

## KEY STORE REMINDERS

- **Recycle oil:** Food retailers please contact cleaning supervisor to prearrange pump out by mobile trolley on weekly basis.
- **Paper & cardboard Disposal:** Please continue to use compactors which are located in Dock 2 ( Grose St) & Dock 4 (Francis St)
- **Other waste products:** Please dispose of other waste through the general waste compactor located in the Dock 2 compactor and Dock 4 in the waste bin (red lid).
- **Dock 4 Commingle bins** (basically your standard home recycling bin) are for mixed recyclables ONLY - plastic bottles and containers, aluminium cans and glass bottles. General waste, sanitary waste, clinical waste, non-recyclable materials and waxed paper CANNOT be disposed of in these bins.
- **Pulpmaster:** Organic waste disposal is available to food retailers meaning food scraps and similar waste can be recycled and diverted from the general waste stream. Please contact the Operations team for more information on how you can make a difference to the environment.
- **Dock 4:** A brand new waste compactor has been installed in Dock 4. This will reduce the centre's landfill, as well as making the dock cleaner and easier to use. This compactor replaces the red rear lift bins and is located next to the cardboard compactor.

## DRIVE RETAILER WINNER FERNWOOD

Congratulations to this month's Retailer of the Month, **Fernwood!**

Congratulations this month also goes to **Priceline, JB Hi-Fi and Harvey Norman** who also achieved their sales targets for the month.

Retailer Rewards is one component of our Drive Retailer programme, a programme developed to assist your stores to drive sales. Each month we select a category to be rewarded and these retailers are set a sales target to achieve. An overall Retailer of the Month is awarded to the store that achieves the greatest percentage increase above the target we set and receives a team lunch or dinner at the Off Broadway Hotel valued at \$200.



### DRIVE START

Start is designed to assist both incoming stores and refurbishing stores to promote themselves to the shopping centre's customers.

### DRIVE SHINE

Exposing customers to your marketing message is a key element in unleashing your store's sales potential. Shine is designed to give you the opportunity to communicate information about your store to the Centre's customers, utilising the Centre's resources.

### DRIVE REWARDS

Rewards is a sales-linked reward program that is designed to encourage your store to reach a set monthly sales target.

### DRIVE IGNITE

Give your store an instant boost with Ignite. Ignite is a short term, high impact promotion to build awareness of your store or a new product quickly.

### DRIVE ACCELERATE

The Accelerate program is a comprehensive program that identifies areas of opportunities in regards to store presentation, visual merchandising and customer service.

### DRIVE INSPIRE

A Resource Library available for all retailers to access, located in centre management on L3.

# CONNECTIONS

RETAILER NEWSLETTER AUGUST 2017

## A MESSAGE FROM CENTRE MANAGEMENT

It has come to our attention that there are two important procedures that need to be reinforced and observed in the centre:

### LOST PROPERTY

Lost property is the possession of one of our customers that has been misplaced, dropped or forgotten about. If you come across any lost property our process is for you to call Security or our Customer Service Desk immediately. Arrangements will be made for the item to be picked up and logged into our system. If there is any identification the customer will be notified as to where the item is and how to pick it up. If not, it will be securely held awaiting enquiry by the customer. Customers who are looking for their lost property should be referred to the Customer Service Desk outside Harvey Norman on Level 1.

### SICK/INJURED CUSTOMERS

Where a customer becomes sick or has an injury in your premises and requires medical attention Security is to be called and if necessary they will accompany the sick or injured customer to the Medical Centre on Level 1 of the property. Security staff are all First Aid trained and as such can deal with most minor issues that occur in the property. If you think an ambulance is required, please call 000 immediately and then call Security. Do not wait for Security if you think the sick/injured person needs medical assistance.

