

235 St Georges Terrace

OCCUPIER'S GUIDE



St. 235
Georges
TERRACE

hawaiian 

Brookfield
Properties

TABLE OF CONTENTS

INTRODUCTION	5	TRANSPORT	12
WELCOME	5	GREENSTAR INITIATIVES	12
MANAGEMENT OFFICE AND OPERATIONS	5	TENANT PARTICIPATION	12
BUILDING AND MANAGEMENT DETAILS	5	HOUSEKEEPING	13
235 ST GEORGES TERRACE CONTACT REGISTER	6	TENANCY CLEANING	13
LEASING INFORMATION	7	RECYCLING	13
MAILING ADDRESS	7	PEST CONTROL	15
BUILDING OPENING HOURS	7	FAÇADE WINDOW CLEANING	15
PUBLIC HOLIDAYS	7	WASTE MANAGEMENT	15
BISHOPS SEE CONNECT	7	BUILDING SECURITY AND ACCESS	16
GENERAL BUILDING FACILITIES	8	SECURITY OVERVIEW	16
CAR PARK	8	SOLICITATION	16
FLEXIBLE (CASUAL) CAR PARKING - BASEUP	8	MANNED GUARDING	17
WASHROOMS	9	EVENT AND PRIVATE FUNCTION SECURITY	17
END OF TRIP FACILITIES	9	COMPLIANCE CHECKS	17
CONCIERGE	9	INCIDENT / ACCIDENT REPORTING	17
CONFERENCE FACILITIES (GROUND FLOOR)	9	CLOSED-CIRCUIT TELEVISION (CCTV) SYSTEM	17
EVENTS MANAGEMENT AND PREPARATION	10	PHOTOGRAPHY / VIDEOGRAPHY	17
LOST AND FOUND	10	ACCESS OVERVIEW	18
SUSTAINABILITY	10	ASSISTED ACCESS	18
INTRODUCTION	10	ACCESS CARDS FOR EMPLOYEES	18
RATINGS	10	REPORT LOST CARD AND REQUEST REPLACEMENT	18
ENERGY CONSERVATION MEASURES	11	AFTER-HOURS ACCESS – EMPLOYEES AND VISITORS	18
WATER CONSERVATION MEASURES	11	ACCESS OF SERVICE COMPANIES – DURING AND AFTER WORKING HOURS	19
INDOOR ENVIRONMENT QUALITY	11		
WASTE & RECYCLING INITIATIVES	11		

DELIVERIES AND LOGISTICS 20

LOADING BAY FACILITIES, RULES AND REGULATIONS	20
DELIVERIES THROUGH LOADING BAYS AND PRE-BOOKING	20
GOODS LIFT RULES AND REGULATIONS	20

LIFE SAFETY, EMERGENCY SITUATIONS AND EVACUATION 21

HAZARDS	21
FIRE PREPAREDNESS	21
Personal emergency evacuation plans	21
FIRE PREVENTION	22
FIRE CONTROL	22
FIRE PROTECTION SYSTEM	23
FIRE DRILLS	23
TESTING OF EMERGENCY WARNING AND INTERCOM SYSTEM (EWIS)	24
EMERGENCIES	24
Unusual types of emergencies and incidents:	24
Power failure	24
Lift Entrapment	25
FIRE ALARM SYSTEM AND PUBLIC ADDRESS SYSTEM	25
Fire alarm sounds - What do you do?25	
Alert tone sounds - What do you do?25	
Brookfield Emergency Notification System (BENS)	25
EVACUATION PROCEDURES	26
Emergency Planning Committee and Emergency Control Organisation	26
MEDICAL EMERGENCIES AND FIRST AID	27
Office duress device	27

BUILDING TECHNICAL SERVICES AND MAINTENANCE 27

AIR CONDITIONING (INCLUDING AFTER-HOURS)	27
LOCKSMITH SERVICES	28
MASTER KEYS	28

BUILDING AND TENANT SPACE REQUESTS 28

SIGNAGE	28
TENANT WORK REQUEST WEBSITE	28

BUILDING ACCESS 29

ACCESS OVERVIEW	29
ASSISTED ACCESS	29
ACCESS CARDS FOR EMPLOYEES	29
REPORT LOST CARD AND REQUEST REPLACEMENT	29
AFTER-HOURS ACCESS – EMPLOYEES AND VISITORS	30
ACCESS OF SERVICE COMPANIES – DURING AND AFTER WORKING HOURS	30

BUILDING RULES AND REGULATIONS 31

Alcohol and non-smoking policy	31
Animals	31
Bicycles and E-Scooters	31
Tenant canvassing, soliciting, peddling	31
Cooking	32
Contractors	32
Fitout works	33
Flammable materials	33
Housekeeping	33
Lease lines	34
Life safety	34
Loading Bay	34
Prevention of injury to premises	34
Receiving, shipping, movement of articles	35
Residence	35
Security	35
Signage	36
Tenancy/Landlord Impact Works	36

Use of premises	36	Our privacy principles	45
Washrooms	37	Information we may collect	46
Windows	37	Information disclosure	46
DISCLAIMER	37	Your awareness and permission	46
Brookfield Commercial Operations		Disclaimer	46
privacy statement	37		
Our privacy principles	37		
Information we may collect	38		
Information disclosure	38		
Your awareness and permission	38		
Disclaimer	38		
APPENDIX A	39		
BUILDING RULES AND REGULATIONS	39		
Alcohol and non-smoking policy	39		
Animals	39		
Bicycles and E-Scooters	39		
Tenant canvassing, soliciting, peddling	39		
Cooking	39		
Contractors	40		
Fitout works	41		
Flammable materials	41		
Housekeeping	41		
Lease lines	42		
Life safety	42		
Loading Bay	42		
Prevention of injury to premises	42		
Receiving, shipping, movement of			
articles	43		
Residence	43		
Security	43		
Signage	44		
Tenancy/Landlord Impact Works	44		
Use of premises	44		
Washrooms	45		
Windows	45		
DISCLAIMER	45		
Brookfield Commercial Operations			
privacy statement	45		

INTRODUCTION

WELCOME

235 St George's Terrace ("building") is pleased to provide this Occupier's Guide ("Guide") for the exclusive use of the Tenants at 235 St Georges Terrace. It will assist you in becoming familiar with the building's features, facilities and operating procedures, and the staff who provide its services.

235 St Georges Terrace is located within the Bishops See precinct and has eight levels of office accommodation, comprising 17,731sqm of commercial office space, a lobby café, conference room and End of Trip facilities.

At 235 St Georges Terrace we consider our Tenants to be our partners; we strive to make a meaningful contribution to their success. As a corporation and as individuals, we are relentless in our commitment to outstanding service.

The information contained in this Guide is general in nature and may differ from your Lease. In all cases, the Lease takes precedence over the Occupier's Guide.

Please keep this Guide in a convenient location as the information contained in the Guide will be updated periodically to ensure that it remains accurate.

The building is jointly owned and managed by Hawaiian Pty Ltd (Property Management) and Brookfield Properties (Facilities Management), who will be pleased to answer and clarify any questions you may have regarding the information contained in the Guide or about the building.

MANAGEMENT OFFICE AND OPERATIONS

BUILDING AND MANAGEMENT DETAILS

The Property Management Team is made up of a dedicated and experienced team of professionals who are committed to providing outstanding service and share a common agenda to continually improve the level of service to 235 St Georges Terrace. The Property Management Team has been selected for their experience and expertise in the field of customer service and relationship management. Any questions, comments or concerns regarding your lease, the premises, tenant services or building facilities should be directed to them. The Facilities Management office is in Basement Level 4 (next to the loading bay) of the building (take the lift to Basement Level 3 and proceed down the stairs to Basement Level 4).

Owners: 235 St Georges Landowning Trust & Australian City Properties Pty Ltd
Property: Bishops See
Address: 235 St Georges Terrace, Perth, WA 6000
Website: www.235stgeorgesterrace.com.au

Portfolio Manager – Office Buildings | Hawaiian

Contact: Doug Addis | Office Buildings & Claremont Quarter Portfolio Manager
Mobile: 0423 298 911
Email: douga@hawaiian.com.au
Office Location: 177 St Georges Terrace, Perth WA 6000

Assistant Property Manager – Office Buildings | Hawaiian

Contact: Julia Sladden | Assistant Property Manager
Mobile: 0447 386 875
Email: julias@hawaiian.com.au
Office Location: 177 St Georges Terrace, Perth WA 6000

Facilities Manager | Brookfield Properties

Contact: Kevin Boodhoo | Facilities Manager
Phone: (08) 6244 7720
Mobile: 0460 691 881
Email: kevin.boodhoo@brookfieldproperties.com
Office Location: Basement Level 4, 235 St Georges Terrace, Perth WA 6000

State Manager – Operations | Brookfield Properties

Contact: Alison Beamish | State Manager | Brookfield Properties
Phone: (08) 6244 7714
Mobile: 0416 255 575
Email: alison.beamish@brookfieldproperties.com
Office Location: 125 St Georges Terrace, Perth WA 6000

Events and Marketing | Hawaiian

Contact: Tessa McIver
Mobile: 0435 423 599
Email: tessam@hawaiian.com.au
Office Location: 177 St Georges Terrace, Perth WA 6000

Concierge

Phone: (08) 6244 7723
Mobile: 0437 859 548
Email: ConciergeWA.235SGT@brookfieldproperties.com

AFTER-HOURS and 24-HOUR CONTACT

Security: 0472 647 642 (24 hours)
Phone Number: 6244 7720
Kevin Boodhoo (Brookfield Properties Facilities Mgr) 0460 691 881

EMERGENCY NUMBERS

If you require Police or emergency assistance, please call 000 immediately.

