

# Retail Forum

MELBOURNE  
AIRPORT

March 2023



# Agenda

- ***Welcome and Intro* | Shereen Elsebai**
- ***Marketing Update* | Graeme Hill & Kathryn Bracken**
- ***Melbourne Airport Website* | Maddison Steel**
- ***Jobs fairs and careers days* | Natali Klasevski & Monika Schott**
- ***Property Update* | Guy Thomson**
- ***Retail Operations* | Shereen Elsebai**

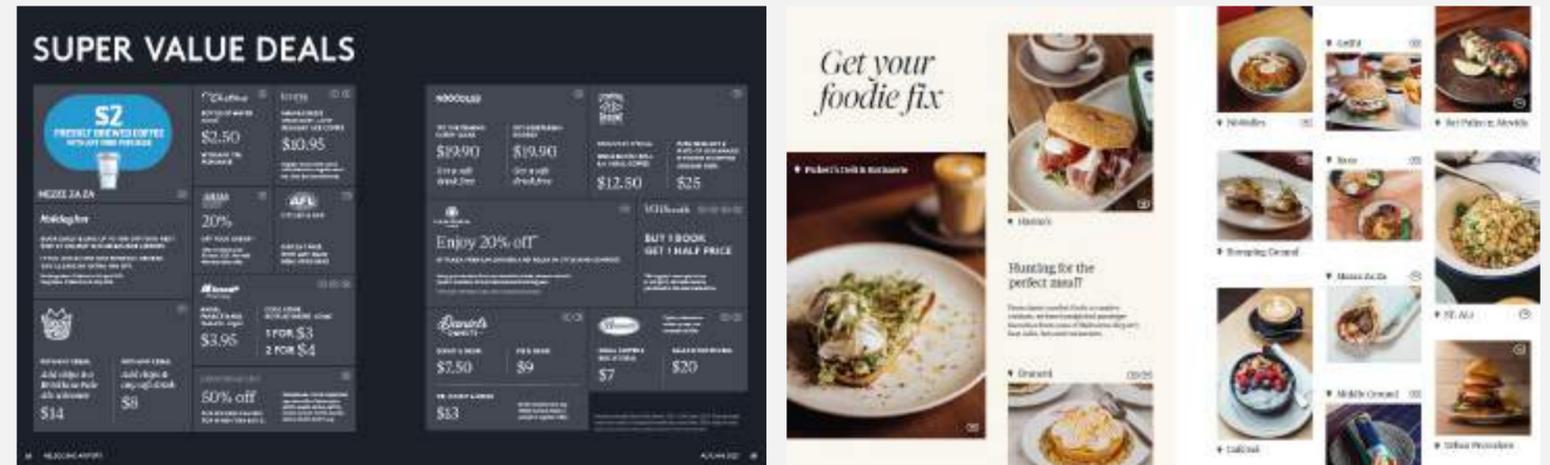
# Marketing



**MELBOURNE AIRPORT**

# Journey – Autumn 2023

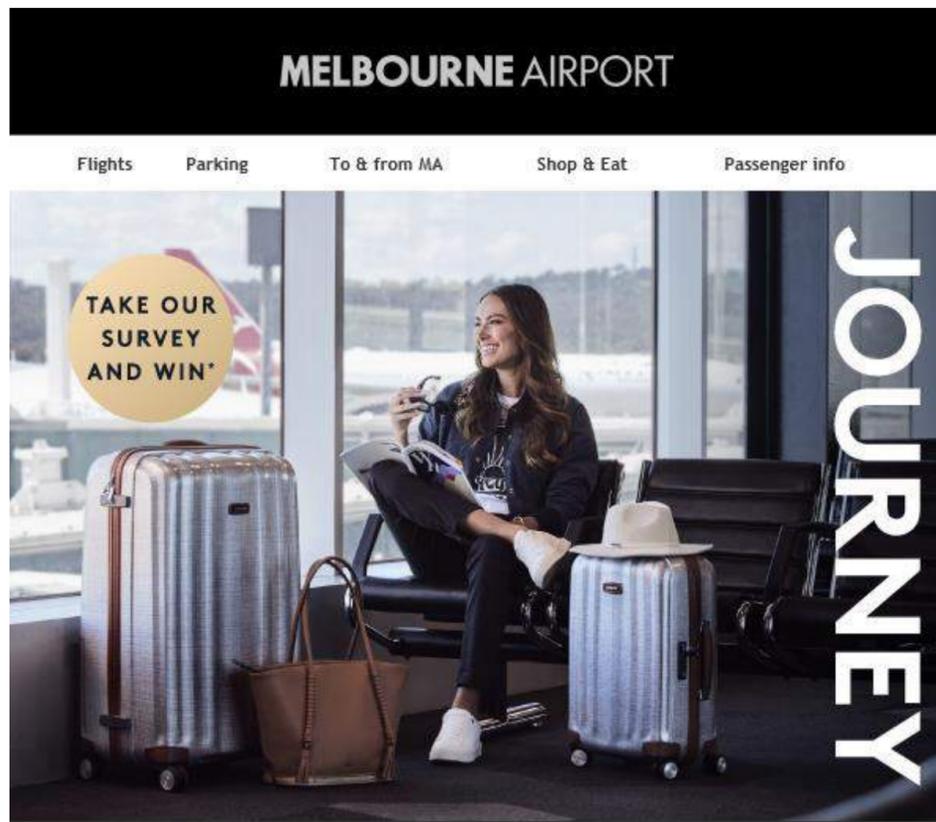
- Across all terminals March 31 / Winter Edition July
- Thank You to all who have contributed
- We have redesigned the look and feel of the whole magazine
- What's new at the airport leads the pages, followed by loads more retailers news and information – product – product – product.
- This time we've added a new section and really need your help more with coming editions –
- Super Value Deals right across the airport



# Journey Passenger Survey

We recently sent out a Journey Survey to our passenger data base to get some feedback on what they thought as consumers of the magazine.

Some really strong results back we want to share.



## Help us shape the future of 'Journey' Magazine

Dear Valued Traveller,

We are hoping you can assist us in some research that we are carrying out on Melbourne Airport's magazine titled "Journey".

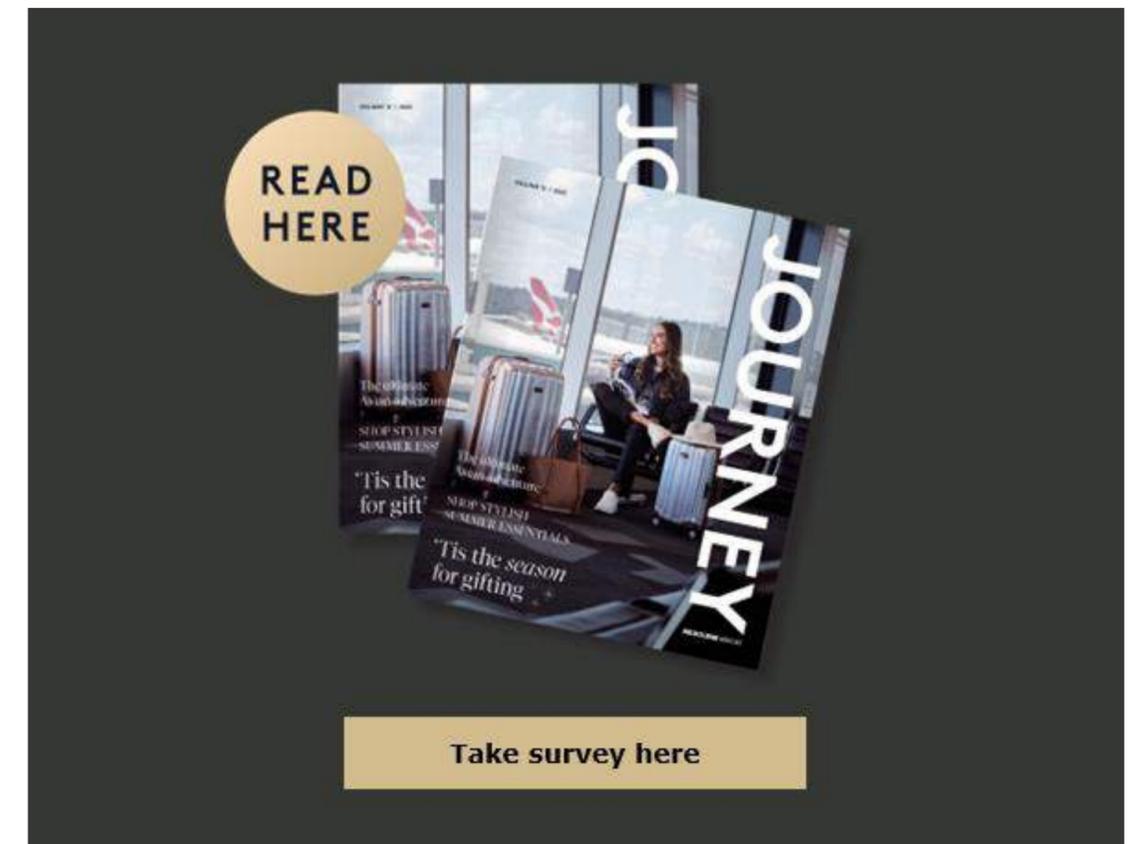
View a current copy of the magazine below, to then complete a quick [survey](#) gaining your thoughts, suggestions and ideas. There are only 5 questions. It will take less than 3 minutes to complete.

This email is only being sent to a select group of travellers, and we are also offering an incentive for helping us out. Win 1 of 4 \$100 gift cards to be used at some of Melbourne Airport's favourite retailers. Winners will be able to choose their \$100 gift card from either JB Hi Fi, Mecca, Mimco, Peter Alexander or RipCurl.

Survey closes at 12:00AM AEDT on 7 March 2023.  
Winners will be contacted on 13 March 2023. [Terms and conditions apply.](#)

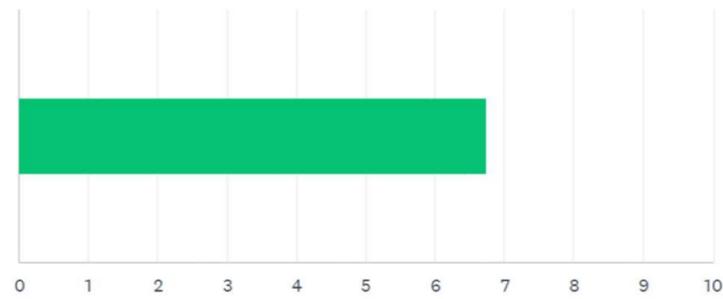
At Melbourne Airport we are always looking to get a better understanding of our travellers needs and your assistance is greatly appreciated.

Thank you,  
Melbourne Airport



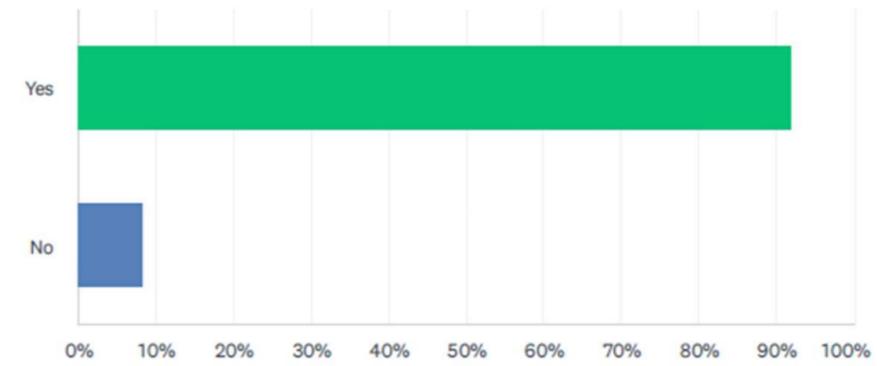
Q1 Did you enjoy reading through the magazine? Rate the quality of the magazine – 10 being excellent and 1 being poor

Answered: 523 Skipped: 0



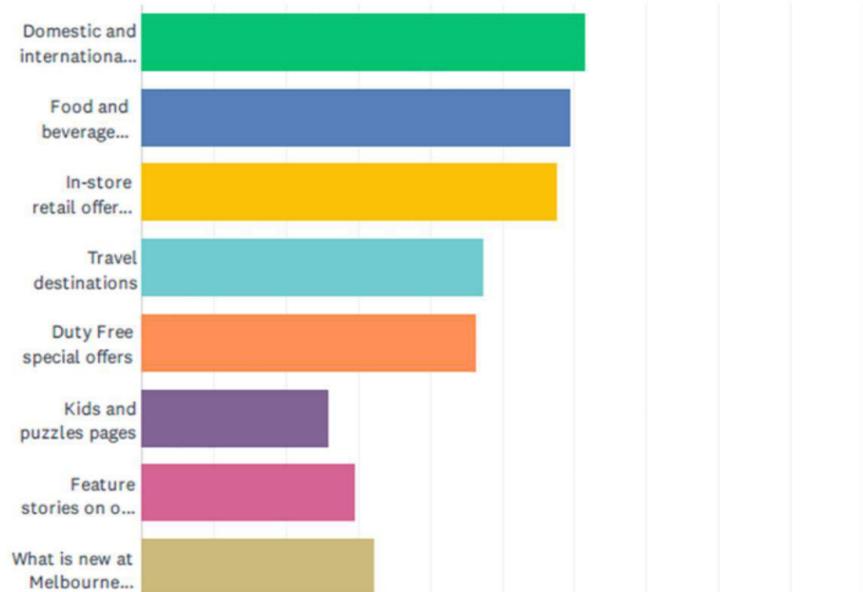
Q3 Would you visit any of the retailers featured in the magazine next time you're at the airport?

