

AIRPORT CENTRAL TENANCY GUIDELINES

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TIME TO
SHINE.



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PREMIER COMMERCIAL HUB STRATEGICALLY PLACED BETWEEN THE AIRPORT TERMINAL

AND THE GOLD COAST HIGHWAY, A THOROUGH FARE THAT SEES APPROXIMATELY **39,700**

DAILY TRAVELERS. THAT'S ROUGHLY **TWO MILLION** OPPORTUNITIES ANNUALLY

TO **CONNECT** WITH NEW AND EXISTING CUSTOMERS. THE COMBINATION OF

PROMINENT SIGNAGE OPTIONS, VALUABLE STREET FRONTAGE, HIGHWAY **TRAVELERS,**

AIRPORT **VISITORS** AND SOUTHERN CROSS UNIVERSITY **STUDENTS** CREATES


THE POTENTIAL TO MAKE THIS A TRULY **MEMORABLE** BRAND EXPERIENCE.



GOLD COAST AIRPORT

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Your guide to making great spaces.

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Time to embark
on a unique
retail journey



INTRODUCTION

We want your store to be successful, therefore, we have developed this document to help you achieve that. This style guide contains professional advice and benchmarks to ensure you get the most out of your tenancy design.

Within the following pages, we will outline all the do's and don'ts of your tenancy fit-out, to help ensure the success of your store. This will include elements of design, materials, finishes, processes and approvals, Tenant/Landlord obligations, essential services, environmentally sustainable design requirements and occupational health and safety (OH&S) procedures and obligations. Please ensure you take time to read and understand these guidelines.

This document should be read in conjunction with the following:

- » Lease (including any agreement for lease);
- » Relevant Building and Authority Codes, including Airport Building Control (ABC), Gold Coast Airport (GCA) Authorities and City of Gold Coast Council;

The Tenant acknowledges that;

- » Should there be any inconsistency between the Fit-out Guidelines, Tenancy Fit-out Criteria, Tenancy Design Vision and the Lease, the terms of the Lease will prevail to the extent of inconsistency;
- » Referring to the Approvals Process contained herein, they recognise the Landlord's obligations with respect to obtaining all necessary approvals, consent and permits prior to commencing the Landlord's works on site.

CARING FOR THE ENVIRONMENT

We are committed to improving the overall performance of Airport Central for the benefit of the community, our business and the environment. Our Tenants are also encouraged to seek to achieve environmentally sustainable strategies within their tenancy fit-out to lower energy and water consumption, reduce waste and select appropriate materials. Your Designer and Shopfitter should be fully aware of Environmentally Sustainable Design (ESD) criteria and able to guide you in understanding environmentally sustainable design in the context of your fit-out. Section J of the National Construction Code (NCC) was introduced to encourage environmentally sustainable outcomes in the building industry. Section J sets out mandatory compliance criteria and you will be required to certify that your tenancy design complies with Section J.

KEY ESD CRITERIA

ENERGY EFFICIENCY

- » Retail tenancies should aim to have a maximum power consumption of 27W/m² (22W/m² for lighting and 5W/m² for power).
- » Shopfronts and illuminated signage should be on timers programmed to Centre or Store trading hours.
- » All office equipment should be set on a timer to suit store operating hours.
- » Lighting in back-of-house areas may be sensor operated.
- » All whitegoods must have at least a 4-star Energy rating (e.g. dryers, refrigerators, freezers, washing machines).
- » Water heaters must meet Minimum Energy Performance Standards (MEPS) requirements.
- » If you require supplementary air conditioning, GCA will be able to provide you with technical specifications.

OCCUPANT COMFORT

- » Ensure sounds are kept to appropriate noise levels allowing for hearing, speech and minimisation of annoyance.
- » The recommended maximum Noise Rating is NR 40 for general areas, and NR 45 for toilets and change rooms.

WATER MANAGEMENT

- » Reduce the amount of water used by your business by installing water efficient fittings and appliances meeting the GCA WELS rating requirement which is, as a minimum, WELS 3 star rating for showers and toilets and WELS 5 Star rating for taps and urinals. Exemptions may be given to specialist water consuming devices and locations such as cleaners sinks where buckets are being filled.
- » Hand taps should be sensor operated.
- » Food tenancies with wash down hoses must have a trigger nozzle.
- » If using wok cooking, you must use a waterless wok system.

WASTE MANAGEMENT

- » Reduce waste to landfill through separation of waste for recycling in your tenancy with separate bins for paper/cardboard; co-mingled (glass, aluminium, plastic waste) and organic waste.
- » Recycle appropriately using the back-of-house collection points at Airport Central.
- » Environmentally sustainable packaging is encouraged.

MATERIALS AND INDOOR POLLUTANTS

- » Select eco-friendly materials, fabrics, paints and sealants.
- » Avoid materials that produce toxic off-gases by using low VOC materials (paints, carpets, laminates).
- » Composite woods such as MDF must be specified with a low formaldehyde content, such as E1 and E0 emission.
- » Do not source timber from endangered tropical species or old growth forests.