LEASING INFORMATION

Please contact the Portfolio Manager, Doug Addis, douga@hawaiian.com.au with any questions regarding available space.

MAILING ADDRESS

235 St Georges Terrace

PERTH WA 6000

BUILDING OPENING HOURS

Monday through Friday: 7:00am to 6:00pm

Saturday and Sunday: Restricted access (authorised pass card only)

After working hours access will be granted only for access card holders and pre-arranged visitors, please refer to the 'Building Security and Access' procedures for visitors after working hours in this Guide.

Tenants may operate their own extended hours, subject to security access regulations of the building. Please contact the Property Management Team for further clarifications.

PUBLIC HOLIDAYS

The building working hours may be affected by West Australian and National public holidays. The Property Management Team will circulate announcements to Tenant Representatives if any declared holiday affects the building or Tenants' operation.

BISHOPS SEE CONNECT

All information mentioned through-out this document may also be found on the **Bishops See Connect** application. Bishops See Connect is a 'one-stop-shop' for all 235 St Georges Terrace building information, procedures, event management, exclusive offers and giveaways and assists in providing Tenant's with a seamless way of communicating and engaging with the building.

Please scan the below QR code to download the app and stay up to date on the exciting events launched through-out the year. For additional information on Bishops See Connect please contact Property Management.



GENERAL BUILDING FACILITIES

CAR PARK

235 St Georges Terrace has tenancy car parking in the two-level basement car park. Access is via Spring Street (security access card only). The car park is accessible 24/7 (security access card required). Maximum vehicle height is 2.2 meters.

FLEXIBLE (CASUAL) CAR PARKING - BASEUP

235 St Georges Terrace offers plan-ahead daily parking exclusively for tenants. Base-Up is an app specifically for the bays available in the building. All payments are made direct through the app from your credit card. This allows for flexible arrangements where you may require a parking bay from time to time (not available for long term bays).

To download the app please scan the below QR code and follow the prompts.

SCAN ME



For additional information on BaseUp please contact Property Management.

WASHROOMS

For convenience, public washrooms are located on the ground level via the corridor near the concierge desk. These washrooms are also available when the Conference Centre is being utilised.

END OF TRIP FACILITIES

235 St Georges Terrace has state of the art End of Trip facilities located on Basement Level 03. Facilities include a secure-access bicycle storage area, shower and change room with complimentary hair dryer, hair straightener, clothes steamer, fresh towel service, toiletries and lockers. Tenants building access cards will provide access into the End of Trip. For a tour of End of Trip facilities please contact Facilities Management.

CONCIERGE

The concierge desk is situated in the main foyer and manned from 7:00am – 6:00pm. Concierge services include:

- Front of house customer service.
- Conference Room enquiries and bookings management.
- Tenant and public enquiries.
- Access and egress control of the building using the security card access system.
- Card access programming and enquiries.
- Car parking and End of Trip facility issues or enquiries
- Courtesy umbrellas available during wet weather
- Short term luggage storage for visitors

CONFERENCE FACILITIES (GROUND FLOOR)

The Conference Room can seat up to 100 people and is for the exclusive use of our tenants.

The Conference Room can be booked through the 235 St Georges Terrace tenant web portal, up to three months in advance, or through the concierge. Please see the tenant web portal for terms and conditions www.235stgeorgesterrace.com.au. Please provide at least one week's notice to ensure availability.

Conference room fees:

- \$350.00 for half a day (four hours or less).
- \$500.00 for a full day (more than four hours).

If you are using the Conference Room outside normal building operating hours and require access, a charge applies for additional security guard services. The concierge will assist you with your conference booking enquiries and the set-up requirements of the room including the use of water jugs, glasses, and crockery. Please leave the Conference Room and kitchen facilities clean and tidy.

All terms and conditions for bookings are available on the Conference Booking form on the website www.235stgeorgesterrace.com.au

Tea and coffee is available at an additional charge and details are available on the website booking form. Catering can also be arranged and assisted through Brew Hub (please nominate on the booking form if this is required), at an additional cost.

EVENTS MANAGEMENT AND PREPARATION

For information or queries regarding any upcoming building events, arts and community initiatives and space hire please email Property Management.

If you are hosting an event, please advise Facilities Management in advance to enable details to be provided to the building's security team, cleaning and operations in advance and offer assistance, so you and your guests will enjoy your event.

If your event is taking place outside regular business hours, please contact the Property Management Team to arrange the appropriate air-conditioning, lighting, security and cleaning (if required). Additional costs for security and cleaning may apply.

LOST AND FOUND

For any lost and found queries please contact Security on 0472 647 642 or advise the Concierge.

SUSTAINABILITY

INTRODUCTION

At 235 St Georges Terrace, we are committed to creating a sustainable and environmentally responsible workplace. We recognize that our actions have an impact on the environment, and we believe that it is our responsibility to reduce this impact as much as possible. By incorporating sustainable practices into our operations, we can reduce our carbon footprint and create a healthier, more sustainable future for ourselves and future generations. In this section, you will find information on the various sustainability initiatives and programs we have in place, as well as a list of our building services and relevant ratings.

RATINGS

Our sustainability ratings demonstrate our commitment to environmental leadership and the well-being of our building occupants and community.

235 St Georges Terrace has been certified with the below ratings:

- NABERS Energy 5.5 Stars
- NABERS Water 4.5 Stars

- NABERS Indoor Environment 6 Stars
- NABERS Waste 3 Stars
- Green Star Design 5 Stars
- Green Star Performance 4 Stars
- WELL Health Safety

ENERGY CONSERVATION MEASURES

- Major uses of energy are separately metered to ensure efficient energy consumption.
- Continuous fine-tuning of HVAC equipment ensures optimised operation and minimises energy waste.
- Special programming of Building Management System assists electricity network during high-blackout-risk periods and reduces energy costs.
- Highly efficient lighting with automatic dimming of perimeter fittings controlled by the ambient light conditions.
- The lighting is designed to minimise over-lit areas.
- Zoned areas offer greater flexibility for light switching.

WATER CONSERVATION MEASURES

- The building meets a best practice benchmark in reducing non-potable water consumption.
- Water meters monitor and manage water consumption.
- A greywater system collects wastewater from the showers and basins for treatment and recycling.
- Testing fire systems often wastes water. This water is captured for reuse via the greywater system.
- Waterless urinals are installed.
- Low flow water fixtures installed in toilets, taps and showers.

INDOOR ENVIRONMENT QUALITY

- 100 per cent improvement above the minimum requirements for fresh air on each level, as per NABERS Indoor Environment rating.
- The Property Management System is linked to carbon dioxide monitors and automatically supplies each floor with fresh air when required.
- Provision for tenants to exhaust the pollutants from printers and photocopiers.
- A thermally efficient façade reduces thermal gains/losses, reducing energy consumption and improving thermal comfort.

WASTE & RECYCLING INITIATIVES

- Several waste streams are offered to tenants, including commingled recycling, organics, and food waste, and more. These are detailed later in this document.
- Waste data and reporting can be sourced by the Building Management team to assist with staff engagement and recycling education purposes.

- The Breaking the Plastic Habit program is active in 235 St Georges Terrace, ensuring minimal use of single-use plastics in the common areas.
- Tenants are encouraged to join the single-use plastic reduction program, by auditing their own tenancies and minimising procurement of single-use plastic items.
- Wet umbrella bags have been removed and an alternative umbrella drying solution has been introduced.

TRANSPORT

The building is located in a pedestrian-friendly community with great public transport links to reduce the environmental impact made by vehicles.

- A Green Garage including an electric vehicle recharging station, car vacuum and window washing facilities is located on basement 03 and available for all tenants.
- End of Trip facilities have been provided for building occupants with secure bicycle storage, showers, lockers, and daily towel service included.
- 235 St Georges Terrace is within walking distance of Perth's major public transport hubs.

GREENSTAR INITIATIVES

- Volatile organic compounds have been minimised to keep the indoor air fresh and clean of pollutants.
- Formaldehyde has been minimised in all engineered wood products to keep the indoor air fresh and clean of pollutants.
- Humidity levels are controlled to minimise the chance of mould growth in duct work or floor plates.

TENANT PARTICIPATION

Tenants are kindly asked to observe energy efficiency measures to reduce energy consumption and carbon impact. Property Management supports initiatives such as:

- Annual Earth Hour participation.
- Breaking the Plastic Habit program for reducing single-use plastics.
- Adopt PC and laptop energy star compliance programs.
- Meeting room and amenities occupancy lighting controls.
- Floor lighting zoning control and perimeter day lighting.
- Cleaners light switching controls.
- After-hours air conditioning request/usage documentation.
- Support NABERS ratings and tenancy lighting reviews.