## WEBSITE INFORMATION

Did you know during July our Broadway website had:

Visits	51,214
Pages Viewed	98,898
Average Time On Site	01:23 minutes
New Visitors	64.97%
Most Viewed	Store Finder, Centre Information and Trading Hours
Facebook	11,800
Instagram	2,300

## RETAILER PARKING

### How use your Access Card

1. Enter the car park at either Bay or Francis Streets, and hold your Access Card to the circle reader on the machine at the boom gate
2. Hold until the boom gate opens
3. Park on levels UG, 1A or 2A
4. Pay for your parking before you return to your car (instructions below)
5. To exit the car park, drive to the exit and hold your Access Card to the circle reader on the machine at the boom gate
6. Hold until the boom gate opens

### How to pay for your parking

1. Insert card in the Monthly Account/Prepaid card slot at any pay machine
2. Follow the step-by-step instructions on the screen
3. Select the amount you would like to top up
4. When you reach the desired amount, select "Pay" by cash or credit card
5. Insert payment - change will be given for cash payments.
6. You can choose to get a printed receipt, or just view your new balance on the screen

## HAPPY FATHER'S DAY!

### Top 10 Gifts For Dad

Father's Day is just around the corner and we're on the hunt for the top 10 gifts for dad available from Broadway Sydney! This is a great opportunity to have your brand and product featured on our website which promoted via an EDM sent to over 130,000 members.

Simply submit your top gift for dad to [holly.pedersen@mirvac.com](mailto:holly.pedersen@mirvac.com) by no later than Tuesday 8 August for your chance to be featured. Please include a hi res image of the product, product description, price and a brief description.

### WHISKEY APPRECIATION FATHER'S DAY

Sunday 3 September, 6pm - 7pm

Touching on the history, production methods and tasting notes of the key styles and regions, customers will have the opportunity to learn how to appreciate and differentiate some of the world's finest drams.

## DATES TO REMEMBER

**Rent Due** 1<sup>st</sup> of every month

**Contact:** Kelly Armstrong - [kelly.armstrong@mirvac.com](mailto:kelly.armstrong@mirvac.com)

**Sales Figures Due** 5<sup>th</sup> of every month

**Contact:** [sales.figures@mirvac.com](mailto:sales.figures@mirvac.com)

## BIKE BLOCK

Do you cycle to work and need a place to lock your bike? Why not try our BIKE BLOCK a convenient, undercover bike shelter to park whilst you're in the centre! Just ride your bicycle to the undercover shelter, store your gear and stay for free. All you need is your padlock.

### How to lock at the block:

1. Open lid, place helmet inside storage unit
2. Secure bicycle with attached cables
3. Feed both ends of the cable inside the unit and attach to locking post
4. Close lid and lock with your padlock

The BIKE BLOCK is located just off Francis Street, on the Ground Floor North Car Park. For more information head to [www.broadwaysydney.com.au](http://www.broadwaysydney.com.au) or phone customer service on 8398 5620.

### WE WOULD LIKE TO INFORM ALL RETAILERS THAT THE CENTRE'S TRADING HOURS FOR THE LABOUR DAY PUBLIC HOLIDAY MONDAY IS AS FOLLOWS:

DAY	DATE	GENERAL RETAIL	DINING PRECINCT
Labour Day (Public Holiday)	2-Oct-17	10am - 6pm	10am - 9pm



### BROADWAY NOW HAS CENTRE-WIDE WIFI

Customers and retailers are able to access free WiFi for **3 hours (180 minutes)** or **1GB of data** every day.

To access Broadway Free WiFi, simply follow these instructions:

1. Ensure your wireless enabled device is turned on and has its wireless signal activated
2. Go to the Activate Wireless Network Connection List
3. Select "**\_BroadwayFreeWiFi**" from the list.  
Note: you may need to select "Connect"
4. On the welcome screen enter your details and select "Connect to WiFi." By connecting to the WiFi you agree to the Terms and Conditions and Mirvac's Privacy Policy.

Terms and Conditions and Privacy Policy for the free WiFi service are available on the welcome screen login page.

## OPERATIONS UPDATE - JULY 2017

- Recycling is up 79.0% YOY. This is a fantastic effort!
- Energy Consumption is up 17.0% YOY.
- Water Consumption is up 29.0% YOY.

We encourage all retailers' continuous efforts to recycle card boxes, white plastic and cooking oil. Should you require clarification and assistance, please feel free to contact the Operations Team on 8398 5620.