Answered: 523 Skipped: 0



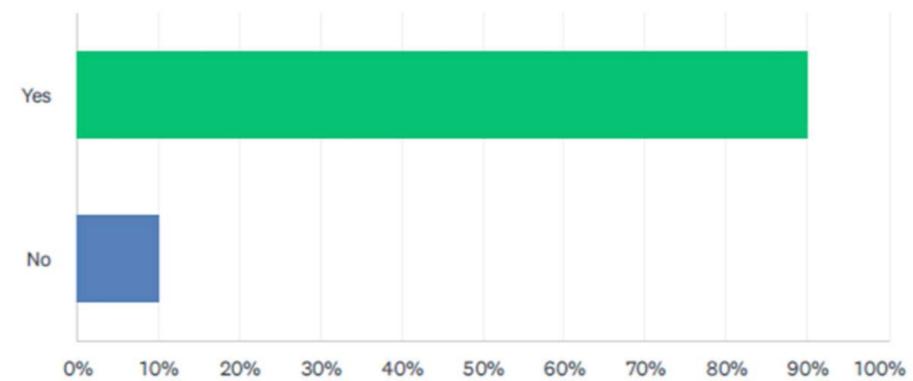
Q2 Arrange from 1 to 8 the importance of the below topics (1 being the most important and 8 being the least important)

Answered: 523 Skipped: 0



Q4 Would you use any retail special offers within the magazine?

Answered: 523 Skipped: 0



Q5 Is there any other feedback you would like to share regarding retail at Melbourne Airport?

Answered: 523 Skipped: 0

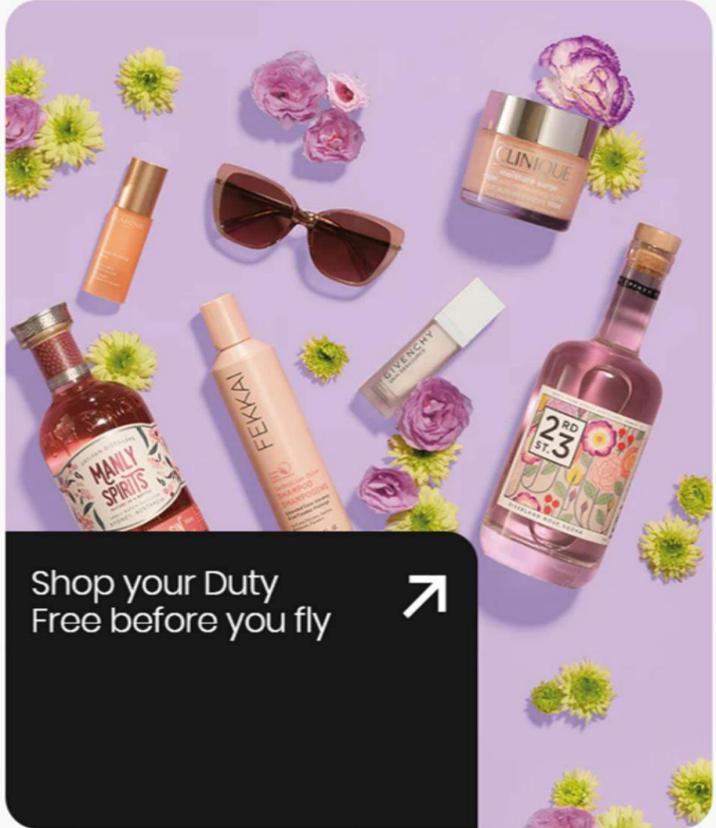
## Responses

- Kids Trolleys
- Baggage Assistance
- Pricing
- Retail is good
- Hours of stores
- Parking
- Directions



# New Melbourne Airport Website

Thank you to every retailer who helped us over a week of capturing every store within the airport for the new website – For those who also prepared their stores inside and specific menu items, we appreciated it.



## Welcome, Melbourne

It's 11:15am Monday, 17 degrees with few clouds.

- Arrivals**  
Information for arriving flights
- Departures**  
Information for departing flights
- Shop & Eat**  
Duty Free, Restaurants, Stores
- Parking & Transport**  
Value, terminal and premium available
- In The Airport**  
Facilities, lounges, prayer rooms
- Help Centre**  
Customer service, FAQs

Explore ↓

**Shop your Duty Free before you fly** ↗

### Shop & Eat Directory

SEE ALL ↗

All Shop Eat & Drink Duty Free Luxury

T1 T2 T3 T4

All Beauty Health Gifts & Souvenirs Restaurant Fashion Vegan Quick Bites



#### Grill'd Healthy Burgers

OPEN 9AM-8PM

Grill'd Healthy Burgers were born in Melbourne, raised by Australia. They've been serving up guilt-free, delicious burgers since 2004.

BURGERS QUICK BITES



#### Pickett's Deli & Rotisserie

OPEN 12AM-12AM

Headed up by Scott Pickett, Pickett's Deli & Rotisserie gives travellers a true taste of the quality of Melbourne food.

RESTAURANT QUICK BITES



#### Stomping Ground Brewery

OPEN 6AM-8:30PM

Stomping Ground is a Melbourne brewery renowned for its award-winning beers brewed for all tastes, from laid-back drinkers to adventurous spirits.

DINNER LUNCH



#### WH Smith Australia

16 LOCATIONS

WH Smith is your one stop shop for food, drink, confectionery, digital and travel accessories, presented in a relaxed modern store design.

BOOKS & NEWS CONFECTIONERY

SHOP LUXURY FASHION

# Hugo Boss

The world of BOSS that leads a life filled with purpose and style. Uncover bold, modernist designs to form your wardrobe and inspire your own success.

View stores and opening hours +

Website  
Official Site



T1 T2 T3 T4

All Shop Eat & Drink Duty Free Luxury

All Beauty Health Gifts & Souvenirs Restaurant Fashion Vegan Quick Bites



### AFL Kitchen & Bar

OPEN 8AM-8:30PM

Nothing unites Australians quite like the AFL. The AFL Kitchen & Bar combines our love for food, drinks, travel and football.

BAR CAFE



### Biggie Smalls

OPEN 5:30AM-9PM

Headed up by Shane Della, Biggie Smalls serves vibrant food and drinks with its signature fun-loving style - all to the beat of 90s hip hop culture.

DINNER HOT FOOD



### Brunetti Classico

2 LOCATIONS

Brunetti Classico takes an artisan approach to perfecting pastas, cakes, gelati, coffee, pizza, salads and panini every single day.

DINNER SWEETS



### Emporio Armani

OPEN 7AM-4PM

Emporio Armani expresses a truly contemporary lifestyle.

FASHION

SHOP BEAUTY SKINCARE FRAGRANCE  
GIFTS & SOUVENIRS

# L'OCCITANE

L'OCCITANE is born in Provence, where the fragrant fields of lavender are a constant reminder of the natural richness of this region.

View stores and opening hours +

Website



BAR CAFE BURGERS QUICK BITES RESTAURANT QUICK BITES BEAUTY GIFTS & SOUVENIRS



### Amcal Pharmacy

3 LOCATIONS

Amcal Pharmacy offers electronic prescriptions, cold and flu, allergy and travel medicines. Onsite Pharmacists are always available for advice.

TRAVEL BEAUTY



### Axil Coffee Roasters

OPEN 5AM-5PM

Axil Coffee Roasters invites you to get your fix of decadent jaffles and pastries, along with a tasty brew to match, before you take off.

LUNCH QUICK BITES



### Cloud Catcher

OPEN 5:30AM-8:30PM

Cloud Catcher offers a great range of tasty snacks, drinks and light meals for the whole family.

QUICK BITES CAFE



### Daniel's Donuts

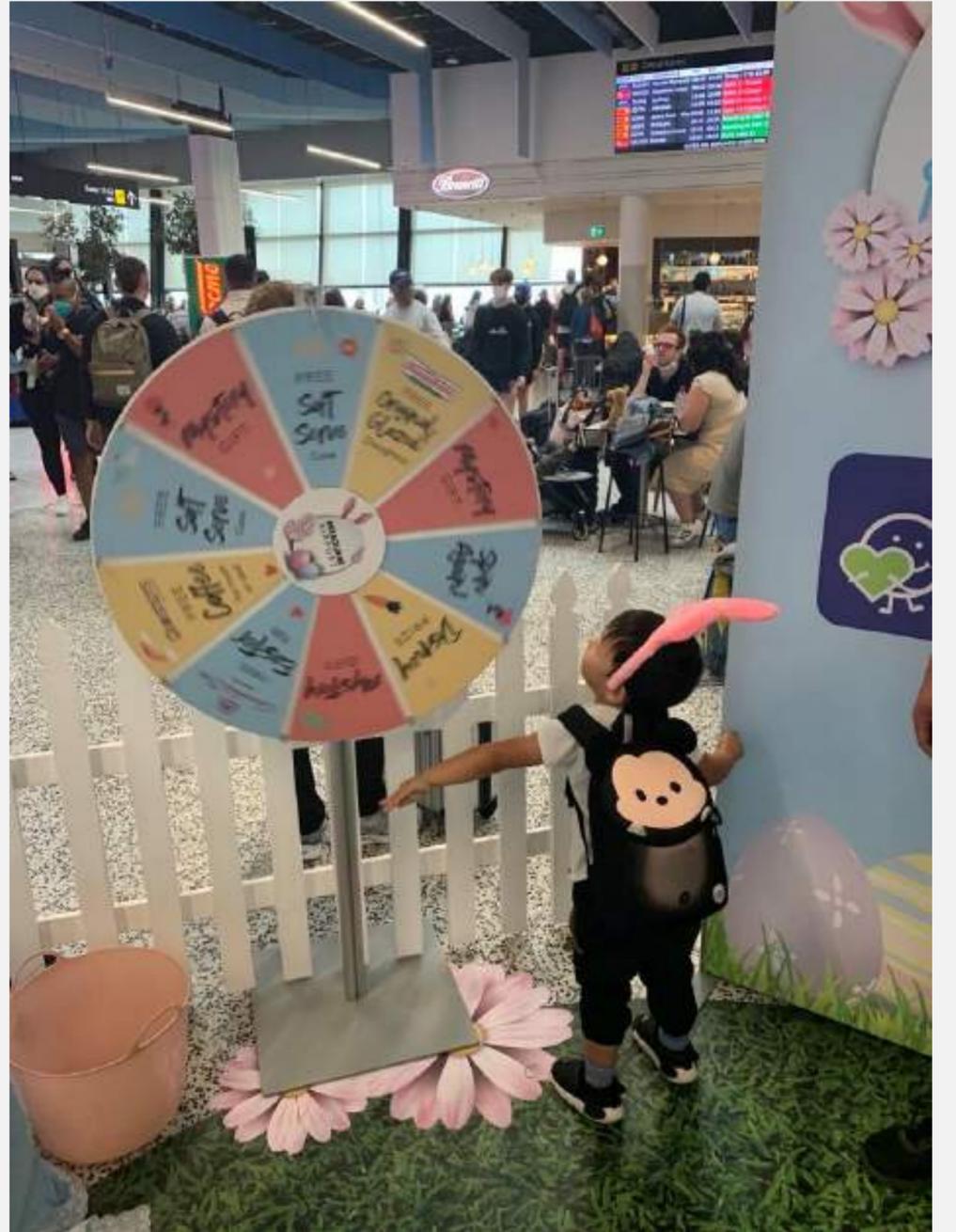
2 LOCATIONS

Daniel's Donuts offers delicious, freshly made donuts, milkshakes, pies and more. So many flavours and varieties to choose from! Come and visit!

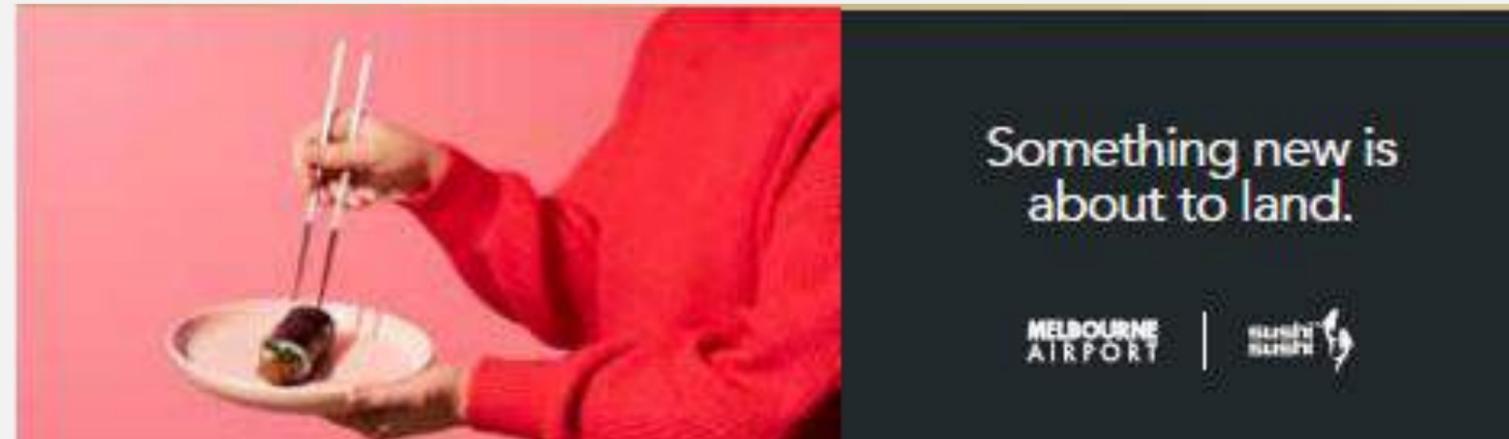
QUICK BITES DONUTS

LOAD MORE

# T4 Easter Activation



# Terminal 1



# Social and Digital

## Facebook

**Melbourne Airport** *Retweeted by @melbourneairport* · 3 d · 🌐

Attention all foodies and travellers! Following on from their success in Terminal 4, you can now enjoy all the flavours of Melbourne at Icons in Terminal 1. 🍴

Featuring locally-produced and gourmet food, wine, spirits, tea and coffee, this is the perfect destination to pick up a gift that will delight someone on the other side. 📸

For more information, head to — <https://www.melbourneairport.com.au/food-beverage>

📍 Located in Terminal 1. Turn left after security.

