Safe Work method Statement)

This must be completed in conjunction with the ATCW application and must relate specifically to the proposed works that will be carried out by your contractors. It is the Retailers responsibility to ensure the SWMS is applicable to the task/work to be carried out.

7. Contractor Certificates of Currency (COC)

- Workers Compensation
- Public Liability insurance (minimum cover \$20million)

J.3 Additional Requirements

It is the Retailers responsibility to ensure their contractor is aware of any additional hazards prior to working on site.

1. Contractor Inductions

All contractors carrying out works within a Qantas Airport must complete the Qantas Online induction.

**Cost per induction is \$55+GST if requested outside of 10 business days.
For same day processing requests cost per induction(s) \$155 + GST.**

The process is as follows:

- Submit the following information to Qantas Retail no later than 10 business days before proposed work date;
 - Contractor company name
 - Contractor address and telephone number
 - Contractor names (each contractor)
 - Contractor email address
 - Contractor trade
- Qantas will upload contractor information and will issue each contractor with a login and password
- Contractors must complete the induction and print out an induction pass upon completion.

Once a password has been issued and the induction process started, please contact the Online Induction Help Desk if assistance is required;
T: 1300 738 166.

2. Security clearance

This must be obtained by way of a hired Qantas Security Guard or an ASIC escort.

To hire a guard, an account usually needs to be set up prior to using the service and a guard booking form sent through.

To hire a Security Guard please see the following contacts:

Airport	Contact
SYD	SNP rostering -(02) 9667 5222 bookaguard@snpsecurity.com.au
MEL	MSS -(03) 8336 4752 mandeep.singh@msssecurity.com.au
BNE	ISS -(07) 3867 3397 Fax letter with details to (07) 3867 3348
PER	MSS –Contact: Robyn Smart 0401 776 076

Minimum 24hrs notice for booking a guard is required.

SECTION K

Lost Property or Unattended Baggage

THIS SECTION COVERS

K1. Contact Numbers

K.1 Lost Property Contact Numbers

Should any customer's belongings be left in a Retail outlet please contact Qantas Domestic Airport Lost Property.

Qantas Domestic Airports – Lost property Contacts		
Airports	Contact	Lost Property trading hours
SYD	(02) 9952 9312 (02) 9952 9306 -Customer Services Desk	0700hrs–1300hrs Mon-Sun
MEL	(03) 83364100	0930hrs–1430hrs Mon-Fri
BNE	(07) 3406 3190 -Travellers Information or (07) 3867 3264 -Property left on Aircraft	1000hrs-1400hrs Mon-Fri
PER	(08) 92709433 -Baggage Services Desk	0900-1700hrs Mon-Fri

SECTION L

After Hours Access Procedures

THIS SECTION COVERS

L1. Access / Contact Requirements

L2. Retail Tenancy Spare Key

L.1 Access / Contact Requirements

It is the Retailers responsibility to provide Qantas with a contact number for at least two Tenancy Managers who may be contacted in an emergency when the Airport is closed.

Please ensure that Qantas Airport Retail is notified should the contact change.

Access to the Airport after hours can only take place upon approval issued by a Qantas Retail Representative. After hours access is generally restricted to contractors carrying out fitout or repair and maintenance works. In order for Retail Contractors to access the Airport after hours, they will need to have a signed Authority To Commence Works (ATCW) form

Refer section J -ATCW Procedure

L.2 Retail Tenancy Spare Key

A spare key to the Retail outlet must be provided to the Security Control Room in each Airport. This will only be used in the case of an emergency, e.g. Fire, lost key etc.

Under no circumstances will the key be provided to any of your employees for regular use. The key is only to be used for emergency purposes eg. a staff member has lost their key and needs to open the outlet for trading on one day and not on an, ongoing basis.

SECTION M

Marketing & Promotions

THIS SECTION COVERS

M1. Items permitted

M2. Items Not Permitted

M.1 Items Permitted

All tenant promotions and marketing activities are subject to Qantas approval.

Implementation of activities must be of the highest standard, and in keeping with the premium nature of the Qantas Airline brand.

Contact the Retail team for approval for any marketing and promotional activities.

M.2 Items Not Permitted

The following list of items provides some general examples of the type of items that are NOT permitted;

- Hand written signage
- Black & White laser printed signage
- Visible sticky tape or blu-tac mounted signage
- Inappropriate or Offensive Images
- Inappropriate or Offensive language
- Co-branded promotions featuring third party branding
- Promotions featuring Product Bundling containing items outside permitted usage
- Airlines other than those of the Qantas Group

SECTION N

Deliveries & Waste Removal

THIS SECTION COVERS

N1. Loading Dock Operations

N2. Delivery Vehicle Procedures

N2. Rubbish, Waste Removal & Recycling Procedures

N.1 Loading Dock Operation

There are specific procedures set out for use of the loading dock area, please see details below:

Loading Dock Information		
Airport	Operating Hours	Requirements
SYD	Mon to Fri – 0400 to 1400hrs Sat & Sun – 0400 to 1000hrs	<ul style="list-style-type: none">All deliveries are to be made via the loading dock and are to be met by your designated employee and immediately taken to your storeroom or Premises.Under no circumstances are any items to be left in the loading dock common areas, which include the corridors & good lifts etc.All rubbish is to be disposed of immediately in the designated areas. Please refer to the Rubbish Removal Procedures.All deliveries must proceed through the loading dock security check point and enter the terminal via the goods lift (from ground floor to level 1). To exit the terminal they must exit via the goods lift and then the loading dock.To operate the goods lift a key is required which each tenant has been issued. A spare key is located at the Security Control Room and must be signed in or out.All directions given by the Terminal Security Guards are to be followed at all times.
MEL	Mon to Fri – 0400 to 1400hrs Sat & Sun – not open	
BNE	Mon to Fri – 0600 to 1400hrs Sat & Sun – not open	
PER	There is no manned loading dock. Goods to pass through Property Car park & passenger screening pt.	

N.2 Delivery Vehicle Procedures

Retail delivery vehicles are not allowed to park in Qantas Domestic Airport Loading Docks. Retail Delivery vehicles are allowed into the loading dock for the purpose of delivering stock to Qantas Domestic Airport Retail outlets only.

Requirements for using the Loading dock for deliveries are as follows:

- Upon arrival Delivery vehicles are to advise who they are, what their delivery consists of and for which Retail outlet the delivery is for.
- Delivery vehicles are only to utilise the loading bay for unloading and loading of goods purposes only.
- The Delivery driver must place their ID and contact phone number on the dash of their vehicle when going into the Terminal to deliver goods to the Retail outlet.
- All deliveries must proceed through the security screening check point and enter and exit the terminal as instructed by Security.
- All directions given by the Security Guards are to be followed at all times.
- Whenever unloading or removing stock, all items must be secured and not left unattended at any time.

N.3 Rubbish, Waste Removal & Recycling Procedures

The Terminal waste & recycling areas are a joint recourse and should be treated with respect and care. If a spillage occurs near or around the terminal waste & recycling areas, the spillage must be cleaned up immediately to ensure the area remains clean and safe at all times. Anyone found to be not complying with these requirements will be issued with a breach notice.

Hazardous substances and/or Dangerous Goods and large items must be removed independently off the premises by the Retail. These items are not to be placed in the rubbish and waste bins provided for retailers at the Airports.

General rubbish is not to be placed in general customer bins within the terminal

Recycling Compactors

Please note that Operators are required to have completed an induction prior to using the recycling compactors.

These compactors are for paper and cardboard only and should not be used for any other purpose. The disposing of plastic (bags or wrapping) in the recycling compactor is prohibited; plastic must be disposed of via the waste compactor. If retailers are found to be using compactor inappropriately the charge for contaminated loads to landfill will be back charged to the tenant.

Builders Rubbish / Construction Waste

Removal of any builders rubbish is the responsibility of the contractor and not to be placed into Qantas compactors /bins. If damage to compactor is deemed to be the fault of the contractor they will be charged accordingly.

Waste and Rubbish removal procedures are different for all Qantas Airports. Details are as follows & please also confirm on site with the terminal managers.

Port	Rubbish	Waste	Recycling
SYD	Access for general rubbish removal is available via the loading Dock corridor or in the sterile area via access door code.	Liquids should always be disposed of in an enclosed container	The Recycling compactor is located in the Loading dock via key access (key to be obtained from the Security Control room).
MEL	Access for general rubbish compactor between 0430 - 1400 M - F. Closed Sat & Sun except for ASIC holders with lift access.	Removal of liquids should always be disposed of in an enclosed container	The Recycling compactor is located in the Loading dock via key access (key to be obtained from the Security Control room).
BNE	Access for general rubbish removal is available via the Loading Dock or the garbage chute located on level 2 near the Good's Lift.	Liquids should always be disposed of in an enclosed container	Co-mingle bins are available via Property Qld. Clean paper / cardboard disposal bins are located at the entry to the Loading Dock.
PER	Gen Waste Compactor is located airside adjacent to Bay 15. Open at all times.	Liquids should always be disposed of in an enclosed container	Qantas has 3 x comingled recycling bins in the Loading dock store (landside). Cardboard recycling should take place in the area for boxes & not the comingled bins. All recycled items are to be drained of liquids and food remnants are removed from tins / jars / bottles before disposing of into the recycling bins. Milk crates are to be stacked in rows, side by side, reaching a height no greater than

			<p>4 crates stacked on top of each other. Milk crates must be separated by Supplier name.</p> <p>Bread / food crates are to be removed from the trolleys.</p> <p>Trolleys & crates are to be stacked separately and in a neat pile along side the milk crates.</p>
--	--	--	--

SECTION 0

Customer Experience

THIS SECTION COVERS

- 01.** Customer Service Objective
- 02.** Customer Recovery
- 03.** Vouchers –Specialty Retail Outlets
- 04.** Passenger Expenses –Food, Beverage & Newsagency Outlets

O.1 Customer Service Objective

Qantas' objective is to provide the World's best premium airline. In order to achieve this we need to ensure that the customers visiting Qantas Domestic Airports experience a first class Airport experience through Airport facilities and services. The Retail outlets contribute to this experience by the way each outlet interacts with the customers. It is up to you to ensure your outlet demonstrates professional and premium service qualities.

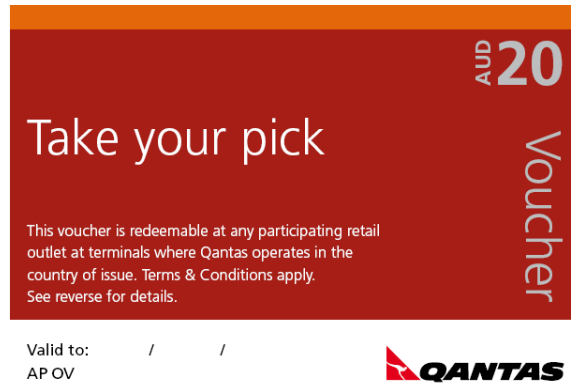
O.2 Customer Recovery

Due to the nature of the Airline business, service failures do occur. There are many customer recovery strategies that Qantas has in place to facilitate service failures and ensure customers are looked after. It is through these processes that these service failures can be transformed into positive experiences, giving Qantas the opportunity to demonstrate the strength of its service culture.

O.3 Vouchers –Specialty Retail Outlets

The customer recovery strategy for Retail is known as 'Customer Recovery Vouchers'. Should a service failure occur at the Airport, Qantas Staff can provide customers with a 'Service Recovery Voucher' which allows the customer to redeem the voucher at any participating Specialty Retail outlets in Qantas Domestic Airports. These vouchers come in various monetary denominations.

Customer Recovery Voucher image:



The conditions of use are stated on the back of the voucher and are listed as follows for your convenience;

Conditions of use:

- The voucher is valid for six (6) months from the date of issue
- The voucher entitles the holder to the stated value as payment towards purchases from any participating retail outlet at terminals where Qantas operates in the country of issue.
- Vouchers are not redeemable for cash and lost or stolen vouchers cannot be replaced.
- No other gift voucher or offer may be used in conjunction with this voucher.
- Original voucher must be surrendered at the time of purchase. Once surrendered, the voucher will be deemed fully used and no cash or credit will be issued for any unused portion.

Voucher acceptance guidelines:

- Please observe any validity dates as noted on the front of the voucher to ensure customer compliance.
- No other gift voucher or offer may be used in conjunction with this type of voucher.

- Please ensure the customer details on the back of the voucher are filled in including Name, Frequent Flyer number (if appropriate), Date, Flight No, From, To.
- Vouchers are not redeemable for cash.
- Original voucher must be surrendered at the time of purchase. Once surrendered, the voucher will be deemed fully used and no cash or credit will be issued for any unused portion.
- Photocopies or facsimile copies will not be accepted.

Voucher redemption and payment from Qantas:

- All vouchers must have a sales receipt or transaction record attached.
- Invoices (clearly showing ABN number) showing the total amount due must be accompanied with the vouchers used being the lesser of the voucher and/or transaction amount.
- The receipted amount up to the maximum value of each voucher will be paid to the retailer. If the voucher is not fully utilised, i.e. the receipted amount is less than the voucher total amount, Qantas will only reimburse to the receipted amount, not the voucher amount.
- Please send Tax invoice, accompanying vouchers and receipts to:

QANTAS AIRWAYS Limited
Level 5, Building A; 203 Coward Street
Mascot NSW 2020
Attn: Customer Recovery

Should you have any queries regarding this process please contact;
Customer Recovery team on (02) 9691 2025

Qantas strongly encourages all Specialty Retail outlets to participate in the Customer Recovery Voucher strategy.

O.4 Passenger disruption expenses – Food & Beverage Outlets & Newsagencies

Occasions may arise where flights are delayed. When this occurs, Qantas may provide passengers from those flights, an offer to purchase a newspaper or a meal and/ or beverage. Should this occur see the following procedure;

- The Airport Duty Manager will contact you or your staff by phone or a public announcement may be made advising the affected flight number and the maximum value Qantas will contribute to the purchase.
- This offer for passengers is not redeemable for cash.
- Photocopies or facsimile copies of boarding pass stubs or sales receipts will not be accepted.
- The passengers must present their boarding pass stub at the time of purchase and the cashier must collect the stub and attach to the sales receipt.
- At the end of the day you will need to collate all the boarding pass stubs and sales receipts, place them in an envelope with the flight number, amount, and date and present this to the Airport Terminal Coordinator / Manager, located in each Airport.
- The Airport Terminal Coordinator/ Manager will review the amounts and present you with a stamped green voucher.
- Upon receiving the stamped green voucher you will need to prepare an invoice (attach green voucher) for the amount noted on the green voucher and provide this to the Qantas Domestic Airport representative who will arrange payment.

SECTION P

Airport Staff Discounts

THIS SECTION COVERS

P1. Recommendation

P.1 Recommendation

Qantas and Airport staff working at the Airport has the potential to become your repeat customer base & discounts are encouraged. However please note that offering a discount to these staff members is at the discretion of the Retailer.

Retail outlets have provided discounts to staff via the following avenues:

- Percentage discount upon visibility of staff ID
- Staff sale offering substantial discounts for old stock

The Marketing Representative within the Airport Retail team will be able to assist you with more information

SECTION Q

Terminal Facilities

THIS SECTION COVERS

Q1. Staff Amenities

Q2. Transport & Parking

Refer appendix for maps of the Qantas Domestic Airports, SYD, MEL, BNE & PER. Please familiarise yourself with the layout and facilities.

Q.1 Staff Amenities

Qantas does not provide Retailers with specific bathrooms or kitchen facilities. Retail Staff are able to use the public bathrooms and there is a range of outlets to purchase meals from within the airport. Retail staff should refrain from using food court seating unless meals are purchased from the outlets associated with the seating area.

Q.2 Transport & Parking

Qantas does not provide specific transport facilities for Retail. The best method is public transport by train or bus. Car parking facilities are not provided by Qantas however they are available via the following Airport Authority car parks at a cost.

Please refer to the following table for further information:

Airport Authority Details		
Airport	Airport Authority	Website
SYD	SACL – Sydney Airport Corporation Ltd.	E: www.sydneyairport.com.au
MEL	APAM – Australia Pacific Airports Melbourne	E: www.melbourneairport.com.au
BNE	BACL – Brisbane Airport Corporation Limited	E: www.bne.com.au
PER	WAC – Westralia Airport Corporation	E: www.perthairport.net.au

SECTION R

Agreement

THIS SECTION COVERS

Q1. Signing Page for Retailers

I have read and understand the policies and procedures set out in the Qantas Retail Operations Manual, Qantas Domestic Airports for:

Please tick one:

SYD

☐

MEL

☐

BNE

☐

PER

☐

I agree and understand that it is my responsibility to ensure all of my employees are made aware and comply with all of the policies and procedures detailed in this document.

Signed:

(Sublessee Signature)

(Print name)

(Title)

(Date)

(Company/Retail outlet)

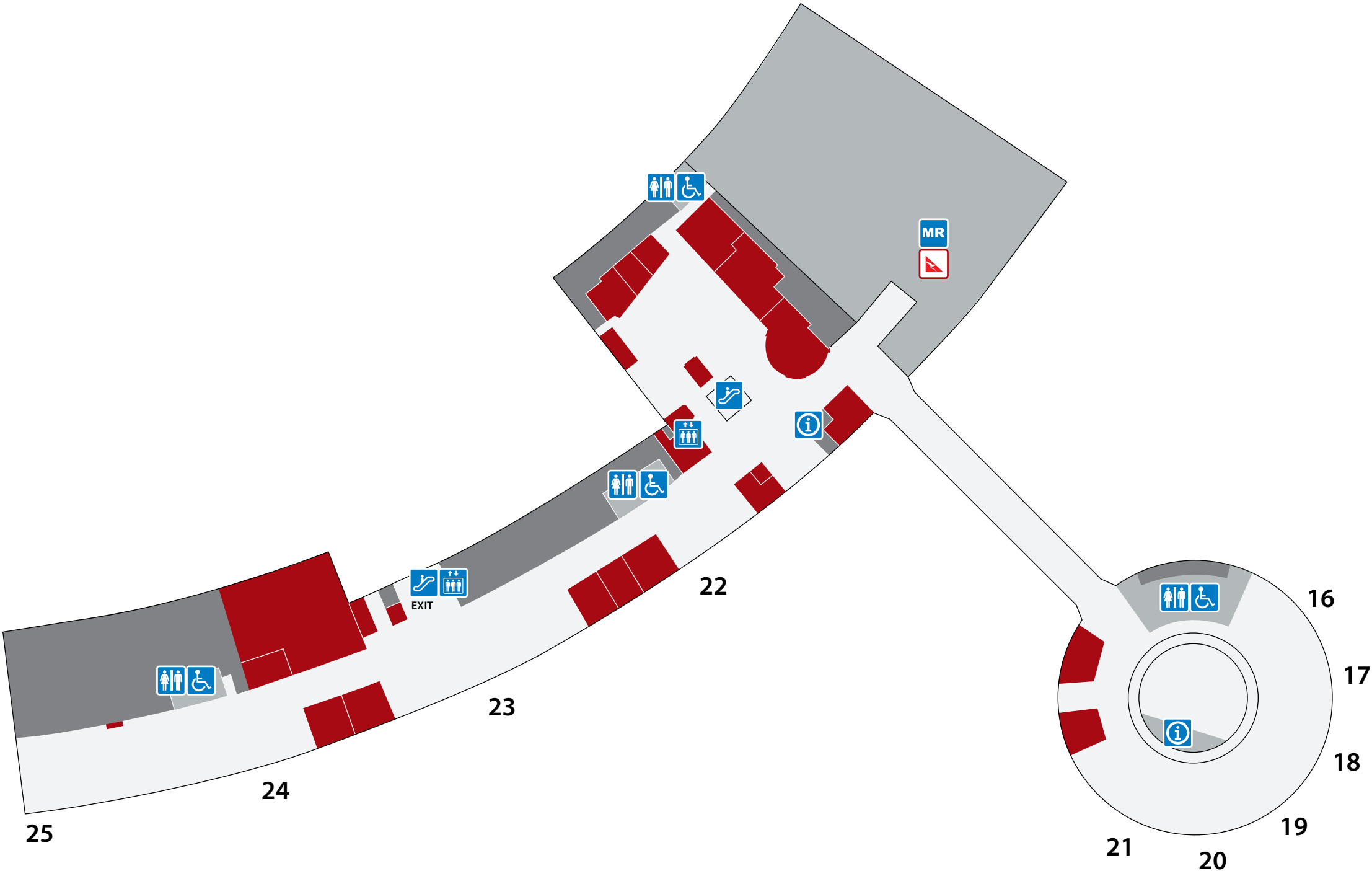
Appendix 1

Terminal Facilities

Qantas Domestic Airport; **BNE**

Brisbane Terminal

Level 1



Ground Floor



Shops

Services & Amenities

T1

International Transfers

i

City Flyer Desk
(Customer Service)