FURTHER INFORMATION CAN BE FOUND THROUGH LINKS BELOW:

GOOD ENVIRONMENTAL CHOICE AUSTRALIA

► www.gecd.org.au

GREEN BUILDING COUNCIL AUSTRALIA

► www.gbca.org.au

ECO SPECIFIER

► www.ecospecifier.com.au

AUSTRALIAN GOVERNMENT ENERGY RATING

► www.energyrating.gov.au

WATER EFFICIENCY AND LABELLING SCHEME

► www.waterrating.gov.au



SECTION 001

GENERAL RETAIL

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GOLD COAST AIRPORT



ELEMENTS TO CONSIDER

First impressions count. Shopfronts are your first point of contact with potential customers and should be indicative of the type of experience that you want customers to have within your store.

Entice customers to your store through a shopfront that is inviting, innovative, three dimensional and contemporary in design.

HOW TO ACHIEVE THIS?

- ✓ New design elements should be utilised to maximum shopfront height.
- ✓ To establish a more compelling shopfront, it is encouraged that some form of three-dimensional detail, whether it be through design or material selection, is incorporated into the shopfront.
- ✓ Consider the direction of approach toward your store and sight lines.
- ✓ To ensure maximum visibility into your tenancy, no more than 40% of your glazing should be covered by translucent graphic film application.
- ✓ Any external seating or design must be approved by GCA before being subject to ABC or local authority approval where applicable.
- ✓ If your shopfront contains a column, it should be integrated within your design; ideally concealed entirely for a more cohesive look.
- ✓ In line with the potential seasonal variations of your brand, allow for flexibility of visual presentation and merchandising at your shopfront.
- ✓ Ensure your design conforms to the parameters of the lease line and shopfront control zone, if applicable.
- ✓ All protruding elements to extend beyond the lease line by a maximum of 50mm.

- ✓ Visual connectivity increases the curiosity factor, therefore ensure at least 60% of your
- ✓ shopfront contains glazing. This will aid in bringing customers into your tenancy.
- ✓ If a fire hose reel cupboard falls within your tenancy footprint you may be able to integrate it into your shopfront design incorporating the necessary statutory signage. Discuss this with GCA.

If tenants wish to customise the typical external shopfront to suit their tenancy, it will need to be approved by GCA.

CONSIDER THE FOLLOWING:

- ✓ Glazed bi-fold external doors.
- ✓ Automatic glass sliding external doors (mechanisms must be inside the tenancy and concealed).
- ✓ Glazed swing external doors.
- ✓ All doors must allow for transparency into the tenancy.
- ✓ Include fully integrated locking mechanisms.
- ✓ Feature handles are encouraged.
- ✓ Appropriate weather seals must be fitted on all external doors.



SHOPFRONT MATERIALS

Your external shopfront must have a clear identity, rather than a mixture of styles. Ensure adjacent shopfronts are visually separate to create a clear distinction of your brand.

HOW TO ACHIEVE THIS?

- ✓ The number of different materials and colours should be kept to a minimum to avoid a clash with the adjoining tenancies.
- ✓ Ensure all materials used on the shopfront are suitable for external use. All adhesives, fastenings, substrates and installation methods must also be of external quality. Appropriate weatherproofing is to be provided to all shopfront elements.
- ✓ Where possible, materials should be installed following the manufacturer's recommendations to optimize their visual impact and performance. The finish, application, installation and detailing of these materials should be of high quality and only be installed by certified and experienced professionals to ensure quality and longevity.
- ✓ Ensure your glazing meets all building code requirements regarding thickness, low E Glass specification and graphic film application.
- ✓ If you have a change in floor level between the tenancy and the external walkway, or along your shopfront, this should be addressed within your design and incorporated to create an aesthetically pleasing, cohesive look.
- ✓ The flooring of your entry needs to be suitable for high traffic, therefore it must be of quality material with a durable finish to withstand debris carried in from the outside.
- ✓ To avoid slips and falls, ensure you provide recessed floor mats finished flush to the adjacent floor finish.

PERMITTED MATERIALS:

- ✓ Treated external grade solid timber
- ✓ External grade weatherboard
- ✓ Framed glazing is encouraged
- ✓ Stainless steel or other metal finish material
- ✓ Architectural cladding
- ✓ Natural or reconstituted stone
- ✓ Brick veneer
- ✓ Vitrified tile

NOT PERMITTED MATERIALS:

- ✗ Leaching timber and other leaching materials
- ✗ Large expanses of flat finishes on a single plane
- ✗ Unfinished, exposed edging
- ✗ Standard paint finishes without appropriate coating
- ✗ Surface fixings
- ✗ Vinyl sheeting
- ✗ Interior grade materials and finishes



SIGNAGE, BRANDING AND GRAPHICS

The importance of signage and graphics is heightened for shopfronts with an external entry, as there is an increase in foot traffic and sight lines towards your store. Signage and branding are a crucial component in establishing a strong retail presence and bringing your concept to life. Be creative and engaging; employ a professional Graphic Designer with experience in retail to design all signage, graphics, imagery, ticketing and promotional material.

HOW TO ACHIEVE THIS?