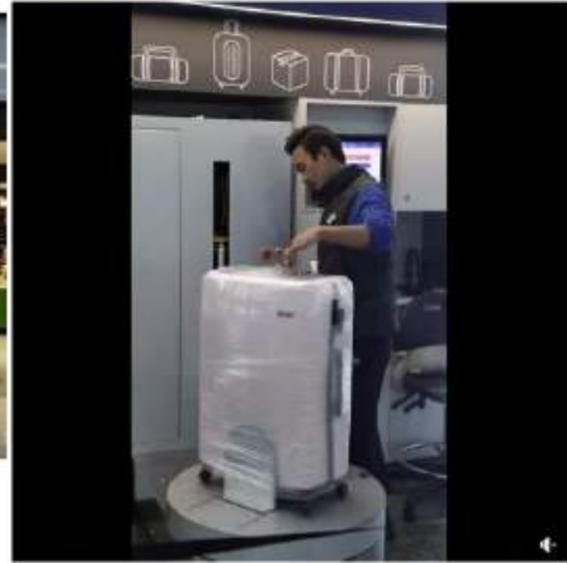


**Melbourne Airport** *Retweeted by @sandwich* · 10 March at 18:00 · 🌐

Travelling can be stressful, but protecting your luggage shouldn't be! Opt for added peace of mind and get your luggage wrapped and protected before take-off with Secure Travel. 🛡️

📍 Located in Terminal 2 Departures, before security.

For more information, head to — <https://www.melbourneairport.com.au/secure-travel>



**Melbourne Airport** *Retweeted by @sandwich* · 2 March at 17:00 · 🌐

Craving a hearty bowl of noodle? Look no further than @earlscanteenmel! It's the perfect spot to grab a quick bite before your flight. 🍜

For more details head to our website — <https://www.melbourneairport.com.au/Shop-earlscanteen>

📍 Located in Terminal 2, before security (near check-in counter P).



**Melbourne Airport** *Retweeted by @melbourneairport* · 27 February at 16:00 · 🌐

Attention all fashion lovers! The way it feels, the way it looks, the way it fits... it's all there in our new collection of menswear. 🧔

Offering a wide range of premium menswear, our new brand is a must-see for anyone looking to add a touch of style to their wardrobe. Whether you're heading for business or pleasure, our menswear has got you covered. 🛍️

📍 Located in Terminal 2, after security.



**Melbourne Airport** *Retweeted by @melbourneairport* · 17 February · 🌐

Don't be fooled by the name, the real story starts well before you step onto the tarmac. 🍷

Today, it's the grand opening. 🎉

Don't be fooled by the name, the real story starts well before you step onto the tarmac. 🍷

Today, it's the grand opening. 🎉

With an incredible range of refreshments, plus more before you fly. 🛫

Let us know in the comments below your fave about because we can't go past the original good stuff. 🍷

📍 Find them in Terminal 2 and Terminal 1, after security.



**Melbourne Airport** *Retweeted by @melbourneairport* · 11 February · 🌐

Surprised for you? Surprised as a gift? 🎁

There's a new Sunglass Hut store in T4. How do you like that? 🕶️

Surprised for you? Surprised as a gift? 🎁

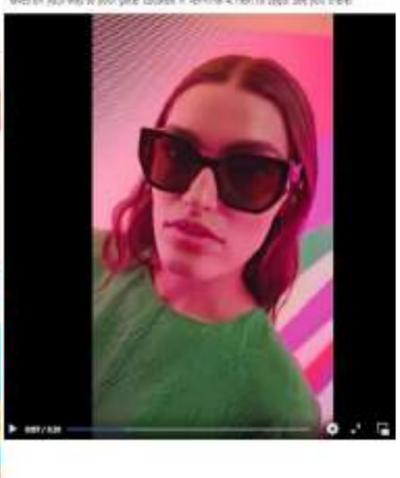
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Surprised for you? Surprised as a gift? 🎁

There's a new Sunglass Hut store in T4. How do you like that? 🕶️

Head to our website to find your nearest store in store. 🌐

📍 Located in Terminal 4, north of the main building.



**Melbourne Airport** *Retweeted by @melbourneairport* · 27 February at 16:00 · 🌐

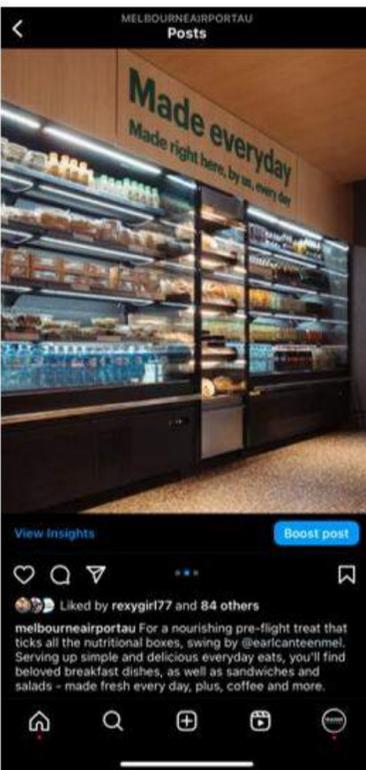
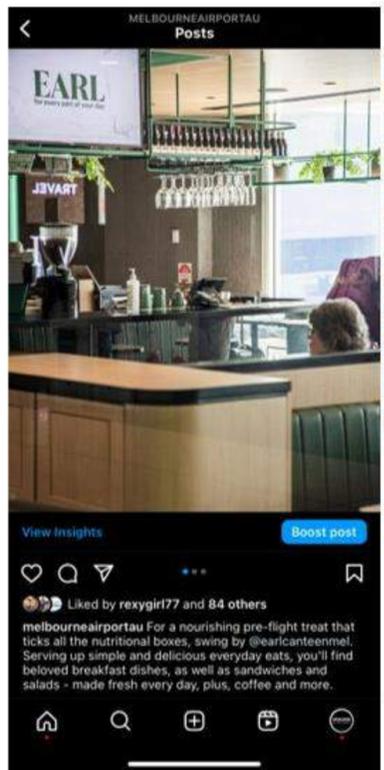
There's a new WHSmith store in Melbourne Airport. Whether you're looking for well-known travel essentials, a good read for your flight, or souvenirs to take home, we've got you covered. 🛍️

Head to our website to find your nearest store in store. 🌐

📍 Located in both Terminal 2 and Terminal 4, after security.



## Instagram



# New Retailer EDM

MELBOURNE AIRPORT [VIEW ONLINE](#)

## Shop, Dine & Eat



**Last minute gifting before your dash to the gates**

**T4** Mimco

Don't let the stress of holiday shopping steal the spotlight from your adventure. Melbourne Airport is home to a selection of world-class stores that are stocked with great gifts for everyone, so you can pick up the perfect goodies before you board. These are our top picks for your loved ones this year.

[FIND OUT MORE](#)

## What's New



**T4** Daniel's Donuts

Donut worry, Daniel's Donuts has touched down at Melbourne Airport. Don't be fooled by the name, the sweet eatery serves up more than just donuts – you can also enjoy an irresistible range of milkshakes, pies and more before you fly.

[FIND OUT MORE](#)



**T1** World of Chocolate

The name says it all and now they're back in Terminal 2, offering an extensive range of delicious confectionery. Grab some goodies before your flight or take a treat for someone on the other end.

[FIND OUT MORE](#)



**T2** Bà Xà

Sit down for a bite at Bà Xà – one of our liveliest South-East Asian eateries. Dishing up an array of tasty noodles, Phở, dumplings and a selection of single-estate fine-harvest teas.

[FIND OUT MORE](#)



**T2** Kathmandu

No matter where you're travelling, Kathmandu has the kit for you. Recently reopened in our international terminal, they offer a premium range of outdoor clothing, shoes and accessories.

[FIND OUT MORE](#)

## Great special offers



**T1** The Chocolate Box

20% off storewide

Offers valid at The Chocolate Box Melbourne Airport stores only. While stocks last or until Easter Monday 18th April, 2022.



**T1** Macchinetta

\$15 pizza & soft drink combo

Cannot be used in conjunction with any other offer.



**T4** Two Johns Taphouse

Buy one Peroni & get the 2nd half price

Offer only available on Peroni pints. Cannot be used in conjunction with any other offer.



**T2** Australian Produce Store

10% off MOR products

Excludes sale items.



**LANEWAY**

**Travelling overseas?**

Save an additional 10%\* off Duty Free products at Laneway.

Click, collect and fly on departure or arrival.

\* Product exclusions apply.

[SHOP NOW](#)

**FREE SUMMER EDITION OUT NOW**



**JOURNEY**

Read online now at [melbourneairport.com.au/journey](http://melbourneairport.com.au/journey)

MELBOURNE AIRPORT

Follow Melbourne Airport



# New Nothing Beats Campaign

MELBOURNE AIRPORT

Nothing beats the fun starting early.

TERMINAL 3

BOOST

EARL

STUMPING GROUND



MELBOURNE AIRPORT

Nothing beats the fun starting early.

TERMINAL 4

MEZZE ZA ZA

SALSAS

Chatime



MELBOURNE AIRPORT

Nothing beats the fun starting early.

TERMINAL 1

Chocolate Box

Daniel's DONUTS

JIRO



MELBOURNE AIRPORT

Nothing beats the Melbourne experience.

TERMINAL 2

ST. ALI

BAR PULPO

DA XA



MELBOURNE AIRPORT

Nothing beats the Melbourne experience.

TERMINAL 2

ST. ALI

BAR PULPO

DA XA



MELBOURNE AIRPORT

Nothing beats the fun starting early.

TERMINAL 1

Chocolate Box

Daniel's DONUTS

JIRO



MELBOURNE AIRPORT

Nothing beats the fun starting early.

TERMINAL 3

AXIL

AFL

HICKETT'S



MELBOURNE AIRPORT

Nothing beats the fun starting early.

TERMINAL 2

EARL

STUMPING GROUND



# Updates

**MELBOURNE AIRPORT**

## Retail Marketing Calendar

2023

**Key VIC Holiday Dates 2023**

|                           |                                   |
|---------------------------|-----------------------------------|
| Day/Jun School Holidays   | 21 Dec 2022 (Wed) to 29 Jan (Sun) |
| New Year's Day            | 2 Jan (Mon)                       |
| Australia Day             | 26 Jan (Thu)                      |
| Labour Day                | 13 Mar (Mon)                      |
| April School Holidays     | 7 Apr (Fri) to 23 Apr (Sun)       |
| Good Friday               | 7 Apr (Fri)                       |
| Easter Sunday             | 8 Apr (Sat)                       |
| Easter Monday             | 9 Apr (Sun)                       |
| Anzac Day                 | 25 Apr (Tue)                      |
| Queen's Birthday          | 12 Jun (Mon)                      |
| Winter School Holidays    | 24 Jun (Sat) to 9 Jul (Sun)       |
| September School Holidays | 16 Sep (Sat) to 1 Oct (Sun)       |
| Melbourne Cup             | 7 Nov (Tue)                       |
| Christmas Day             | 25 Dec (Mon)                      |
| Boxing Day                | 26 Dec (Tue)                      |

**Marketing Campaign opportunities**

- Social Media Marketing:** Always on, across all touchpoints and platforms.
- AFAC News:** A daily news update. Information and news is sent out through WhatsApp.
- The Hub:** A monthly newsletter sent to our airport staff community.
- Journey Magazine:** A seasonal magazine to support Melbourne Airport's mission. Four issues a year.
- Campaigns:** All good with big events and key holiday times throughout the year.
  - New Year
  - Christmas New Year
  - Winter Day
  - Easter
  - School holidays
  - Footy season
  - Grand Prix
  - Melbourne Cup
  - Grand Slam Tennis
  - City of Melbourne Events Calendar
  - MGA Workbooks
  - Local Conference
  - Melbourne City Culture and Events
  - Spring Racing Derby
  - Christmas 2023
- Research:** Available on the retail hub in Melbourne Airport.
- The Loyalty Interconnect:** A new way to shop Duty Free online. Club Connect & Fly.
- Marketing Updates:** Provided during the retailer's hours.

**FOR ALL RETAIL ENQUIRIES**  
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**FOR ALL OPERATIONAL ENQUIRIES**  
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We're always here ready to help. Please reach out to the Marketing team.

**MELBOURNE AIRPORT**

## Marketing Initiatives Kit

2023

## Retailer Marketing Support

**New Store Opening**

We are excited to welcome your store to the Melbourne Airport team. To ensure brand awareness for passengers and staff we will include a store listing on our website (see below), a social media photohoot at your venue, internal communications support and other requested support below for your opening.