HOUSEKEEPING

TENANCY CLEANING

During business hours, the building has a dedicated on-site cleaning team to service the building. Please raise a work request if you would like to arrange for a special clean or use of the service outside of the tenancy cleaning scope.

Night cleaning commences after 6pm. If your tenancy is still occupied when the cleaners leave, it is the tenants' responsibility to turn off the lights.

Please make Facilities Management and the cleaning contractor aware of any unusually high rubbish loads and any other special requests or concerns. Waste that does not fit in a normal sized bin and which requires disposal should be clearly labelled RUBBISH so that it may be removed. Food and waste should be separated from paper and glass for recycling purposes.

Bulk waste can be disposed of and organised through facilities management. Fees apply.

For any additional information on cleaning and waste removal please contact facilities management.

RECYCLING

All waste that leaves 235 St Georges Terrace is sorted into nine different waste streams and sent for recycling.

Waste streams breakdown:

Type of Waste	Bin Colour Code	Not Acceptable
Comingle	Yellow	<ul style="list-style-type: none"> • Food waste • Plastic bags • Film • Wrap • Waxed or plastic-coated cardboard • Hazardous materials
Paper and Cardboard	Blue	<ul style="list-style-type: none"> • Waxed Cardboard • Soft plastics • Glossy paper • Paper and cardboard • Food-contaminated paper and cardboard • Waxed products • Ring binders

		<ul style="list-style-type: none"> • Plastic sleeves • Duct tape • Laminated paper and plastic-coated paper items • Wet or soiled paper and cardboard
Organic	Light Green	<ul style="list-style-type: none"> • Plastic (even if it is labelled bio-degradable) • Coffee cups • Animal waste, baby wipes or toilet paper • Rubber • Glass • Metal • Paper towels and tissues
General Waste (Landfill)	Red	<ul style="list-style-type: none"> • Hazardous or regulated waste, including chemicals and batteries • Medical waste • Asbestos • Construction and demolition waste, including concrete • E-waste • Liquid waste
Paper Towels	White	<ul style="list-style-type: none"> • Hand towels
Coffee Cups	'Simply Cup' bins located within the common areas	<ul style="list-style-type: none"> • Please ensure lids and cups are placed into the correct sorting holes. No other rubbish is to be placed in these designated bins.
Containers for Change	White (labelled City of Perth)	<ul style="list-style-type: none"> • Only 10c marked container
E-Waste	Green	<ul style="list-style-type: none"> • Electronic waste only
Ad-hoc Waste Streams	Collected on request.	<ul style="list-style-type: none"> • Batteries • Nespresso pods • Florescent tubes • Printer cartridges • Other e-waste

Contamination happens when non-recyclable items are mixed with recyclable items or when recyclable items are placed in the wrong recycling bins. One of the most significant contaminants is dry waste bins in food waste.

Bins will be emptied and cleaned each evening and contents brought to basement 04 for sorting by the cleaning contractor prior to being removed from site.

All cardboard boxes stored in lift lobbies for daily collections are to be flattened and stored neatly.

For more information regarding the building's waste strategy, please see the 'Waste Management' section or you may request the buildings 'Waste Management Strategy' Guide from Facilities Management.

PEST CONTROL

All areas of 235 St Georges Terrace are treated frequently for pest control by an independent contractor. This service is included in the outgoings operating costs of the building.

For further information regarding pest control, please contact Facilities Management.

FAÇADE WINDOW CLEANING

The building façade is cleaned three times a year.

WASTE MANAGEMENT

Tenants are responsible for the generation and separation of waste within their tenancy. Tenants can also undertake strategies to avoid and reduce waste generation.

Other responsibilities and / or strategies include:

- Establish waste and recycling targets.
- Align separation of waste according to site's waste streams and systems.
- Adapt better practice bin systems – zero under-desk bins and centralised, conveniently located bin recycling stations (office buildings only).
- Adapt site's signage and waste stream colour coding.
- Investigate green purchasing options for consumables, equipment and furniture.

Please contact Facilities Management to determine which level of recycling and waste management can be achieved (e.g. composting or organic waste), and how this can be supported by management strategies.

For further information regarding the building waste management strategy please contact Property Management.

BUILDING SECURITY AND ACCESS

SECURITY OVERVIEW

The onsite Security team are contracted by MSS Security.

Security officers are supported by closed circuit television (CCTV) surveillance at strategic locations and a sophisticated access management system.

Regular security patrols and inspections are carried out onsite. Two-way radio communications between Security officers, Facilities Management and building staff, provides a quick response to any issue.

During their patrols, Security ensure that all fire doors are secured, there are no unwanted visitors, and all doors are locked and secure for the night. It is the tenants' responsibility to ensure that all entry doors to the building are locked when leaving after hours.

The building's security systems provide basic protection; however, **security is everyone's responsibility**, and your co-operation is appreciated.

Please help prevent the loss of valuable personal and company property by following these guidelines:

- Be aware of strangers in your area. If their identity cannot be readily established, advise Security immediately.
- Do not leave valuable articles in open or unattended areas.
- At the end of each working day, remove or secure items of value, such as laptops, iPads, mobiles etc. Promptly report the loss of property or any suspicious event to Security. Record the serial numbers of all valuable items to help the police recover lost or stolen property.
- Always ensure your unit is secure, especially after hours and 24 hours on weekends. Passenger elevators are programmed to security mode during these times.
- Enforce strict control over keys and access cards. Please notify Security immediately when a staff member leaves your employment for access card deactivation.

Additional security checks of your premises can be arranged by contacting the Facilities Management. Fees apply.

SOLICITATION

For the privacy of tenants, solicitation is not permitted. Security does their best to prevent solicitation from unwanted visitors who enter the building during normal business hours. However, due to the large number of people entering and exiting the building, unwanted visitors may sometimes elude Security.

If an unwanted visitor enters your premises:

1. Ask him or her to have a seat while you contact the appropriate member of your staff.
2. Call Security from an adjoining office to request assistance.
3. Security will be immediately dispatched to your unit to address the situation.

If the unwanted visitor leaves your unit before Security arrives, please provide a full description of the individual as this information will assist Security in their investigation.

MANNED GUARDING

When a Tenant requires a permanent manned Security Guard at the premises, the Tenant shall notify the same to Property Management.

EVENT AND PRIVATE FUNCTION SECURITY

Event Security officers can be made available for private functions at an additional cost and with advance notice to Property Management.

If any Tenant insists or requests to use their own Security company other than the recommended building Security provider - prior approvals from Property Management must be obtained. These service providers must fully comply with the 235 St Georges Terrace policies, procedures, and emergency/crisis management response teams.

COMPLIANCE CHECKS

Building Security operations conduct regular checks throughout the building to ensure compliance with Security & Fire Life Safety Policies and Procedures.

INCIDENT / ACCIDENT REPORTING

If a Tenant, tenant contractor or sub-contractor witness any unusual incidents such as accidents, theft, suspicious behaviour, unauthorised visitors, fights or disturbances, they must immediately report the incident to Security or the Police.

CLOSED-CIRCUIT TELEVISION (CCTV) SYSTEM

Closed-Circuit Television Systems (CCTV) are installed throughout the building as per Local Regulations.

CCTV systems are fed back to a 24/7 Centralised Security Control Room where real-time monitoring of the system takes place.

Any Tenant who wishes to have CCTV footage reviewed by the Landlord must advise Facilities Management. No CCTV footage is able to be released.

PHOTOGRAPHY / VIDEOGRAPHY

No professional photography or videography on the premises is allowed unless pre-approved by the Property Management Team and/or any other regulated authority. For more information, please contact Property Management.

ACCESS OVERVIEW

Access to 235 St Georges Terrace will be provided only through the designated entrances. All authorised personnel are required to use their designated pre-programmed access cards to enter their premises. All visitors are required to liaise directly with tenants to obtain access.

ASSISTED ACCESS

The building has easy access for people with disabilities. Access is also available through the car park which leads directly to the lifts on basement 03.

Assisted toilets are situated throughout the building on all levels.

ACCESS CARDS FOR EMPLOYEES

Access card quantities will be issued based on the Lease to authorised Tenant employees. Any additional quantity will be charged back to the Tenant at \$25 + GST, subject to change at any time.

All access cards must be returned prior to vacating the premises and will be disposed of properly.

Access cards may be requested through the Work Request portal on the website. Please include the key holder's name and access requirements such as locations and times for access. Keys are not transferable and keys in the possession of unauthorised persons will be confiscated. To maintain the integrity of the system, it is in your interest not to lend or transfer keys without notifying Property Management.

REPORT LOST CARD AND REQUEST REPLACEMENT

All lost access cards must be reported immediately to Facilities Management. If a replacement is required the Tenant will be charged \$25 + GST, subject to change at any time.

AFTER-HOURS ACCESS – EMPLOYEES AND VISITORS

After hours employee access can be gained 24/7 using pre-approved access cards. It is the responsibility of the individual Tenant to regulate access to their premises with their employees through their access control system.

If employees without access cards, clients, and/or visitors are expected after regular business hours, Tenants must organise.