- ✓ One Primary Sign is permitted on each façade.
- ✓ Corner tenancies are permitted to have two Primary Signs (one per side) at the discretion of GCA.
- ✓ Non-Typical corner tenancies with corner entry may be permitted to have three Primary Signs (one per side and on corner entry face) at the discretion of GCA.
- ✓ Each tenancy is allowed a Secondary Signage Zone. Refer to Typical Elevations for details.
- ✓ Shopfront signage should be limited to your trading name or corporate identity.
- ✓ Primary Signage must consist of individual letters in 3d form to maximum depth of 100mm. Signage must not protrude past canopy edge or by more than 100mm from lease line. Depending on where your tenancy is situated, you may be required to provide signage of individual 3D letters fixed to a signage box.
- ✓ Secondary signage must consist of individual letters in 3D form to maximum depth of 50mm.
- ✓ Use quality materials such as metal or timber.
- ✓ Shopfront signage should be illuminated – either back-lit, internally illuminated, edge-lit or concealed up-lit.

- ✓ Make sure your illuminated signage is on a timer switch programmed to the centre's trading hours.
- ✓ Your shopfront signage should not exceed the nominated signage zone. Refer to Typical Shopfront Elevations of this document.
- ✓ We may consider the inclusion of your web address. If this is the case, the web address must not be greater than 75mm in height and is to be applied to the inside of the glass on the shopfront as well as located in a suitable position.

WHAT WILL NOT BE APPROVED?

- ✗ Two-dimensional light box style signs.
- ✗ Solid vinyl graphics.
- ✗ Signage outside of Signage Control Zone.
- ✗ Empty/unutilised signage zones.
- ✗ Flat bulkhead signs.
- ✗ Glazing decals as main signage form, posters and any form of product advertisement.
- ✗ A-Frame signs and street banners of any kind.
- ✗ Painted signs, handwritten pricing, signage or graphics.
- ✗ Strobe or activating lighting or flashing lights of any kind.
- ✗ Cardboard, vacuum-formed or foam lettering.
- ✗ Audible signs.
- ✗ Third-party branding, advertising slogans or catch phrases.
- ✗ Supplier and product names.
- ✗ Cloth, paper or cardboard stickers.
- ✗ Name, stamp or decals of signage manufacturer.

All signage artwork and details must be provided to GCA for approval prior to permission being granted to commence manufacture and installation.

Where required, the Tenant will provide a Structural Engineer's Certificate for any signage installed by the Tenant, to the satisfaction of all relevant authorities.

Existing tenants must also refer to this section of the Guidelines.



PERSONAL SERVICE TENANCIES

Tenancies providing a personal service include (but not limited to) the following:

- » Pharmacy
- » Dental
- » Medical
- » Massage
- » Health and Beauty Salon
- » Nail Salon

Due to the nature of the tenancy, privacy is often an important aspect to the shopfront. There are ways to achieve this privacy and keep transparency within the store ensuring customers passing by do not feel disconnected from the tenancy.

For Personal Service tenancies, the ratio of open versus closed can be 50/50. The closed portion cannot consist of entirely solid graphics. Graphics can make up 30% of the total Shopfront with the rest being solid cladding / screening.

Signage for Personal Service tenancies will be required to follow the same guidelines outlined in the Shopfront Signage section.

Additional Secondary signage such as smaller, more subtle representations of the trading name and/or logo, a tag line or icon/crest may be considered if the hierarchy is clear and these elements are fully integrated into the shopfront design.

Shopfront secondary signage can include a menu or services list outlining the services provided to the customers. These menus/lists must be clear and legible and if applied to glass must have no background (clear glazing). Services lists do not need to include prices, however if desired they are permitted and must be easily interchangeable for future changes in pricing. Vinyl signage and graphics must be reverse printed and installed on the internal side of the glazing.

PERSONAL SERVICE TENANCY SHOPFRONT GRAPHICS

It is important that all graphics align with the fit-out guide requirements. Graphics must not be literal to the services provided. Successful shopfront designs should complement the shopfront rather than overpower it. To achieve this, consider the following graphic types:

- ✓ Abstract
- ✓ Stylized
- ✓ Illustrations
- ✓ Creative Patterns

WHAT WILL NOT BE APPROVED?

- ✗ Images purchased and downloaded from stock photography websites.
- ✗ 'Lifestyle' images involving people, landscapes and scenes.
- ✗ Diagrams, tables and charts.
- ✗ Scenes of services provided (e.g. manicuring, massaging etc.).

A professional Graphic Designer must be engaged to create a signage and graphics package. GCA may ask to review the designer's portfolio to assess their experience prior to reviewing any graphics / signage for the tenancy.



TENANCY INTERIOR

Your store interior is the canvas to showcase your products and ideas. Your brand and the concepts behind it should unwrap as customers walk through the interior of the store.

The use of textures and colours, along with the introduction of ambient lighting will invite customers to take a second glance. Any internal elements such as walls and floors can be utilised creatively to engage emotions and imagination and should be explored in the planning of your space.

HOW TO ACHIEVE THIS?

- ✓ Graphics and secondary signage.
- ✓ Themes.
- ✓ Product Information and location of key visual merchandising.
- ✓ Finishes that will affect the overall feel and acoustics.
- ✓ Large lifestyle and branding images in areas of key sightlines.
- ✓ Feature and Special display areas.
- ✓ Feature and accent lighting to highlight product and create atmosphere.
- ✓ Location of service counter.



CEILING

Create impact and interest through a play on volume, space and height. Your ceiling plays an important role in the look and feel of your tenancy.