**Launch Promotional Support**

- Social media photohoot (once open)
- Social media post
- EDM announcement
- Internal communications announcement
- Opportunity to share an opening offer with staff

**Store listing on website.**  
Please provide us with below:

**Two images:**

- 1081 pixels x 500 pixels
- 294 pixels x 251 pixels

**Logo**

- Logo in PNG format sized 115 pixels x 45 pixels (or less)

**Additional details:**

- Information on your store
- Term and location
- Before/after security (inside/outside)
- Store details (more specific location details e.g. near gate 4 & 5 in international)
- Opening hours
- Telephone number
- Optional: Store website

**MELBOURNE AIRPORT**

# Thank You

Contact Graeme or Kathryn anytime

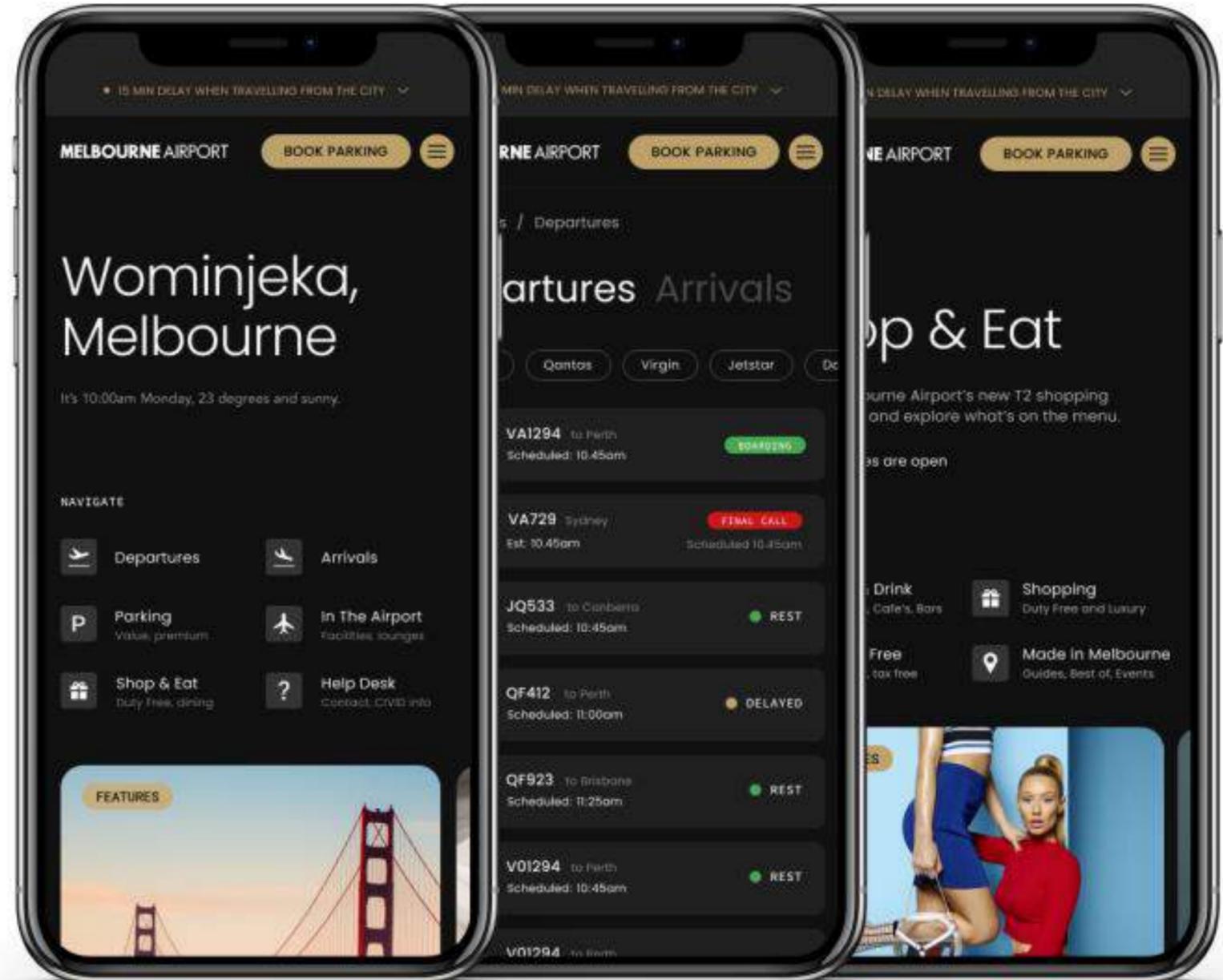
# New Melbourne Airport website



**MELBOURNE AIRPORT**

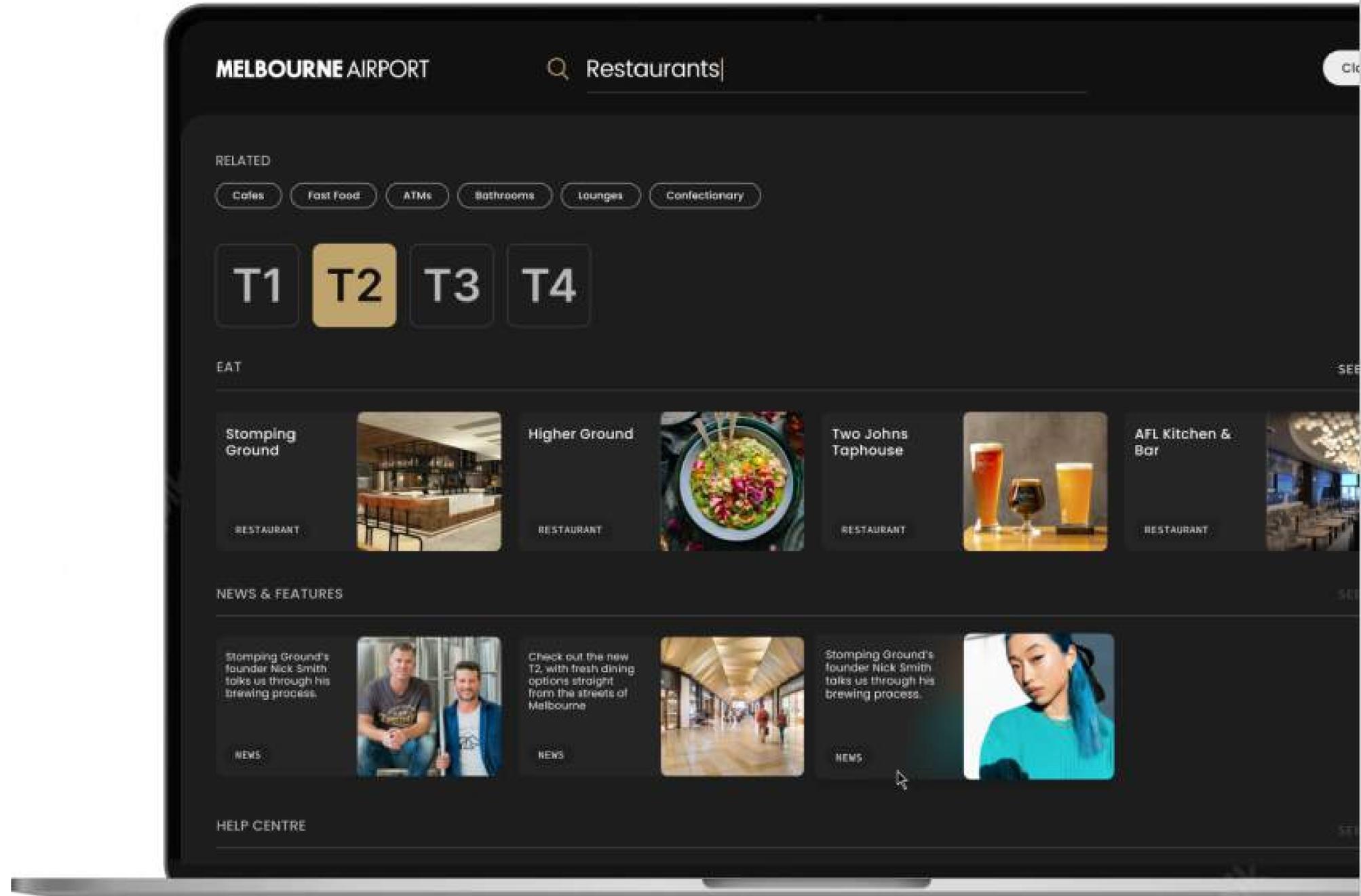
# MODERN, MOBILE FIRST DESIGN

Mobile first design principles and patterns will ensure that the new website will work best in the hands of travellers while they are in transit. Thoughtful interactivity and animation will elevate the entire experience and aid overall usability.



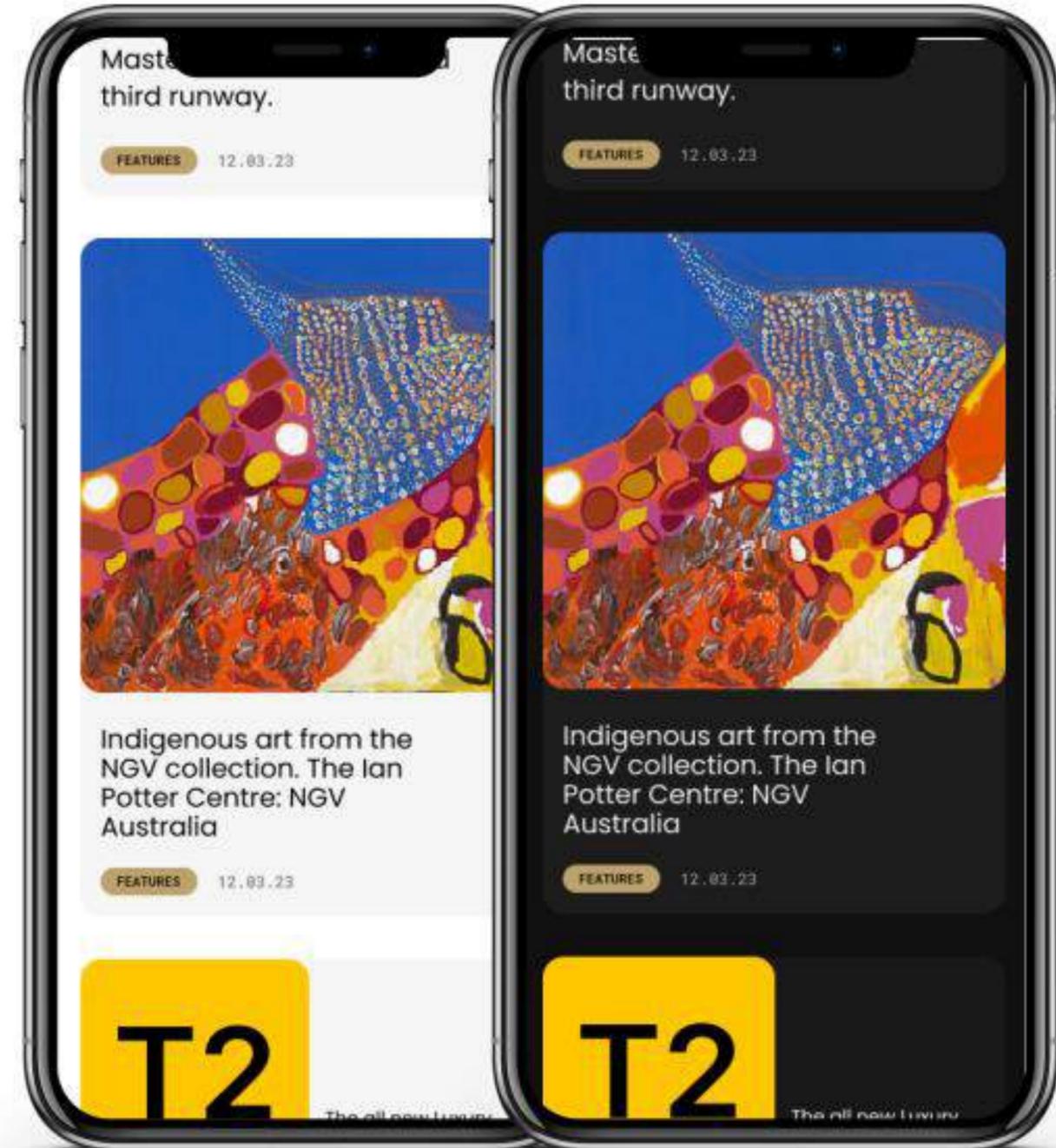
# INSTANT, POWERFUL SEARCH

Website visitors will be able to find anything inside the website within a moment as they type. Delivered through a powerful recommendation engine, the new search experience will allow us to surface all matters of content, offers & helpful information such as flights, stores, parking offers and more.