Qantas Club

Toilets

Accessible Toilets

Escalator

Lift

Baggage Services

Buses

Taxi Limo

Train

V

Valet Service

MR

Meeting Room

Security

Security Exit

P

P

Terminal Bus

Access to Train

Taxi & Limo Pickup

Group Check-in

CHECK-IN

Baggage Reclaim

EXIT

1

2

3

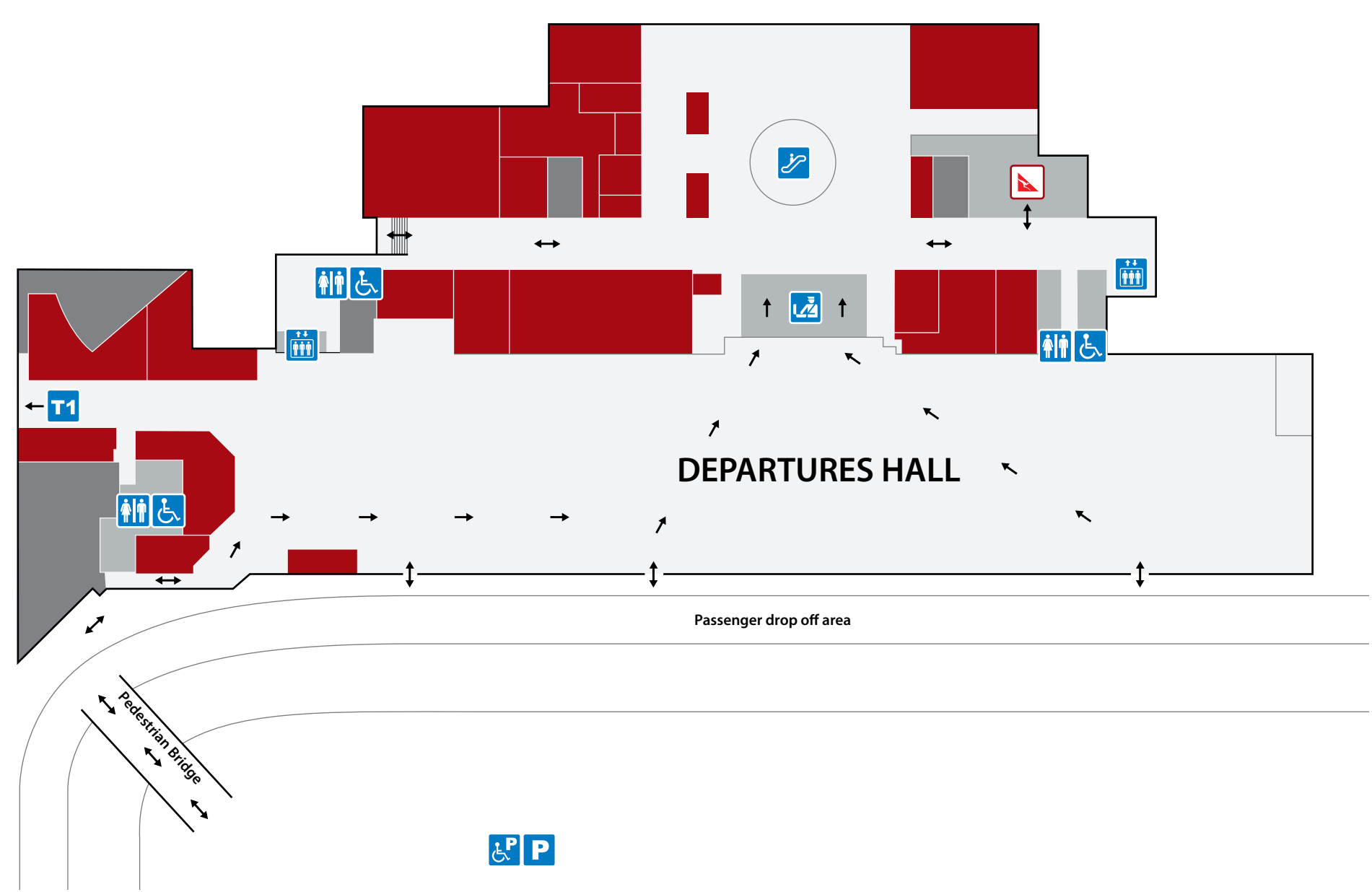
Appendix 1

Terminal Facilities

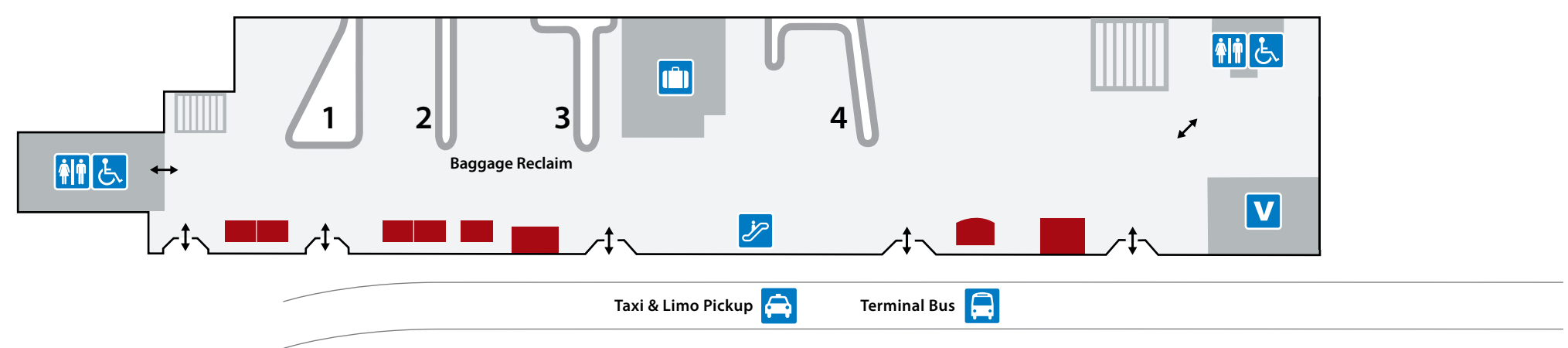
Qantas Domestic Airport; **MEL**

Melbourne Terminal

Level 1



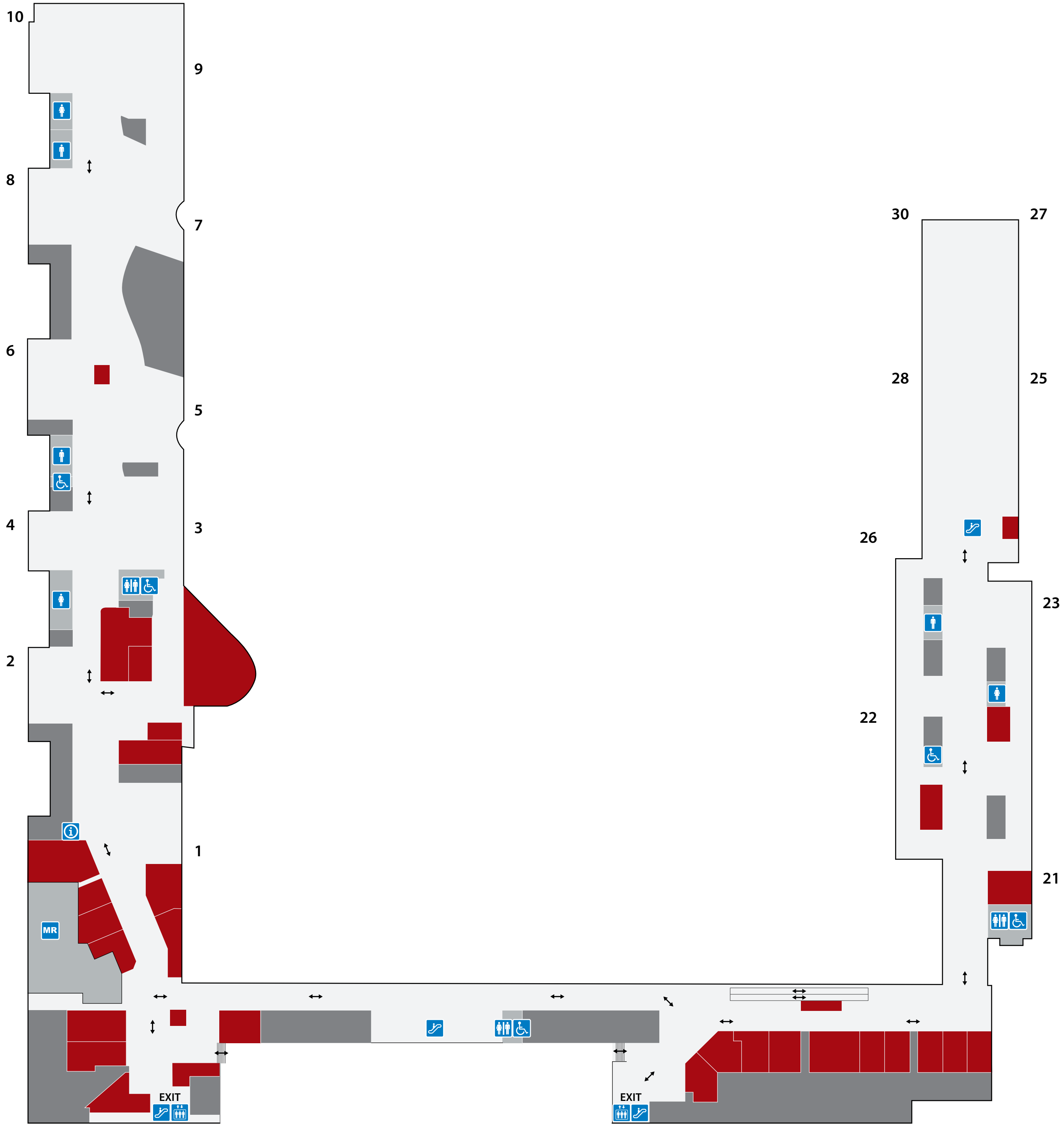
Ground Floor



Shops	Escalator	Security
Services & Amenities	Lift	Security Exit
International Transfers	Baggage Services	Path of Travel
City Flyer Desk (Customer Service)	Buses	
Qantas Club	Taxi Limo	
Toilets	Valet Service	
Accessible Toilets	Meeting Room	

Melbourne Terminal

Mezzanine



Shops	Escalator	Security
Services & Amenities	Lift	Security Exit
International Transfers	Baggage Services	Path of Travel
City Flyer Desk (Customer Service)	Buses	
Qantas Club	Taxi Limo	
Toilets	Valet Service	
Accessible Toilets	Meeting Room	

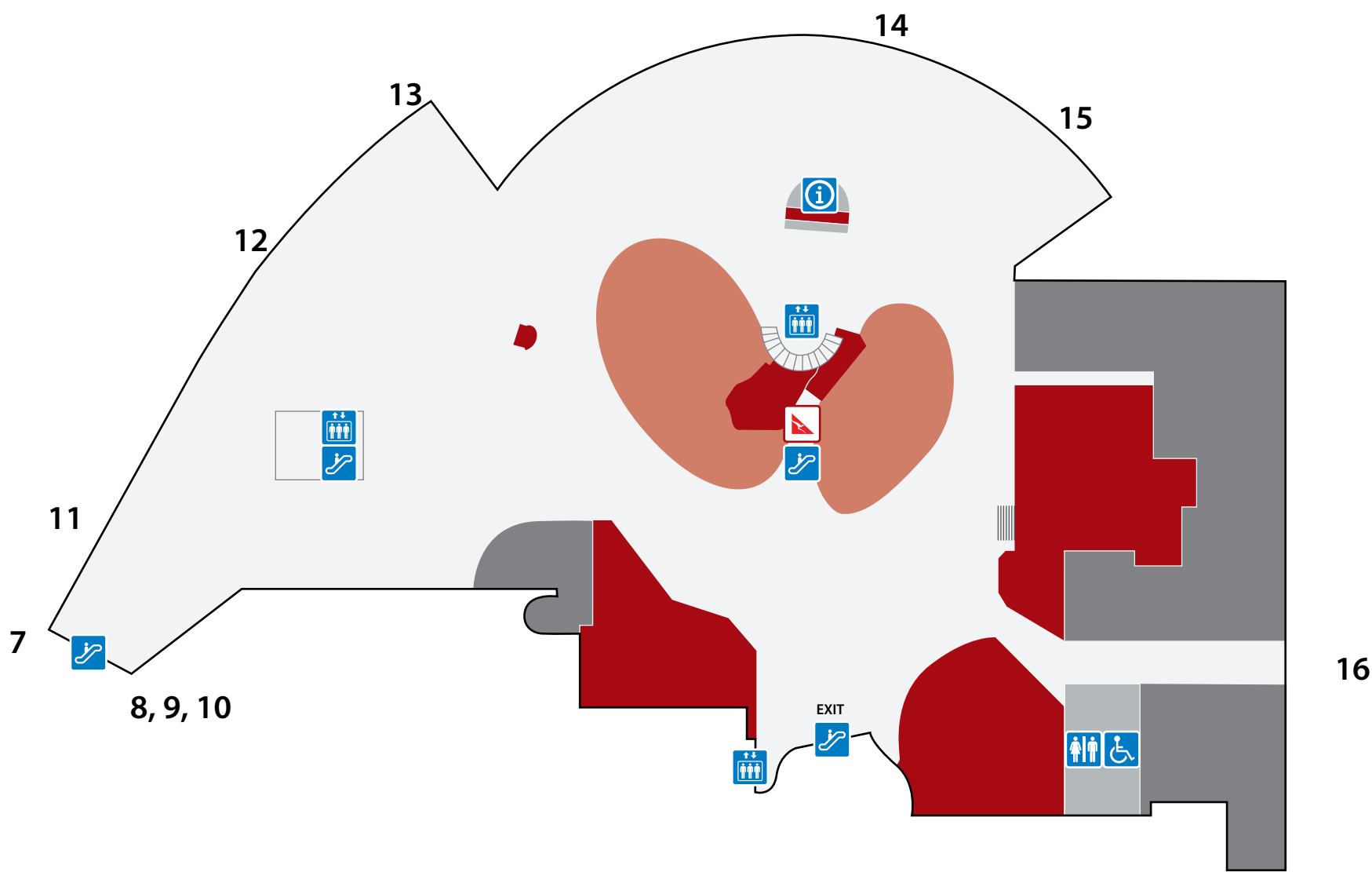
Appendix 1

Terminal Facilities

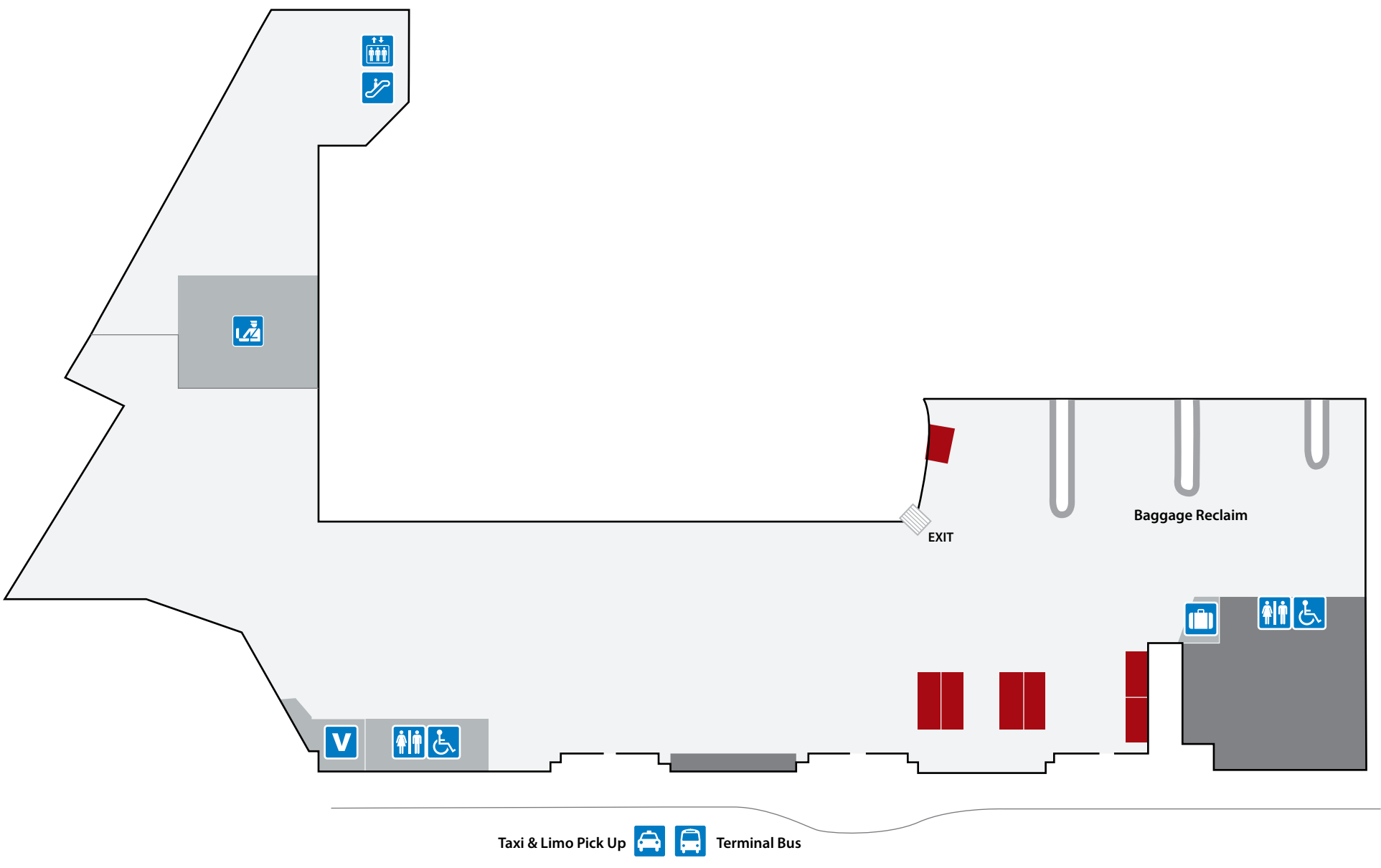
Qantas Domestic Airport; **PER**

Perth Terminal

Level 1



Ground Floor



- Shops
- Services & Amenities
- Seating Area
- City Flyer Desk (Customer Service)
- Qantas Club
- Toilets
- Accessible Toilets
- Escalator
- Lift
- Baggage Services
- Buses
- Taxi/Limo
- Valet Service
- Security
- Security Exit