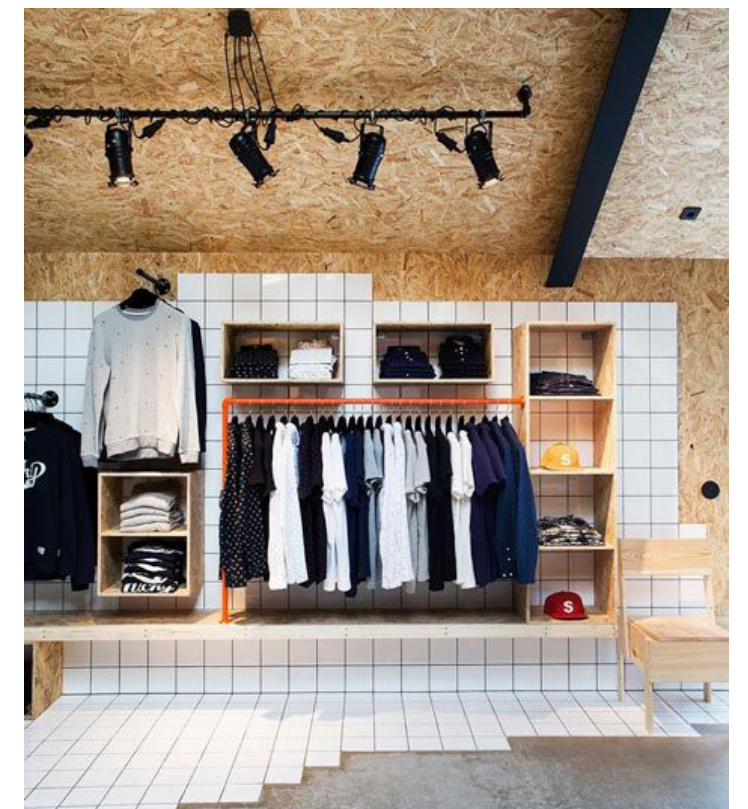
HOW TO ACHIEVE THIS?

- ✓ Maximize your ceiling height to create a sense of space.
- ✓ Incorporate three-dimensional elements into the design through architectural features or feature lighting to draw the customer's eyes to a section of the store.
- ✓ Create variation to ceiling heights with coves, moldings and suspended panels.
- ✓ Minimum standards requirements for a ceiling finish is flush plasterboard with a paint finish.
- ✓ Larger tenancies such as Office spaces may propose a grid ceiling system for review by GCA.
- ✓ The design must consider the final layout of the sprinkler system, supply and return air grilles/ducts, access panels and light fittings.
- ✓ Review any potential obstructions or limitations within your Tenancy before undergoing any design development.
- ✓ All ceilings must be suspended from structural building elements. Ceilings should not be suspended from mechanical or other building services.
- ✓ The tenancy plan will nominate the location of any required access panels and these will need to be accommodated within your design to enable base building services to be maintained. All access panels are to be hinged, finished and flush, with an Allen key lock for access.

- ✓ Exposed ceiling void/structures that are an integral part of the overall design concept for your store will be considered. As a result, there will be additional work such as, extending demising walls to the underside of the structure to seal your tenancy, covering flexible ductwork, fire protection to exposed services or noise insulation. You will also need to include feature elements such as suspended panels and feature lighting.

WHAT WILL NOT BE APPROVED?

- ✗ Low, flat and unimaginative ceiling designs.
- ✗ General Power Outlets (GPOs) with suspended exposed power cables from the ceiling.



ILLUMINATION

Lighting within a space can help create an ambience that enhances your brand image as well as the interior and shopfront features. The design of your tenancy will benefit from a combination of ambient lighting to provide general illumination and feature lighting to emphasise product and create interest.

Playing with varying light levels and introducing unique, decorative fixtures will help create a dynamic lighting environment for your tenancy.

HOW DO I ACHIEVE THIS?

- ✓ Engage a qualified, experienced Lighting Consultant to help create a lighting plan, select
- ✓ and specify light fittings that are of maximum light efficiency and minimum energy consumption.
- ✓ Use pendant or feature light fittings to highlight elements like service counters.
- ✓ Consider the lighting environment you would like to create by adjusting colour temperature, lamp types and fixture styles. Special care should be taken to minimise glare.
- ✓ Lamps should have a minimum CRI (Colour Rendering Index) of 80 to ensure colours are
- ✓ vibrant.
- ✓ Luminaires must achieve a minimum ratio of 50-60 lumens per watt.
- ✓ Provide a minimum illumination of 750 lux, as measured on the merchandise that is displayed. Lamps are required to have a colour temperature between 3000 (warm white) and 5000 (daylight) Kelvin degrees unless approved otherwise by GCA.
- ✓ Internally illuminated showcases and display units must be equipped with adequate ventilation to prevent overheating.

