

MELBOURNE AIRPORT

TERMS AND CONDITIONS FOR CONDUCTING MARKET RESEARCH AT MELBOURNE AIRPORT

Applications to conduct surveys on Melbourne Airport premises (**Surveys**) must be:

- in writing and lodged at least one month prior to the proposed commencement date of the survey; and
- accompanied by a copy of these Terms and Conditions signed by the entity wishing to conduct the survey (the **Survey Company**).

Surveys are not permitted without the written permission of Australia Pacific Airports (Melbourne) Pty. Ltd (**APAM**), the manager of Melbourne Airport.

Access charge

All access charges are payable in advance. The charge is \$950 per day or part thereof (GST inclusive). Access will be provided on a first come first served basis and is subject to compliance with these Terms. This charge is waived if APAM survey staff are commissioned to do the interviews by the Survey Company.

Number of interviewers

In the International Terminal (T2), a maximum number of 3 interviewers plus 1 supervisor (not interviewing) are permitted on duty at Melbourne Airport at any one time.

In the Domestic Terminal (T3 & T4) a maximum number of 2 staff from the Survey Company are permitted on duty at Melbourne Airport at any one time.

Accredited Interviewers

The Survey Company operating the survey services must be accredited in any of the face to face interviewing categories. Evidence of such accreditation must be provided with the application submitted by a Survey Company.

Security Passes

APAM's policy is to require each interviewer at the airport to have an Aviation Security Identification Card (ASIC) photo ID pass. The application forms are attached. Melbourne Airport requires a letter from the market research company General Manager authorising a signatory for their company.

Passes can be collected from the Security Services Administration Building at Melbourne Airport (9297 1872). If the applicant qualifies, an ASIC pass will be issued for the duration of the survey period. The fee for an ASIC ID must be requested at time of application.

Please note that a mandatory police records check is required for an ASIC ID. The waiting period can be anything from 6 – 8 weeks.

Security Access

Access will only be granted for interviewers on the days nominated to be on duty and displaying a valid ASIC ID.

Location

Any application is subject to the Survey Company and APAM agreeing the location of the survey (the **Survey Location**). Interviewers are not allowed to undertake surveys outside the Survey Location.

Car Parking

Public Car Parks are adjacent to the terminals. General car parking tariffs apply. Please ring the Car Park Management (9335 4660 or 9297 1377) for tariffs.

Survey shifts

Survey shifts must be approved by APAM, but generally must be compatible with:

1. APAM survey shifts; and
2. Any other scheduled surveys.

Information on these Survey shifts can be obtained from Virginia Smedley (9297 1616).

Daily Access

APAM's Duty Manager must be notified prior to the commencement and at the conclusion of each Survey shift on 9297 1844. Interviewers on shift must also take direction from the Duty Manager/Terminal Co-ordinators.

Survey Content

Surveys should not be offensive to passengers or inappropriate in any way, but particularly in terms of:

- Sexual references or sexual activity;
- Race;
- Religious beliefs or activity;
- Disability/impairment;
- Age; and/or
- Political belief or activity.

All surveys will be required to be reviewed a minimum of 3 working days before the start of the survey period to ensure the appropriateness of the survey content as assessed by APAM. The confidentiality of the survey will be assured.

Incentives

Any incentives or other inducements offered by interviewers to participants in Surveys must be approved by APAM a minimum of 3 working days before the start of the survey period.

Conduct of Survey staff

Surveys should be conducted under the guidelines of the Market Research Society of Australia's "Code of Professional Behaviour". The interviewers should not impede or unnecessarily interfere with the passenger's experience through the airport. Also, all interviewers' behaviour must comply with APAM's Harassment Policy. Failure to do so will result in immediate termination of access without compensation.

Survey questions with regard to airlines

Surveys asking passengers of one airline or alliance group to comment on another airline or alliance group currently operating at Melbourne Airport are deemed inappropriate and not permitted.

Occupational Health & Safety (OH&S)

The Survey Company should be able to demonstrate that they have an appropriate OH&S Management and WorkCover coverage. The Survey Company's OH&S policy must meet APAM's requirements at a minimum. If unable to meet APAM's requirements, the Survey Company must adopt and comply with APAM's OH&S standards (and requirements under the OH&S Act 1985 and Accident Compensation Act 1985).

Indemnity

The Survey Company indemnifies APAM and APAM's agents against any liability or loss of any kind (whether relating to death or injury to any person, any damage to any property or any other loss, expense or damage) in connection with:

- (a) damage, loss, injury or death occurring in or in respect of the Surveys;
- (b) APAM doing anything which the Survey Company must do under these Terms but has not done or which APAM considers the Survey Company has not done properly;
- (c) any person exercising, or attempting to exercise, a right or remedy in connection with these Terms after the Survey Company defaults under these Terms; and
- (d) the Survey Company or the Survey Company's employees, agents or contractors using or being present in the Survey Location,

except to the extent contributed to by the negligence of APAM or APAM's agents.

Evacuation

In the event of an evacuation of the Survey Location, all interviewers are required to immediately stop all work and follow the instructions of the Zone Warden. Melbourne Airport will not permit any Survey shifts during emergency exercises.

Withdrawal of Access

If the Survey Company is not operating within these Terms (including through its interviewers), APAM may at its absolute discretion take either or both of the following actions:

- (e) Immediately withdraw the access of the offending interviewer/s and/or the Survey Company (either temporarily or permanently); and
- (a) Retain any access fees paid in advance by the Survey Company.

Extension of survey period

If extra days of interviewing are required, advance permission from APAM is required and these Terms apply to the Surveys performed during those extra days.

Altering conditions

Melbourne Airport reserves the right to alter these Terms without notice.

Contacts

Virginia Smedley, Melbourne Airport Customer Analytics Co-ordinator
Locked Bag 16, Tullamarine, Victoria 3043
Tel: (03) 9297 1616 Fax: (03) 9297 1886
Email: Virginia.Smedley@melair.com.au

By signing below, Survey Company acknowledges and agrees to the Terms and Conditions set out above

Signature:

Name:

Position:

Date:

Survey Company:

Regards,

Virginia Smedley
Customer Analytics Co-ordinator