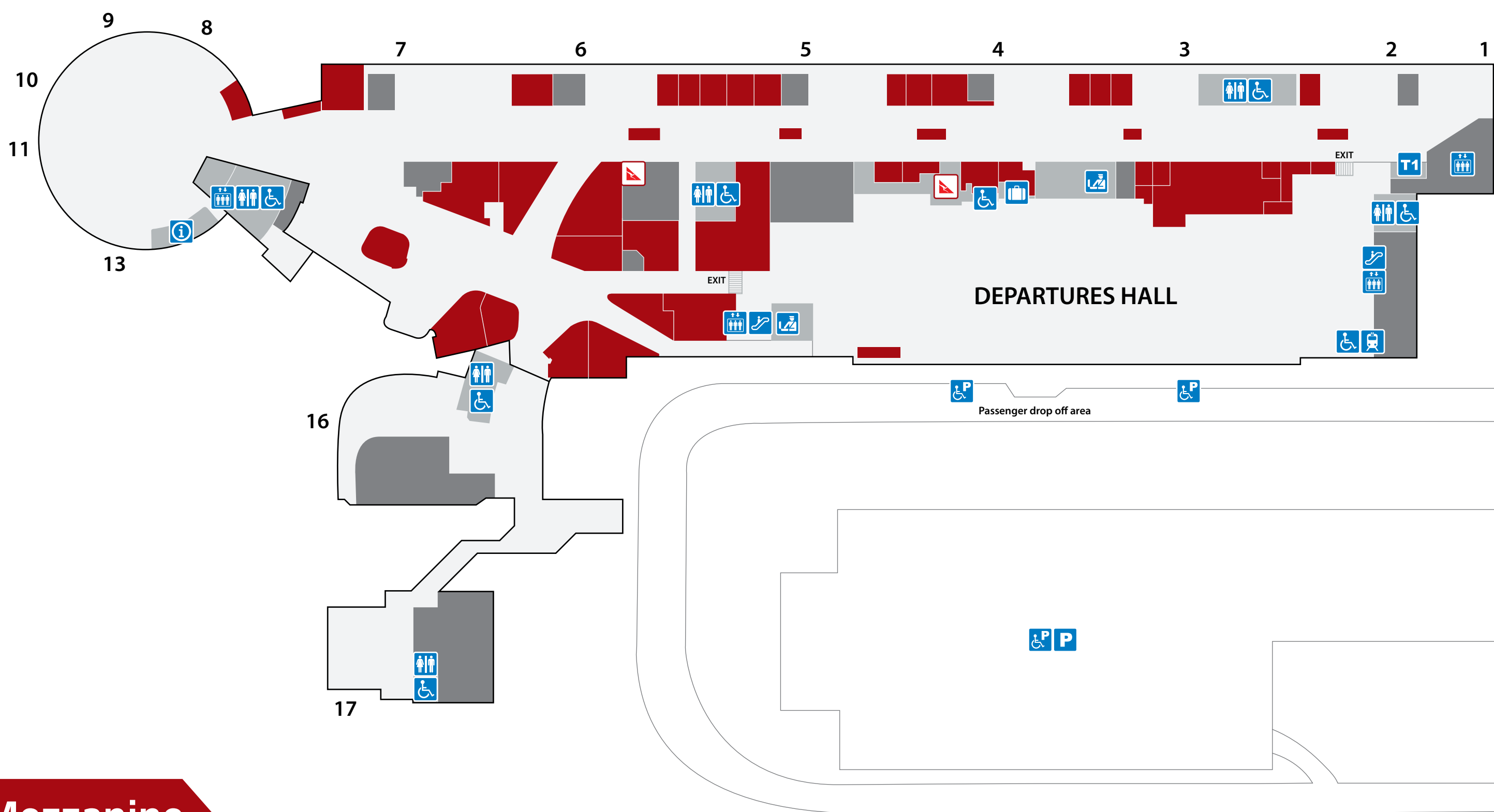
Appendix 1

Terminal Facilities

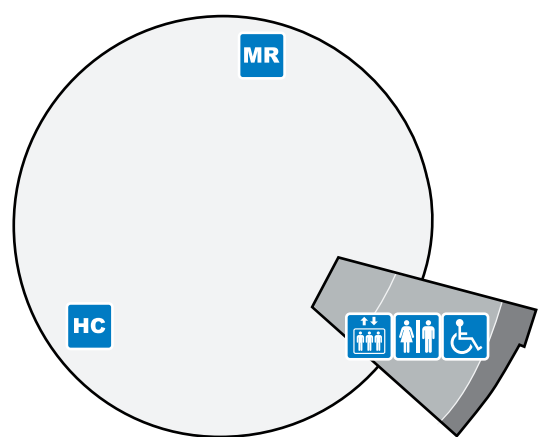
Qantas Domestic Airport; **SYD**

Sydney Terminal

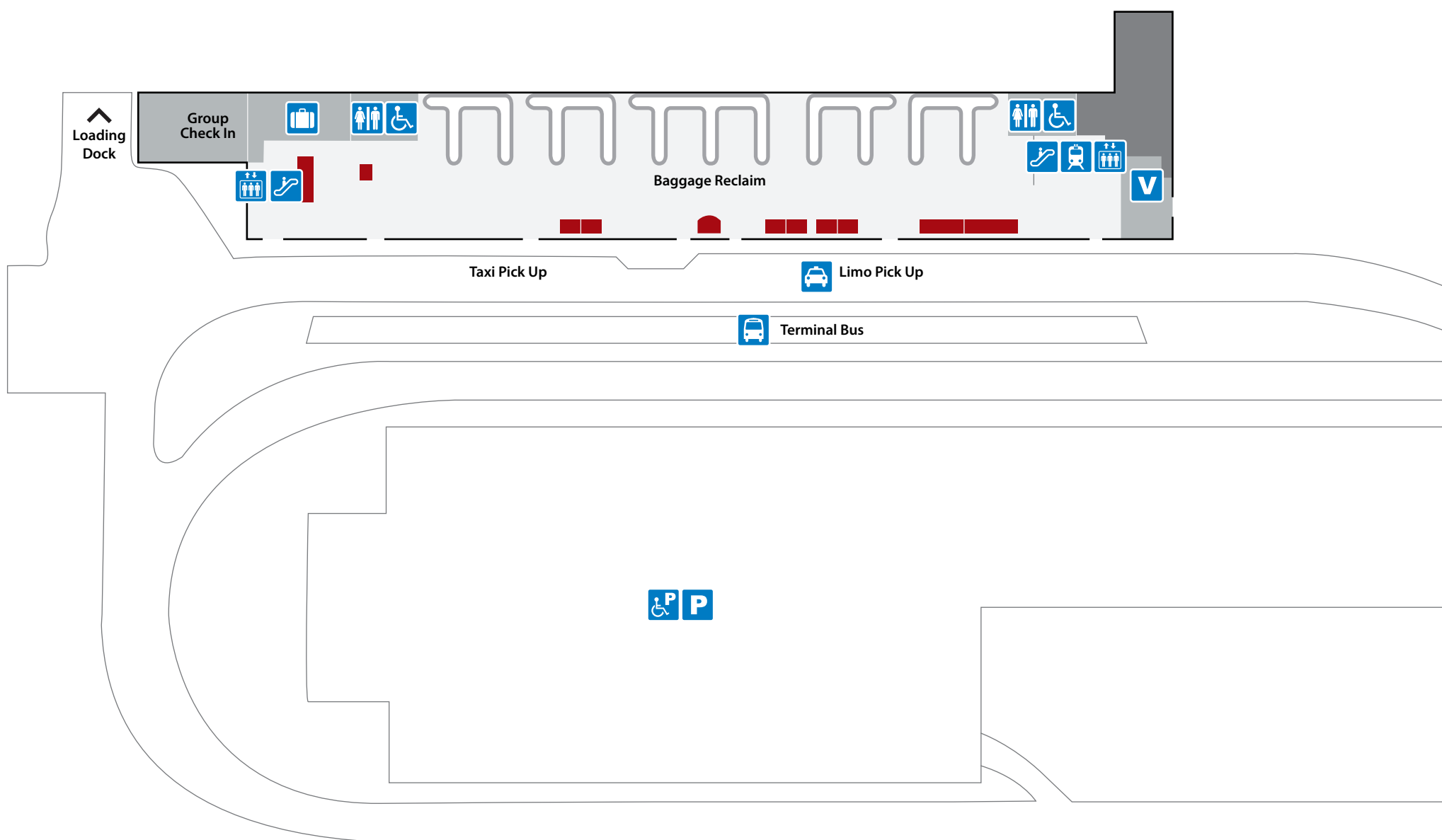
Level 1



Mezzanine



Ground Floor



Shops	Buses
Services & Amenities	Taxi Limo
International Transfers	Train
City Flyer Desk (Customer Service)	Parking
Qantas Club	Accessible Parking Bays
Toilets	Valet Service
Accessible Toilets	Meeting Room
Escalator	Heritage Collection
Lift	Security
Baggage Services	Security Exit

Appendix 2














Terminal Evacuation Areas

Qantas Domestic Airport; **BNE**

7.8 Portable Fire Extinguishers

Fires are categorised into 'classes' and fire extinguishers rated by 'type and capacity' to fight a particular class of fire.

Most common classes of fire and fire extinguisher types are shown below.

Portable Extinguisher Guide		Type of fire, Class and Suitability					
Type	Extinguishing Agent	A 	B 	C 	D 	E 	F 
	Water	YES	NO	NO	Use only specialist extinguishers and seek specialist advice	NO	NO
	Wet Chemical	YES	NO	NO		NO	YES
	Foam	YES	YES	NO		NO	LIMITED
	Powder (DCP)	ABE	YES	YES		YES	NO
		BE	NO	YES		YES	YES
	Carbon Dioxide (CO2)	LIMITED	LIMITED	LIMITED		YES	NO
	Vaporizing Liquid	YES	LIMITED	LIMITED		YES	NO
	Fire Blanket	LIMITED	LIMITED	NO		NO	YES

Note: Carbon dioxide (CO2) extinguishers may be used on small Class 'A' surface fires.

DO NOT use water, wet chemical or foam extinguishers on electrical fires.

8.0 Fire Alert, Evacuate and Re-entry Procedures

8.1 Alert Signal

This is a distinctive '*BEEP BEEP*' signal which will sound:

- a) Automatically when the Fire Sprinkler System operates.
- b) Automatically when the Fire Alarm System operates.
- c) When a RED break glass call point is manually operated.

Simultaneously,

Outside alarm bells will ring at associated Fire Indicator Panels,

Warning lights will illuminate at the Master and sub Fire Indicator Panels,

When acknowledged, the LCD Mimic Panels will indicate a read out of devices in 'alarm'. **ACKNOWLEDGMENT IS ONLY TO BE CARRIED OUT BY RESPONDING FIRE SERVICE PERSONNEL.**

The Graphic Mimic Panels will illuminate to identify 'fire sprinkler', 'smoke detector' or 'manual call point' operated on Level 1 or Level 2,

A fire signal will be transmitted to Airport Rescue and Fire Fighting, and

Air-conditioning systems will selectively shut down.

All Airside areas of the baggage handling area have an **Orange** visual alert lights which will operate in the effected Zone when in ALERT.

8.2 Evacuate Signal

When the MECP and SECP are in the '*AUTO*' mode and after a predetermined time delay after the '*ALERT*' signal has operated:

A distinctive '*WHOO WHOO*' signal interspersed with a digitised voice message, instructing occupants to evacuate, will cascade to sound throughout the Terminal until the whole building has been evacuated in an orderly manner.

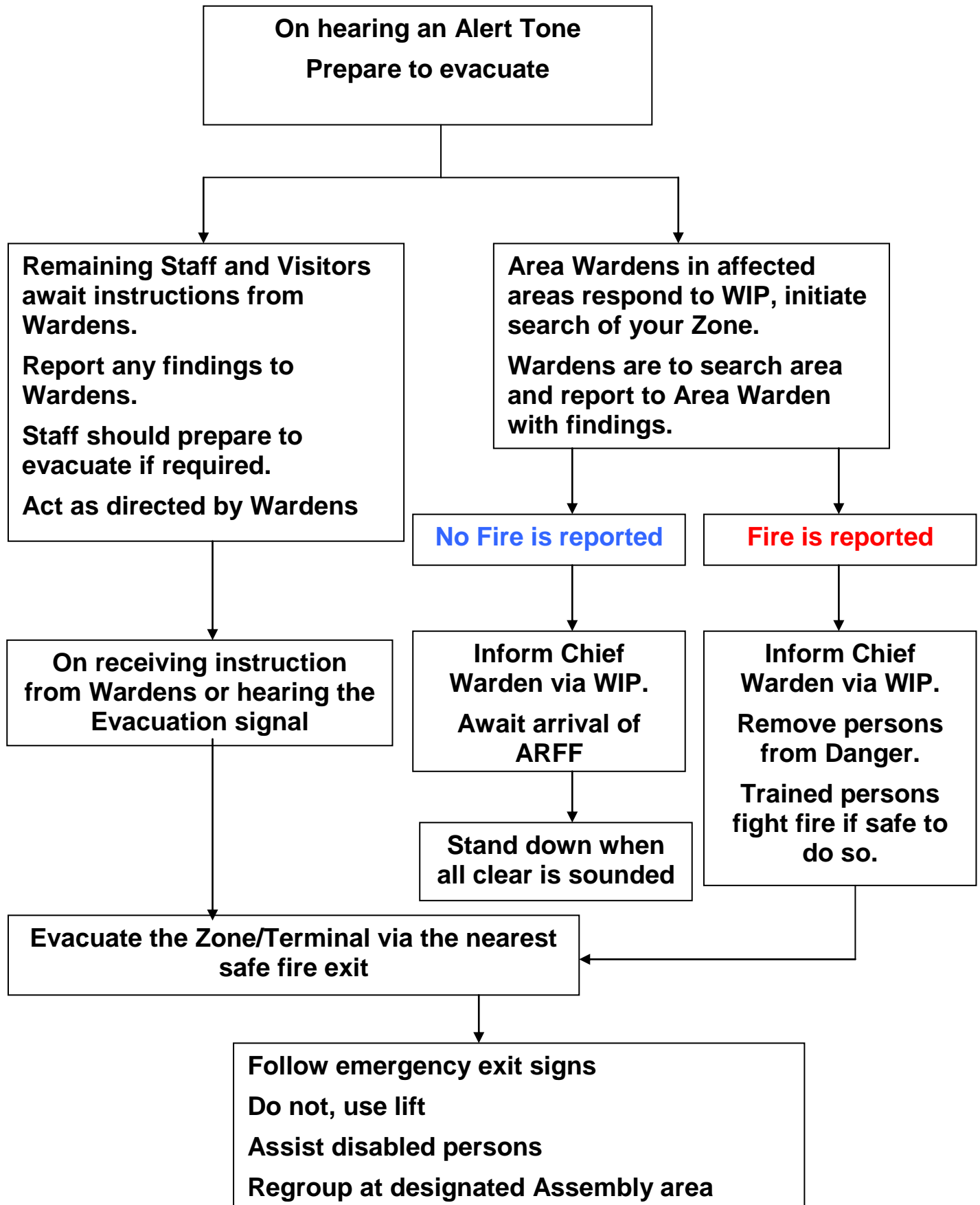
The '*EVACUATE*' signal may also be manually selected at either the MECP or SECP.

Note:

- a. When initiating '*ALERT*' or '*EVACUATE*' signals at the MECP/SECP with 'Key Switch' in the '*MANUAL*' position, outside alarm bells, Fire Indicator and Mimic Panel warning lights and fire warning signal to the ARFF will not operate.
- b. If the MECP key switch is in the '*MAUNAL*' position the SECP cannot be manually operated.

All Airside areas of the baggage handling area have a **Red** visual alert lights which will operate in the effected Zone when in EVACUATE.

8.3 Fire Alert Procedure flow chart all Occupants/Wardens



9.0 General Emergency Alert and Evacuation

Procedures for all Staff

9.1 In Case of Fire

There are four basic considerations:

- a) Safety of occupants in the fire zone.
- b) Notification of the ARFF: **3860 3299**
- c) Extinguishment of the fire.
- d) Evacuation.

The following procedures should be initiated concurrently:

- i) Wardens near the Fire zone assist staff and customers to move to an area of safety.
- ii) Operate a RED Manual Call Point to:
 - Activate the Fire Alarm which will automatically sound the emergency '**ALERT**' signal (if not already operating.) in the effected Zone.
 - Automatically call the ARFF.
 - Alert the Emergency Control Organisation.

9.2 Only when the '**ALERT**' signal sounds in your area:

- a) Wardens don Warden Equipment
- b) Wardens investigate the fire or emergency.
- c) Everyone Prepare for possible evacuation.
- d) Only if safe to do so, should trained personnel fight a fire using portable fire extinguishing equipment.
- e) ISS Staff to man Fire Exits in affected areas where doors unlock during Alert tone
- f) Responsible persons store valuables and important documents.
- g) 'Arrivals' continue processing.
- h) 'Departures' continue processing.
- i) Businesses may continue trading.
- j) Remain calm, avoid panic or passenger concern.
- k) All except Wardens and nominated ISS staff continue with normal duties await further instructions.

The order to evacuate the Terminal or a particular Zone will be given by the Chief Warden or ARFF either verbally or by authorisation to the Communication Officer to operate the '**EVACUATE**' signal. This must be preceded with a P.A announcement to the affected Zones.

Movement of persons from the Terminal has been pre-planned. To avoid a dangerous and confusing situation adhere to the following guidelines:

Refer to the block plan drawings showing paths of egress and 'Assembly Areas' for various Terminal occupancies.

9.3 Only when the 'EVACUATE' signal sounds in your area:

- a) Immediately Evacuate the Terminal at the nearest, safe to use designated emergency exits, Security Personnel must also evacuate with Wardens as they clear Zones and should not hinder the Evacuation of personnel in any way, security concerns should be dealt with external to the Building or affected Zone.

WALK, DO NOT RUN – KEEP CALM and ORDERLY.

- b) Assist all persons with Special care for children, the aged, injured and mobility impaired.
- c) 'Departure' passengers prior to check-in to take all baggage and personal belongings with them.
- d) 'Departure' passengers having completed check-in to take hand baggage and personal belongings with them.
- e) 'Arrival' passengers shall evacuate the Terminal immediately with or without main baggage – conveyors will be stopped.

DO NOT USE LIFTS or ESCALATORS,

- f) For fire evacuation Windows and doors should be closed.
- g) For Bomb Warning evacuation Windows and Doors should be opened if possible.
- h) If confronted by smoke use alternative exit and if necessary keep low as smoke and poisonous fumes tend to rise.
- i) Proceed to designated 'Assembly Areas'.
- j) Report missing or injured persons to a Warden.

9.4 Re-entry to the Terminal

No person should re-enter the Terminal until the emergency is over and the Terminal or effected Zones is declared safe by ARFF. Re-entry will be controlled in three stages by the ECO under direction from the Chief Warden. Utilising the EWIS P.A and Loudhailers,

Stage 1:- Security staff returns to complete Security checks then only when clearance is received from senior security manager move to stage 2 Re-entry.

Stage 2:- Airline and Commercial staff will return prior to passengers allowing them time to complete Security checks and set up workplaces for business.

Stage 3:- General Public allowed entry.

9.4.1 General

- a) Re-entry from 'Roadside/Landside' Assembly Areas will be at Ground Level.
- b) All persons will require rescreening prior to entry to level 2 and level 1 baggage areas.
- c) Wardens and Staff will need to control and ensure the calm and orderly movement of all persons. Special care is required for safety at escalators and to ensure lifts are not overloaded
- d) Provide special assistance to children, the aged and 'special needs' persons

10.0 In Case of Civil Disorder and Illegal Occupancy

Any person with knowledge of an actual or impending civil disorder or illegal occupancy of the Terminal or other associated buildings shall:

- a) Notify: The Chief/Area Warden and Australian Federal Police.
- b) Managers supervise the locking up of offices and shops, securing of records, files, cash and other valuables.
- c) AVOID contact with demonstrators, resist confrontation.
- d) Follow instructions given by AFP, Manager or Fire Warden.

11.0 Bomb Threat

This Section sets out the procedures, processes and responsibilities in the event of a bomb threat. All Organisations within the Terminal should also have their own local procedures in place to deal with Bomb Threats.

11.1 Threats

Bomb threats can present a danger to an organisation and its staff and employees.

The threats may be in one of the following forms:

a) Written Threat

If a bomb threat is received in writing, it should be kept, including any envelope or container. Once a message is recognised as a bomb threat, further unnecessary handling should be avoided.

b) Telephone Threat

An accurate analysis of the telephone threat can provide valuable information on which to base recommendations, actions and subsequent investigation. The person receiving the bomb threat by telephone should not disconnect the call, and as soon as possible, should complete the information required on a Bomb Threat Check List. Telephonists and other persons who regularly accept incoming telephone calls should have access to a bomb threat checklist.

c) Suspicious Object

A suspicious object is any object found on the premises and deemed a possible threat by virtue of its characteristics, location or circumstances.

11.2 Evaluation

Before any action is taken, the threat must be evaluated. For this reason, it is important to obtain every possible piece of information. The BAC Initial Assessment Team (IAT) is responsible for assessing and clarifying all bomb threats made against BAC. The IAT is made up of at least 2 of the following persons in the position of General Manager Operations, On Call SES Member and BAC Duty Coordination Manager (DCM). The IAT may involve other persons in the evaluation process.

Following an analysis of information received the IAT can categorise the bomb threats which may be either specific or non-specific as follows:

a) Specific Threat

In this case the caller will provide detailed information, which could include statements describing the device, why it was placed, its location, the time of activation and other details. Although less common, the specific threat is the more credible.

b) Non Specific Threats

In this instance an individual may make a simple statement to the effect that a device has been placed. Generally, very little if any, additional detail is conveyed before the caller terminates the conversation.

The non-specific threat is the more common, but neither can be immediately discredited without investigation. Every threat should be treated as genuine until proven otherwise.

