

## 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 TYPO!

Congratulations to this month's Retailer of the Month, **Typo**.

Congratulations this month also goes to **Bed Bath N' Table, EB Games, Broadway Camera House and Rose & Co** 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 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 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 ACCELERATE

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

### DRIVE REWARDS

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

### DRIVE INSPIRE

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

# CONNECTIONS

## RETAILER NEWSLETTER SEPTEMBER 2017

## A MESSAGE FROM THE OPERATIONS TEAM

We are moving the cooking oil collection machine to Dock 4 on Francis Street. The move is due to improving safety and ease of use, if there are any questions please ask our Customer Service, Cleaning or Security staff. We have engaged Scanline to facilitate the recycling of the Centre's cooking oil.

Scanline is a 100% Australian owned and operated company which has specialised in the environmentally responsible collection, recycling and storage of used cooking oils and fats since 1969.

Millions of litres of otherwise useless and potentially polluting waste cooking oil and fats are collected, processed and recycled to make renewable biodiesel fuel, stockfeed and pet food products.

Our customers are provided with a free reliable storage and collection service for the used oil negating any risk of contaminating land fills or waterways and this waste product is recycled into millions of litres of renewable fuel! This really is a "win! win!" situation for our customers and for the environment!

## A MESSAGE FROM CENTRE MANAGEMENT

In the coming weeks, there will be a change to the way that Hoyts customers validate their parking tickets to receive four hours free parking.

Hoyts patrons receive the first four hours free, then normal parking rates apply. i.e. 4-5 hrs will be \$6. Hoyts patrons are required to validate their tickets at any of the Autopay machines located throughout all levels of the car park before returning to their vehicle. They will need to scan either their email confirmation printout with barcode or their movie ticket with barcode issued from the Hoyts Candy Bar, along with their car park ticket to receive additional free parking.

Customers will no longer be able to validate their car park tickets within the Hoyts foyer.

## STAFF DISCOUNT

Top Juice are offering all staff in centre a 10% discount on their products! Head down to Ground Floor to try one of their delicious smoothies or fresh juices.

## BROADWAY SYDNEY IS SMOKE FREE

In an effort to provide our customers with an enjoyable shopping experience and our retail staff with a smoke free environment, please be reminded that smoking is not permitted within Broadway Sydney, including back of house areas, loading docks and the car park.

Thank you for your support.



# WEBSITE INFORMATION

Did you know during August our Broadway website had:

Visits	56,742
Pages Viewed	109,050
Average Time On Site	01:17 minutes
New Visitors	66.03%
Most Viewed	Store Finder Centre Information and Share My Shoes Campaign
Facebook	11,863
Instagram	2,330

# WELCOME

## Welcome to Travis

Please join us in welcoming Travis Cock to the Broadway Operations Team! Travis joins Trent, Patrick, Nikita and Mark as our Assistant Facility Manager. Welcome Travis!

## Welcome to Krystal and Mitra

Please join us in also welcoming Krystal Kostakis and Mitra Kazemi-Taleghani. They join Emma and Jordan on our Customer Service Desk. Welcome ladies!

# CAR PARKING

The centre provides subsidised parking for our tenants. The charge for this is \$12 per day and is accessed by a card that is available from the car park office located on the Ground floor in the car park adjacent to the Francis Street exit gates. The full rate for the public for a full day's parking is \$57. We are happy to provide such a discount for our retailers however it is conditional. All retailers must ensure they park in the North car park on the alternate levels that do not have direct access into the centre to ensure prime locations are reserved for all our customers. It is also vitally important that retailers who park here make no attempt to avoid the discounted rate by trying to tail gate out of the car park or employ some other means to avoid payment. We are very transparent about the fact that we track all movements of all vehicles through a vast array of cameras and as such, all such irregular parking behaviour will at some point be identified and the parker will have to pay all fees outstanding.

Please feel free to visit the car park office if you have any queries or parking issues as we are always willing to assist.



## 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.

# 5 MINUTES WITH TRAVIS

**Name:** Travis

**Occupation:** Assistant Facility Manager

**What do I do to relax:** Cook, garden and fish

**Sum yourself up in one word:** Genuine

**Favourite food/meal:** Making wood fire pizza at home with my boys

**Favourite restaurant:** My place

**Favourite holiday destination:** Anywhere I can camp, fish and where there is no mobile phone coverage

**Favourite TV show:** I-Fish



**Favourite Celebrity:** Sean Connery

**Five people I would invite to dinner:** Sean Connery, Merrick Watts, Cameron Diaz, Matthew Johns and my wife

**What I like most about my job: :** The people I work and interact with

**One word your friends would refer to you as:** Loyal

# CORE HOURS

Each tenant is required to open as a minimum for the core hours that are contained in the lease. We advertise these as the hours that the property is open where our customers can obtain the goods and services they desire. An increasing proportion of our customers get their information through our website which lists the hours they can shop here. This information forms part of the promise we have with our and your customers. Come here between the times specified and you can purchase the goods and services you desire. When we do not open for the times we advertise we are breaking the promise with our customers. This broken promise can do untold damage to the relationship we have with our customers. The next time they want something they might go somewhere else where they can get what they desire.

Remember we are here to create customers and then to serve them with the goods and services they desire. That's our job.

# 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)

# OPERATIONS UPDATE - AUGUST 2017

- Recycling is up 76.0% YOY. This is a fantastic effort!
- Energy Consumption is up 26.0% YOY.
- Water Consumption is up 36.0% 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.