RECOMMENDED LIGHTING TYPES:

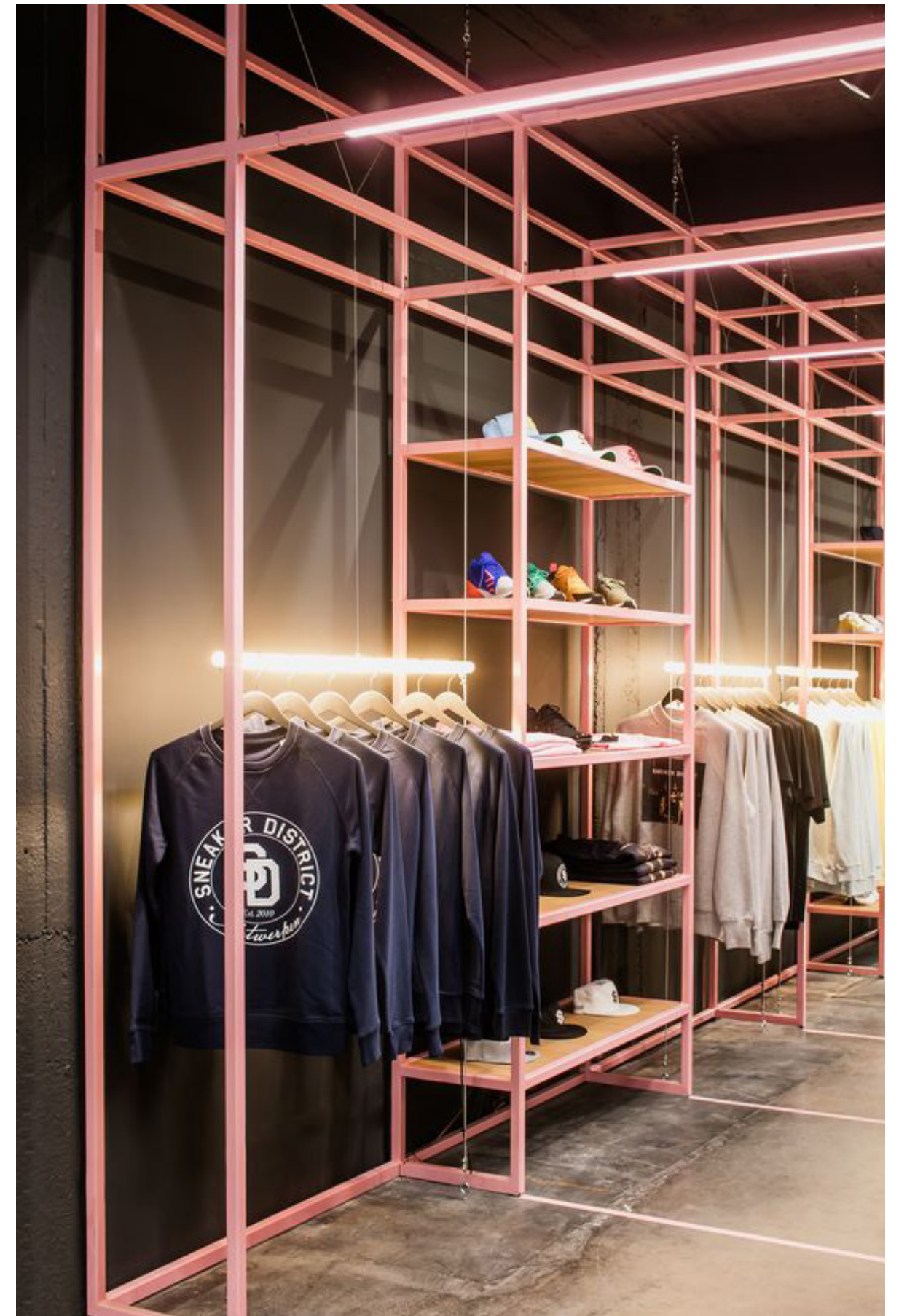
- » Approved track lighting.
- » Spot lights with low voltage or incandescent fittings.
- » LED lighting.
- » Metal halide luminaires.

WHAT WILL NOT BE APPROVED?

- ✗ High intensity discharge (HID) fixtures with mercury vapor or sodium lamps.
- ✗ Surface mounted fluorescent battens.
- ✗ Exposed neon lighting.
- ✗ Lighting installed outside the leased premises.
- ✗ Flashing, sequencing, strobe, spinning or chase type lighting effects are not permitted.

The Building Code of Australia (BCA) is a mandatory code with which all buildings are designed in accordance. Part J relates to the energy efficiency requirements of the building and assesses all aspects of the building including the building envelope, mechanical services, and electrical services. Part J is a mandatory requirement, and the Tenant, Retail Designer and Shopfitter must ensure that the fit-out complies with all elements.

Tenants will need to provide all additional power points, light fittings and outlets as required.



FLOORING

Floor finishes can create focal areas and lead customers through your space. Incorporating a combination of surfaces will aid both the aesthetic and functionality of your space.

HOW TO ACHIEVE THIS?

- ✓ Ensure internal floor is finished flush with external walkway.
- ✓ If your space has a change in floor level, you will also be responsible for providing the appropriate steps, ramps, landings and handrails to comply with regulatory code requirements.
- ✓ Wet areas need to be treated with a waterproof membrane to the floor surface, inserted between the wall and floor junction, and finished a minimum 300mm up the wall above the finished floor level. Where necessary, it is essential for the waterproof membrane to extend into expansion joints and floor wastes. You will be asked to provide a certification of this during fit out completion.
- ✓ You will need to provide certification to us before you trade that the flooring achieves proper slip ratings and meets Building Code standards.
- ✓ You will need to provide certification of the floor finish as part of the final design approval process and before any floor tiles are procured or laid on site.
- ✓ Always specify high quality and durable finishes to maximise longevity and appearance of your store design. Incorporate appropriate transitions and details between any changes in floor finish.
- ✓ If you require any penetrations or saw cuts to the base building slab for chasing, you will need approval from GCA.