# EASY ON THE EYES, DAY & NIGHT

A major innovation of the new website will be the day and night mode. The website will default to the mode based on Melbourne local time, with travellers also able to set their preference. Having the two modes will make using the site



# Updates needed or feedback?



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Maddison.steel@melair.com.au

02

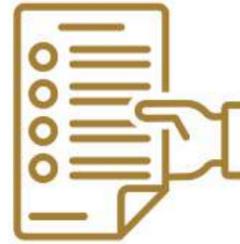
Free Wi-Fi

# Traveller free Wi-Fi



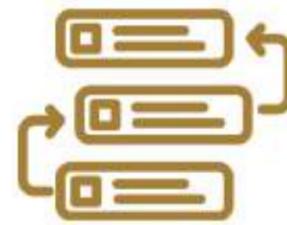
## Performance

Lower than expected  
Negative feedback  
from customers



## Review

External experts  
assessed Wi-Fi  
capabilities  
  
Report prepared for  
business



## Prioritise

Major pain-points for  
travellers  
  
Highest density  
areas  
  
Biggest impact to  
traveller



## Collaborate

Fix retailer signal  
issues  
  
Reduce frequencies



## Deliver

T4 CUDL  
T2 Uber Rank

**COMMUNITY ENGAGEMENT**

**RECRUITMENT**

Public Affairs team



**MELBOURNE AIRPORT**



# MELBOURNE AIRPORT PLANNING

The Master Plan

Change of orientation of the planned third runway

Updated airport growth forecasts - including COVID-19 impacts

Vertical Take-off and Landing (VTOL) vehicles, Urban Mobility Vehicles (UMV), drones and space industry

Revised noise contours

By 2042

M3R and Rail complete

Aviation and non-aviation development will occur in the western sub-precinct during this period, taking advantage of the parallel runway

# COMMUNITY ENGAGEMENT AND RECRUITMENT AT MELBOURNE AIRPORT

Aim is to engage stakeholders and our community to break down barriers to understanding of the airport and its operations, and to provide opportunities for them to participate and ask questions

Develop programs that engage our stakeholders and community, which is essential for developing strong relationships and partnerships that build trust

Aim for sustainable outcomes

Do that via two-way, open channels for communication and engagement that is Purposeful, Respectful, Transparent, Inclusive, Accessible and Responsive

**Jobs fairs are one way to engage and support our stakeholders and community, and it provides benefits to all**

# UPCOMING EVENTS

29 March

Melbourne Airport Jobs Fair with Melton City Council  
Caroline Springs

April/May

Melbourne Airport Jobs Fair with Hume City Council, Brimbank City Council, Merri-Bek City Council and Darebin City Council  
Location TBD, Melbourne Airport

June/July

Employer led information sessions with Hume City Council  
Broadmeadows Town Hall

Careers day with local secondary schools



# SCHOOLS AND JOBS ENGAGEMENT PROGRAM

Careers day with local secondary schools and their Years 9-11 students after speaking to Taylors Lakes and Keilor Downs College

Sit on the new 'Women in Non-Traditional Roles Advisory Group' that focuses on the Brimbank and Melton areas

Developing a schools and special interest program as part of the new visitor centre and viewing area we're developing

Held a schools' tour in November last year, showcasing jobs at the airport to around 40 education and careers practitioners

Member of Northlink; Linking industry, education, health and government for a thriving Melbourne's north economy.

Member of Hume Jobs and Skills Taskforce and Member/Chair of Hume Employment and Learning Committee



## FURTHER INFORMATION

Dr Monika Schott

Community Engagement Manager, Public Affairs

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Natali Klasevski

Government Relations Manager, Public Affairs

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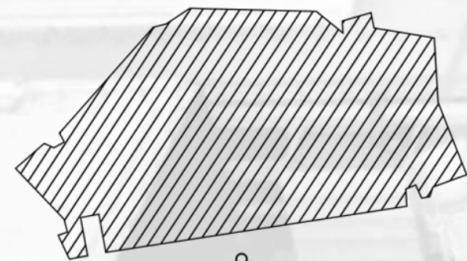
# Melbourne Airport