Evaluation includes assessing one of four possible alternatives:

- i. Take no further action;
- ii. Search without evacuation;
- iii. Evacuate and search;
- iv. Evacuate [without search]

Each of these options will have advantages and disadvantages related to safety, speed of search, thoroughness, productivity and morale, and each has to be assessed against the potential risk. The AFP will be able to help with the assessment and the decision.

A threat must be assessed and classified in an effective and timely manner.

Where BAC is unable to classify a threat within 30 minutes of receipt, the threat is to be classified *GENUINE* until the assessment process is completed.

The following actions will apply for threats that are assessed as:

- a) *GENUINE*: The matter is handed over to the AFP and reported to The Department by the BAC SES. The affected area is evacuated and a search is undertaken for any foreign objects. Additional measures and resources in response to the threat will be determined by the AFP. The status of the threat will remain *GENUINE* until the area has been searched and no foreign object located or the threat is re-classified as a *HOAX*.
- b) *HOAX*: No search is required and the matter is referred to the AFP for investigation purposes only. The incident will be reported to OTS by BAC SES.

11.3 Action by Staff

a) *Mail Sorting Staff*

If a suspicious object is received, it should be put to one side, whereas if a written bomb threat is received, act as follows:

- i) Keep the letter and envelope;
- ii) Place in a plastic envelope or clear plastic bag to prevent further unnecessary handling;
- iii) Immediately inform the Chief Warden OR Duty Manager who in turn will inform appropriate agencies.

b) Person Receiving Telephone Threat

Any person having a direct in-dialling telephone must have a copy of the "Bomb Threat Check List" available for immediate use. This is normally restricted to switch board operators and call centre, help desk and other similar staff.

If a call is received:

- i) Do not hang up, keep the caller talking. Ask the questions shown on the Check List.
- ii) When the caller is finished, **DO NOT HANG UP** immediately complete all sections of the check list to the best of your ability.
- iii) Contact your Supervisor and Chief Warden without delay.
- iv) Do not speak to any other person about the threat.

c) Person Discovering a Suspicious Package

Any person discovering a suspicious object is to notify the Chief Warden or their Manager without delay.

- i) The most senior person on site at a particular time has the responsibility for evaluating the threat and initiating the appropriate response.
- ii) Using the guidelines in this Section, evaluate the threat in association with the Chief Warden, AFP and BAC DCM
- iii) Call the AFP on **131 237**
- iv) Call BAC DCM on **34063171 / 0419650036**
- v) Call ARFF on **3860 3299**

Based on advice from the AFP and BAC DCM decide on a course of action as follows:

- Take no further action.
- Search without evacuation;
- Evacuate and search;
- Evacuate without search

A total evacuation should only be considered, as directed by AFP. If a search is required, the Chief Warden must co-ordinate the search. The actual search will be conducted by staff in their own areas.

If a search without evacuation is ordered, **DISCREETLY** activate the Warden Intercommunication system and use them to search their immediate areas and external areas including the grounds, car parks, laneways and other areas dependent upon the site layout.

- i) Receive all search reports resulting from the Wardens searches and ensure that all areas have reported in via WIP's
- ii) Advise the AFP, BAC DCM and ARFF of the result of the search.
- iii) Co-ordinate any partial or total evacuation which might be required as part of a search.

11.4 Chief /Deputy Chief Warden

The Chief Warden will take control of the emergency and notify relevant authorities. The Deputy Chief Warden will take control in the absence of the Chief Warden. In the event of an emergency or an incident, the Deputy Chief Warden will assist the Chief Warden as necessary.

11.5 Area Wardens

When requested by the Chief Warden to carry out a search, the Area Wardens are to **DISCREETLY**:

- a) Conduct a search of their immediate areas of responsibility and any other designated areas
- b) Report the results to the Chief Warden via the WIP.

11.5.1 Search Procedures

If a search is deemed necessary, the Chief Warden will activate the Warden System. Those best qualified to carry out a thorough search in any given area are the Area Wardens. These persons have knowledge and a better understanding of “what belongs” or “what does not belong” in a location at any given time. Generally speaking, law enforcement authorities do not possess an intimate knowledge of the threat area and, although prepared to assist occupants, would be less likely to recognise what could be suspect. The Area Wardens will co-ordinate the search in their own areas.

The aim of the search is to identify any object which is not normally to be found in an area or location, or for which an owner is not readily identifiable or becomes suspect for any other reasons e.g. Suspiciously labelled -similar to that described in the threat - unusual size, shape, and sound - presence of pieces of tape, wire, string or explosive wrappings, etc.

Before a search is commenced, all Area Wardens are to be thoroughly briefed by the Chief Warden. The briefing will include the actions to be taken if a suspect object is found and what to do when the search has been completed. If the decision to evacuate and search is made, persons should be requested to remove all personal belongings e.g. handbags, brief cases, etc, when evacuating. This will facilitate the identification of suspect objects.

Generally priorities for searching follow a set sequence as follows:

- a) Outside areas including evacuation assembly areas;
- b) Building entrances and exits and particularly the paths of travel people will use to evacuate.
- c) Public areas within buildings;

NOTE:

These are the areas in most buildings, which are accessible for the placement of an “object”. They are often a means of exit, which evacuees have to pass through, or be in proximity to, during an evacuation. Once external and public areas have been

cleared, a search should be conducted beginning at the lowest levels and continuing upwards until each floor has been searched.

Once a floor or room has been searched, it should be distinctively marked to avoid duplication of effort.

On locating a suspicious object, search personnel should not touch or Move it.

The location should be conspicuously marked e.g. a paper trail to the Nearest exit. Ensure there are no other suspicious objects in the Vicinity; then evacuate and isolate

the area. Search of other areas should continue to ensure that there are no other suspect objects.

WARNING: Mobile phones should not be used during a bomb emergency as under certain conditions mobile phone transmissions can trigger an electrically detonated or radio activated bomb.

11.6 In Case of a legitimate Bomb Threat

In the case a bomb threat has been judged as legitimate the evacuation tone will be sounded without the use of the Alert tone. Unless the threat covers the whole terminal attempt to cascade the evacuation from the effected zone outwards to avoid a mass Evacuation

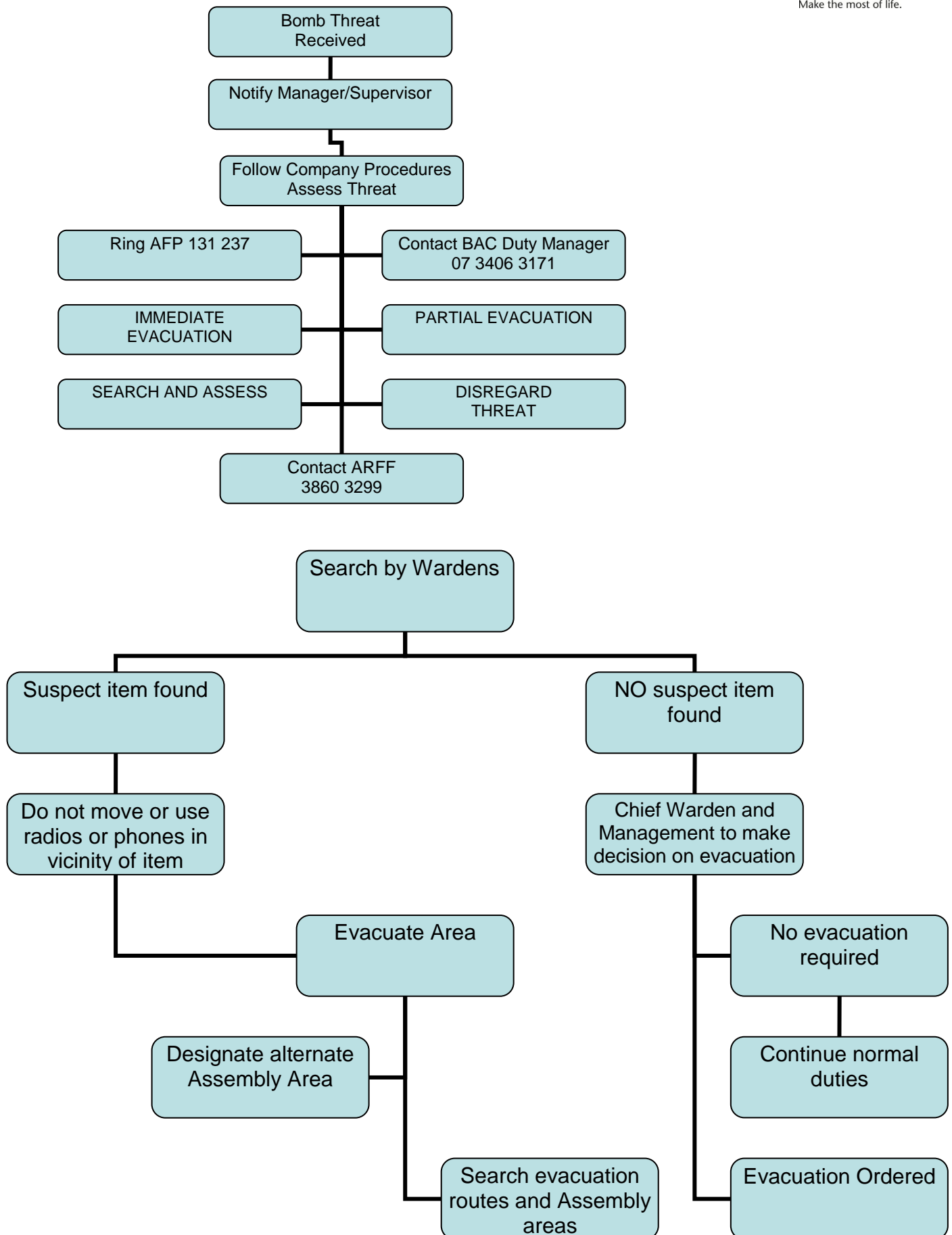
11.6.1 When the 'EVACUATE' signal sounds:

WARNING: The evacuation route must be searched and secured before an evacuation begins.

- a) Evacuate the Terminal at the nearest, safe to use designated emergency exits,

WALK, DO NOT RUN – KEEP CALM and ORDERLY.
- b) Assist all persons with Special care for children, the aged, injured and mobility impaired.
- c) 'Departure' passengers prior to check-in to take all baggage and personal belongings with them.
- d) 'Departure' passengers having completed check-in to take hand baggage and personal belongings with them.
- e) 'Arrival' passengers shall evacuate the Terminal immediately with or without main baggage – conveyors will be stopped.
DO NOT USE LIFTS or ESCALATORS,
- f) Windows and doors should be left open.
- g) Proceed to designated 'Assembly Areas'.
- h) Report missing or injured persons to a Warden.

11.7 Bomb Threat flowchart



12.0 Hazardous Material Incident

- a) In the event of a Hazardous Spill Emergency Control Personnel should –
- b) Notify the Chief Warden or Deputies in his absence
- c) Contact ARFF **3860 3299**
- d) Provide as much information about the hazardous material as possible
- e) Ventilate to the open air if possible
- f) Notify all persons in the building to evacuate, under instruction from the Chief Warden. (Ensure assembly area is upwind).
- g) Isolate effected persons and monitor.

12.1 Identifying the Material

Attempt to identify the material involved in the incident only if it safe to do so.
Useful information to collect for Emergency services is:

- a) Do you have any identifying information i.e. UN Numbers, product name, consignment note.
- b) Is the material a Solid, Liquid or Gas?
- c) What Quantity has spilt?
- d) What is the total quantity?
- e) Have casualties had any reaction? Coughing, vomiting, chest pains, fatigued, disorientated, collapse, sweating, dizzy.
- f) Who delivered the material?
- g) Who had been working or had access to the area?
- h) Are there other materials or hazardous substances around?

All information collected should be passed on to the responding Emergency Service.

13.0 After hours alarms

'After Hours' is described as that period of time at night between the last aircraft's departure and the first aircraft arrival when few people may be present in the Terminal.

In the event of an emergency during this time Wardens if on duty will exercise control.

Remaining staff on receipt of the emergency tones should carry out the following.

ALERT TONE:

- a) Take advice from PA message.
- b) Check your immediate area for signs of fire.
- c) Report any findings to Security Officer via Warden Phone or call 3406 3312 or 3406 3313.

EVACUATION TONE:

- a) Evacuate the Terminal immediately by the nearest available exit.
- b) Provide assistance to staff, passengers and visitors ensure they evacuate to a place of safety.
- c) Search toilets and remote areas for persons left behind.
- d) Proceed to designated 'Assembly Areas' preferably "Roadside".
- e) **Do not** re-enter Terminal until authorised by the Fire Officer-in-Charge.

13.1 If discovering a Fire after hours:

- a) If fire alarm is not already sounding Operate a RED Manual Call Point to sound the "ALERT" signal,
- b) Use the nearest WIP (or business telephone call the Security Officer on 3406 3312 or 3406 3313) to provide a report to the Security Monitoring Officer (Communications Officer) of actions taken so far and recommendations. If unsafe circumstances prevail, request the Communications Officer to operate the "EVACUATE" signal.

14.7 Tenants

- a) It is the responsibility of all tenants to report immediately to the Area or Chief Warden all emergency matters concerning the safety and security of persons and property at the Domestic Terminal.
- b) Take note of the Building Evacuation Control Plan and place a copy of the 'Directory of Wardens' in clear view adjacent to your telephone.
- c) Provide for the safety and care of passengers, visitors and staff.
- d) Provide emergency and evacuation training for staff in your permanent employ as required by the Queensland Building Fire Safety Regulation. Refer to the Terminal Evacuation Control Plan leaflet handout' (Appendix 13).

28.0 Appendix 13 Emergency Evacuation Procedures induction sheet



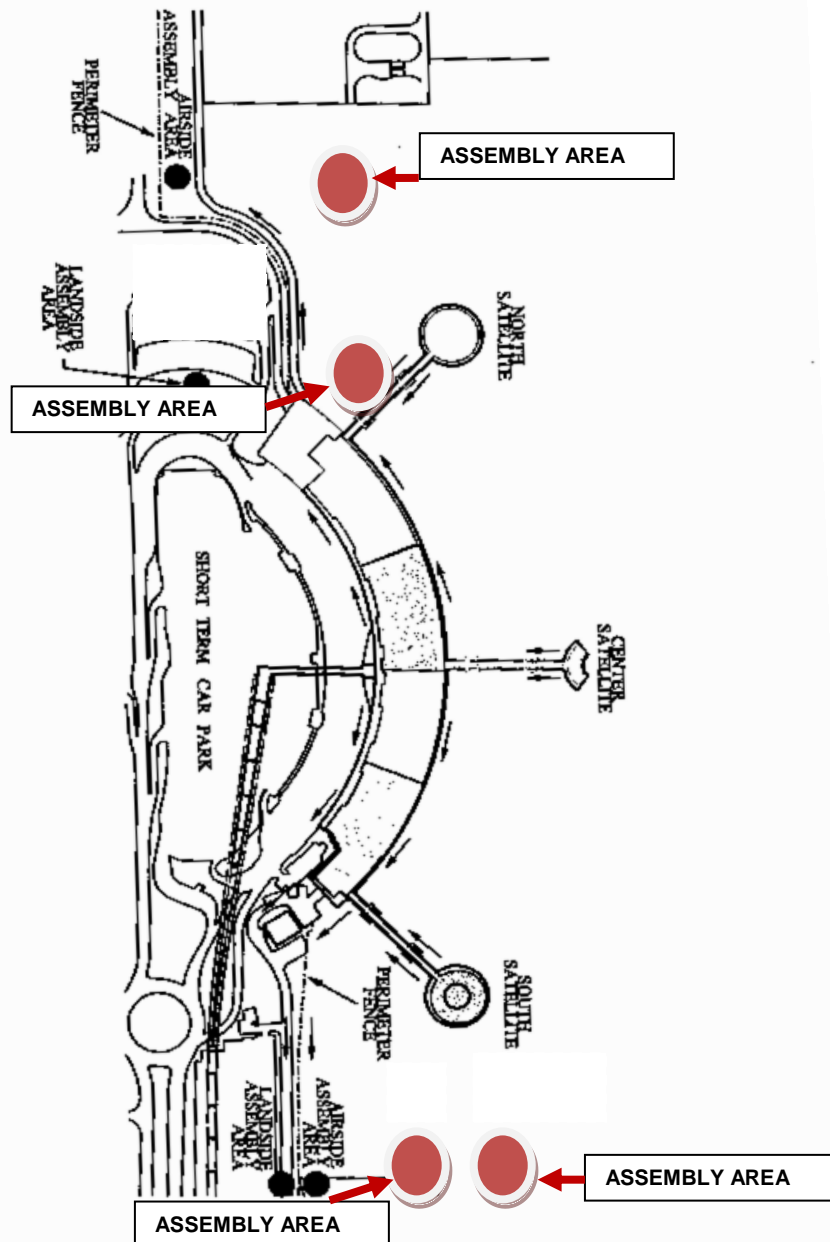
Domestic Terminal

Building Fire and Evacuation Control Plan

Re-issued March 2010

I have read and understood the General Evacuation Procedures for the Domestic Terminal

NAME:	DATE:
SIGNATURE:	COMPANY:



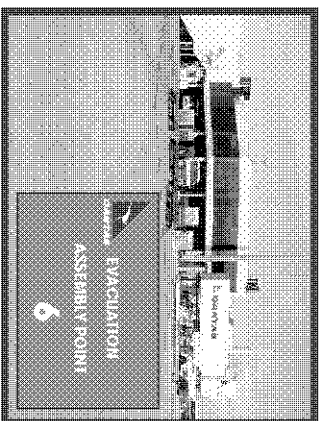
Appendix 2

Terminal Evacuation Areas

Qantas Domestic Airport; **MEL**



TERMINAL 1 EVACUATION ASSEMBLY POINTS



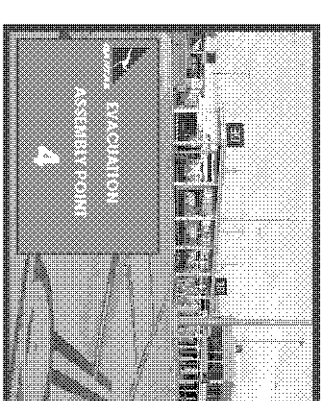
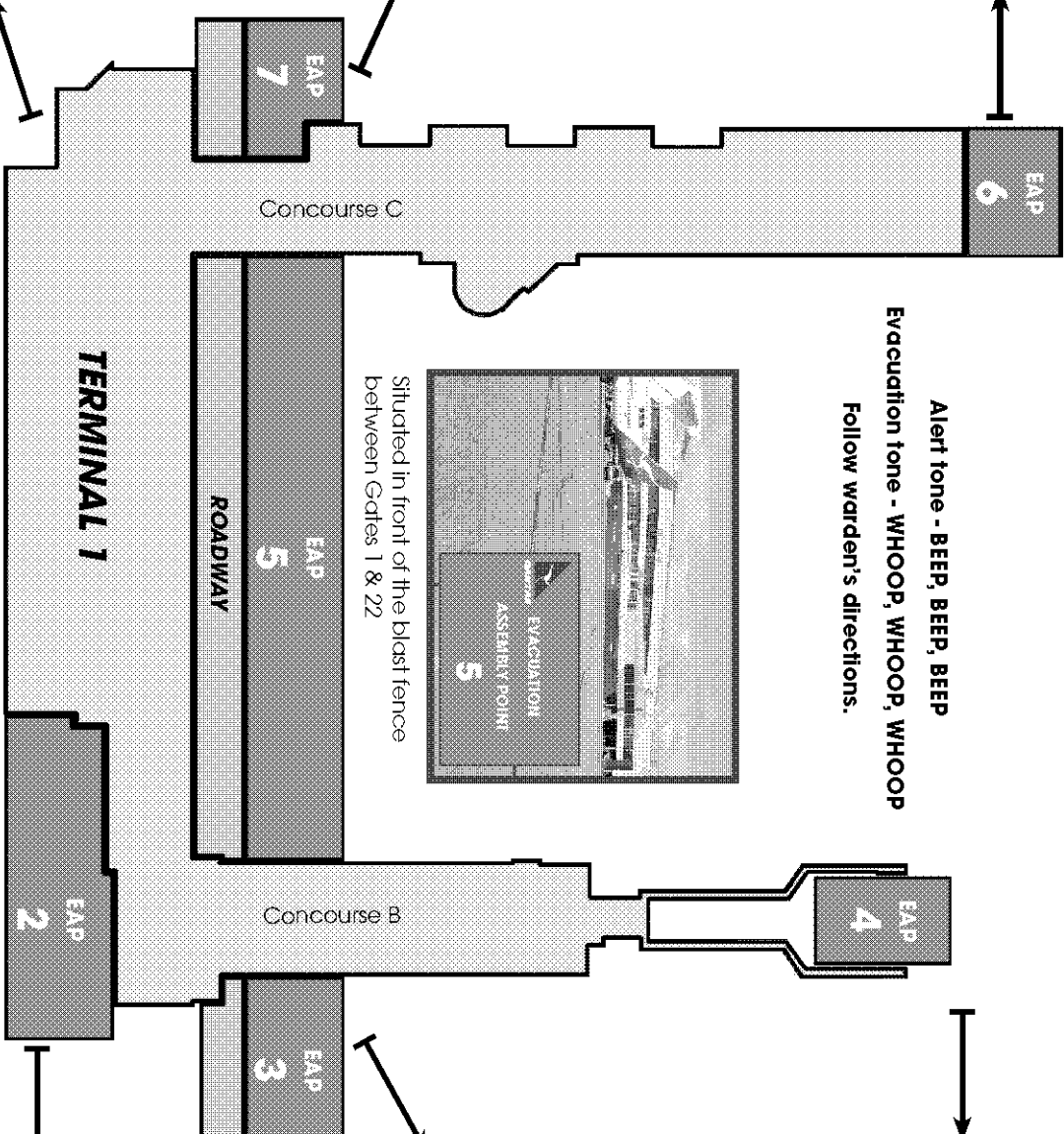
Situated at the end of Concourse C between Gates 11 & 12



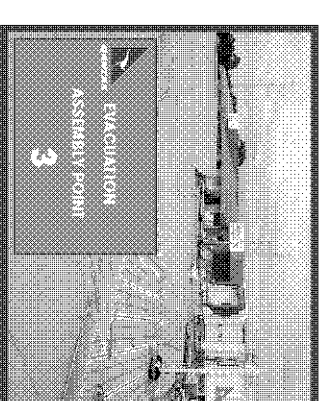
Situated in front of the blast fence next to Gate 2



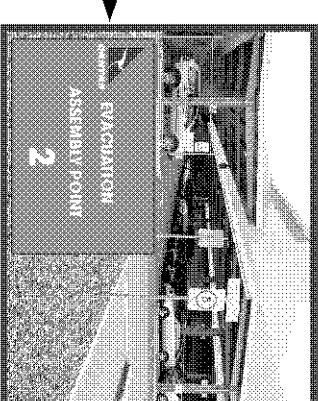
Situated on lawn area in front of multi-storey car park



Situated at the end of Concourse B



Situated in front of blast fence next to Gate 21



Situated in Valet car park

Document Owner: General Manager Melbourne Airport
 Document Controller: Manager Workplace Health & Safety

FOR YOUR SAFETY PLEASE FAMILIARISE YOURSELF WITH YOUR NEAREST ASSEMBLY POINT!