After hours entry to the car park is provided by card access at the boom gate entry (enter the car park drive from Spring Street). Access to the building after hours is via the main front entrance to the lobby.

ACCESS OF SERVICE COMPANIES – DURING AND AFTER WORKING HOURS

To maintain security of the building, Property Management requests a minimum of 48 hours' notice for contractors requiring access to the common facilities. This includes any tenants' contractors where works are undertaken outside the tenancy, where works may affect or impact on building operations, or where access to base building services is required.

Tenants are to send a written email to Facilities Management regarding any request for works inside their premise. Facilities Management will respond with a SASSI link (<https://sassi.audit.net.au/>) to commence contractor induction and Request to Work Permit process.

Tenants (or their contractor) must complete the Request to Work Permit on SASSI. The permit provides Facilities Management with information regarding the job, impact to other tenants, base build and if additional work permits, such as but not limited to, working at heights, dust work and/or fire impairments are necessary. If Security in any case is required after hours this will be calculated at an additional charge to the tenant. Access cards and keys, if required, are provided and signed out by contractors.

Facilities Management will provide access to your contractors after they have received your written instructions. These should specify:

1. The hours and dates for access,
2. Contractor's company,
3. Name of employees to be granted access,
4. The nature of the work being carried out, and
5. All necessary Safe Work Method Statements and Insurances.

Contractors are only granted access to the site on the condition that they meet and abide by all OHS requirements as outlined in detail within SASSI. All contractors are required to complete the site access safety sign-in (SASSI) induction before gaining entry to the site and log out prior to leaving the site. The SASSI terminal is located outside the Facilities Management office in the loading bay on basement 04.

All contractors and service personnel authorised to work in the building will receive security passes. Keys, access cards and passes are issued by security and must be returned each day to basement 04 office prior to leaving site. All contractors must wear appropriate identification displayed in a prominent position.

Lost keys and access cards will be charged to the relevant contractor or tenant at the specified rate. A SASSI user guide can be requested from Facilities Management.

DELIVERIES AND LOGISTICS

LOADING BAY FACILITIES, RULES AND REGULATIONS

The loading bay is located in basement 04 and has 07 loading and unloading bays. A maximum time allowance of 15 minutes is provided to allow loading and unloading of vehicles. Large deliveries or collection of goods must be scheduled in advance, and the time and proposed delivery arrangements approved by Facilities Management.

Vehicles should be removed as soon as loading / unloading is complete. The Contractor may only park in the designated spaces if prior approval has been granted by Facilities Management. A limited number of contractor vehicles are permitted to park in designated bays at the discretion of Facilities Management. The Contractor shall ensure that all vehicles/equipment and their respective drivers/operators have the appropriate license, authority and permits, as applicable, prior to entry to Bishops See.

Loading bay height clearance is 3.2 metres with restrictions applied, and drivers are required to check prior to driving their vehicles into the building. It is a condition of entry to the loading bay that all vehicle keys must be left with security who are entitled to move any vehicle if the need arises. Vehicles are parked in the loading bay at the contractor's risk.

For additional information please contact Facilities Management.

DELIVERIES THROUGH LOADING BAYS AND PRE-BOOKING

The loading bay is controlled by Facilities Management from 7:00am to 5:00pm, Monday to Friday. Access to the loading bay outside these hours may be arranged with at least 48 hours' notice.

To help in scheduling bulk deliveries, the contractor must provide 72 hours' notice to Facilities Management. They will provide appropriate facilities for the contractor to work safely. Please see section 'Access of Service Companies' within the Guide outlining contractor requirements prior to any work being undertaken onsite.

If the delivery is expected to be prolonged, permission must be obtained from Facilities Management. All deliveries must be made via the loading bay and goods lift. Passenger lifts may not be used for deliveries.

All couriers and deliveries, including food and post, can directly access tenant floors by using the intercom next in basement 03 lift lobby. Tenants must send the lift down to couriers.

GOODS LIFT RULES AND REGULATIONS

There are no dedicated goods lifts within the building. If a Tenant requires a goods lift, please contact Facilities Management.

LIFE SAFETY, EMERGENCY SITUATIONS AND EVACUATION

HAZARDS

If you are aware of a risk or danger (such as a bomb threat, fire or riot) in the building, please notify Security and / or Property Management immediately.

If there is, or could be, anything that is a risk or a danger to the building or people in it, please cooperate with the Police, Fire Brigade, or other emergency authorities. This may include leaving the premises. Please do not re-enter the premises unless Property Management, Police, Fire Brigade, or other appropriate authority advises it is safe to do so.

FIRE PREPAREDNESS

The objective of this section is to safeguard the lives and property against possible fire hazards. Fire may cause death, injury, property and environment damage and can shut down business operations. Tenants are required to comply with all fire safety regulations issued by Department of Fire and Emergency Services (DFES) and 235 St Georges Terrace, ensuring all fire prevention materials, systems, equipment, products and accessories are listed and approved. The Tenant must certify that no fire and life safety systems within their Leased premise is removed, disconnected or altered without the prior written consent of Property Management and is to be tested regularly.

It is mandatory for the Tenant's fire and life safety system maintenance contract to be attested by a licenced provider in accordance with applicable laws.

Personal emergency evacuation plans

A Personal Emergency Evacuation Plan (PEEP) is to be developed for any occupant or visitor requiring assistance. This is to ensure that an assessment has been completed before an emergency occurs.

A copy of the Personal Emergency Evacuation Plans (PEEP) must be kept up-to-date and placed in the fire control room for reference by Emergency Services. Tenant representatives involved in the Emergency Control Organisation ("ECO") are responsible for ensuring that PEEPS are established and maintained.

To make any PEEP updates please visit www.235stgeorgesterrace.com.au or contact Facilities Management.

FIRE PREVENTION

All Tenants shall be responsible for implementation of appropriate/necessary fire preventive measures to prevent the outbreak of fires or explosions that could result in a loss of valuable lives and property. The fire preventive measures shall include but not be limited to precautions against:

- Sources of ignition and heat transfer.
- Spontaneous combustion.
- Explosions.
- Flammable/combustible dusts, gases and vapours and wastes.
- Hazardous processes.
- Naked lights and flames; and,
- Hazardous chemicals posing flammability risks.

Fire Prevention within the Leased premise is the Tenants responsibility and cooperation is essential to prevent outbreak of fires which could destroy lives and property. Below are the selected measures that Tenants are to take to limit the causes of fire:

- No smoking.
- No accumulation of papers, rages or other rubbish.
- Proper use of containers for flammable liquids, no open cans or buckets.
- Flammable liquids to be handled at a safe distance from possible sources of ignition.
- No overloading electrical circuits.
- Mains to be switched off from any electrical equipment when not in use.
- Electrical cables, plug sockets, for damage/fraying to be checked on a regular basis.
- Spilled oil, grease or liquids to be wiped and cleaned up.
- Metal containers to be used for waste.
- No rubbish left lying out.
- Compressed gas cylinders to be kept away from sun, artificial heating, flammable materials, corrosive chemicals and fumes.
- Any gas appliances and associated pipework in the Leased premise is to be regularly inspected and maintained in a safe condition by duly certified service providers.
- No obstruction of access to fire extinguishers.
- Escape routes to be known by all staff in case of fire; and
- Fire escapes exits to be kept unobstructed.

FIRE CONTROL

Tenants shall ensure that a fire emergency/evacuation plan is in place and to be rehearsed/drilled at least annually. The plan shall be coordinated with Property Management and updated as may be necessitated by any changing requirements. Each Tenant is to ensure that employees are trained in the use of firefighting equipment, fire actions and evacuation annually. They should know the location and the correct use of:

- Fire extinguishers.
- Manual pull stations.
- Fire alarm activation points.
- Escape routes and fire exits; and,
- Assembly points (plans can be found in all lift lobbies).

FIRE PROTECTION SYSTEM

Fire protection equipment, including smoke detectors, hose reels, a sprinkler system, fire hydrants, fire extinguishers and Early Warning Intercom System (EWIS) are installed throughout the building and car park areas.

Any fees resulting from the fire brigade responding to a false alarm will be charged to the relevant Contractor or Tenant.

The fire alarm systems are always activated. De-activation of these systems will only be permitted whilst tests are in progress, repairs or additions are being carried out or during conditions which may cause false alarms.

Only Property Management may authorise isolation of the fire safety systems. Any tenancy requiring isolation of the sprinkler system must provide a minimum of 24 hours' notice to Facilities Management.

Please contact Facilities Management for more information.

FIRE DRILLS

235 St Georges Terrace will conduct a fire emergency drill at least once a year in compliance with Local Authorities to simulate fire scenarios and conditions.

All building occupants must participate in fire emergency drills for the following reasons:

- Familiarity with the building emergency action plan.
- To understand their role in such an emergency and to be prepared psychologically and habitually to train themselves to respond confidently in an emergency situation.
- To become familiar with primary and secondary evacuation routes from the premises.
- To understand the length of time it takes to reach the assembly point area from your premises.
- To evaluate the effectiveness of the building emergency action plan, crowd movement, time taken for building full evacuation and the knowledge of the occupants with building evacuation plan and procedures, and
- To understand the physical and mental conditions that exist during a full evacuation within a restricted space, such as the stairwell.