## Property Overview

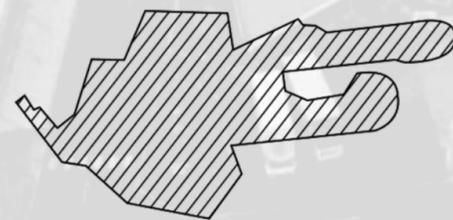


MELBOURNE AIRPORT

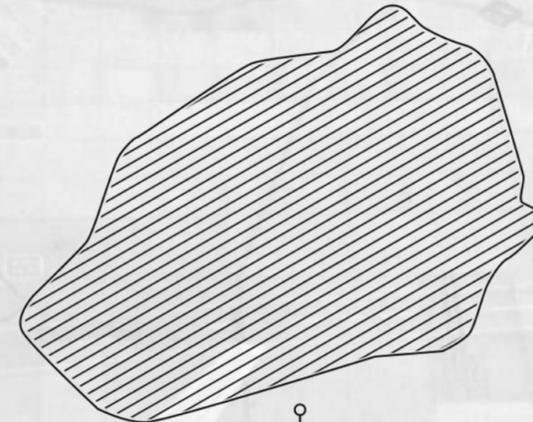
# One of the world's largest airports



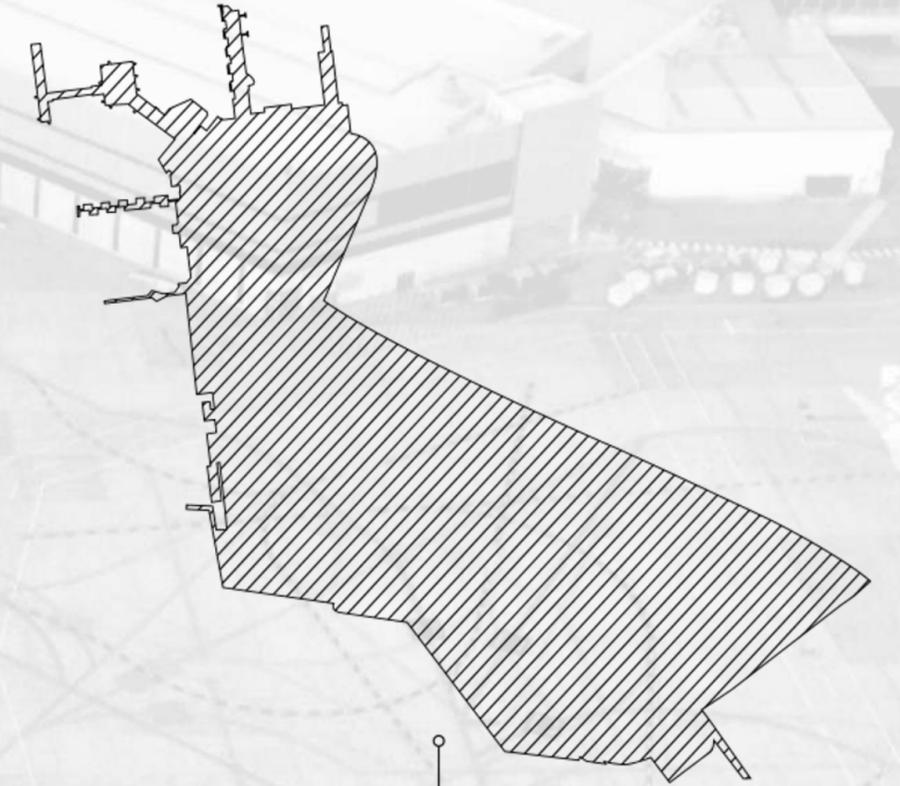
Heathrow Airport  
1227 hectares



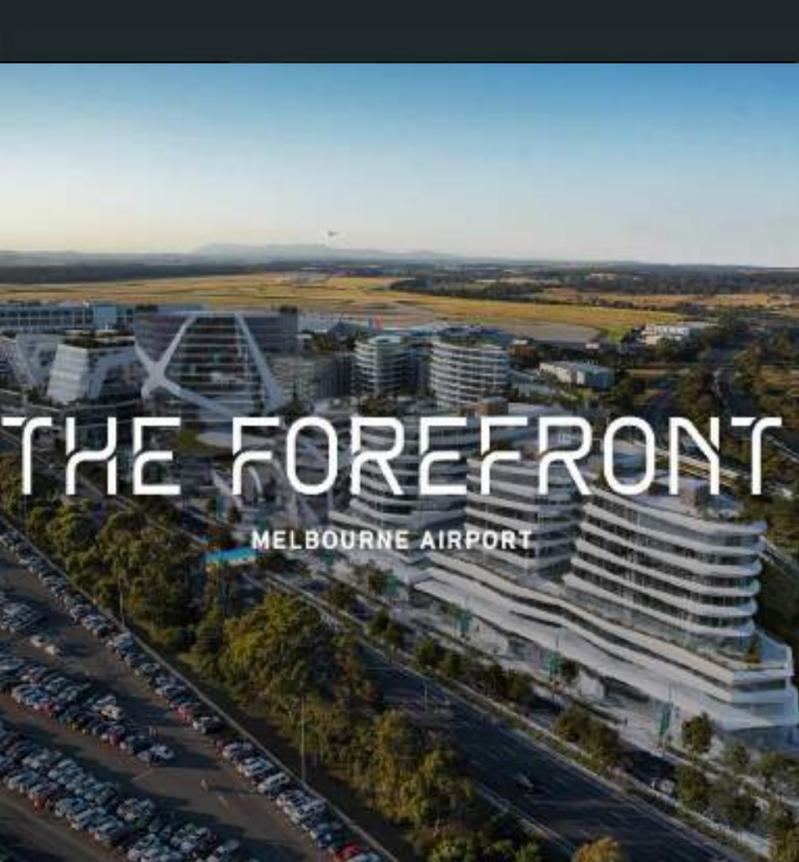
Sydney Airport  
907 hectares



Atlanta Airport  
1902 hectares

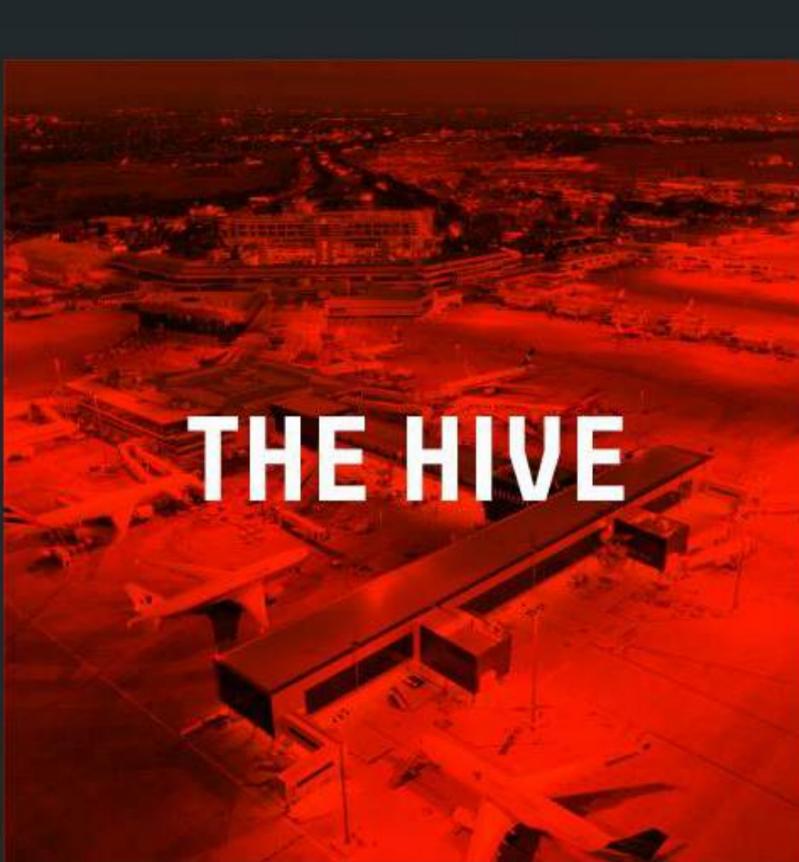


Melbourne Airport  
2663 hectares

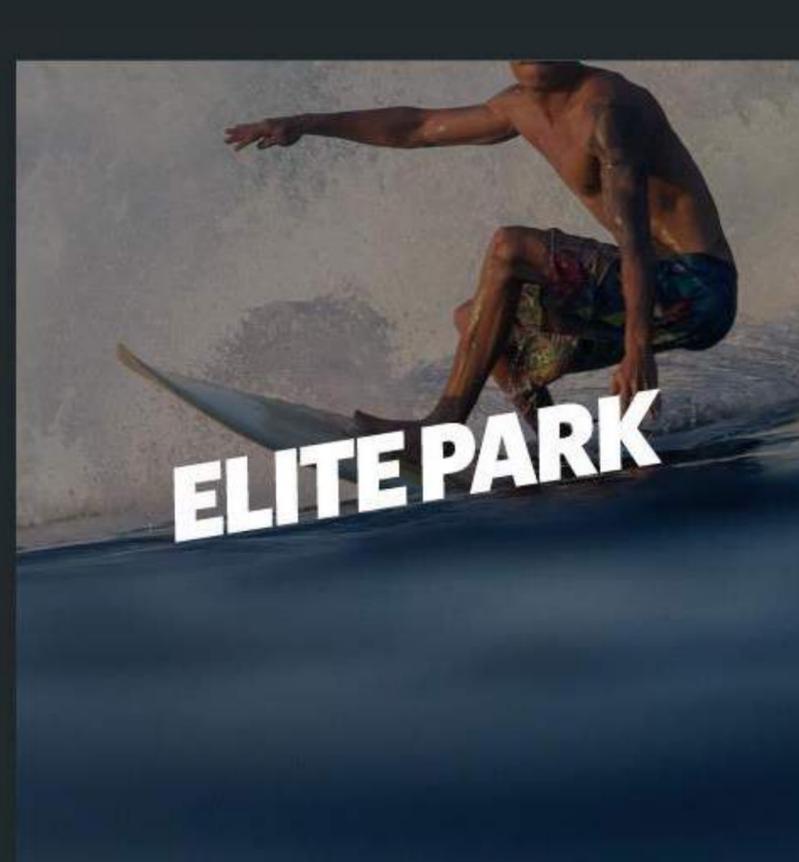


# THE FOREFRONT

MELBOURNE AIRPORT



# THE HIVE



# ELITE PARK

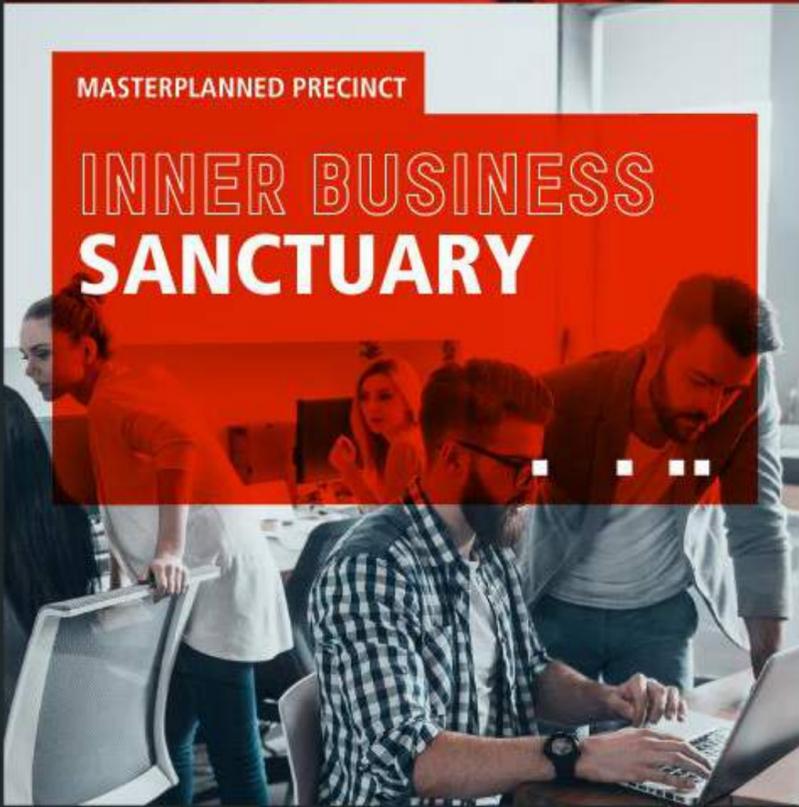


# MA / BP

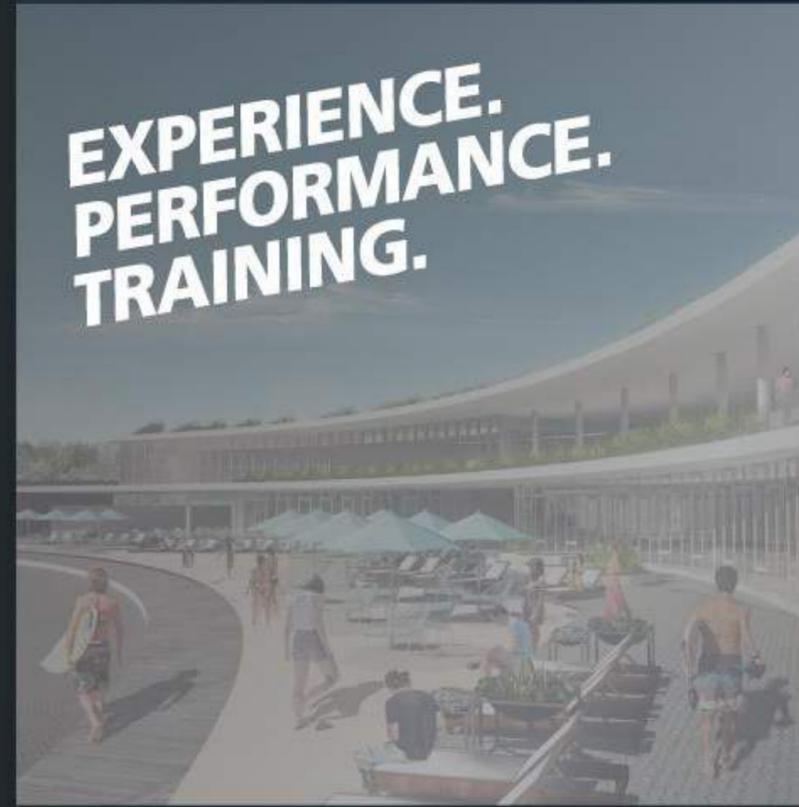


A world leading  
medical and  
healthcare  
ecosystem

MASTERPLANNED PRECINCT



# INNER BUSINESS SANCTUARY



# EXPERIENCE. PERFORMANCE. TRAINING.

# Australia's Largest / Business Park

Position your business  
among industry leaders

On the doorstep of Melbourne International Airport

**Elite Park**  
57 hectares  
Sport, Recreation,  
Customer Experience

**The Forefront**  
6.3 hectares  
300,000m<sup>2</sup> high  
density uses

**Melbourne Airport  
Business Park  
(MABP)**  
500 hectares  
Industrial, Warehouse,  
Logistics, Tech Parks,  
Agribusiness

**The Hive**  
2.3 hectares  
Hotel and  
Commercial

An aerial photograph of an airport area. A yellow callout box highlights a specific site. The callout box contains the text: "The Forefront", "6.3 hectares", and "300,000m² high density uses". The highlighted area is a small, irregularly shaped plot of land located near a road and some existing buildings. The surrounding area includes various airport infrastructure, including taxiways, runways, and parking areas, as well as some residential or commercial buildings.