Appendix 2

Terminal Evacuation Areas

Qantas Domestic Airport; **PER**

PERTH AIRPORT

**TERMINAL
EVACUATION
PROCEDURES**
INFORMATION SESSION



QANTAS Perth Airport

Objectives

- Have an understanding of the **Terminal Evacuation Procedures**
- Be able to locate the **Evacuation Assembly Points**
- Be able to identify who the **Chief Warden, Floor Wardens and Deputy Floor Wardens** are
- Know what to do in an emergency

Evacuation Procedures

- The need to evacuate the terminal could be due to Fire, Flood, Breach of Sterile Area etc
- The Perth Domestic Terminal Evacuation Procedures are situated within the Perth Station Crisis Management Plan
- Located in:
 - Airport Administration
 - Shift Operations Manager (SOM) Office DTB & ITB
 - Station Control Centre
 - Regional General Managers Office





Situated in the WAC car park (Primary Evacuation Point)

**Only use Evacuation
Assembly Point 2 & 3 if 1
is not available**



**EVACUATION
ASSEMBLY POINT**

2

Behind SkyPark Valet car park



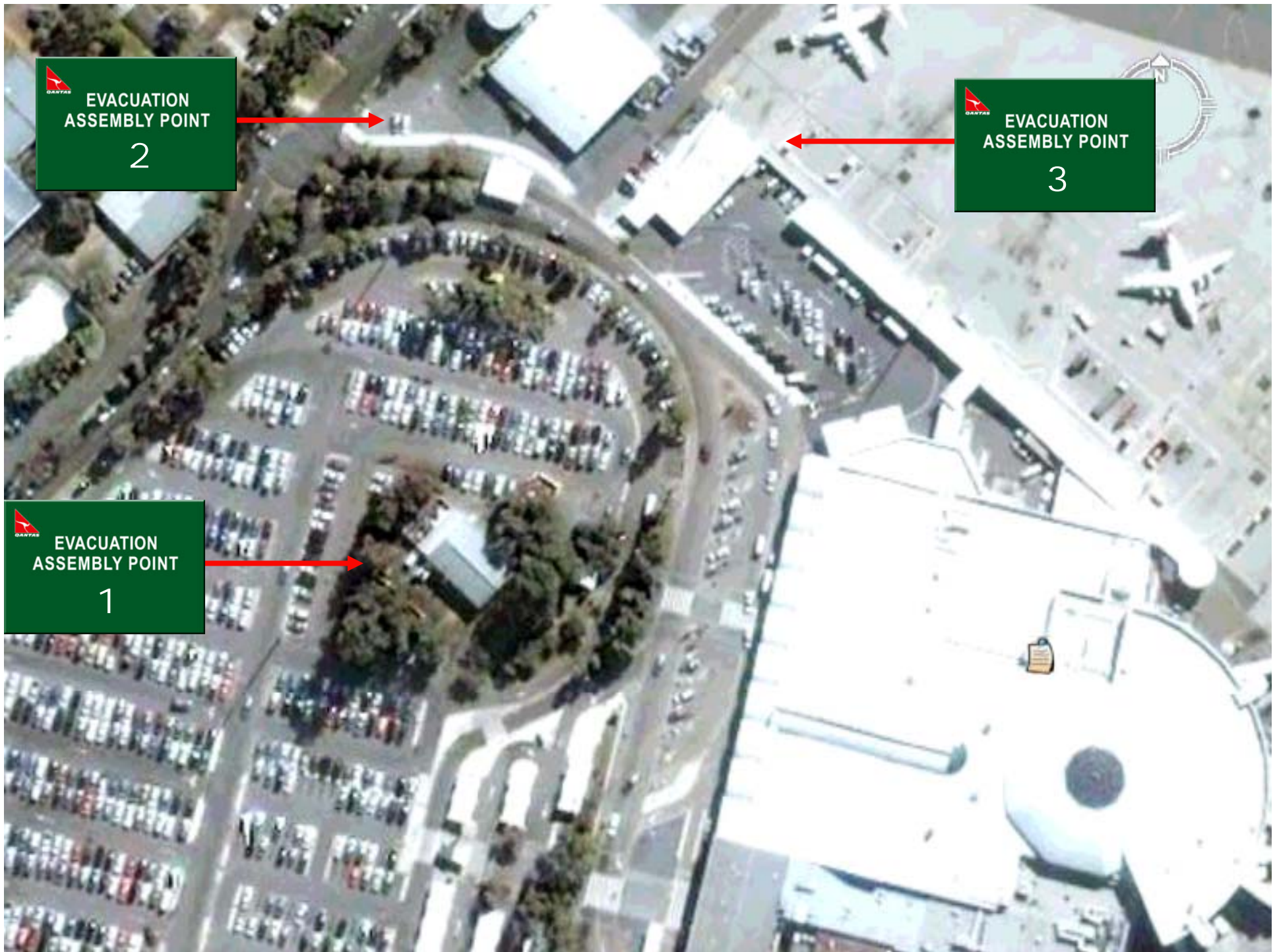
EVACUATION
ASSEMBLY POINT

3

**Only use Evacuation
Assembly Point 2 & 3 if 1
is not available**

EVACUATION
ASSEMBLY
POINT

Infront of GSE-Ground Servicing Equipment



 EVACUATION
ASSEMBLY POINT
2

 EVACUATION
ASSEMBLY POINT
3

 EVACUATION
ASSEMBLY POINT
1

Chief Warden

- Shift Operations Manager
- Identified by a **WHITE** helmet

Floor Warden

- Identified by a **YELLOW** Helmet

Deputy Floor Warden

- Identified by a **RED** Helmet

Alert Tones

- Beep, Beep, Beep,
 - Stay alert and prepare to evacuate
- Whoop, Whoop, Whoop,
 - Evacuate your area and follow directions from your Area Wardens

Break Glass Alarms

- Throughout the terminal there are emergency exits to allow for quick egress
- These exits are fitted with Electric/Magnetic doors with emergency break glass release buttons
- These **must only be used** if fire evacuation system has not been activated



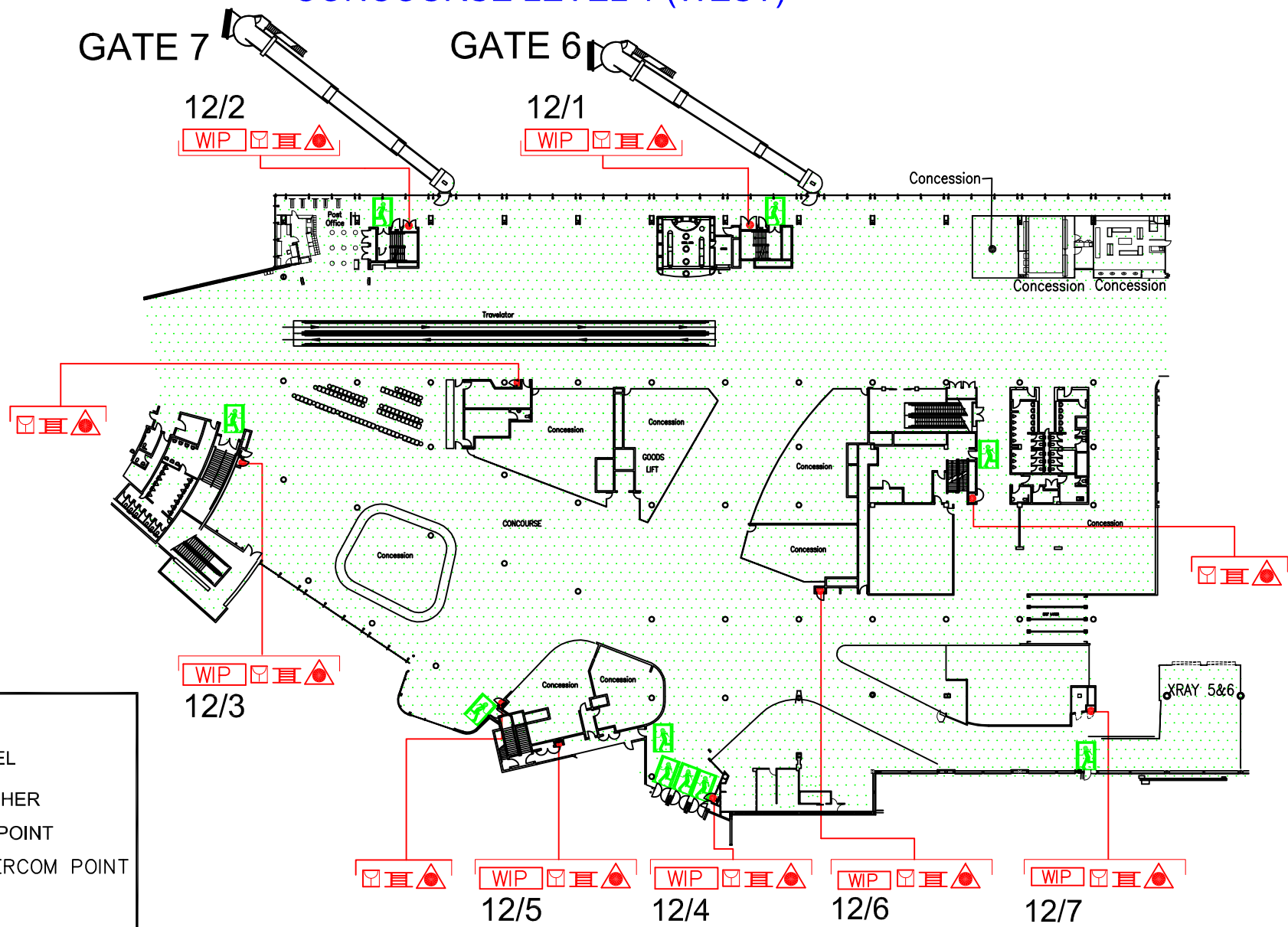
Appendix 2

Terminal Evacuation Areas

Qantas Domestic Airport; **SYD**

EMERGENCY EVACUATION PROCEDURES

QANTAS DOMESTIC TERMINAL EVACUATION ZONE 12 CONCOURSE LEVEL 1 (WEST)



EMERGENCY ALARM RESPONSE PROCEDURES

IF YOU SEE A FIRE:

- * Move persons from danger.
- * Activate the Red Break Glass Fire Alarm.
- * Contact security on - Red WIP Phone
- or phone 9952 9224
- * Extinguish fire - using a portable Fire Extinguisher
(only if safe to do so and only by a trained person.)
- * If the fire cannot be controlled, inform others in the vicinity
and evacuate premises immediately.

ON HEARING THE ALERT ALARM

Beep-Beep-Beep

- * Look for any sign of an emergency in your area.
- * Listen for an emergency Public Address message.
- * Retail staff can continue trading.
- * Wardens are to respond to their Red WIP Phone.

ON HEARING EVACUATION ALARM

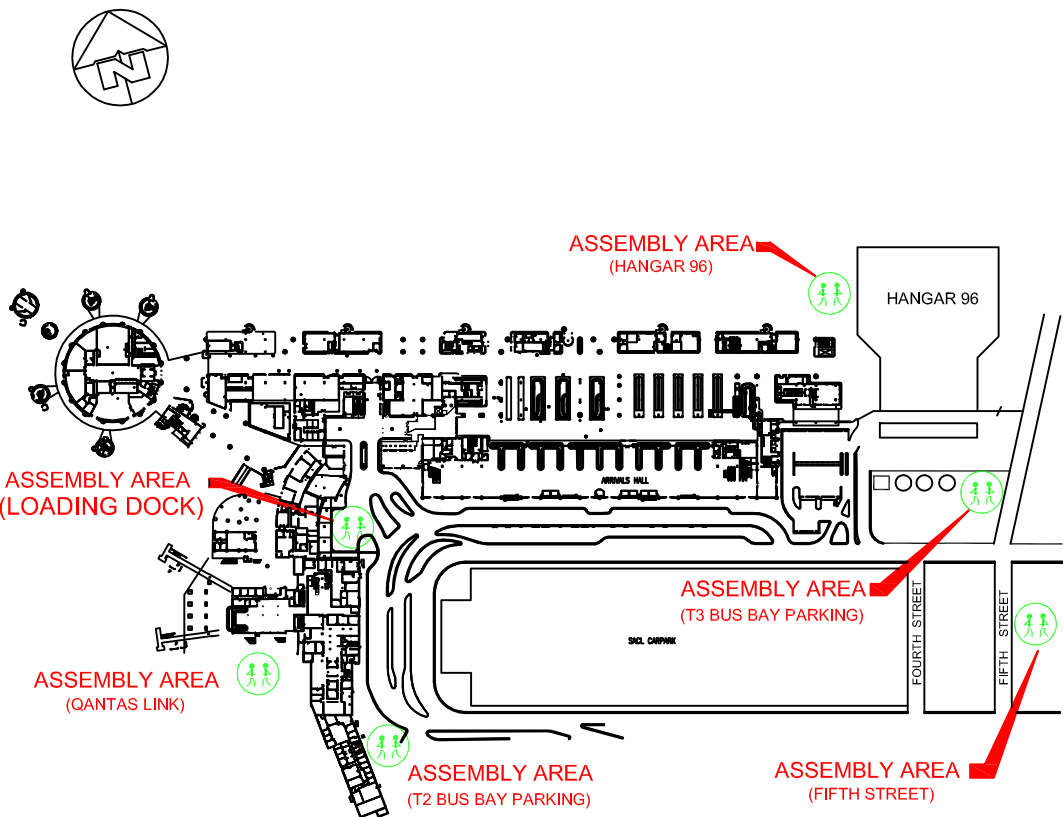
Whoop-Whoop-Whoop

- * Secure cash and shut down equipment.
- * Close shop if safe to do so.
- * Assemble in safe place as directed by your Wardens.
- * Evacuate to external Assembly Area when directed by Wardens.
- * Leave by Fire Exits / Fire Stairs.
- * Proceed to Assembly Area and remain there until
emergency is over.

* DO NOT USE LIFTS

YOUR ASSEMBLY AREA IS - LOADING DOCK

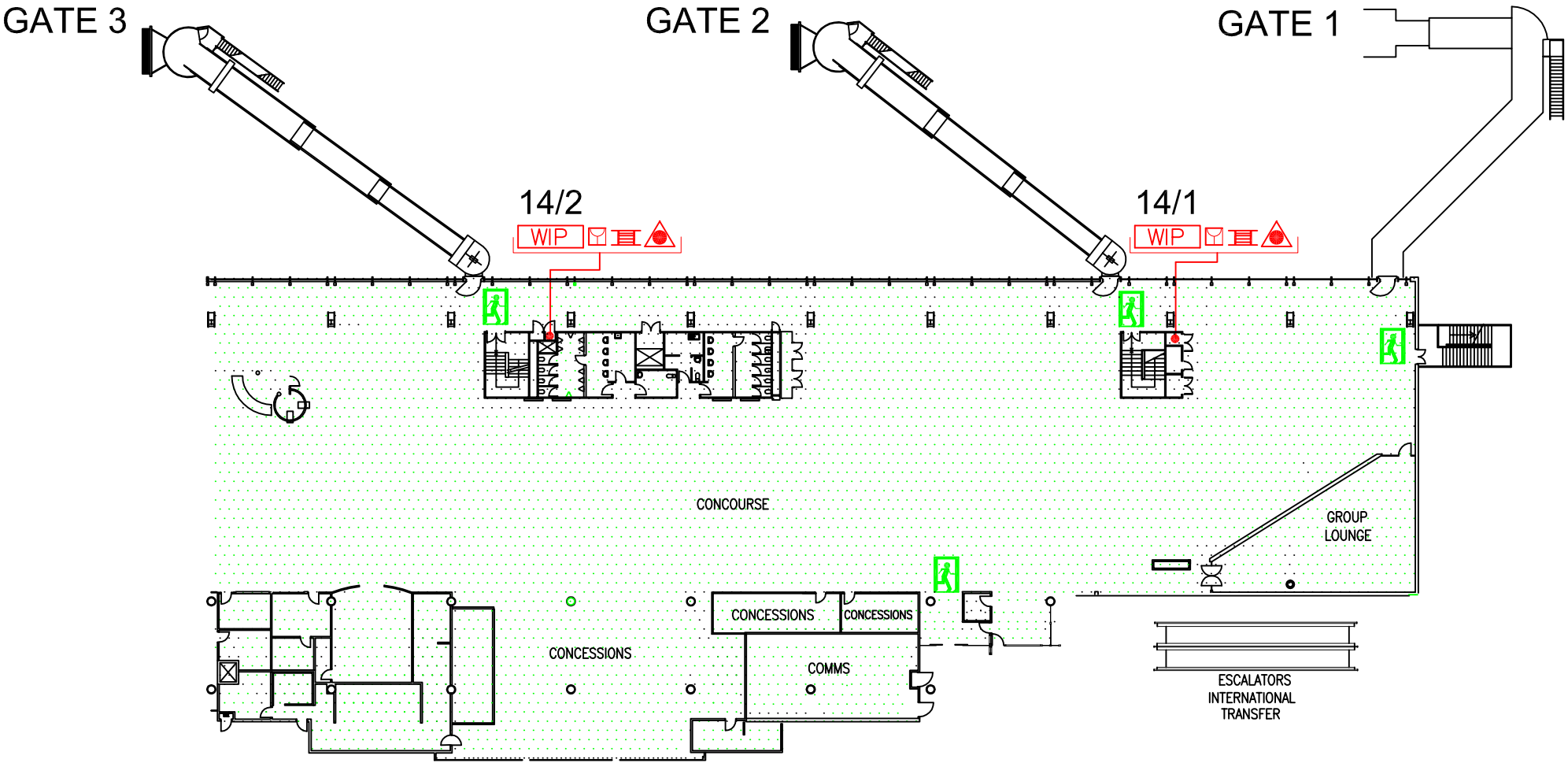
EVACUATION ASSEMBLY AREAS



EMERGENCY EVACUATION PROCEDURES



QANTAS DOMESTIC TERMINAL EVACUATION ZONE 14 CONCOURSE LEVEL 1 (EAST)



LEGEND

	FIRE HOSE REEL		WARDEN INTERCOM POINT
	CO ₂ EXTINGUISHER		EXIT SIGN
	MANUAL CALL POINT		

EMERGENCY ALARM RESPONSE PROCEDURES

IF YOU SEE A FIRE:

- * Move persons from danger.
- * Activate the Red Break Glass Fire Alarm.
- * Contact security on - Red WIP Phone
- or phone 9952 9224
- * Extinguish fire - using a portable Fire Extinguisher
(only if safe to do so and only by a trained person.)
- * If the fire cannot be controlled, inform others in the vicinity
and evacuate premises immediately.