The Tenant's Emergency Coordinators will be notified of any such drill. If you wish to arrange for a fire drill exclusively for your premises, please contact Facilities Management.

TESTING OF EMERGENCY WARNING AND INTERCOM SYSTEM (EWIS)

The building's EWIS is operated from the building control centre and speakers have been installed in strategic locations throughout the building. The system can reach all floors simultaneously, or selectively, as necessary.

The EWIS is tested twice monthly by authorised personnel and Security to make sure the equipment is operating correctly. These tests also help with our staff training. The entire fire alarm system is tested regularly to the performance standards.

EMERGENCIES

In the event of any emergency within or around the building;

- Telephone 000 and request the relevant Emergency Service. Give clear and precise details of the emergency and the address of the building.
- Contact Security with details of the emergency and current status.
- Tenants and employees should take instruction and directions from the designated Wardens.
- The building's Early Warning Intercommunication System (EWIS) will alert Tenants in the event of a fire or an emergency.

Announcements can be made by the Chief Warden over the EWIS throughout the building. Floor Wardens should follow the Chief Wardens instructions and evacuate or stand down as instructed.

If an order to evacuate the building is given by the Chief Warden or Fire Brigade, the Floor Wardens are to direct occupants in their areas out through the fire escape and fire stairs to the designated assembly area.

Fire Warden emergency training is conducted quarterly.

Unusual types of emergencies and incidents:

Power failure

In the event of a major power failure, please call Property Management immediately. Listen for information and instructions from the building's EWIS (PA system). An emergency generator will automatically provide power to all life safety systems and emergency lighting in your premises, stairwells and common areas.

During a power failure, turn off as much equipment as possible to minimise disruption and damage once power is restored.

Lift Entrapment

In the unlikely event of being trapped in an elevator due to a power failure, remain calm. Use the elevators emergency telephone to contact emergency or service personnel. The building's emergency generator will restore power to the elevators. Once emergency power is restored, all elevators will proceed to the ground floor.

FIRE ALARM SYSTEM AND PUBLIC ADDRESS SYSTEM

Fire alarm sounds - What do you do?

The building has a two-stage fire alarm system with two separate and distinct tones:

1. Alert Tone is an intermittent beeping tone (beep beep).
2. Evacuation Tone is a siren tone (whoop whoop).

Alert tone sounds - What do you do?

The intermittent beeping tone indicates a potential fire condition somewhere in the building. Remain at your workstation but be prepared to leave the building if it becomes necessary.

Evacuation tone sounds - What do you do?

1. Do not wait for announcements.
2. Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you.
3. Follow the directions of the Wardens.
4. Do not use elevators as they will automatically "home" to the ground floor or alternate floor.
5. Do not return to the building until the Local Authorities and/or Property Management has announced that the alarm condition has been cleared.

Listen to announcements/instructions via the voice communication system and follow the instructions of the Wardens.

Brookfield Emergency Notification System (BENS)

Brookfield and Hawaiian are committed to providing a safe and secure environment for all their tenants and visitors. As part of this commitment, we have a national emergency alert and notification system; Brookfield Emergency Notification System ('BENS'). In the event of an emergency, we will use this tool to notify and update nominated Tenant representatives about complex emergencies and/or service outages.

BENS send phone, e-mail and text messages to various contact points, including office and home phones, mobile phones, email accounts, etc.

The system software has been used in Brookfield's North American operation and has proven to be a dependable, robust service, even under difficult circumstances such as blackouts and severe weather.

The system also allows the recipient to respond to messages. You may be given pre-defined responses following the alert message. Responding is as simple as pressing a corresponding number on the keypad of your phone or replying to an email message. For more information on BENS, please contact Property Management.

EVACUATION PROCEDURES

Emergency Planning Committee and Emergency Control Organisation

Tenants are asked to appoint members of their staff to their Emergency Planning Committee ('EPC') and the Emergency Control Organisation ('ECO').

The Emergency Planning Committee's responsibilities include developing and maintaining the Emergency Plan, establishing the ECO, and developing and managing formalised training schedules. Meetings are held at least once a year. Tenants are encouraged to be involved.

Individuals assigned to the ECO should feel comfortable giving direction to other employees and be confident of taking charge in the event of an emergency.

Each ECO includes the following positions:

- Chief Warden (Property Management)
 - Deputy Chief Warden (Property Management)
 - Communications Officer (Property Management)
 - Deputy Communications Officer (Property Management)
 - Floor / Area Wardens
 - Deputy Floor / Area Wardens
 - Wardens
 - Backup Personnel
- **Chief Warden** – The Chief Warden manages the ECO. In the event of an emergency, they direct and oversee the orderly evacuation of all the employees within their work area. During a fire drill, Chief Wardens evaluate the performance of their teams.
 - **Deputy Chief Warden** – The person who assumes this role will assist the Chief Warden and assume that role in the absence of the Chief Warden.
 - **Communications Officer** – The Communications Officer must be capable of effectively communicating with occupants and visitors and be trained in using communication devices. The Communications Officer must ensure that the appropriate Emergency Service has been notified and transmit instructions and information.
 - **Deputy Communications Officer** – The person who assumes this role will assist the Communications Officer and take up that role in the absence of the Communications Officer.

- **Floor or Area Wardens** – Floor and Area Wardens must carry out emergency response procedures and maintain orderly conduct by ensuring quiet and calm in the event of an emergency evacuation. Floor and Area Wardens must ensure all occupants have left the area, exit the building and report to the Chief Warden. Floor or Area Wardens must co-ordinate the completion of Personal Emergency Evacuation Plans for occupants and people with a disability. There is no compulsory fire warden regulations, however, it is recommended to have one warden trained per 20-25 employees.
- **Wardens** – Wardens are responsible for ensuring all occupants are aware of the emergency response procedures. In the event of an emergency, Wardens check that fire and smoke doors are properly closed and ensure the orderly flow of people into protected areas such as stairways.
- **Backup Personnel** – These people are on standby to fill any of the positions above.
- The number of appointed ECO members will align with the size and characteristics of the floor and building.

MEDICAL EMERGENCIES AND FIRST AID

Tenants are reminded that first aid may only be administered by appropriately qualified personnel. Each tenant should have a first aid kit on site with a minimum of one qualified first aid officer. A basic first aid kit is also available at the concierge desk and a comprehensive kit is available at the Facility Manager's office on Basement level 04 for trade staff.

Office duress device

Office duress buttons can be installed. These link your office to the onsite building control centre during building business hours. For further information, please call Facilities Management.

BUILDING TECHNICAL SERVICES AND MAINTENANCE

AIR CONDITIONING (INCLUDING AFTER-HOURS)

The air conditioning is zoned to allow maximum flexibility and comfort throughout the building. When you move in, airflow to your floor should be balanced by a competent *air balancing technician* in accordance with the Tenant Fitout Design Criteria. The floor's ventilation system should be rebalanced when:

- Internal walls are added or moved.
- Occupancy level increases.
- You substantially increase loads by the addition of heat-generating equipment.

Air conditioning is supplied Monday to Friday, 7:30am to 6:00pm. Air conditioning supplied outside of these hours is charged at \$40.00 + GST per hour and can be activated for an extra one hour at a time.

To ensure the efficient operation of the building services, no additional method of lighting, circulating air, cooling or heating is to be installed without prior approval from Property Management.

LOCKSMITH SERVICES

When you move in, you will receive keys to your premises in accordance with your needs. All keys and locks must meet keying standards for the building. All requests for Locksmith Services may be made through Facilities Management. Fees apply.

MASTER KEYS

Building service risers and plant room locks are accessed via the master key system. All master key queries are to be directed to Facilities Management.

All security keys to common areas belong to the Landlord.

BUILDING AND TENANT SPACE REQUESTS

SIGNAGE

All signage must meet the supplied Tenant Fitout Design Criteria. Any new signage must be approved by Property Management and updates to tenant signage is the responsibility of the tenant. No names, advertisements or posters are permitted on windows or doors.

Please refrain from temporary or non-building standard signs to building walls, suite doors, elevator lobby doors or elevator walls. Handwritten paper signs are prohibited. Please contact Property Management to amend tenant suite or elevator lobby signage.

TENANT WORK REQUEST WEBSITE

The building has a dedicated website where tenants can easily log requests for building maintenance, cleaning issues and other comments such as:

- All access card requests
- Housekeeping services
- Loading bay delivery services
- Locksmith
- Painting
- Carpentry and general maintenance
- Electrical
- Pest control services
- Plumbing
- Security Officer Services and covert surveillance
- Security system monitoring 24/7

- Signage and business directory listing
- Storage facilities
- Basement parking
- Window cleaning
- Conference Room bookings

The Work Request System can be found via the 'tenant login' tab at www.235stgeorgesterrace.com.au.

BUILDING ACCESS

ACCESS OVERVIEW

Access to 235 St Georges Terrace will be provided only through the designated entrances. All authorised personnel are required to use their designated pre-programmed access cards to enter their premises. All visitors are required to liaise directly with tenants to obtain access.