RECOMMENDED FLOOR MATERIALS:

- » Natural stone
- » Reconstituted stone
- » Terrazzo
- » Polished concrete or similar
- » Commercial quality ceramic tiles
- » Commercial grade timber flooring
- » Specialised vinyl (in line with your brand and center standards)
- » Commercial grade carpet (at the discretion of GCA)

WHAT WILL NOT BE APPROVED?

- ✗ Rubber flooring
- ✗ Sheet vinyl
- ✗ Epoxy flooring
- ✗ Non-commercial grade materials
- ✗ Materials without appropriate certification



WALLS AND COLUMNS

Walls play an important role in the design of your space. Not only do they offer a canvas for an aesthetic treatment, but also contribute to functionality by providing sound insulation and support for fixtures. If a column is located within your tenancy, it should be treated with the same level of finish as the interior walls and integrated within the layout and design.

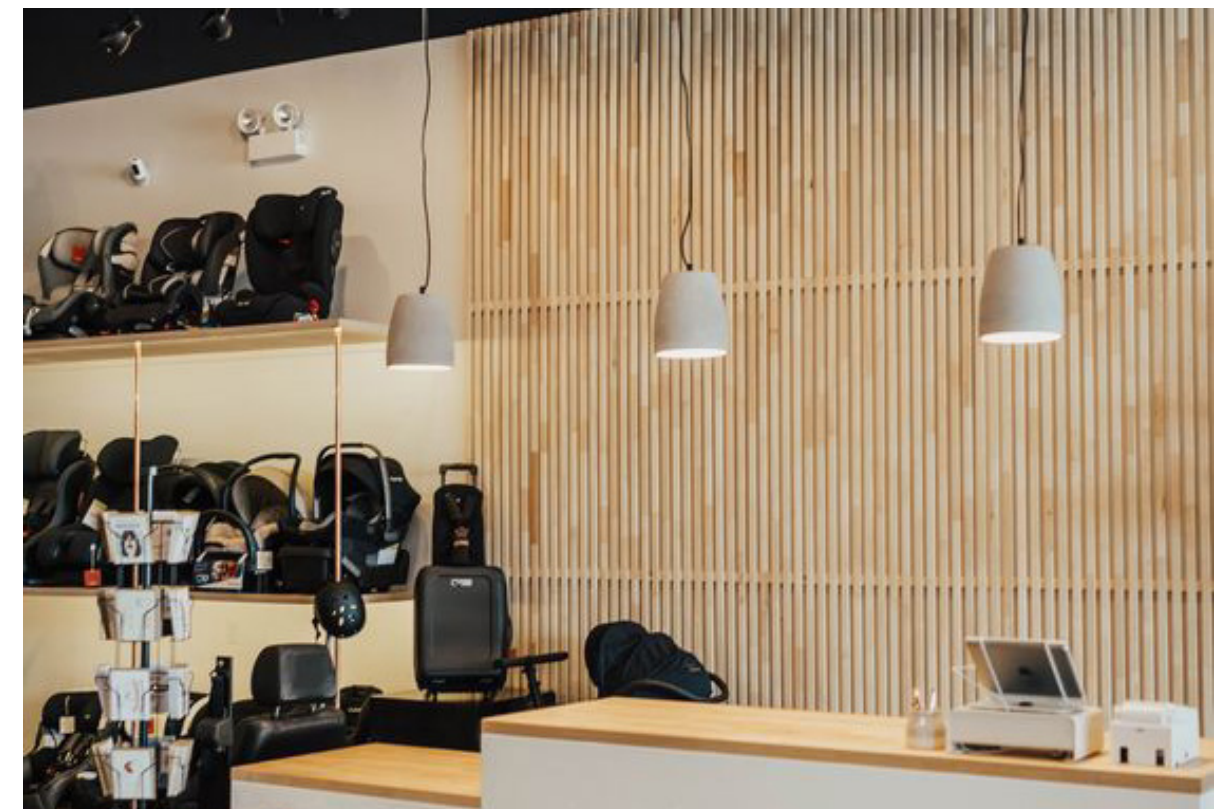
HOW DO I DO THIS EFFECTIVELY?

- ✓ Create a feature wall or make a bold statement in a strategic location – either on the back wall or behind the point of sale by using graphics and finishes.
- ✓ Integrate ambient or concealed lighting for added dimension and interest.
- ✓ Maximise the expanse of a wall by using a combination of merchandising, fixtures and signage.
- ✓ If any inter-tenancy walls are of fire rated construction, ensure that your fit-out does not compromise their integrity. Fire rated constructions are not to be penetrated.
- ✓ Inter-tenancy walls are non-load bearing therefore any fixtures / fittings installed on these walls as part of the design must be self-supportive.
- ✓ You may install a security mesh above the inter-tenancy wall as a security measure, if ceiling services are not affected by the installation.
- ✓ Depending on the noise that your tenancy may produce, the walls may be required to be extended to full height or treated with sound insulation. If this is case, proper ventilation will need to be coordinated.