ON HEARING THE ALERT ALARM

Beep-Beep-Beep

- * Look for any sign of an emergency in your area.
- * Listen for an emergency Public Address message.
- * Retail staff can continue trading.
- * Wardens are to respond to their Red WIP Phone.

ON HEARING EVACUATION ALARM

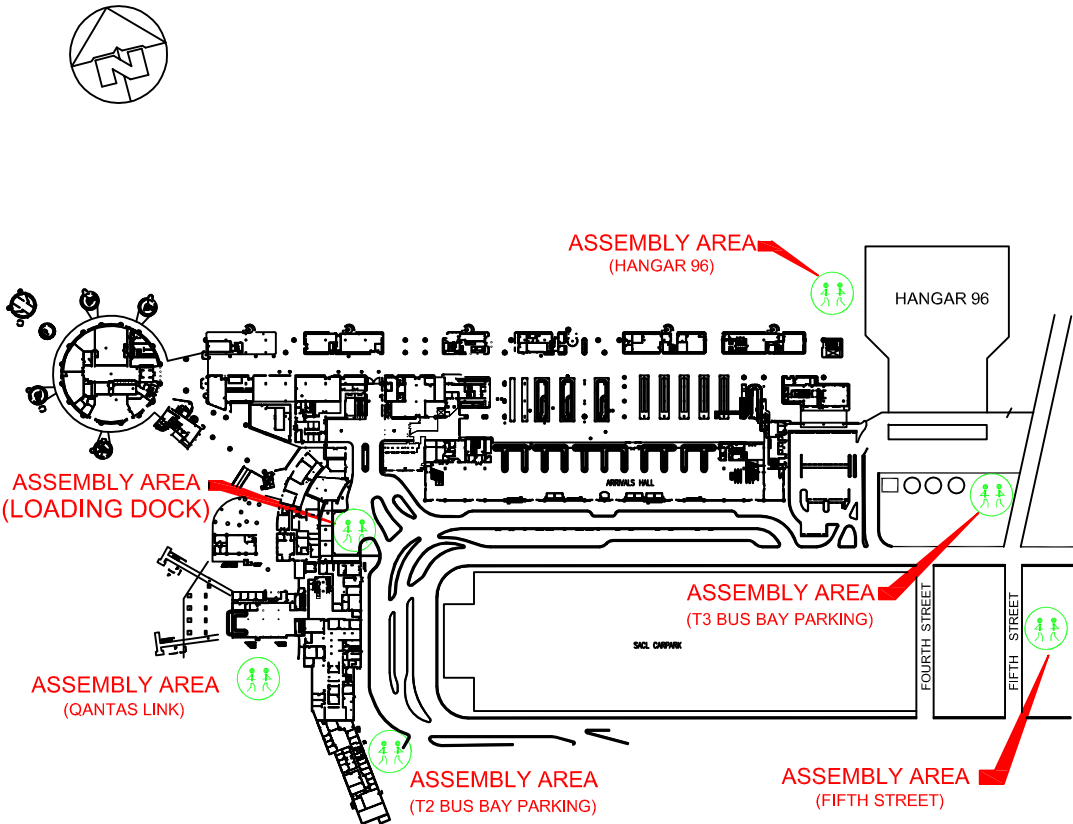
Whoop-Whoop-Whoop

- * Secure cash and shut down equipment.
- * Close shop if safe to do so.
- * Assemble in safe place as directed by your Wardens.
- * Evacuate to external Assembly Area when directed by Wardens.
- * Leave by Fire Exits / Fire Stairs.
- * Proceed to Assembly Area and remain there until
emergency is over.

* DO NOT USE LIFTS

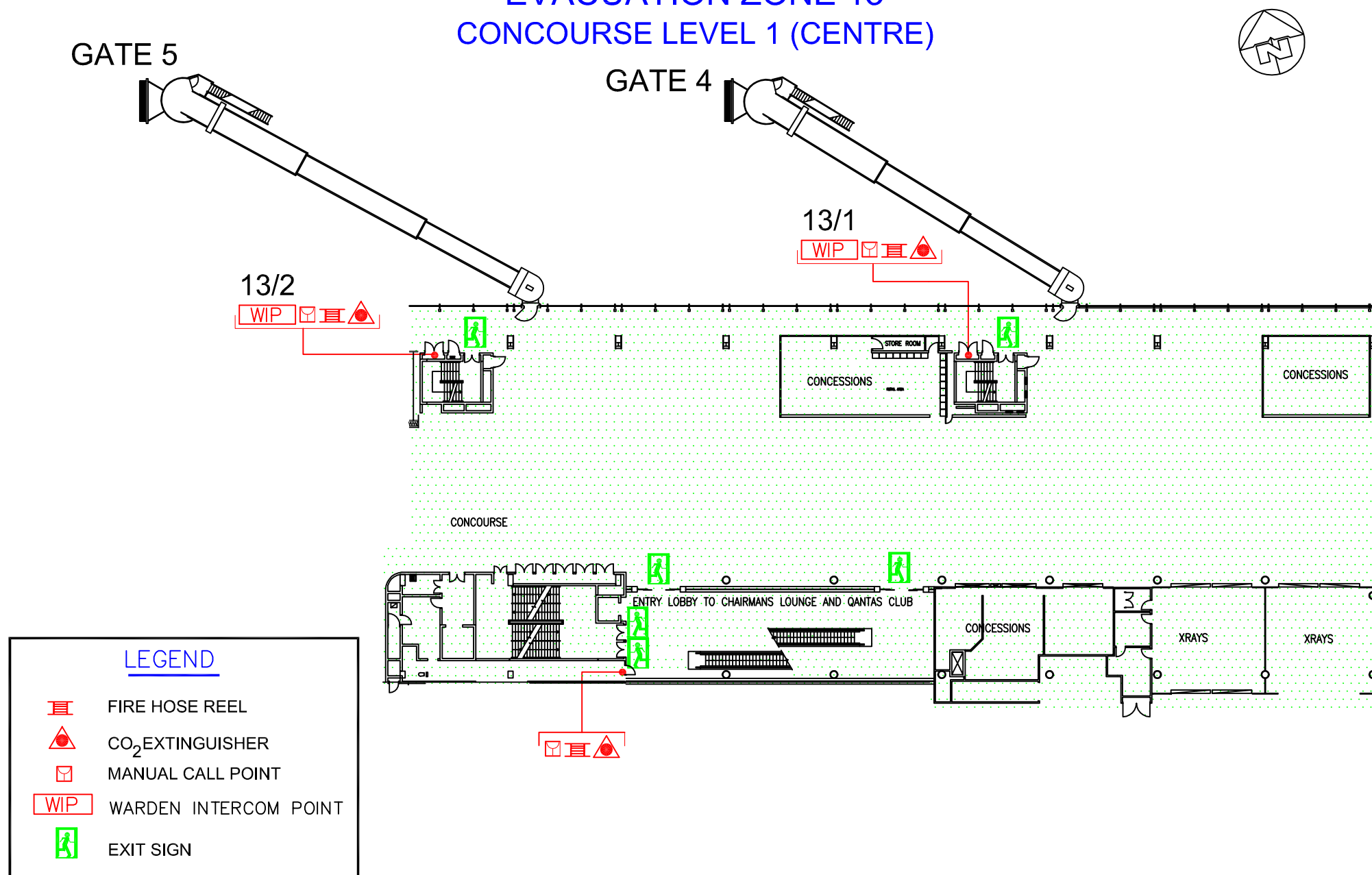
YOUR ASSEMBLY AREA IS - LOADING DOCK

EVACUATION ASSEMBLY AREAS



EMERGENCY EVACUATION PROCEDURES

QANTAS DOMESTIC TERMINAL EVACUATION ZONE 13 CONCOURSE LEVEL 1 (CENTRE)



EMERGENCY ALARM RESPONSE PROCEDURES

IF YOU SEE A FIRE:

- * Move persons from danger.
- * Activate the Red Break Glass Fire Alarm.
- * Contact security on - Red WIP Phone
- or phone 9952 9224
- * Extinguish fire - using a portable Fire Extinguisher
(only if safe to do so and only by a trained person.)
- * If the fire cannot be controlled, inform others in the vicinity
and evacuate premises immediately.

ON HEARING THE ALERT ALARM

Beep-Beep-Beep

- * Look for any sign of an emergency in your area.
- * Listen for an emergency Public Address message.
- * Retail staff can continue trading.
- * Wardens are to respond to their Red WIP Phone.

ON HEARING EVACUATION ALARM

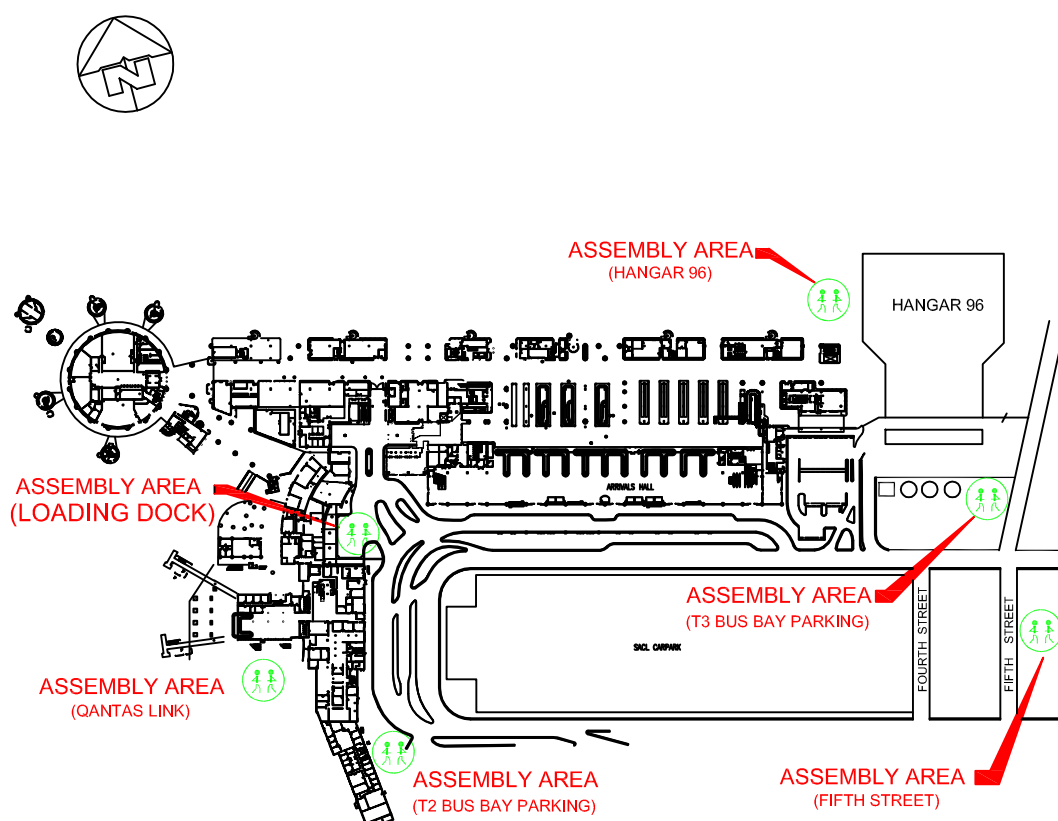
Whoop-Whoop-Whoop

- * Secure cash and shut down equipment.
- * Close shop if safe to do so.
- * Assemble in safe place as directed by your Wardens.
- * Evacuate to external Assembly Area when directed by Wardens.
- * Leave by Fire Exits / Fire Stairs.
- * Proceed to Assembly Area and remain there until
emergency is over.

* DO NOT USE LIFTS

YOUR ASSEMBLY AREA IS - LOADING DOCK

EVACUATION ASSEMBLY AREAS



Appendix 3

ASIC Application Forms

Pack F
ASIC application Pack A

ID Services Pack F

Qantas Security Assessment for CONCESSIONS

(ASIC only)

SECURITY APPLICATION PACK NEW ASIC CONCESSIONS CONTENTS

Introduction		2
Checklist		4
Form 1A	Personal and Criminal History Information	5
Form 1B	Manager to Complete	6
Form 2	Consent to Obtain and Use Personal Information	7
Form 3	Identity Verification	8
Form 4	Application for Qantas ID	9
Appendix A	Information Relating to the Qantas Security Assessment	10
Appendix B	Examples - Disclosure of Spent Convictions	11
Appendix C	AusCheck Privacy Notice	12
Appendix D	Responsibilities of a Qantas Cardholder	14
Appendix E	Photograph Requirements	14

INTRODUCTION

To be eligible for a Concession ASIC ID, future applicants must undergo a National Criminal History Record Check and an Aviation Security Check as part of the Qantas Security Assessment for New Starters.

Application Process

1. You need to submit the Qantas Security Assessment Forms and photocopies of identity verification documents to the Qantas Representative.
2. The Qantas Representative completes the Qantas Representative sections of Forms 1 & 3 and submits the documents to Qantas ID Services.
3. The results of the security assessment will be provided to the Qantas Representative who will contact you.
4. You can only submit the application for a Qantas Identification Card (Form 4) once you have been advised of a positive security assessment.

Sydney Based

5. On the first working day, you will need to visit ID Services with valid photo Identification.
6. ID Services takes a photo and issues the ID card.

Non Sydney Based

6. The Qantas Representative will either take your photo, advise you to visit a security check point to take a photo or request that you to provide a passport photo.
7. The Qantas Representative ensures a photo of the successful applicant is submitted to ID Services.
8. ID Services issues and post the ID card to the relevant collection point. Please refer to your Qantas Representative for these locations.

Completing the Forms

Qantas Security Assessment including Consent to a National Criminal History Record Check

After reading appendix A, B and C, please complete the following forms:

1. Form 1A – Personal and Criminal History Information
2. Form 2 – Consent to Obtain and Use Personal Information
3. Form 3 – Identification Verification
4. Form A – Consent to Obtain Personal Information, this form allows Qantas to request a national criminal history certificate from a Commonwealth Government Agency called CrimTrac. **(please note that this is a separate form)**

Form 1A requires the disclosure of certain findings of guilt and/or convictions. Failure to disclose this information will impact the result of your application.

Application for Qantas Identification Card

New concessions should apply for a Qantas Identification Card as soon as they receive a positive security assessment by completing Form 4. **Do not submit this form at the same time as the Qantas Security Assessment Forms.**

Requirements

- Complete the forms in black or blue pen.
- The forms cannot be processed if there is missing or incorrect information.
- If there has been a change of names, then previous and current names **MUST** be included on the form (e.g. maiden, de facto, deed poll, etc).
- The signature date on the consent form must **NOT** be more than 3 months old.
- A Qantas ID card cannot be issued if the National Criminal History Record Check was performed 12 months ago or more.

Questions?

- All inquiries should be made through your Qantas Representative

CHECKLIST

All items must be completed before documentation is submitted to ID Services.

Applicant

Application for Qantas Security Assessment

- ☐ Read and understand Appendix A, B and C of this pack.
- ☐ Complete the Qantas Security Assessment Forms including the application for a National Criminal History Record Check: Forms (1, 2, 3 and A) except for the Qantas Representative Section on Forms 1 & 3.
- ☐ Attach copies of identity verification documents as outlined in Form 3 to the National Criminal History Record Check Application Forms.
- ☐ Provide the following to the Qantas Representative:
 - ☐ Forms 1, 2, 3 & A with copies of identity verification documents;
 - ☐ Original identity verification document has been shown to the Representative who has completed the Qantas Representative Section in Form 3.
- ☐ Not Sydney based - discuss photo arrangements with Qantas Representative.



- ☐ Have you resided overseas for a duration exceeding 12 months and returned to Australia in the last 12 months?
 - ☐ Yes – Please contact your Qantas Representative for further requirements.
 - ☐ No – N/A

Application for Qantas ID Card

- ☐ Complete the Application for Qantas ID, Form 3 except the Qantas Representative Section and provide to the Qantas Representative.

Qantas Representative

Application for Qantas Security Assessment

- ☐ Check all required forms are completed (Forms 1, 2, 3 and A) and copies of identity verification documents are provided.
- ☐ Complete the Qantas Representative section of Form 1 & 3.
- ☐ Non Sydney Based - ensure arrangements can be made to provide ID Services with a photo.
- ☐ Sydney Based - instruct the applicant to visit ID Services.
- ☐ If applicable, ensure overseas police certificate is provided.

Application for Qantas ID card

- ☐ Check Application for Qantas ID, Form 4 has been completed.
- ☐ Complete the Qantas Representative Section of the Application for Qantas ID, Form 4.
- ☐ Mail all forms and all other relevant documentation to: Qantas ID Services
Qantas Building Centre D, Level 1
203 Coward Street
Mascot NSW 2020

Please note the application for Qantas ID card (Form 4) may be faxed on +612 9691 1200.

FORM 1A

Personal and Criminal History Information

Your Personal Information

Surname (present)				Sex (please tick):
All other surnames used, including AKAs (Also Known As)				<input type="checkbox"/> Male
				<input type="checkbox"/> Female
Given Names				
Date of Birth	Place of Birth			
--- / --- / ---	Town		State	
	City		Country	
Drivers License Number			State of issue	
Email Address			Phone Number (mobile preferred)	

Permanent Residential Address over Last Ten Years

If current address is less than 10 years at least 1 previous address MUST be provided IN FULL.

Address (min requirements: street name, street number, suburb and if non Australian address city & country.)	Post Code	Period of Residence
		___ / ___ / ___ to current date
		___ / ___ / ___ to ___ / ___ / ___
		___ / ___ / ___ to ___ / ___ / ___

Your Criminal History Information

Criminal and Traffic Charges, Conviction(s) and FINDINGS of GUILT (ie, Charged without conviction).

Have you had any type of finding(s) of guilt or convictions as an adult within the past 10 years?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you had any findings of guilt or convictions as a juvenile within the past 3 years?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered YES to any of the above questions, please provide details below, eg type of finding of guilt/conviction, date(s), court results. Refer Appendix B for examples.	

This form can only be processed in conjunction with Forms 1B, 2, 3 and A. This form should be mailed (not faxed) to Qantas ID Services SYDQCD1.

FORM 1B

MANAGER TO COMPLETE

Qantas Manager or People Representative - Required for Processing			
Full Name		User Number (if applicable)	
Authorisation Signature		Staff Number	
E-mail		Phone Number	

Please identify your Business Unit

Airports	<input type="checkbox"/>	Pacific Airlines	<input type="checkbox"/>
Australian Air Express	<input type="checkbox"/>	Q Catering	<input type="checkbox"/>
Business Travel	<input type="checkbox"/>	Qantas Airlines (main line only)	<input type="checkbox"/>
Corporate People	<input type="checkbox"/>	Qantas Defence Services	<input type="checkbox"/>
Express Ground Handling	<input type="checkbox"/>	Qantas Engineering	<input type="checkbox"/>
Finance & Strategic Procurement	<input type="checkbox"/>	Qantas Freight	<input type="checkbox"/>
Flight Training	<input type="checkbox"/>	Qantas Holidays	<input type="checkbox"/>
IT	<input type="checkbox"/>	Qantas Link Turbo Props	<input type="checkbox"/>
Jet Turbine Services	<input type="checkbox"/>	Qantas Shared Services	<input type="checkbox"/>
JetConnect	<input type="checkbox"/>	Qantas Superannuation	<input type="checkbox"/>
Jetstar	<input type="checkbox"/>	Retail Travel	<input type="checkbox"/>
Jetstar Asia	<input type="checkbox"/>	Risk and Assurance	<input type="checkbox"/>
Jupiter Air	<input type="checkbox"/>	Snap Fresh	<input type="checkbox"/>
Loyalty (Frequent Flyer)	<input type="checkbox"/>	Star Track	<input type="checkbox"/>
National Jet Systems	<input type="checkbox"/>	Telephone Sales	<input type="checkbox"/>
Office of the CEO	<input type="checkbox"/>		<input type="checkbox"/>

Other (please provide) _____

This form can only be processed in conjunction with Forms 1A, 2, 3 and A. This form should be mailed (not faxed) to Qantas ID Services.

