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To: All Retail Partners
From: Centre Management,
Indooroopilly Shopping Centre
Date: Thursday 31 March 2022

CENTRE UPDATE

UPCOMING PUBLIC HOLIDAY TRADING HOURS

DATE	TRADING HOURS
Good Friday 15 April	Closed
The day after Good Friday Saturday 16 April	10am – 4pm*
Easter Sunday 17 April	10am – 4pm*
Easter Monday 18 April	10am – 4pm*
Anzac Day Monday 25 April	Closed
Labour Day Monday 2 May	Closed

*Individual retailer hours may vary. See www.indooroopillyshopping.com.au for majors hours.

REMINDER: USE OF TROLLEYS

We would like to remind you that shopping trolleys in the centre are supplied and owned by the respective stores for the convenience of their customers.

Recently a number of retailers have been using trolleys to transport cardboard and rubbish to compactors and bins. We would like to reinforce **this is not permitted**, and **retailers will need to purchase their own trolleys to use** if they wish to do this. We encourage you to please advise all staff to ensure they understand.

Centre Management staff will be focused on ensuring retailers and staff are complying with this, to ensure there are an adequate supply of trolleys available for customers and to reduce the presence of leftover trolleys in the common mall space.

CENTRESAT SURVEY

We recently contacted you to participate in our annual retailer satisfaction survey.

The survey is administered by Monash University's Australian Consumer and Retail Studies (ACRS) research unit on behalf of Indooroopilly Shopping Centre and AMP Capital. Whilst you're always welcome to provide feedback to our team at any time, this is an opportunity to provide confidential feedback in a more formalised way that will highlight areas for improvement for the centre.

The survey will close **midnight Sunday 8th May 2022** and we would greatly appreciate your involvement. By completing the survey you have the opportunity to win **1 of 15 \$100 eGift cards sponsored by ACRS**.

To complete the survey, please click on the link in the email you received from us. If you did not receive an email from us, please notify us by emailing marketing.indooroopilly@ampcapital.com

This your opportunity to share your experience with us. Thank you in advance for completing the 2022 CentreSAT survey for Indooroopilly Shopping Centre and for taking the time to provide us with your invaluable feedback.

SCHOOL HOLIDAY ACTIVITY: INDRO ISLAND

Our survivor-inspired obstacle course is back this school holiday with a brand new skills test course. Kids will be challenged on the Indro Island obstacle course, designed to test their physical and mental skills. Taking place in Centre Court, the course is free for customers with no bookings required!

When: 2 April - 18 April

Time: 10am - 4pm daily

10pm - 8pm Thursdays

(Closed on Good Friday, 15 April)

Where: Centre Court, Level 1 near Coles

For more information, visit www.indooroopillyshopping.com.au/events

EASTER

EASTER BUNNY HUNT

Customers can take part in our Easter Bunny Hunt this year, following the map to find all four 'hidden' Easter decorations and codes words throughout the centre. Once all four code words are collected, they can redeem a free Easter surprise from the Customer Service desk. This will be free for customers to participate in.

When: Saturday 2 April - Monday 18 April

Time: 10.00am - 4.00pm daily

10:00am – 8.00pm Thursdays

(Closed Good Friday Public Holiday 15 April)

Where: Customers can visit Customer Service desk on Level 2 to collect their maps

COMMUNITY GIVEAWAY

We're giving away over \$4,000 worth of centre gift cards to 14 local kindies and schools who have been nominated to receive support for a special project or goal they are hoping to achieve. Voting will take place on our website, with all nominated kindies and schools guaranteed a share.

When: Saturday 2 April - Monday 18 April

For more information, visit www.indooroopillyshopping.com.au/events

REMINDER: CUSTOMER CHECK IN REQUIREMENTS

A reminder for businesses where vaccination is a condition of entry that your customers must continue to use the Check In QLD app to prove their vaccination status. Where the customer cannot access the Check In QLD app, they may provide alternative proof of vaccination as outlined on the QLD Health website. This applies to hospitality venues that offer dine-in, including cafés, restaurants and pubs, but does not include food courts.

The Check In Qld app is no longer required for entering businesses where vaccination is not a condition of entry, so you can remove all signage from your shopfront if this is no longer applicable to you.

Failure to comply with the State Government legislation could result in a fine for your business. For more please visit www.qld.gov.au/health

LOADING DOCK 8: COMPACTOR FIRE

A fire recently occurred in the cardboard compactor of Dock 8. Fortunately, this incident was promptly escalated to QFES who extinguished the fire whilst it was still contained within the compactor. The cause of the fire was due to batteries being incorrectly disposed of in the compactor. The images on the following page indicate the level of damage.

It is of critical importance that all tenants follow the safety guidelines and the specific instructions on the use of compactors and waste disposal. ***Under no circumstances are batteries to be disposed of in the compactors.***

The general waste, cardboard compactors, comingle, soft plastics and organics waste streams, all have a set list of items that can correctly be disposed in each. Each Dock has detailed signage outlining these items and the correct procedures.

It is each tenancy's responsibility to ensure staff are trained in the correct disposal of waste to prevent cross contamination and in line with Workplace Health & Safety standards to avoid incidents like this in the future. Indooroopilly Shopping Centre is committed to achieving sustainability targets in our waste management and encourage tenant cooperation to facilitate this.

If you require clarification on anything relating to waste management, please contact customer service.