ASSISTED ACCESS

The building has easy access for people with disabilities. Access is also available through the car park which leads directly to the lifts on basement 03.

Assisted toilets are situated throughout the building on all levels.

ACCESS CARDS FOR EMPLOYEES

Access card quantities will be issued based on the Lease to authorised Tenant employees. Any additional quantity will be charged back to the Tenant at \$25 + GST, subject to change at any time.

All access cards must be returned prior to vacating the premises and will be disposed of properly.

Access cards may be requested through the Work Request portal on the website. Please include the key holder's name and access requirements such as locations and times for access. Keys are not transferable and keys in the possession of unauthorised persons will be confiscated. To maintain the integrity of the system, it is in your interest not to lend or transfer keys without notifying Property Management.

REPORT LOST CARD AND REQUEST REPLACEMENT

All lost access cards must be reported immediately to Facilities Management. If a replacement is required the Tenant will be charged \$25 + GST, subject to change at any time.

AFTER-HOURS ACCESS – EMPLOYEES AND VISITORS

After hours employee access can be gained 24/7 using pre-approved access cards. It is the responsibility of the individual Tenant to regulate access to their premises with their employees through their access control system.

If employees without access cards, clients, and/or visitors are expected after regular business hours, Tenants must organise.

After hours entry to the car park is provided by card access at the boom gate entry (enter the car park drive from Spring Street). Access to the building after hours is via the main front entrance to the lobby.

ACCESS OF SERVICE COMPANIES – DURING AND AFTER WORKING HOURS

To maintain security of the building, Property Management requests a minimum of 48 hours' notice for contractors requiring access to the common facilities. This includes any tenants' contractors where works are undertaken outside the tenancy, where works may affect or impact on building operations, or where access to base building services is required.

Tenants are to send a written email to Facilities Management regarding any request for works inside their premise. Facilities Management will respond with a SASSI link (<https://sassi.audit.net.au/>) to commence contractor induction and Request to Work Permit process.

Tenants (or their contractor) must complete the Request to Work Permit on SASSI. The permit provides Facilities Management with information regarding the job, impact to other tenants, base build and if additional work permits, such as but not limited to, working at heights, dust work and/or fire impairments are necessary. If Security in any case is required after hours this will be calculated at an additional charge to the tenant. Access cards and keys, if required, are provided and signed out by contractors.

Facilities Management will provide access to your contractors after they have received your written instructions. These should specify:

1. The hours and dates for access,
2. Contractor's company,
3. Name of employees to be granted access,
4. The nature of the work being carried out, and
5. All necessary Safe Work Method Statements and Insurances.

Contractors are only granted access to the site on the condition that they meet and abide by all OHS requirements as outlined in detail within SASSI. All contractors are required to complete the site access safety sign-in (SASSI) induction before gaining entry to the site and log out prior to leaving the site. The SASSI terminal is located outside the Facilities Management office in the loading bay on basement 04.

All contractors and service personnel authorised to work in the building will receive security passes. Keys, access cards and passes are issued by security and must be returned each day to basement 04 office prior to leaving site. All contractors must wear appropriate identification displayed in a prominent position.

Lost keys and access cards will be charged to the relevant contractor or tenant at the specified rate.

A SASSI user guide can be requested from Facilities Management.

BUILDING RULES AND REGULATIONS

Our rules and regulations have been adopted for the safety, benefit and convenience of all tenants and other visitors in the building. We ask that you please always comply with the current rules and regulations.

Alcohol and non-smoking policy

The building is a non-smoking property. This includes all tenancies, common facilities, lobby, fire stairs, lifts, stairwells, car park levels and the external area of the main entrance to the building within the building boundary line.

Tenants are potentially liable for prosecution by employees and others who suffer because of smoking in your premises.

Consumption of alcoholic beverages or drugs is prohibited in all common areas.

Animals

Pets and birds are not permitted within any areas of the building except for guide and companion dogs.

Bicycles and E-Scooters

Bicycles, e-scooters or other vehicles are not permitted in any part of the building except those areas that are designated by Property Management. Tenants are asked not to compromise the efficient operation or security of the Bike Storage Area.

Tenant canvassing, soliciting, peddling

Tenants shall not perform, patronise or permit anyone under its control to perform any canvassing, soliciting or peddling in the building and shall not install in the premises any machines vending or dispensing refreshments or merchandising, except with the prior written consent of Property Management.

Tenants are asked not to hold auction, bankrupt, fire or 'closing down' sales in the premises.

Cooking

Tenants may not cook or prepare food in the premises (except in the kitchen areas of the premises). Tenants may not breach regulations in relation to food preparation and handling.

Contractors

Electrical leads and tool tagging – All electrical leads and tools used on site are to be tested and tagged in accordance with the relative Australian Standards or best practice by a licensed electrician. It is the responsibility of the person using the electrical lead or equipment to ensure it has a current safety tag.

Electrical isolation – Only a qualified/authorised person can carry out isolation of electrical supply on the main switchboards, after approval is received from Property Management. Main switches, circuit breakers or fuses that are isolated must be tagged, with an approved tag, stating reasons for isolation and signed by the authorised person.

Electrical supply – All electricity supply for works pertaining to a specific tenancy must be obtained from either a temporary power supply board or power supply within the tenancy. At no time are any of the house electricity supply boards to be used to carry out works for tenancies. It is the responsibility of the tenant to ensure that their contractors make provisions for electricity supply for the duration that works are carried out. All electrical work must be fully tested prior to the tag being removed and the circuit energised. Only the person who tagged the switch, circuit breaker or fuse, may authorise removal of the tag and energising the system.

Handling and storage – Contractors are responsible for the security, handling and storage of all their materials on site. All areas must be kept clean, tidy and free of rubbish and offcuts etc.

Portable earth leakage units - All portable electrical devices must be protected by an earth leakage circuit breaker. The earth leakage circuit breaker will be an approved device, which is plugged into the GPO, used to power the electrical tool, or can form part of the electrical device appliance. GPOs should be switched off prior to devices being unplugged from a GPO.

Scaffolding – Any work to be carried out at heights that requires the use of scaffolding must comply with the relevant Work Cover regulations.

Structural fixtures – No structural fixings, slab or wall penetrations are permitted without the prior consent of Property Management.

Protection of surfaces – Contractors are responsible for protecting all surfaces and finished work from damage during their works. Particular attention shall be paid to the protection of carpets, light fittings, walls, doors and frames, and ducted skirting cover plates. The carpet must be protected with a clear plastic film taped at the joints. This protection should be maintained and repaired as necessary during the works and removed on completion. When moving equipment and materials onto a floor, attention must be made to the common areas (walls, ceilings, lifts, floors etc.). Any

damage to surfaces resulting from the contractor's work will be rectified at the relevant Tenants or contractors' cost.

Fitout works

This section is a brief guide only. The full *Tenant Fitout Design Criteria* should be referred to and is available from Property Management.

Fitout works or alterations must have prior approval of Property Management and the relevant authorities and be in accordance with the lease.

All work must be supervised for its duration by a tenant contractor who is a competent person and who is fully experienced in all aspects of the works. The tenant's contractor on the site must be empowered to take all necessary action as requested by Property Management in relation to quality, performance, and labor control, as well as the day-to-day organisation and planning of the works. It is the responsibility of the tenant contractor to ensure their personnel have suitable protective clothing and equipment to carry out their tasks safely.

Flammable materials

Tenants are not permitted to bring restricted items such as flammable fluids, propane tanks, weapons or explosives into the building without prior written consent of the Property Management.

In the car park, Security may perform random vehicle searches to ensure that restricted items are not brought into the building. In the Loading Dock, Security may also complete random inspections of transient vehicles identified by Loading bay staff.

Housekeeping

We ask that tenants keep the premises tidy and free from rubbish, which should be deposited in receptacles designated by Facilities Management for waste.

The entrance, lobbies, elevators, staircases and other such facilities of the building shall be used only for access to the premises, tenants are asked not to obstruct or damage such facilities or permit them to be obstructed or damaged by its agents, employees, officers, invitees or others under its control. Tenants are requested not to move heavy or bulky objects through the building without Property Management's approval.

Tenants are asked not to obstruct access to main header ducts, air vents, air conditioning ducts, skylights, janitor and electrical closets and other building systems.

Tenants shall, at their expense and at reasonable intervals as Property Management requires, exercise pest control measures as directed by Property Management. If this does not occur Property Management has the right, at its option, to exercise pest control measures for the premises at the expense of the tenant.

Tenants may not obstruct the egress paths or emergency exits of the building or the premises.

Lease lines

Please do not block any access to fire and or essential services.

Tenants may not display/stand anything outside their lease line. The exception is when a license is in place, which provides both public liability cover and insurance for the area occupied. If a tenant is unsure of lease lines, or have any questions about this, please contact Property Management.

Life safety

If any emergency arises, tenants are asked to vacate the building if directed by Property Management or any public authority.

Each Tenant is asked to provide Property Management with at least two 24-hour contact names, addresses and telephone numbers for use in emergencies. Please keep Property Management informed of any changes to this important information.

Flammable, explosive, or dangerous materials are not to be stored or used in the premises. Tenants are asked not to do anything which may in any way breach the law, increase the risk of fire or obstruct or interfere with the rights of other occupants of the building.