FORM 2**CONSENT TO OBTAIN AND USE PERSONAL INFORMATION**

(For categories where NO EXCLUSION has been granted from spent convictions legislation)

Please complete in **BLOCK LETTERS** and in **BLACK OR BLUE INK**.

I _____ hereby:
(Full Name)

- (i) acknowledge that I have read the AusCheck Privacy Notice (Appendix C) provided as part of this Pack and understand that I do not have to disclose conviction/s information which is described in the AusCheck Privacy Notice under the heading Spent Convictions except any of a type listed below for which an exclusion has been granted;
- Any conviction for an offence against the *Crimes (Aviation) Act 1991*; and/or
 - Part 5.3 of the *Criminal Code Act 1995*.
- (ii) certify that the personal information I have provided on Form 1A relates to me, is correct and complete;
- (iii) consent to this personal information being provided to the following Government agencies for the purpose of performing a background check:
- AusCheck, who will use my personal information provided by Qantas Airways Limited to coordinate the background check with the Government agencies listed below;
 - Australian Federal Police and CrimTrac, who will check my criminal history;
 - Australian Security Intelligence Organisation, who will perform a politically motivated violence assessment;
 - Department of Immigration and Citizenship, who will check my citizenship status, if Qantas Airways Limited requires this check; and
 - Department of Infrastructure, Transport, Regional Development and Local Government, if an appeal of the background check result is required.
- (iv) consent to the Australian Federal Police and/or AusCheck providing Qantas Airways Limited a criminal history certificate or other means of documentation detailing ALL my traffic violations, and criminal and/or traffic records relating to me pending before a Court and/or details of convictions or findings of guilt which have been recorded against me and which are not covered by Part VIIC of the Crimes Act 1914 dealing with spent convictions for the purpose of an employment check.
- (v) acknowledge that any information provided to Qantas Airways Limited by me on Form 1A or by the Australian Federal Police and/or AusCheck as a result of the background check will be taken into account to determine my eligibility for a Qantas Airways Limited Aviation Security Identification Card.
- (vi) acknowledge that any information provided to Qantas Airways Limited by me on this Form or by the Australian Federal Police and/or AusCheck as a result of the employment check will be taken into account to determine my employment suitability.

Signature..... Date / /

This form can only be processed in conjunction with Forms 1A, 1B, 3 and A. This form should be mailed (not faxed) to Qantas ID Services.

FORM 3

IDENTITY VERIFICATION

Identity Verification Documents Required For All Applicants

A copy of two verification documents must be supplied with this application and certified as a true copy by a Qantas Representative. (Qantas Representative must be Qantas HR personnel or Qantas Management). One primary and one secondary document must be provided (100 points of ID).

Primary Document

Document type: ☐ Birth Certificate Document No. _____
☐ Citizenship Certificate Document No. _____
☐ Non Expired Passport Document No. _____ Expiry Date _____

Secondary Document

Document type: ☐ Drivers Licence Document No. _____ Expiry Date _____
☐ Government ID Card Document No. _____ Expiry Date _____
☐ Australian Student ID Document No. _____ Expiry Date _____
☐ Two of the following documents, please tick:

- ☐ Credit card
- ☐ Council rate document
- ☐ Telephone account
- ☐ Foreign driver's licence
- ☐ Medicare Card

ONLY Qantas Manager, People Representatives or ID Services (MUST COMPLETE):

Family Name: _____ Given Name: _____
Staff Number: _____ Job Title: _____
Department: _____ Phone: _____

Australian Applicants

I confirm I have sighted the original identity documentation declared above and confirm the identity documentation information provided above is accurate. I understand it is a regulatory requirement under the Aviation Transportation Security Regulations 2005 that I sight the original documentation and if I breach these requirements penalties may apply.

Non-Australian Applicants

I confirm that the applicant has the required visa to legally work in Australia and I have obtained a copy of this visa (please contact your HR representative if you have any questions). The original identity documentation for non-Australian applicants will be validated by ID Services prior to the issue of a Qantas ID card. The original identity documentation may require translation (e.g. a Japanese birth certificate) before submission to ID Services.

Authorisation Signature: _____ Date: _____

This form can only be processed in conjunction with Forms 1A, 1B, 2 and A. This form should be mailed (not faxed) to Qantas ID Services.

FORM 4

APPLICATION FOR QANTAS ID

Company

Concession Company name:	
--------------------------	--

Applicant Details, ALL FIELDS ARE MANDATORY

Family Name			
Given Names			
Work Location (eg. SYD DTB)			
Date of Birth		Mobile Phone	

Applicant Declaration

I have read, understand and accept the responsibilities outlined in Appendix D.

Applicant Signature:		Date	
----------------------	--	------	--

Qantas Representative to complete information below and authorise issue of the card:

Qantas Manager or People Representative (All fields must be completed)				
ASIC Type (please tick)	Red ASIC	Grey ASIC	ASIC City Code (eg. SYD or MEL)	
IF Red ASIC - Justification				

Full Name				
Position Title				
Staff Number		Phone Number		
Authorisation Signature		Date:		

Do not submit this form to ID Services at the same time as the Qantas Security Assessment Forms! If non-Sydney based this form may be faxed to ID Services on 9691 1200.

APPENDIX A

INFORMATION RELATING TO THE QANTAS SECURITY ASSESMENT

Every applicant must satisfy Qantas security clearance requirements. The decision as to whether security clearance requirements are satisfied is at Qantas' discretion. The factors that Qantas will take into account include:

- the Criminal History Information disclosed by you (including whether you have given full and frank disclosure) ;
- the results of your National Criminal History Record Check; and
- the nature of the position you are applying for.

In completing Form 1A, you are not required to disclose any spent conviction under any Commonwealth, State or Territory legislation. It is your responsibility to determine whether or not a conviction is a spent conviction for the purposes of disclosure on Form 1A.

A failure by you to satisfy Qantas' security clearance requirements (including by providing false or misleading Criminal History Information or failing to provide Criminal History Information other than in relation to spent convictions) will constitute a failure by you to meet the necessary conditions for employment with Qantas.

This form is used by Qantas as part of the assessment process to determine whether a person is suitable for employment or other engagement for work with Qantas.

Unless statutory obligations require otherwise, the information provided on this form will not be used without your prior consent for any purpose other than in relation to this assessment. You may be required to complete another consent form in the future in relation to employment in other positions within the Qantas Group.

PROVISION OF FALSE, MISLEADING OR INCOMPLETE INFORMATION

You are asked to certify that the personal information you have provided on Form 1A is correct and complete. If it is subsequently discovered, for example as a result of a check of police records, that you have provided false, misleading or incomplete information, you will be assessed as unsuitable for employment at Qantas.

APPENDIX B

EXAMPLES – DISCLOSURE OF SPENT CONVICTIONS

The following results are examples of offences that have NOT been disclosed by applicants on previous application forms. They are “findings of guilt” and therefore **MUST** be disclosed on Form 1A. You are not required to disclose any conviction that has been quashed or set aside.

Offence – Obtain benefits not payable.
Sentence/Court Result – To perform 100 hours of Community Service.
Offence – Obtain Financial Advantage
Sentence/Court Result – Convicted and released without passing sentence on enter recognizance self \$500 to be good behaviour 2 years.
Offence – Drive while disqualified from holding licence.
Sentence/Court Result – Imprisonment: 6 months suspended on enter bond S12: 6 months disqualification: 2 years commencing 01/01/00 concluding 01/01/02.

For more information about spent conviction see Appendix 2 of Form A.

APPENDIX C

AUSCHECK PRIVACY NOTICE – Page 1 of 2

AusCheck Privacy Notice



Australian Government
Attorney-General's Department
AusCheck

This brochure explains:

- what personal information is collected about you when you apply for an ASIC or MSIC
- how your personal information will be used, and
- where you can find out more information.

Why is my personal information being collected?

You have applied for an Aviation Security Identification Card (ASIC) or a Maritime Security Identification Card (MSIC). ASICs and MSICs are only issued after AusCheck has conducted a background check on you.

Your Issuing Body will collect the information that AusCheck needs about you, in order to correctly identify you, and to conduct a background check. For example, supplying your date of birth and address information helps ensure that AusCheck can exclude criminal records that relate to a different person with the same name as you.

What personal information is being collected about me?

The information that AusCheck needs about you is your:

- **identity information:** your name, date and place of birth, gender, any other names, your residential address, and current contact details; and
- **work information:** your employer contact details, and Issuing Body details; and maybe also

- **immigration information** (but only if an immigration check is requested by your Issuing Body): your date of arrival in Australia, port of arrival, and other details that may be relevant, such as your travel document or visa number, flight number or name of vessel, and the full name of your parent if you entered Australia on your parent's passport.

Only your identity and immigration information is used during the background checking process. Your work information is stored in the AusCheck database for other purposes, explained later. Your Issuing Body will also need a photograph of you, which may also be supplied to AusCheck for the AusCheck database.

Any other personal information that your Issuing Body asks for is for their own purposes, not for AusCheck's purposes. If you have any concerns, you should ask your Issuing Body to explain why they need that extra information about you.

How will my personal information be used?

AusCheck will coordinate a background check, by using the information you provide to your Issuing Body to ask the following Government agencies for information about you:

- The Australian Security Intelligence Agency (ASIO): ASIO will check your name on a database of known persons involved with politically motivated violence. ASIO will also keep your information and use it as necessary for national security purposes.

APPENDIX C

AUSCHECK PRIVACY NOTICE – Page 2 of 2

- **CrimTrac:** If you are over 18, CrimTrac will check your criminal history in the databases of all Australian legal jurisdictions and supply a copy of your criminal record to AusCheck. CrimTrac will not use your information for any other purpose.
- **The Department of Immigration and Citizenship (DIAC):** If your Issuing Body asks, DIAC will check your citizenship status or your legal right to work in Australia. DIAC may also use your information for immigration compliance purposes.

Spent convictions

The aim of the 'spent convictions' scheme is to prevent discrimination on the basis of old and minor criminal convictions, from anywhere in Australia or overseas, for people who have had a 'clean' record since.

'Spent convictions' will not show up in your criminal record check.

Your conviction will be considered a 'spent conviction' if:

- it is old—it is 10 years since the date of your conviction (or 5 years if you were a child at the time of your conviction); and
- it was minor—you were sentenced to less than 30 months (2 ½ years) imprisonment (or you were not imprisoned at all); and
- you have not re-offended during the 10 year waiting period (or 5 years if you were a child at the time of your conviction); and
- an exclusion does not apply.

'Spent convictions' also include convictions that have been set aside or pardoned.

However there are a few exclusions that apply to you, as a person applying for an ASIC or MSIC. This means that the details of some convictions for maritime and aviation security relevant offences will be given to AusCheck and used in its assessment of you.

All other 'spent convictions' are considered irrelevant to your application for an ASIC or MSIC, and so will not be given to AusCheck.

If you believe the 'spent convictions' rules have been breached by AusCheck, you can apply to the Office of the Privacy Commissioner for an investigation.

What happens after my background is checked?

AusCheck will use the results of these checks to advise your Issuing Body whether you have an adverse criminal history, an adverse security assessment, or are prevented for immigration reasons from being issued with an ASIC or MSIC. However AusCheck will only tell your Issuing Body what is necessary for your Issuing Body to decide whether or not to issue you with an ASIC or MSIC. Your Issuing Body will **not** receive a copy of your security assessment. Your Issuing Body will **not** receive a copy of your criminal history, except if you have applied for an ASIC and you have a particular pattern of criminal convictions. Your Issuing Body will be told about your immigration check results.

AusCheck will also keep your personal information and photo (where supplied) on a database. The database can be accessed by Issuing Bodies, Maritime Industry Participants that have been authorised to issue temporary MSICs or that control access to secure areas, and Commonwealth Government authorities that have functions relating to law enforcement or national security.

Where can I get more information?

The *AusCheck Privacy Policy* has more information about:

- 'spent convictions' and what are aviation and maritime security relevant offences;
- how your personal information will be used
- who your personal information may be disclosed to;
- your rights to access and correct your personal information; and
- how your personal information is secured by AusCheck.

You can see the *AusCheck Privacy Policy* at www.ag.gov.au/AusCheck/AusCheckPrivacyPolicy or for a copy call the Attorney-General's Department Privacy Officer on (02) 6250 6666.

APPENDIX D

RESPONSIBILITIES OF A QANTAS CARDHOLDER

If approved to be a Qantas ID cardholder, I agree to comply with my responsibilities as a cardholder and will:

- display my ID card in a prominent place, whilst in the workplace, on my upper body clothing, waist height or above with the front face of the card clearly visible;
- present my ID card when requested;
- report a lost or stolen ID card to the issuing department (02 96911818) immediately;
- not lend, borrow, mistreat, deface or in any way misuse my ID card;
- return the ID card to the relevant Manager when my employment is terminated, when the ID card expires, when notified that the ID card is cancelled, if the ID card is altered/defaced or if I do no longer require access.
- comply with ASIC holder responsibilities governed by Aviation Transport Security related Regulations; and
- pay any fine associated with breaches of legislation, by-laws or similar for failure to comply with an ASIC Holders responsibilities; and
- notify ID Services in writing of any aviation related offence within 7 days of conviction.

APPENDIX E

PHOTO REQUIREMENTS

SYDNEY BASED – You are not required to provide a photo. Your photo will be taken at ID Services when you pick up your Qantas ID card.

NON SYDNEY BASED - If you Are providing ID Services with a Passport Photo, please ensure you attach the photo to the front of the Application Form so it can be easily identified.

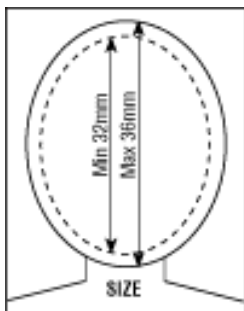
In accordance with Aviation Transport Security Regulations 2005, the photo used on an ID card:

- must not be more than 6 months old;
- must be on a white background; and
- must display the person's full face and shoulders.

An Australian passport photo meets these requirements. Refer to

<https://www.passports.gov.au/Web/requirements/photos.aspx> for examples of acceptable and not acceptable photos.

Basic requirements of a passport photo as described on the above mentioned web site are:



- 45–50mm high and 35–40mm wide
- show head and top of shoulders close up, so the measurement of the face from the bottom of the chin to the crown (i.e. top of head without hair) is between 32mm and 36mm



FORM A

CONSENT TO OBTAIN PERSONAL INFORMATION

(For categories where NO EXCLUSION has been granted from spent convictions legislation)

Please complete in **BLOCK LETTERS** and in **BLACK OR BLUE INK**.

I _____ hereby:
(Full Name)

1. Acknowledge that I have read Appendix 1 and 2 attached to this form (general information relating to the National Criminal History Record Check and Consent Forms and Spent Conviction Scheme) and understand that Spent Convictions legislation (however described) in the Commonwealth and many States and Territories protects "spent convictions" from disclosure;
2. Understand that the position for which I am being considered is in a category for which NO exclusion has been granted from the application of the Spent Convictions legislation;
3. Have fully completed this Form, and the personal information I have provided to Qantas relates to me, contains my full name and all names previously used by me, and is correct;
4. Consent to Qantas disclosing personal information about me from this Form to the CrimTrac Agency and the Australian police services;
5. Consent to:
 - (i) the CrimTrac Agency disclosing personal information about me to the Australian police services;
 - (ii) the Australian police services disclosing, from their records, details of convictions and outstanding charges, including findings of guilt or the acceptance of a plea of guilty by a court, that can be disclosed in accordance with the laws of the Commonwealth, States and Territories and, in the absence of any laws governing the disclosure of this information, disclosing in accordance with the policies of the police service concerned; and
 - (iii) the CrimTrac Agency providing the information disclosed by the Australian police services to Qantas in accordance with the laws of the Commonwealth; and
6. Acknowledge that any information provided by me on this Form, or by the Australian police services, may be taken into account by Qantas in assessing my suitability for the <specify position/entitlement>.....for which I am applying.

Signature _____

Date ____/____/____

Note: The information you provide on Form 1A and the information the CrimTrac Agency provides to Qantas on receipt of this form, will be used only for the purpose stated above unless statutory obligations require otherwise.

This form can only be processed in conjunction with Forms 1A, 1B and 2. This form should be mailed (not faxed) to Qantas ID Services.



APPENDIX 1

GENERAL INFORMATION RELATING TO THE NATIONAL CRIMINAL HISTORY RECORD CHECK AND CONSENT FORM

Criminal History Record Check

Criminal history record checks are an essential part of the assessment of your suitability.

Information extracted from this Pack will be forwarded to the CrimTrac Agency and other Australian police services for checking action. By signing the Form 3 you are providing your consent to these agencies:

- a) Disclosing criminal history information that pertains to you from their own records to Qantas; and/or
- b) Accessing their records to obtain criminal history information that in turn will be disclosed to Qantas.

Such criminal history information may include outstanding charges, and criminal convictions or findings of guilt recorded against you that may be disclosed according to the laws of the relevant jurisdiction and, in the absence of any laws governing the release of that information, according to the relevant jurisdiction's information release policy.

It is usual practice for an applicant's personal information to be disclosed to Australian Police Services (upon request) for them to use for their respective law enforcement purposes including the investigation of any outstanding criminal offences.

APPENDIX 2

SPENT CONVICTIONS SCHEMES

New South Wales

In New South Wales the Criminal Records Act 1991 (NSW) governs the effect of a person's conviction for a relatively minor offence where the person completes a period of crime-free behaviour, and makes provision with respect to quashed convictions and pardons.

A "quashed" conviction is a conviction that has been set aside by the Court. A "pardon" means a free and absolute pardon that has been granted to a person because he/she was wrongly convicted of a Commonwealth, Territory, State or foreign offence.

A NSW conviction generally becomes a "spent conviction" if a person has had a ten year crime-free period from the date of the conviction. However, certain convictions may not become spent convictions, and therefore need to be disclosed in the attached Form. These include:

- Where a prison sentence of more than 6 months has been imposed (periodic or home detention is not considered a prison sentence);
- Convictions against companies and other corporate bodies;
- Sexual offences pursuant to the *Criminal Records Act 1991*; and
- Convictions prescribed by the regulations.

For more information on spent convictions in NSW contact NSW Privacy on phone (02) 9268 5588.

Other Australian police services

Where a criminal history record with another Australian police service has been obtained, any relevant legislation (and/or release policy) affecting that police service will be applied before that record is released. Under various pieces of Commonwealth, State and Territory legislation a person has the right, in particular circumstances or for a particular purpose, to not disclose certain convictions/findings of guilt over a certain age. Such convictions (widely referred to as "spent" or "rehabilitated" convictions) will not be released unless the records check is for the applicant's personal information only and provided that this is in accordance with relevant legislation (and/or release policy). Please contact individual police services directly for further information about their release policies and any legislation that affects them.