- ✓ If your tenancy plan shows an expansion joint, this should be considered during the construction of the shop walls and joinery. All internal walls and their lateral supports should be designed to withstand a minimum internal wall pressure of 0.25kPa.

WHAT WILL NOT BE APPROVED?

- ✗ No exposed conduits or other miscellaneous services are allowed. Should there be any exposed services in your tenancy at the time of handover, it will be your responsibility to ensure that they are treated and concealed within the overall design.
- ✗ Flat, painted wall treatment without any three-dimensional articulation.
- ✗ Unfinished or exposed block work, unless approved by GCA as an integral design feature.
- ✗ Continuous wall racking or shelving along the full expanse of a wall.



MERCHANDISING AND DISPLAY

The way your merchandise is displayed plays a huge role in the representation of your brand, functionality of your store, and appearance of the rest of your space. Finding unique ways of showcasing your product will create interest and improve traffic within your store, ultimately boosting your sales.

HOW TO ACHIEVE THIS?

- ✓ Locate all merchandising and equipment entirely within your premises, behind the lease line.
- ✓ Ensure fixtures and merchandising units are integrated into the overall shopfront design and constructed / finished to a high-quality withstanding damage over time.
- ✓ Present your products in an organised manner – use colour zoning, graphics, themes and product grouping.
- ✓ Any temporary promotional or visual merchandising displays should complement the store design.
- ✓ All fixtures and displays must be self-supportive. No components of the tenancy fit-out are to compromise the structural integrity of the base building.
- ✓ Make sure all POS units are set back from the lease line a minimum of 1500mm to ensure customers do not queue over the lease line.
- ✓ Counters and transaction surfaces must be designed in accordance with the Disability Discrimination Act.
- ✓ Build all POS equipment into the joinery ensuring cabling is built in.

WHAT WILL NOT BE APPROVED?

- ✗ Large areas of untreated wall space
- ✗ Fixture installation that in any way impedes on circulation, egress pathways or safety to customers.
- ✗ Exposed stripping or peg board displays.
- ✗ Large areas of blank walls above wall fixtures.



AUDIO VISUAL

Sound and media can assist in creating an engaging and dynamic environment for your space whilst providing an enjoyable experience for your customers.

HOW TO ACHIEVE THIS?

- ✓ To maintain a constant music sound level, you will need to install a sound monitor to your proposed stereo system. The decibel rating in your store must not exceed 75 (in accordance with Australian Standards).
- ✓ If music is an integral part of your store's function, ensure appropriate wall and ceiling insulation is provided to not disturb adjacent tenancies.
- ✓ Speakers must be set back at least 3000mm from the lease line.
- ✓ Choose a powder coat finish for your equipment that blends with the surrounding finishes colour palette.
- ✓ Television and radio aerials are not provided for fashion / specialty services type tenancies. Contact GCA should you require an aerial or to check whether your tenancy has an aerial.
- ✓ Monitor locations and installation details will need to be approved by GCA.

SECURITY

Adequate shopfront closures, monitoring equipment, alarms and all other security devices are an integral part of planning your tenancy.