**The Forefront**  
6.3 hectares  
300,000m<sup>2</sup> high  
density uses





# 6.3 Hectares, 300,000m<sup>2</sup> Built Form











# The Masterplan Vision





# Identity



# Entry atrium & amphitheatre







**The Hive**  
2.3 hectares  
Hotel and Commercial

# The Hive – Hotel and Commercial

2.3 Hectares

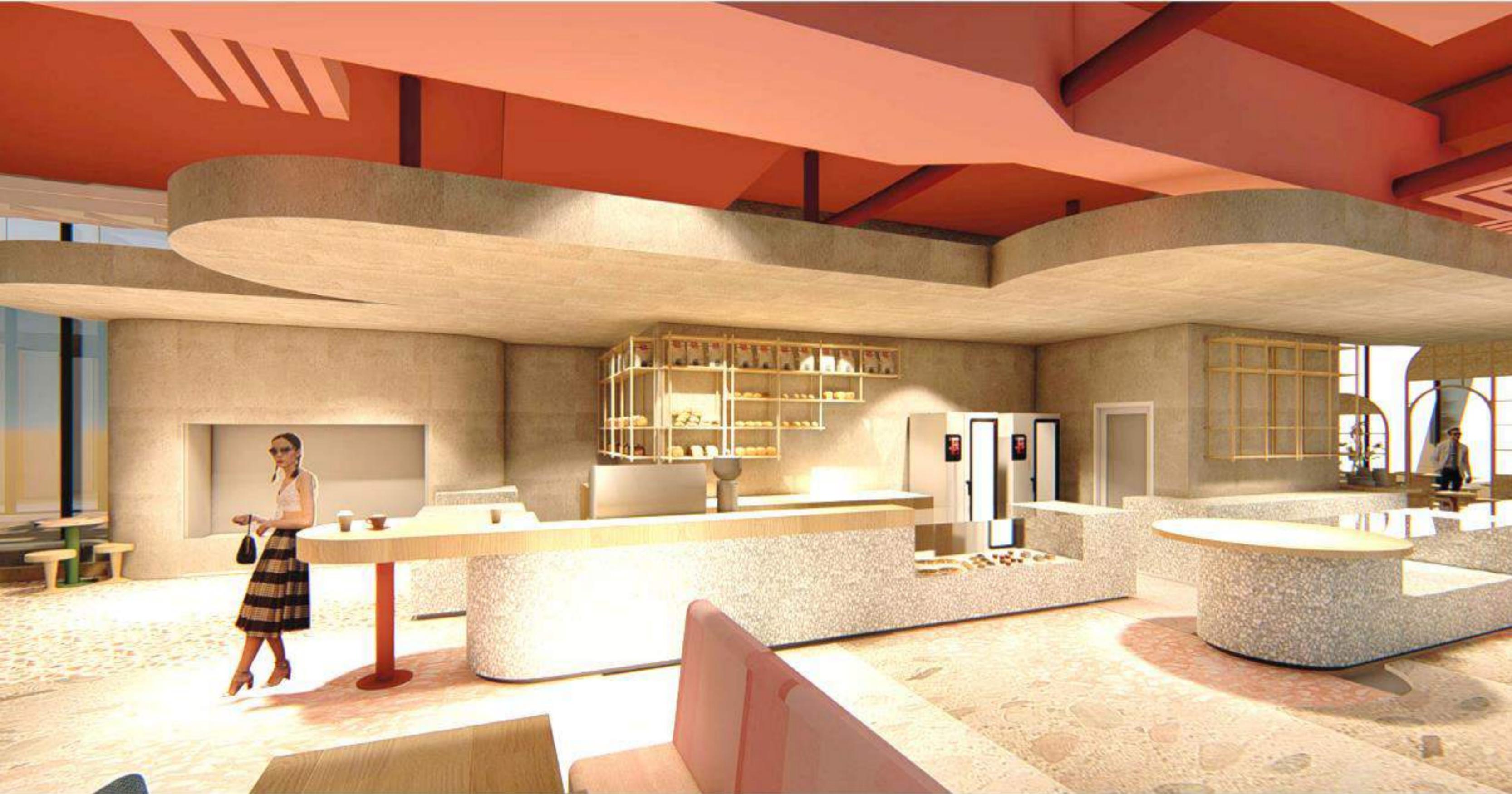


# The Hive – Hotel and Commercial



















**Elite Park**  
57 hectares  
Sport, Recreation,  
Customer Experience



**OFFICIAL HOME TO**  
**SPORTING**  
**ELITE** >>>





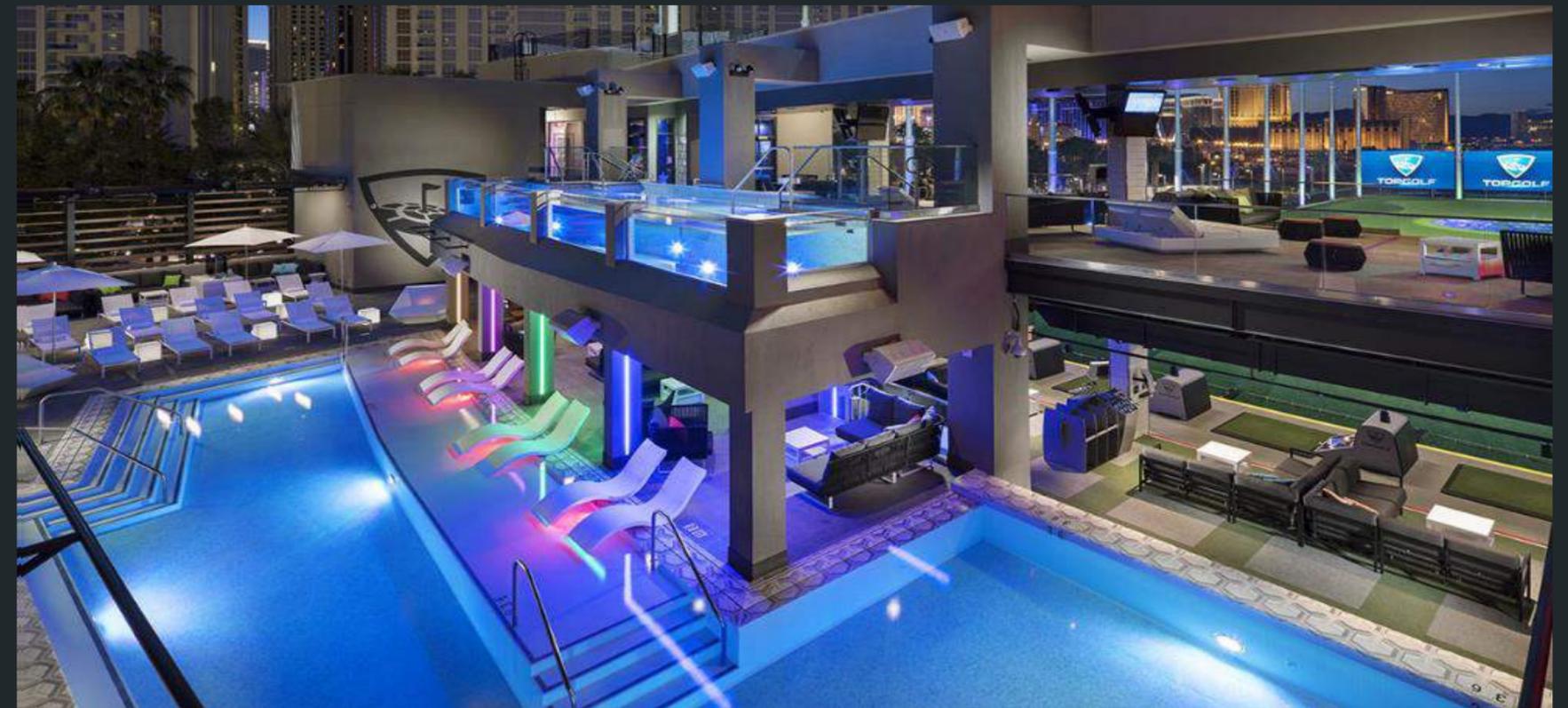








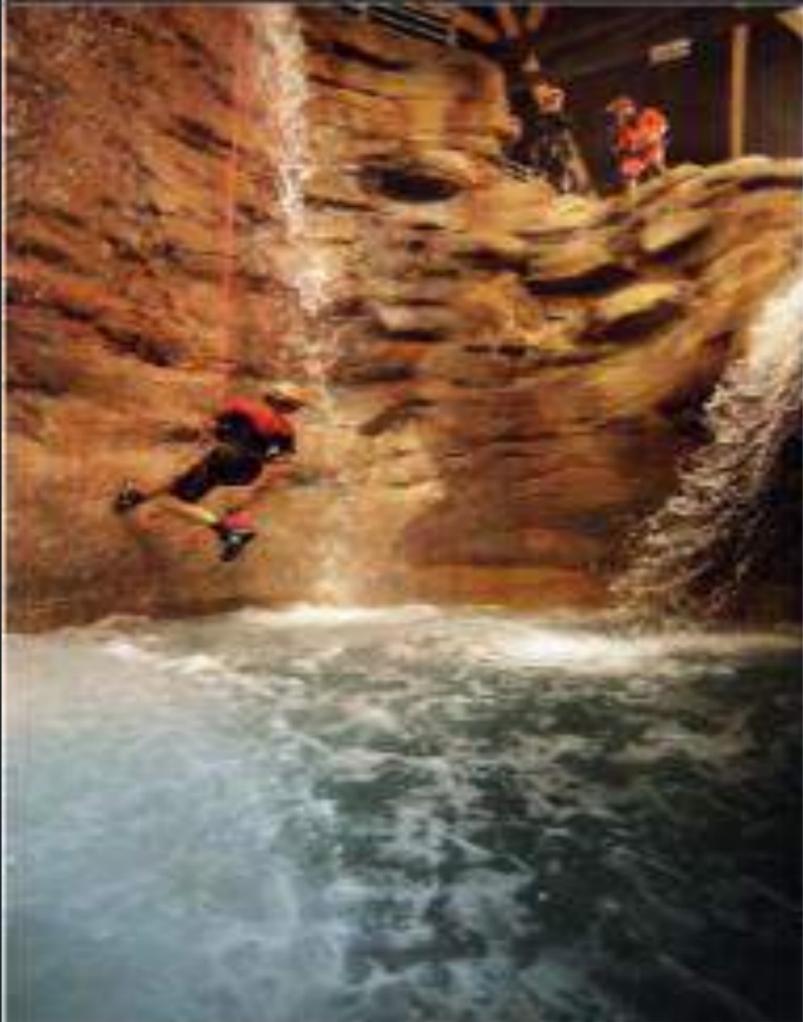
**ELITE PARK**





### Canyoning & Coasteering

15,000 sq ft mountainous terrain with waterfalls



### Ice Climbing

30ft high real ice wall with feature glazing



### Climbing & Bouldering

Olympic standard facility with 100+ routes



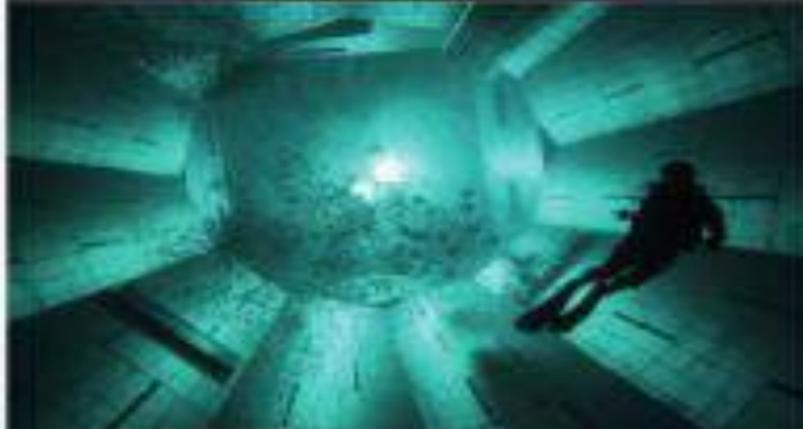
### Surfing & Bodyboarding

Deep water system with the perfect wave



### Scuba Diving & Snorkelling

30ft deep pool designed with PADI



### Clip n Climb

Addictive fun for children and adults



### Deep Water Solo

Adrenaline fueled climbing with drop pools



### Caving

Realistic cave passage with twists and turns



### Alpine Ski & Snowboard Simulator

Approved and used by U.S. Ski Team



### Interactive Golf

Social, but highly competitive

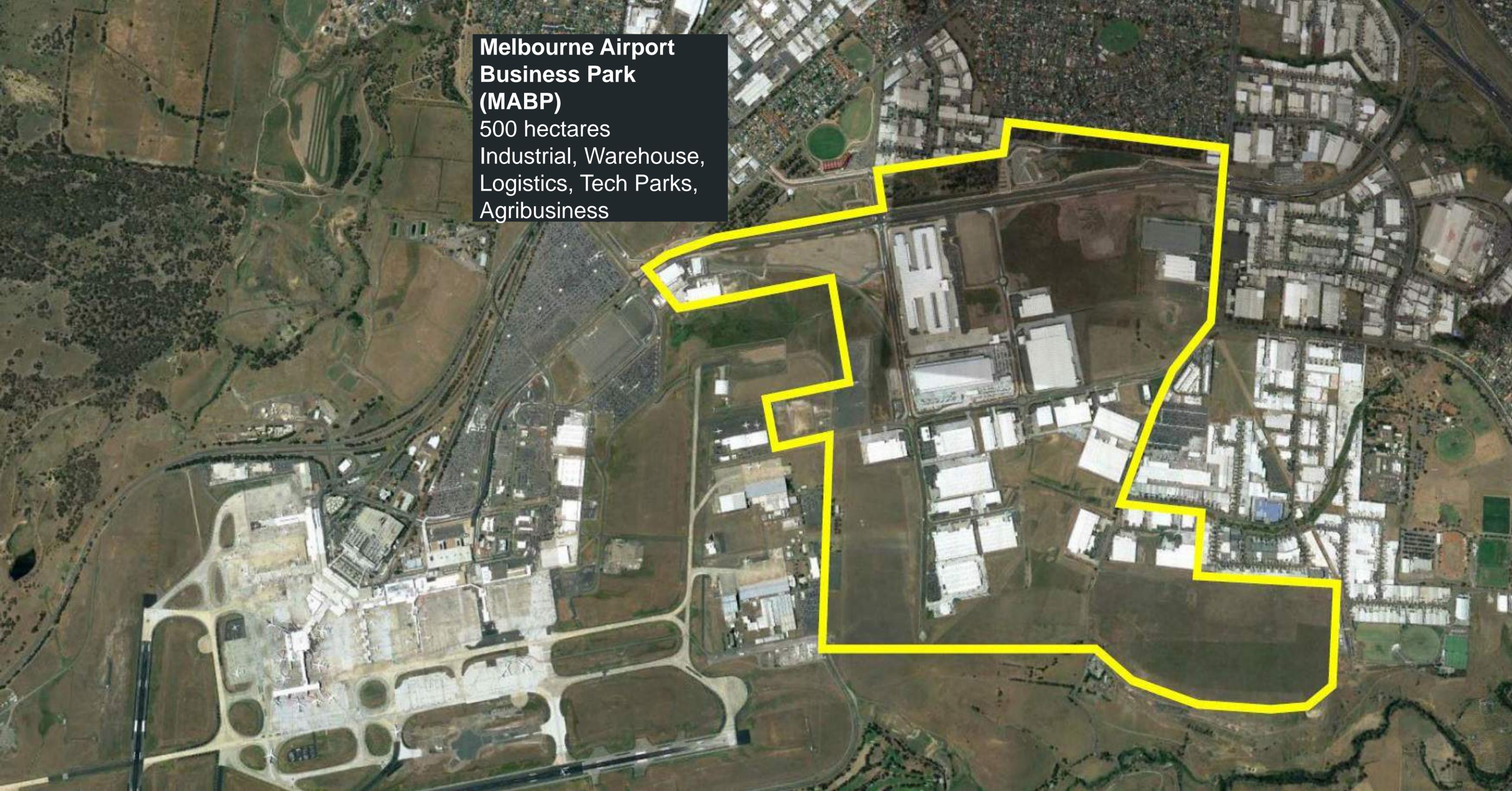


### 4D / Virtual Reality

Unique and inclusive experiences for all







**Melbourne Airport  
Business Park  
(MABP)**

500 hectares  
Industrial, Warehouse,  
Logistics, Tech Parks,  
Agribusiness

Position your business  
among industry leaders

# Australia's Largest / Business Park

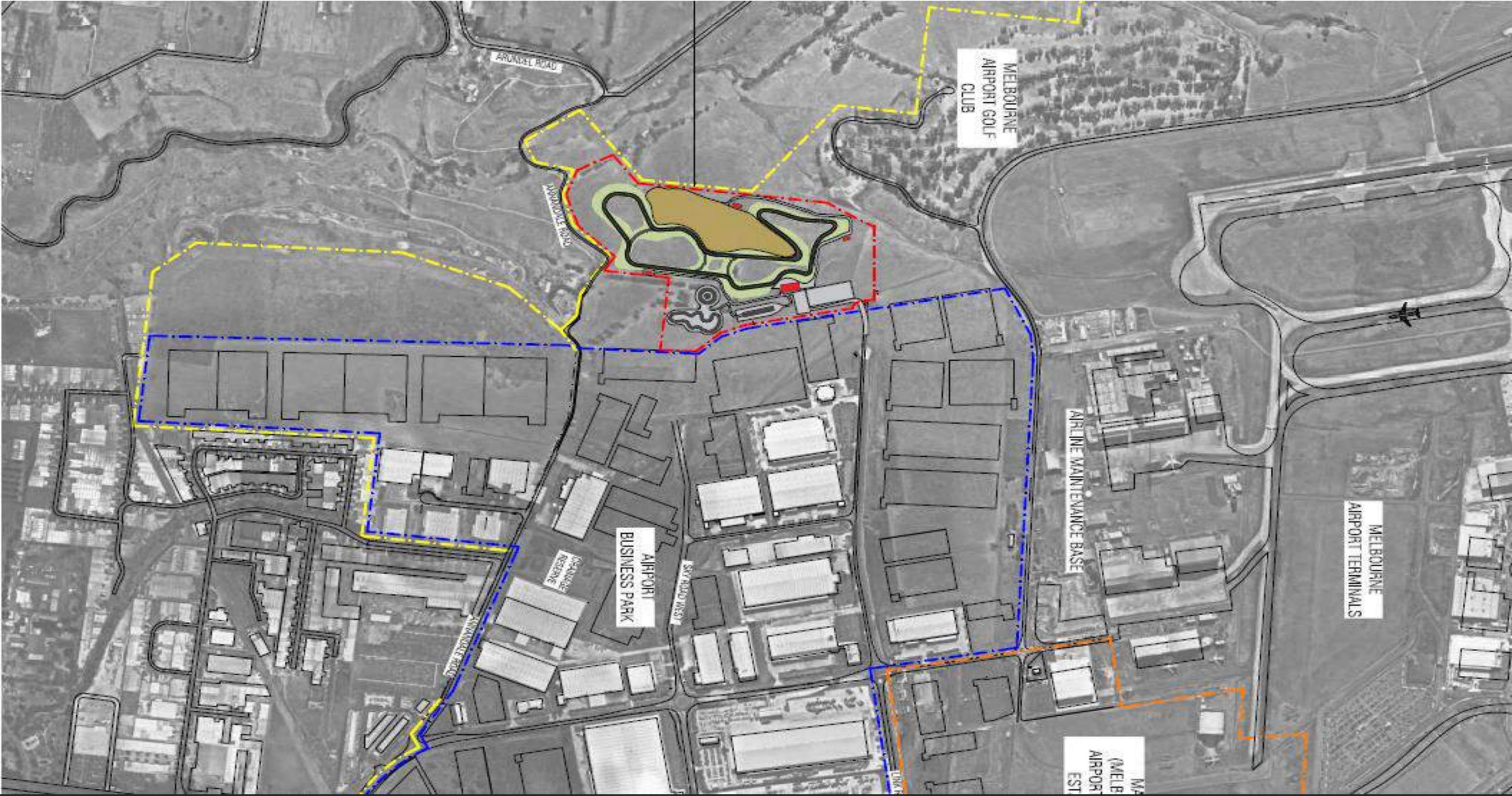
MELBOURNE AIRPORT













# One Partner / One Team

The MA/BP's landlord, developer, asset manager and facilities manager all operate as one connected team – they are a one-stop-shop. This focused structure gives tenants significant advantages, including:

- / Internal development funding
- / Long-term landlord/tenant relationships
- / Assets permanently with Melbourne Airport
- / Access to high-quality buildings and facilities
- / Personal service tailored to specific requirements
- / Access to experts in industrial design and development.

- / Owner
- / Landlord
- / Developer
- / Asset manager
- / Facilities manager

Business Park

Personal service tailored to your needs. For all property services, and access to a dedicated team of 60 property professionals and 24-7 operations, high-quality service is always available.

# Unrivalled / Service

Melbourne Airport

Business Park

MA/BP provides a complete facilities package – from structural reviews to planned and ad-hoc maintenance. All property issues are facilitated through a specific contact list, so tenants always know who to call for help.