Loading Bay

Tenants are asked not to park or leave cars or other vehicles in the loading dock. The loading bay is for the use of couriers or service/maintenance contractors.

- Loading bay height clearance is 3.2 metres with restrictions applied, and drivers are required to check prior to driving their vehicles into the building.
- Loading bay operates between the hours of 7:00am and 5:00pm. Any times outside of these hours requires Facilities Managers' authorisation. A minimum of 48 hours' notice is required. Please contact Facilities Manager for further details.

Prevention of injury to premises

Tenants shall not misuse or damage the premises or facilities therein, or unreasonably deface or mark any walls or other parts of the premises. Tenants shall not:

- Install or use any radio, television or other similar device in the premises which may in any manner constitute a disturbance or annoyance to any other tenant in the building.
- Remove floor coverings from where they were originally laid in the premises without Property Management approval.
- Install in the premises or elsewhere in the building any transmitting radio communications equipment without Property Management prior written consent.

- Operate an electrical device from which may emanate electrical waves that may interfere with or impair radio or television broadcasting or reception from or in the building.
- Tenants may not erect or cause to be erected any satellite dishes or aerial anywhere in the building.
- Throw anything out of any part of the building.

Receiving, shipping, movement of articles

No heavy equipment, safe, compactus or other items may be moved by or for the tenant, except with the prior written consent of Property Management. Any such item shall be moved upon the appropriate steel-bearing plates, skids, or platforms, subject always to direction by the Property Management, and shall take place at such times and by such persons as Property Management have approved.

No equipment, freight, office materials or supplies, furnishings or bulky matter may be moved in or out of the premises or carried on the escalators or elevators of the building, except during such hours as Property Management have approved. Hand trucks and similar appliances shall be equipped with rubber tires, rubber bumpers and other safeguards approved by Property Management, and shall be used only by prior arrangement with Property Management.

Tenants shall receive, ship, and take delivery of, and require shippers and others to deliver and take delivery of, equipment, freight, office materials and supplies, and furnishings only through the appropriate service and delivery facilities and elevators provided in the building and subject to such further regulations as the Property Management may from time to time impose. The goods lift in the building shall not be used for the movement of any items without the prior written consent of Property Management and shall be left in clean condition following use.

Residence

Tenants must not reside on the premises.

Security

Property Management may require that any person entering and leaving the building outside of business hours identify themselves and satisfy the security measures prescribed by Property Management. Property Management may prevent any person from entering the premises unless that person possesses a key, pass or other authorisation. Property Management may institute a photo-identification or other security system, in which case identification cards or other necessary security devices must be obtained from Property Management at a Tenants' expense.

All entrance doors to the premises must be kept locked when the premises are not in use. Except as provided for below, all locks within the premises and on the access doors to the premises will permit access by Property Management's master key or access cards. Tenants shall not install any locks, bolts or other security devices affecting access to the premises, or any part thereof, without Property Management's prior written consent. No change may be made to existing locks or locking

mechanisms within the premises or on the access doors to the premises without Property Management's consent and co-ordination.

Signage

Tenants are required to submit for the approval of Property Management, which shall not be unreasonably withheld, all proposals for directory boards and other signage, notices and advertisements a tenant wishes to install in the premises.

Subject to approval of Property Management, information that the tenant wishes to be displayed on the directory board will be undertaken by Property Management and tenants are required to pay on demand.

If pursuant to Property Management approval, a tenant is permitted to erect, affix, or install any sign or lettering which may be seen outside the premises it shall at its own expense erect and maintain in good condition and repair any such sign or lettering and shall observe and comply with Applicable Laws, including payment of license or other fees.

Tenants shall not use a business name which includes words connecting the business name with the building without Property Management approval. If Property Management approves the tenant's use of a business name which relates to the building, Property Management terminates any right the tenant must use that business name on the date it must vacate the premises.

Tenants may be required to put up signs in the premises prohibiting smoking if required by Property Management.

Tenancy/Landlord Impact Works

Any work that may affect other tenancies i.e., noise (structural borne) and odors (which may flow through the lift shafts or air vents) are not to be performed during business hours. An impact statement (scope of works) must be completed breaking down each element or work, highlighting the impact and nominating how the impact will be minimised. This impact statement must be provided to Property Management for approval prior to any work commencing.

Use of premises

This section is a guide only. Please refer to your lease for specific clauses:

- No electrical apparatus likely to cause overloading of electrical circuits shall be used therein.
- Tenants shall not use or permit use of the premises in such manner as to create any noises or odors objectionable or offensive to Property Management or any other tenant or occupant of the building or other nuisance or hazard or to breach the provisions of Applicable Laws or any requirement of the insurers of the building.
- No person shall use the premises for sleeping apartments or residential purposes, or for the storage of personal effects or articles other than those required for business purposes.

- No musical instruments or sound producing equipment or amplifiers which may be heard outside the premises shall be played or operated on the premises.
- Tenants shall not use any method of heating, cooling, or lighting in the premises other than those provided or approved by Property Management.

Washrooms

The washrooms and water apparatus within shall not be used for any purpose other than those for which they were constructed. No sweepings, rubbish, rags, ashes, or other substance shall be placed therein. Tenants are responsible for damage resulting from misuse caused by it or by its agents, employees, officers, licensees, or invitees. Tenants shall not let the water run unless it is then being used. Please report all water leaks to Property Management.

Windows

No curtains, blinds or other window coverings are permitted to be installed by the tenant without the prior written consent of Property Management. Window coverings that are installed are required to comply with the uniform scheme of the building.

Tenants shall not interfere with any window coverings installed upon exterior windows of the building and shall close window coverings during any hours that Property Management require and shall not install or operate any interior window coverings installed by the tenant that may interfere with the exterior appearance of the building or the climate control system.

Window covering such as interior blinds when operated in manual mode are asked to be lowered or closed on Fridays when the tenant leaves the premises or floor.

DISCLAIMER

Brookfield Commercial Operations privacy statement

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We value you as a tenant and take the privacy of your personal information seriously. Below are our policies for collecting, securing, and sharing personal information.

Our privacy principles

We do not sell customer information.

We do not provide personal information about an individual to individuals or organisations outside of Brookfield Commercial Operations and Hawaiian Pty Ltd unless we have your consent.

We require any person or organisation providing products or services to our customers to protect the confidentiality of Brookfield Commercial Operations and Hawaiian Pty Ltd.'s customer information.

Prospective and former customers have the same privacy protections as our existing customers.

Information we may collect

We only collect and use information necessary to administer our business, advise you about our services and provide you with outstanding customer service.

Information disclosure

We share information about our transactions as owners of the property, to better serve you and meet your current needs. We may also disclose customer information about you to persons or organisations as permitted or required by law.

Your awareness and permission

As a customer of Brookfield Commercial Operations and Hawaiian Pty Ltd, you provide us with your consent to the collection, use, and disclosure of certain personal information.

Brookfield commercial operations and Hawaiian Pty Ltd protects customer information.

We maintain physical, electronic, and organisational safeguards to protect customer information. We continually review our policies and practices and monitor our computer networks to ensure the safety of customer information.

Disclaimer

This document is a guide. The Lease, Fit-out Guide, Emergency Management Plan and Management Agreement take precedence over this document and should be referred to for more detailed information.

If you have any queries regarding the content of this form, please contact Property Management for more information.

APPENDIX A

BUILDING RULES AND REGULATIONS

Our rules and regulations have been adopted for the safety, benefit and convenience of all tenants and other visitors in the building. We ask that you please always comply with the current rules and regulations.

Alcohol and non-smoking policy

The building is a non-smoking property. This includes all tenancies, common facilities, lobby, fire stairs, lifts, stairwells, car park levels and the external area of the main entrance to the building within the building boundary line.

Tenants are potentially liable for prosecution by employees and others who suffer as a result of smoking in your premises.

Consumption of alcoholic beverages or drugs is prohibited in all common areas.

Animals

Pets and birds are not permitted within any areas of the building except for guide and companion dogs.

Bicycles and E-Scooters

Bicycles, e-scooters or other vehicles are not permitted in any part of the building except those areas that are designated by Property Management. Tenants are asked not to compromise the efficient operation or security of the Bike Storage Area.

Tenant canvassing, soliciting, peddling

Tenants shall not perform, patronise or permit anyone under its control to perform any canvassing, soliciting or peddling in the building and shall not install in the premises any machines vending or dispensing refreshments or merchandising, except with the prior written consent of Property Management.

Tenants are asked not to hold auction, bankrupt, fire or 'closing down' sales in the premises.

Cooking

Tenants may not cook or prepare food in the premises (except in the kitchen areas of the premises). Tenants may not breach regulations in relation to food preparation and handling.

Contractors

Electrical leads and tool tagging – All electrical leads and tools used on site are to be tested and tagged in accordance with the relative Australian Standards or best practice by a licensed electrician. It is the responsibility of the person using the electrical lead or equipment to ensure it has a current safety tag.

Electrical isolation – Only a qualified/authorised person can carry out isolation of electrical supply on the main switchboards, after approval is received from Property Management. Main switches, circuit breakers or fuses that are isolated must be tagged, with an approved tag, stating reasons for isolation and signed by the authorised person.