Appendix 4

Dangerous Goods Information

DG list
Quantities for Sale

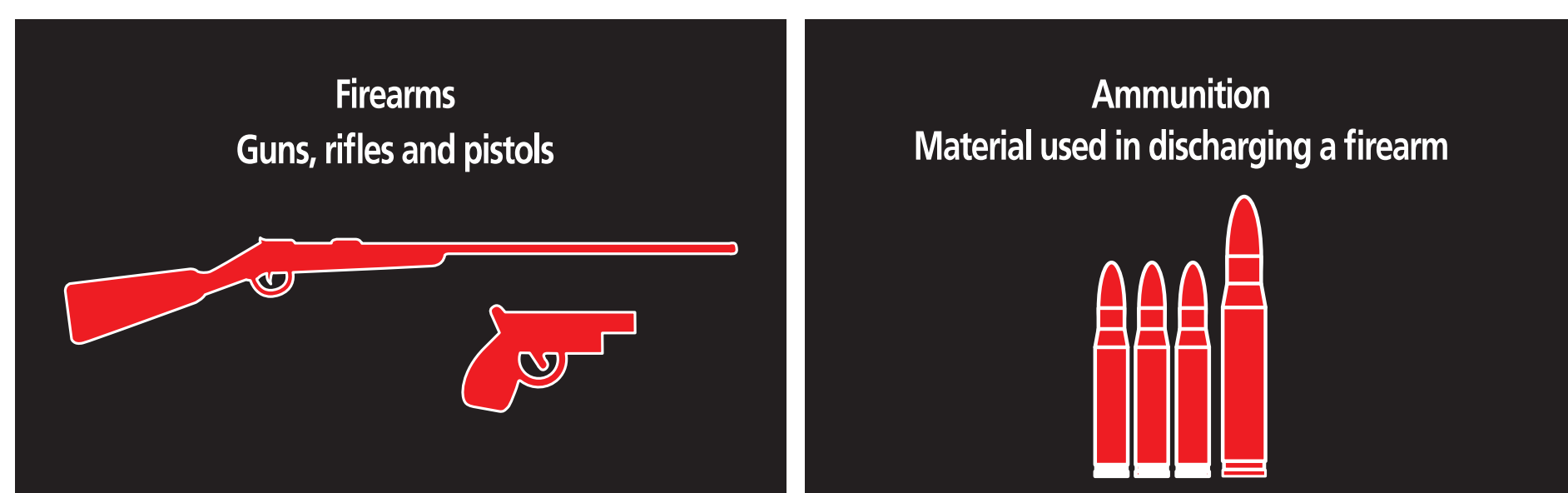
Dangerous Goods

Civil Aviation Safety Regulations forbid the carriage of most items of Dangerous Goods onto an aircraft.



Firearms & Ammunition

We may agree to carry firearms and ammunition as checked baggage. If we do, these items must be packed in accordance with all applicable national and international laws and regulations.



If you have packed any of the above goods in your baggage you must declare them now.



Figure 4A

TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3)

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below.
(Effective 1 January 2011 – 31 December 2011)

Permitted in or as carry-on baggage					
Permitted in or as checked baggage					
Permitted on one's person					
The approval of the operator(s) is required					
The pilot-in-command must be informed of the location					
NO	NO	NO	n/a	n/a	Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are prohibited on the person, in checked and carry-on baggage
NO	NO	NO	n/a	n/a	Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.
NO	NO	NO	n/a	n/a	Security-type attaché cases, cash boxes, cash bags , etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2 - List of Dangerous Goods.
NO	YES	NO	YES	NO	Ammunition (cartridges for weapons), securely packaged (in Div 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg (11lb) gross weight per person for that person's own use, excluding ammunition with explosive or incendiary projectiles. Allowances for more than one passenger must not be combined into one or more packages.
NO	YES	NO	YES	NO	Camping stoves and fuel containers that have contained a flammable liquid fuel , with empty fuel tank and/or fuel container (see 2.3.2.5 for details).
NO	YES	NO	YES	NO	Battery-powered wheelchairs or other similar mobility devices with non-spillable batteries which comply with Packing Instruction 872 or Special Provision A67, provided the battery terminals are protected from short circuits, e.g. by being enclosed in a battery container, and the battery is securely attached to the wheelchair or mobility aid.
NO	YES	NO	YES	YES	Battery-powered wheelchairs or other mobility devices with spillable batteries or with lithium batteries (see 2.3.2.3 and 2.3.2.4 for details).
YES	NO	NO	YES	YES	Mercury barometer or thermometer carried by a representative of a government weather bureau or similar official agency. (See 2.3.3.1 for details.)
YES	NO	YES	YES	NO	Lithium ion batteries with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for portable electronic devices. No more than two spare batteries may be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits. Equipment containing such batteries may be in checked or carry-on baggage.
YES	YES	NO	YES	NO	Avalanche rescue backpack , one (1) per passenger, equipped with a pyrotechnic trigger mechanism containing less than 200mg net of Division 1.4S and less than 250 mL of compressed gas in Division 2.2. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves.
YES	YES	NO	YES	NO	Chemical Agent Monitoring Equipment , when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see 2.3.4.5)
YES	YES	NO	YES	NO	Heat producing articles such as underwater torches (diving lamps) and soldering irons. (See 2.3.4.7 for details)
YES	YES	NO	YES	NO	Carbon dioxide, solid (dry ice) , in quantities not exceeding 2.5 kg (5lb) per passenger when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Each item of checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5kg or less dry ice.
YES	YES	NO	YES	NO	Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material and intended for transport, at low temperature, of non-dangerous products are not subject to these Regulations provided the design of the insulated packaging would not allow the build-up of pressure within the container and would not permit the release of any refrigerated liquid nitrogen irrespective of the orientation of the insulated packaging.

TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3) (continued)
(Effective 01 January 2011 – 31 December 2011)

Permitted in or as carry-on baggage					
Permitted in or as checked baggage					
Permitted on one's person					
The approval of the operator(s) is required					
The pilot -in-command must be informed of the location					
YES	YES	YES	YES	NO	Non-flammable gas cylinder fitted into a life jacket containing carbon dioxide or other suitable gas in Division 2.2, up to two (2) small cylinders per passenger, and up to two (2) spare cartridges.
YES	YES	NO	YES	YES	Oxygen or air, gaseous, cylinders required for medical use. The cylinder must not exceed 5 kg gross weight. <i>Note: Liquid oxygen systems are forbidden for transport.</i>
YES	YES	YES	YES	NO	Portable medical electronic devices (Automated External Defibrillators (AED), Nebulizer, Continuous Positive Airway Pressure (CPAP), etc.) containing lithium metal or lithium ion cells or batteries may be carried (see 2.3.4.8 for details).
NO	YES	NO	NO	NO	Aerosols in Division 2.2 , with no subsidiary risk, for sporting or home use. and
YES	YES	YES	NO	NO	Non-radioactive medicinal or toilet articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol. The <u>total</u> net quantity of all above mentioned articles must not exceed 2kg (4.4 lb) or 2L (2 qt), and the net quantity of each single article must not exceed 0.5kg (1 lb) or 0.5 L (1 pt). Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.
YES	YES	YES	NO	NO	Alcoholic beverages , when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.
YES	YES	YES	NO	NO	Energy efficient light bulbs when in retail packaging intended for personal or home use.
YES	YES	YES	NO	NO	Non-flammable, non-toxic gas cylinders worn for the operation of mechanical limbs. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.
YES	YES	YES	NO	NO	Portable electronic devices containing lithium metal or lithium ion cells or batteries , such as watches, calculating machines, cameras, cellular phones, lap-top computers, camcorders, etc., when carried by passengers or crew for personal use.
YES	NO	YES	NO	NO	Spare lithium metal or lithium ion cells or batteries , for such portable electronic devices may be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits. (3)
YES	YES	NO	NO	NO	Hair curlers containing hydrocarbon gas , up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. These hair curlers must not be used on board the aircraft at any time. Gas refills for such curlers are not permitted in checked or carry-on baggage.
YES	YES	YES	NO	NO	Medical or clinical thermometer , which contains mercury, one (1) per passenger for personal use, when in its protective case.
YES	NO	YES	NO	NO	Fuel cell systems, and spare fuel cartridges powering portable electronic devices (e.g. cameras, cellular phones, laptop computers, and camcorders), see 2.3.5.10 for details. (4)
NO	NO	YES	NO	NO	Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person, or radiopharmaceuticals contained within the body of a person as the result of medical treatment.
NO	NO	YES	NO	NO	Safety matches (one small packet) or a cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage. (2). <i>Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters are forbidden.</i>

Note: n/a means not applicable

For Qantas Group Operator Approval Refer Chapter 5.3 (Page 5-5) of this manual.

Appendix 5

Tools of Trade

Template for Tools of Trade Register
Prohibited Items List

Items	Monday Date & Start Time	Monday Date & Finish Time	Tuesday Date & Start Time	Tuesday Date & Finish Time	Wednesday Date & Start Time	Wednesday Date & Finish Time	Thursday Date & Start Time	Thursday Date & Finish Time	Checked by Supervisor
1.									
2.									
3.									
4.									
5.									
6.									
7.									
Items	Friday Date & Start Time	Friday Date & Finish Time	Saturday Date & Start Time	Saturday Date & Finish Time	Sunday Date & Start Time	Sunday Date & Start Time	Checked By Supervisor		
1.									
2.									
3.									
4.									
5.									
6.									
7.									

Prohibited Items List

Department of Infrastructure, Transport, Regional Development & Local Government

- Letter openers
 - Metal scissors (pointed)
 - Knives
 - Metal cutlery
 - Screwdrivers, crowbars, hammers, pliers and wrenches
 - Open razors (also called straight razors)
 - Razor blades
 - Scalpels
 - Ice axes and ice picks
 - Crampons
 - Darts
 - Drills
 - Billiard, pool or snooker cues
 - Aerosol containers, including cans of spray paint
 - Fireworks
 - Cable ties
 - Any other piece of wood, metal or any other substance big enough to threaten someone
 - Box cutters
 - Utility knives
 - Saws
 - Ski poles
 - Ice skates
 - Meat cleavers
 - Rockclimbing equipment such as pitons, hooks, hammers & bolts
 - Axes, hatchets and similar things
 - Bodkins
 - Hypodermic needles (wether or not attached to syringes)
 - Baseballs, softball, and cricket bats and similar items
 - Hockey and lacrosse sticks and similar items
 - Golf clubs
 - Toy caps
 - Handcuffs
 - Petrol and any other flammable liquid
-
- All Prohibited Items must be secured appropriately by a chain or steel wire to a secure fixture or stored in a lockable draw where the public cannot access. The draw key must be kept on your person at all times;
 - All Prohibited items must be carried in a secure manner on the person if the item is being carried in the Sterile Area;
 - All Prohibited items must be under constant supervision when being used in the Sterile Area; and
 - All Prohibited items must be locked away in an area inaccessible to the public when not being used.

Appendix 6

Authority to Commence Work

Application

Appendix 7

Retail Condition Audit Checklists

Work Order Information (Issuing Authority to complete)

Qantas Work Order Reference No or Description: (Contract/Work Order/ Maintenance Request/Purchase Order, Safe Operating Procedure (SOP), etc)		Tick to Confirm Work Orders Attached <input type="checkbox"/>	Number of People in Work Team
Company:			
Name of Applicant (print):	Signature:		Tel:
ATCW Validity Period (max 3 months) From:		To:	

Hazard Identification Associated to Works (Issuing Authority and Applicant to tick option boxes below for each hazard known to be present or absent during the execution of the Works. Any hazards ticked as existing must be controlled and documented in the Safe Work Method Statement (SWMS)/Job Safety Analysis (JSA)/Safe Operating Procedure (SOP).

Hazards	Hazards	Hazards
* Plant Room: <input type="checkbox"/>	Pressurised Systems/Vessels: <input type="checkbox"/>	Noise: <input type="checkbox"/>
* Asbestos: <input type="checkbox"/>	Radiation/RF Transmitters: <input type="checkbox"/>	Compressed Air: <input type="checkbox"/>
* Hot Work: <input type="checkbox"/>	Refrigeration/Cool Rooms: <input type="checkbox"/>	In Wall/Underground Services: <input type="checkbox"/>
* Confined Spaces: <input type="checkbox"/>	Restricted Access/Egress: <input type="checkbox"/>	Aircraft: <input type="checkbox"/>
* Height Work/ Roof Work: <input type="checkbox"/>	Spills (Environmental Management): <input type="checkbox"/>	Steam: <input type="checkbox"/>
* Electricity – High Voltage/Substation: <input type="checkbox"/>	General Public/Customers: <input type="checkbox"/>	Gas: <input type="checkbox"/>
* Fire Resistant Structure Penetration: <input type="checkbox"/>	Ground Support Equipment: <input type="checkbox"/>	Sewerage : <input type="checkbox"/>
* Services Isolation and Fire Protection Impairment: <input type="checkbox"/>	Traffic (incl. fork trucks, transfer vehicles etc): <input type="checkbox"/>	Manual Handling: <input type="checkbox"/>
* Switch Room: <input type="checkbox"/>	Waste (incl. contaminated water): <input type="checkbox"/>	Power Tools: <input type="checkbox"/>
* Demolition: <input type="checkbox"/>	Water - Mains: <input type="checkbox"/>	Working Alone: <input type="checkbox"/>
* Cranes: <input type="checkbox"/>	Water – High Temperature: <input type="checkbox"/>	Weather (sun, wind, rain): <input type="checkbox"/>
* Excavations: <input type="checkbox"/>	Water – Low Temperature: <input type="checkbox"/>	Fumes and Vapours: <input type="checkbox"/>
* Dangerous Goods/Hazardous Substances: <input type="checkbox"/>	Personnel Fatigue (excessive hrs on duty): <input type="checkbox"/>	Other.....: <input type="checkbox"/>
Electricity – General Purpose: <input type="checkbox"/>		

* If the hazard is ticked further Permits may be required, refer to Issuing Authority.

**Any additional hazards to those identified above by the Issuing Authority and the Applicant must be expanded below.

Permit Requirements for this Task (Issuing Authority to complete, insert applicable permit number when issued)

Plant Room	Asbestos	Hot Work	Confined Space	Height / Roof work	Electricity – High Voltage/Sub-stations	Excavating	Penetration	Isolations	Switch Room	Demolit'n	Cranes
If FM tick box <input type="checkbox"/>											
Name & Staff No. (print):					Signature:		Tel:		Date:		

Additional Hazards and Agreed Controls: (Identified by Issuing Authority and Applicant)**

The following Hazards were identified by the Applicant which were not indicated prior to commencing works / or are present as a result of the Works.

(If more space is required print additional copies of the Task Authority (page 2) and attach additional sheets to this ATCW Form)

Work Activity RA/SWMS/JSA (Issuing Authority to complete)

I confirm that I have reviewed the RA/SWMS/JSA completed by the Supplier identifying the known hazards, for the proposed work and consider that the controls documented are adequate. Where a Permit to Work (PTW) has been identified, Works cannot commence until a permit has been issued by Qantas.	Y <input type="checkbox"/>
I confirm that I have reviewed the Hazard Register and identified any hazard relative to the area of proposed works.	Y <input type="checkbox"/>
RA/SWMS/JSA attached as required.	Y <input type="checkbox"/>
Sign off by issuing Authority	Print:
Sign:	Date:

Task Authority (Relevant QF Area Supervisor to Authorise)

Item Number:	Location (Building No/Floor):
ATCW Authorised Date:	Time:
Work Description:	
Local Area RA/SWMS/JSA communicated by QF Area Supervisor Sign-in:	I confirm that the area has been reviewed for local operational hazards, the RA/JSA/SWMS has been discussed and that the QF Area Supervisor and Applicant have listed the hazards below at the job site and signed off on agreed controls. Print and Sign:
Additional Hazards and Requirements:***	(Restricted access area is secured upon completion of Works, when Works are suspended, or at any time the restricted area is unattended) Print and Sign:
Applicant/Works Supervisor Sign-off:	Works Suspended: <input type="checkbox"/> Works Completed: <input type="checkbox"/> Site Safe, Lock & Tags Removed: <input type="checkbox"/> Guards/Fences Replaced: <input type="checkbox"/> Equipment is serviceable and fit for purpose: Y <input type="checkbox"/> N <input type="checkbox"/> Restricted access area is secured: Y <input type="checkbox"/> N <input type="checkbox"/> Print and Sign:
QF Area Supervisor Sign-off:	New Hazards: Y <input type="checkbox"/> N <input type="checkbox"/> Changes Communicated: Y <input type="checkbox"/> N <input type="checkbox"/> I certify that I have been notified that the work has been suspended or completed as indicated. Print and Sign:

***Amend RA/SWMS/JSA to include new hazards/risks and applicable controls to be implemented and report back changes to Issuing Authority.

Document Approver: Manager Risk and Compliance
Document Owner: Manager Risk and Compliance
Document Number: SMS 2000078 (SSMS 2.3)

Revision Number: 12.0
Document Last Revised: 13 May 2011
Page: 1 of 2

Task Authority (Relevant QF Area Supervisor to Authorise)

Item Number:	Location (Building No/Floor):		
ATCW Authorised Date:	Time:		
Work Description:			
Local Area RA/SWMS/JSA communicated by QF Area Supervisor Sign-in:	I confirm that the area has been reviewed for local operational hazards, the RA/JSA/SWMS has been discussed and that the QF Area Supervisor and Applicant have listed the hazards below at the job site and signed off on agreed controls. Print and Sign: Date:		
Additional Hazards and Requirements:***	(Restricted access area is secured upon completion of Works, when Works are suspended, or at any time the restricted area is unattended) Print and Sign: Date:		
Applicant/Works Supervisor Sign-off:	Works Suspended: <input type="checkbox"/> Works Completed: <input type="checkbox"/> Equipment is serviceable and fit for purpose: Y <input type="checkbox"/> N <input type="checkbox"/>	Site Safe, Lock & Tags Removed: <input type="checkbox"/> Guards/Fences Replaced: <input type="checkbox"/> Restricted access area is secured: Y <input type="checkbox"/> N <input type="checkbox"/>	Date:
QF Area Supervisor Sign-off:	New Hazards: Y <input type="checkbox"/> N <input type="checkbox"/> Changes Communicated: Y <input type="checkbox"/> N <input type="checkbox"/> I certify that I have been notified that the work has been suspended or completed as indicated. Print and Sign: Date:		

***Amend RA/SWMS/JSA to include new hazards/risks and applicable controls to be implemented and report back changes to Issuing Authority.

Task Authority (Relevant QF Area Supervisor to Authorise)

Item Number:	Location (Building No/Floor):		
ATCW Authorised Date:	Time:		
Work Description:			
Local Area RA/SWMS/JSA communicated by QF Area Supervisor Sign-in:	I confirm that the area has been reviewed for local operational hazards, the RA/JSA/SWMS has been discussed and that the QF Area Supervisor and Applicant have listed the hazards below at the job site and signed off on agreed controls. Print and Sign: Date:		
Additional Hazards and Requirements:***	(Restricted access area is secured upon completion of Works, when Works are suspended, or at any time the restricted area is unattended) Print and Sign: Date:		
Applicant/Works Supervisor Sign-off:	Works Suspended: <input type="checkbox"/> Works Completed: <input type="checkbox"/> Equipment is serviceable and fit for purpose: Y <input type="checkbox"/> N <input type="checkbox"/>	Site Safe, Lock & Tags Removed: <input type="checkbox"/> Guards/Fences Replaced: <input type="checkbox"/> Restricted access area is secured: Y <input type="checkbox"/> N <input type="checkbox"/>	Date:
QF Area Supervisor Sign-off:	New Hazards: Y <input type="checkbox"/> N <input type="checkbox"/> Changes Communicated: Y <input type="checkbox"/> N <input type="checkbox"/> I certify that I have been notified that the work has been suspended or completed as indicated. Print and Sign: Date:		

***Amend RA/SWMS/JSA to include new hazards/risks and applicable controls to be implemented and report back changes to Issuing Authority.

Task Authority (Relevant QF Area Supervisor to Authorise)

Item Number:	Location (Building No/Floor):		
ATCW Authorised Date:	Time:		
Work Description:			
Local Area RA/SWMS/JSA communicated by QF Area Supervisor Sign-in:	I confirm that the area has been reviewed for local operational hazards, the RA/JSA/SWMS has been discussed and that the QF Area Supervisor and Applicant have listed the hazards below at the job site and signed off on agreed controls. Print and Sign: Date:		
Additional Hazards and Requirements:***	(Restricted access area is secured upon completion of Works, when Works are suspended, or at any time the restricted area is unattended) Print and Sign: Date:		
Applicant/Works Supervisor Sign-off:	Works Suspended: <input type="checkbox"/> Works Completed: <input type="checkbox"/> Equipment is serviceable and fit for purpose: Y <input type="checkbox"/> N <input type="checkbox"/>	Site Safe, Lock & Tags Removed: <input type="checkbox"/> Guards/Fences Replaced: <input type="checkbox"/> Restricted access area is secured: Y <input type="checkbox"/> N <input type="checkbox"/>	Date:
QF Area Supervisor Sign-off:	New Hazards: Y <input type="checkbox"/> N <input type="checkbox"/> Changes Communicated: Y <input type="checkbox"/> N <input type="checkbox"/> I certify that I have been notified that the work has been suspended or completed as indicated. Print and Sign: Date:		

***Amend RA/SWMS/JSA to include new hazards/risks and applicable controls to be implemented and report back changes to Issuing Authority.