# A dedicated team

"We can seek assistance at any time, secure in the knowledge that our contacts will work with the wider MABP team to identify and implement the best solution for any problem we have. If anything goes wrong, or if we need something extra, we know who to talk to and know it will be taken care of."

# Dedicated Staff / Always Available

The MA/BP team of skilled property professionals provides round-the-clock customer support to park tenants. The MA/BP team has the experience, knowledge and capacity to handle everything from minor maintenance concerns to urgent issues impacting operations. You can be confident your property issues will be addressed quickly – and to the highest possible standard.



Staff

# Superior / Utilities

MA/BP – and Melbourne Airport – own and operate the site's utilities, infrastructure and emergency services. MA/BP's high voltage electrical supply is supremely reliable. Both copper and fibre telecommunications are available. Award-winning stormwater infrastructure is in place to prevent flooding. The site's water, gas and sewer systems are also operated internally, with sustainable power used wherever possible.



Melbourne Airport

Business Park

Thankyou





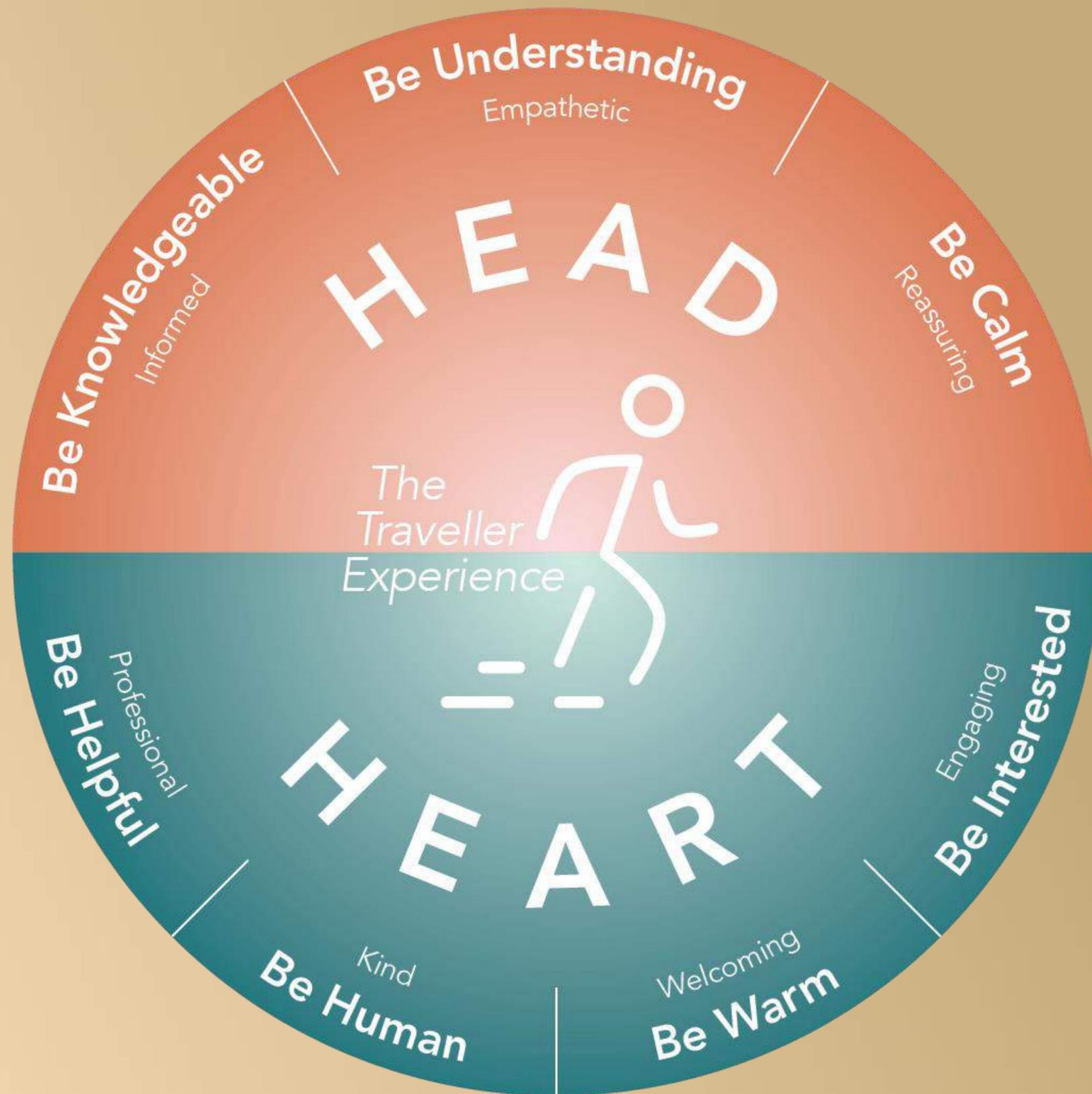
# Shereen Elsebai | Operations Update

- **April AOP**
- **Easter Peak / Deliveries**
- **Contacts / Trading Hours**
- **Stepping Forward**

**MELBOURNE** AIRPORT

Stepping *Forward*

A decorative graphic on the right side of the page features several gold-colored stars of varying sizes and orientations. Some stars are accompanied by long, thin, curved streaks that trail off to the right, suggesting motion or a path. The overall style is clean and modern, fitting the 'Stepping Forward' theme.



# OUR

## **O – Online**

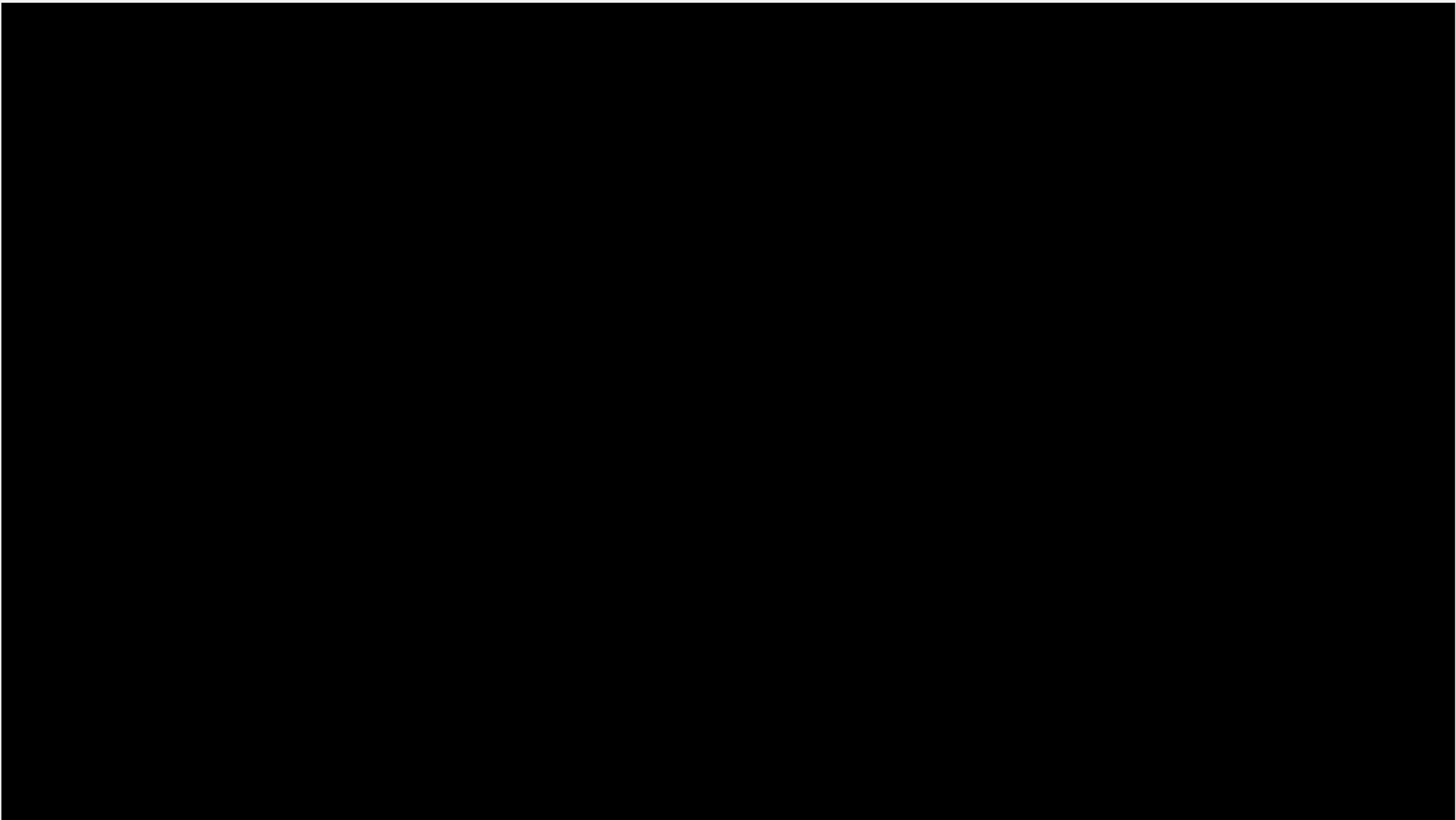
Do the online course first and get your team to do the same.

## **U – Unite**

Got to the LIVE sessions and strengthen this learning as one family

## **R – Replay**

Replay the content in real life and have fun with it.



2023 Travellers Experience Training Schedule - Stepping Forward Program (RETAIL F&B)

| Activity  | Method      | Time                       | Participants                                | Scheduled Date | Scheduled Time | Facilitator                        | Location / Platform              |
|---|-------------|----------------------------|---|----------------|----------------|------------------------------------|----------------------------------|
| Leadership Team Engagement Session                  | LIVE F2F    | 2 hours                    | Leaders (GM level) Retail and F&B operators | 16/03/2023     | 2pm to 4pm     | Jaquie Scammell                    | Face to Face - Melbourne Airport |
| Stepping Forward Kick Off Session                   | LIVE F2F    | 2 hours                    | Retail and F&B operators                    | 24/05/2023     | 1pm to 3pm     | Jaquie Scammell/ Taryn Johnston    | Face to Face - Melbourne Airport |
| LIVE Learning Session - Be Calm                     | LIVE F2F    | 30 minutes                 | Retail and F&B operators                    | 7/06/2023      | 1pm to 1.30pm  | Taryn Johnston                     | Face to Face - Melbourne Airport |
| LIVE Learning Session - Be Calm                     | LIVE Online | 30 minutes                 | Retail and F&B operators                    | 21/06/2023     | 9.30pm to 10pm | Mariam Mousa                       | Zoom (capacity determined)       |
| LIVE Learning Session - Be Warm                     | LIVE F2F    | 30 minutes                 | Retail and F&B operators                    | 12/07/2023     | 1pm to 1.30pm  | Jaquie Scammell                    | Face to Face - Melbourne Airport |
| LIVE Learning Session - Be Warm                     | LIVE Online | 30 minutes                 | Retail and F&B operators                    | 19/07/2023     | 9.30pm to 10pm | Mariam Mousa                       | Zoom (capacity determined)       |
| LIVE Learning Session - Be Human                    | LIVE F2F    | 30 minutes                 | Retail and F&B operators                    | 2/08/2023      | 1pm to 1.30pm  | Taryn Johnston                     | Face to Face - Melbourne Airport |
| LIVE Learning Session - Be Human                    | LIVE Online | 30 minutes                 | Retail and F&B operators                    | 16/08/2023     | 9.30pm to 10pm | Mariam Mousa                       | Zoom (capacity determined)       |
| LIVE Learning Session - Be Helpful                  | LIVE F2F    | 30 minutes                 | Retail and F&B operators                    | 30/08/2023     | 1pm to 1.30pm  | Taryn Johnston                     | Face to Face - Melbourne Airport |
| LIVE Learning Session - Be Helpful                  | LIVE Online | 30 minutes                 | Retail and F&B operators                    | 13/09/2023     | 9.30pm to 10pm | Mariam Mousa                       | Zoom (capacity determined)       |
| LIVE Learning Session - Be Understanding            | LIVE F2F    | 30 minutes                 | Retail and F&B operators                    | 28/09/2023     | 1pm to 1.30pm  | Jaquie Scammell                    | Face to Face - Melbourne Airport |
| LIVE Learning Session - Be Understanding            | LIVE Online | 30 minutes                 | Retail and F&B operators                    | 11/10/2023     | 9.30pm to 10pm | Mariam Mousa                       | Zoom (capacity determined)       |
| LIVE Learning Session - Be Knowledgeable            | LIVE F2F    | 30 minutes                 | Retail and F&B operators                    | 1/11/2023      | 1pm to 1.30pm  | Taryn Johnston                     | Face to Face - Melbourne Airport |
| LIVE Learning Session - Be Knowledgeable            | LIVE Online | 30 minutes                 | Retail and F&B operators                    | 15/11/2023     | 9.30pm to 10pm | Mariam Mousa                       | Zoom (capacity determined)       |
| LIVE Learning Session - Be Interested               | LIVE Online | 30 minutes                 | Retail and F&B operators                    | 29/11/2023     | 9.30pm to 10pm | Mariam Mousa                       | Zoom (capacity determined)       |
| LIVE Learning Session - Be Interested <b>FINALE</b> | LIVE F2F    | Max 2 hours (given Finale) | Retail and F&B operators                    | 5/12/2023      | 1pm to 3pm     | Jaquie Scammell and Taryn Johnston | Face to Face - Melbourne Airport |

***Questions ???***