Electrical supply – All electricity supply for works pertaining to a specific tenancy must be obtained from either a temporary power supply board or power supply within the tenancy. At no time are any of the house electricity supply boards to be used to carry out works for tenancies. It is the responsibility of the tenant to ensure that their contractors make provisions for electricity supply for the duration that works are carried out. All electrical work must be fully tested prior to the tag being removed and the circuit energised. Only the person who tagged the switch, circuit breaker or fuse, may authorise removal of the tag and energising the system.

Handling and storage – Contractors are responsible for the security, handling and storage of all their materials on site. All areas must be kept clean, tidy and free of rubbish and offcuts etc.

Portable earth leakage units - All portable electrical devices must be protected by an earth leakage circuit breaker. The earth leakage circuit breaker will be an approved device, which is plugged into the GPO, used to power the electrical tool, or can form part of the electrical device appliance. GPOs should be switched off prior to devices being unplugged from a GPO.

Scaffolding – Any work to be carried out at heights that requires the use of scaffolding must comply with the relevant Work Cover regulations.

Structural fixtures – No structural fixings, slab or wall penetrations are permitted without the prior consent of Property Management.

Protection of surfaces – Contractors are responsible for protecting all surfaces and finished work from damage during their works. Particular attention shall be paid to the protection of carpets, light fittings, walls, doors and frames, and ducted skirting cover plates. The carpet must be protected with a clear plastic film taped at the joints. This protection should be maintained and repaired as necessary during the works and removed on completion. When moving equipment and materials onto a floor, attention must be made to the common areas (walls, ceilings, lifts, floors etc.). Any damage to surfaces resulting from the contractor's work will be rectified at the relevant Tenants or contractors' cost.

Fitout works

This section is a brief guide only. The full *Tenant Fitout Design Criteria* should be referred to and is available from Property Management.

Fitout works or alterations must have prior approval of Property Management and the relevant authorities and be in accordance with the lease.

All work must be supervised for its duration by a tenant contractor who is a competent person and who is fully experienced in all aspects of the works. The tenant's contractor on the site must be empowered to take all necessary action as requested by Property Management in relation to quality, performance, and labor control, as well as the day-to-day organisation and planning of the works. It is the responsibility of the tenant contractor to ensure their personnel have suitable protective clothing and equipment to carry out their tasks safely.

Flammable materials

Tenants are not permitted to bring restricted items such as flammable fluids, propane tanks, weapons or explosives into the building without prior written consent of the Property Management.

In the car park, Security may perform random vehicle searches to ensure that restricted items are not brought into the building. In the Loading Dock, Security may also complete random inspections of transient vehicles identified by Loading bay staff.

Housekeeping

We ask that tenants keep the premises tidy and free from rubbish, which shall be deposited in receptacles designated by Property Management for waste.

The entrance, lobbies, elevators, staircases and other such facilities of the building shall be used only for access to the premises, tenants are asked not to obstruct or damage such facilities, or permit them to be obstructed or damaged by its agents, employees, officers, invitees or others under its control. Tenants are requested not to move heavy or bulky objects through the building without Property Management's approval.

Tenants are asked not to obstruct access to main header ducts, air vents, air conditioning ducts, skylights, janitor and electrical closets and other building systems.

Tenants shall, at their expense and at reasonable intervals as Property Management requires, exercise pest control measures as directed by Property Management. If this does not occur Property Management has the right, at its option, to exercise pest control measures for the premises at the expense of the tenant.

Tenants may not obstruct the egress paths or emergency exits of the building or the premises.

Lease lines

Please do not block any access to fire and or essential services.

Tenants may not display/stand anything outside their lease line. The exception is when a license is in place, which provides both public liability cover and insurance for the area occupied. If a tenant is unsure of lease lines, or have any questions about this, please contact Property Management.

Life safety

If any emergency arises, tenants are asked to vacate the building if directed by Property Management or any public authority.

Each Tenant is asked to provide Property Management with at least two 24-hour contact names, addresses and telephone numbers for use in emergencies. Please keep Property Management informed of any changes to this important information.

Flammable, explosive or dangerous materials are not to be stored or used in the premises. Tenants are asked not to do anything which may in any way breach the law, increase the risk of fire or obstruct or interfere with the rights of other occupants of the building.

Loading Bay

Tenants are asked not to park or leave cars or other vehicles in the loading dock. The loading bay is for the use of couriers or service/maintenance contractors.

- Loading bay height clearance is 3.2 metres with restrictions applied, and drivers are required to check prior to driving their vehicles into the building.
- Loading bay operates between the hours of 7:00am and 5:00pm. Any times outside of these hours requires Facilities Managers' authorisation. A minimum of 48 hours' notice is required. Please contact Facilities Manager for further details.

Prevention of injury to premises

Tenants shall not misuse or damage the premises or facilities therein, or unreasonably deface or mark any walls or other parts of the premises. Tenants shall not:

- Install or use any radio, television or other similar device in the premises which may in any manner constitute a disturbance or annoyance to any other tenant in the building.
- Remove floor coverings from where they were originally laid in the premises without Property Management approval.
- Install in the premises or elsewhere in the building any transmitting radio communications equipment without Property Management prior written consent.
- Operate an electrical device from which may emanate electrical waves that may interfere with or impair radio or television broadcasting or reception from or in the building.
- Tenants may not erect or cause to be erected any satellite dishes or aerial anywhere in the building.

- Throw anything out of any part of the building.

Receiving, shipping, movement of articles

No heavy equipment, safe, compactus or other items may be moved by or for the tenant, except with the prior written consent of Property Management. Any such item shall be moved upon the appropriate steel-bearing plates, skids, or platforms, subject always to direction by the Property Management, and shall take place at such times and by such persons as Property Management have approved.

No equipment, freight, office materials or supplies, furnishings or bulky matter may be moved in or out of the premises or carried on the escalators or elevators of the building, except during such hours as Property Management have approved. Hand trucks and similar appliances shall be equipped with rubber tires, rubber bumpers and other safeguards approved by Property Management, and shall be used only by prior arrangement with Property Management.

Tenants shall receive, ship and take delivery of, and require shippers and others to deliver and take delivery of, equipment, freight, office materials and supplies, and furnishings only through the appropriate service and delivery facilities and elevators provided in the building and subject to such further regulations as the Property Management may from time to time impose. The goods lift in the building shall not be used for the movement of any items without the prior written consent of Property Management and shall be left in clean condition following use.

Residence

Tenants must not reside on the premises.

Security

Property Management may require that any person entering and leaving the building outside of business hours identify themselves and satisfy security measures prescribed by Property Management. Property Management may prevent any person from entering the premises unless that person possesses a key, pass or other authorisation. Property Management may institute a photo-identification or other security system, in which case identification cards or other necessary security devices must be obtained from Property Management at a Tenants' expense.

All entrance doors to the premises must be kept locked when the premises are not in use. Except as provided for below, all locks within the premises and on the access doors to the premises will permit access by Property Management's master key or access cards. Tenants shall not install any locks, bolts or other security devices affecting access to the premises, or any part thereof, without Property Management's prior written consent. No change may be made to existing locks or locking mechanism within the premises or on the access doors to the premises without Property Management's consent and co-ordination.

Signage

Tenants are required to submit for the approval of Property Management, which shall not be unreasonably withheld, all proposals for directory boards and other signage, notices and advertisements a tenant wishes to install in the premises.

Subject to approval of Property Management, information that the tenant wishes to be displayed on the directory board will be undertaken by Property Management and tenants are required to pay on demand.

If pursuant to Property Management approval, a tenant is permitted to erect, affix or install any sign or lettering which may be seen outside the premises it shall at its own expense erect and maintain in good condition and repair any such sign or lettering and shall observe and comply with Applicable Laws, including payment of license or other fees.

Tenants shall not use a business name which includes words connecting the business name with the building without Property Management approval. If Property Management approves the tenant's use of a business name which relates to the building, Property Management terminates any right the tenant has to use that business name on the date it must vacate the premises.

Tenants may be required to put up signs in the premises prohibiting smoking if required by Property Management.

Tenancy/Landlord Impact Works

Any works that may affect other tenancies i.e. noise (structural borne) and odors (which may flow through the lift shafts or air vents) are not to be performed during business hours. An impact statement (scope of works) must be completed breaking down each element or work, highlighting the impact and nominating how the impact will be minimised. This impact statement must be provided to Property Management for approval prior to any work commencing.

Use of premises

This section is a guide only. Please refer to your lease for specific clauses:

- No electrical apparatus likely to cause overloading of electrical circuits shall be used therein.
- Tenants shall not use or permit use of the premises in such manner as to create any noises or odors objectionable or offensive to Property Management or any other tenant or occupant of the building or other nuisance or hazard or to breach the provisions of Applicable Laws or any requirement of the insurers of the building.
- No person shall use the premises for sleeping apartments or residential purposes, or for the storage of personal effects or articles other than those required for business purposes.
- No musical instruments or sound producing equipment or amplifiers which may be heard outside the premises shall be played or operated on the premises.
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