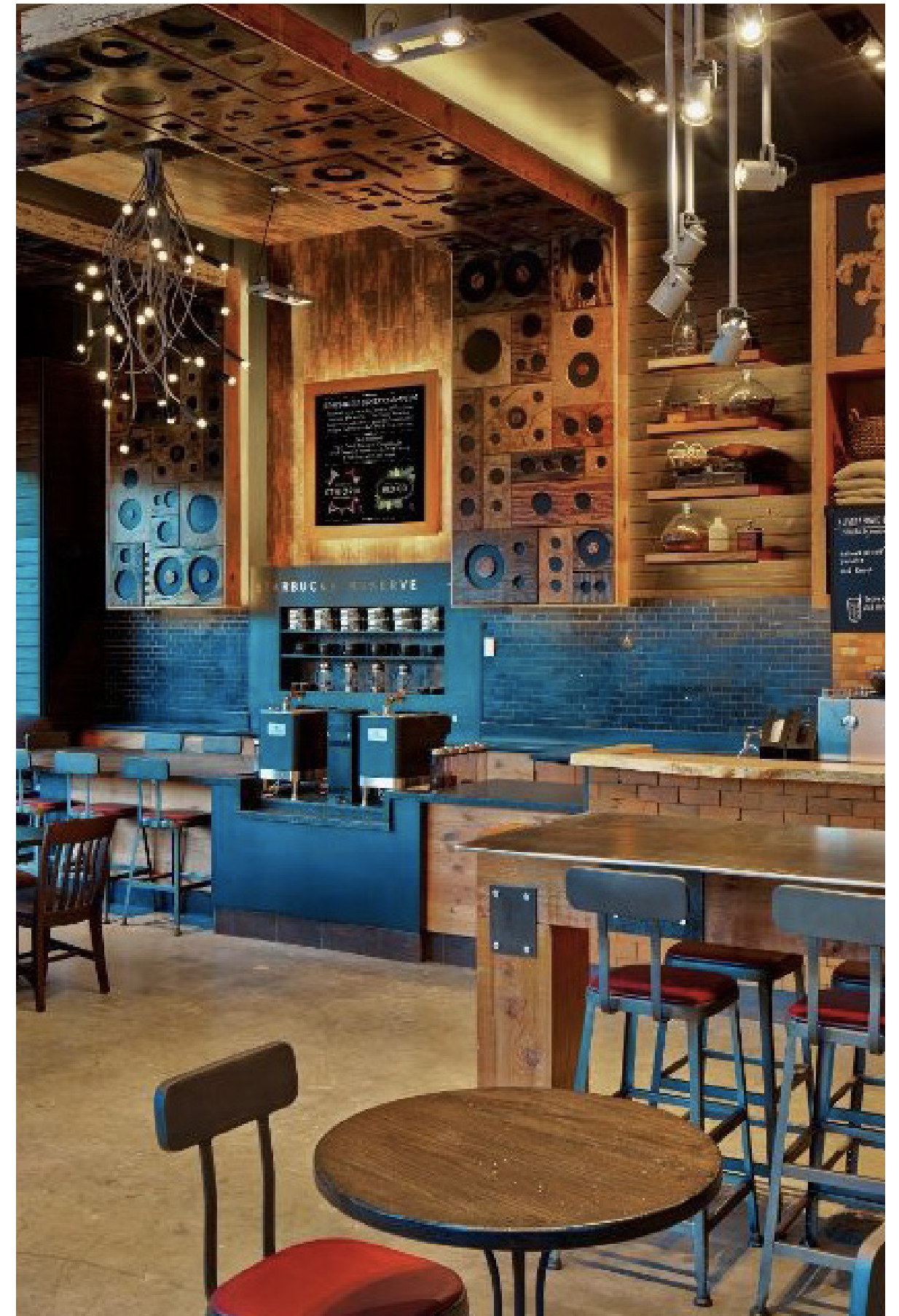
It is your responsibility to ensure these systems and the power supply required to run them are installed correctly.

HOW TO ACHIEVE THIS?

- ✓ All security equipment must be shown on your drawings to be approved by GCA prior to installation
- ✓ Ensure all systems are programmed, installed and maintained by a certified professional to achieve their best performance
- ✓ Any devices within visual sight-lines are to be concealed or otherwise integrated within the tenancy design
- ✓ Doors and closures are to be designed in accordance with the guidelines defined in the shopfront section of this document
- ✓ Install your system behind the lease line of your tenancy

WHAT WILL NOT BE APPROVED?

- ✗ Devices such as cameras, lights or sirens, or their attachments and fittings which are visible on your shopfront.
- ✗ Any security equipment installed outside your leased premises.



SERVICES AND STRUCTURE

There are a few critical elements you need to consider when designing your store. The structural components and services relating to your tenancy can heavily impact the design of your space. You will need to review these details and parameters with your Retail Designer/Shopfitter and GCA prior to commencing any design work on your tenancy to ensure nothing conflicts with or impedes on these elements.

As part of your fit-out design you must consider the location of the base building services such as electricity, telephone, water supply, drainage, gas, mechanical and fire systems etc. Your Tenancy Services provisions should be confirmed with GCA. Costs associated with the additional up-grades or down-grades to the base building provisions is your responsibility and should be included in your fit-out budget.

As the Tenant, you will be required to maintain and service any additional equipment so that it is kept in good condition and working order.

SERVICES QUESTIONNAIRE / CHECKLIST

You, your Designer and Shopfitter need to compile information for your tenancy's services requirements which will be included in your final design submission. The technical information you provide for the services needs to be accurate. Refer to the [Services Questionnaire Form](#) at the end of this document.

ELECTRICAL SERVICES

- ✓ The electrical and communication services must be independent of the Centre's trays and be supported with AS 3000-Wiring Rules.
- ✓ Energy efficient and low-heat generating equipment are encouraged to be used within the store. Please refer to the Australian Government Website www.energyrating.gov.au for useful information and tools.
- ✓ All electrical works within your tenancy must be carried out by a licensed electrician.

COMMUNICATION SERVICES

- ✓ All telephone and data work within your tenancy must be carried out by the approved installer of your preferred telephone supplier and managed by your Retail Designer/Shopfitter.

MECHANICAL SERVICES

- ✓ Your tenancy must have air conditioning that complies with the Building Code of Australia and any applicable development specific fire engineering solution. Any flexible ductwork will need to be replaced with hard ductwork if you propose to have no ceiling. Your base building mechanical engineer will design any changes to the base building open plan air conditioning services to suit your tenancy design. The air conditioning services will be installed and certified by your base building mechanical services contractor.

REMOTE MOTORS FOR REFRIGERATION AND SPLIT AIR CONDITIONING SYSTEMS

- ✓ All remote motors for refrigeration and split air conditioning systems must be located outside your tenancy. Your Shopfitter must run the condenser lines from the tenancy to the agreed remote location where they have installed the motors. All roof penetrations, waterproofing and rooftop platforms associated with a remote motor must be installed by your Base Building Contractor. Any works your Shopfitter performs outside your tenancy must be accompanied by an approved safe work method statement. Ask GCA for the agreed location for all remote equipment.



HYDRAULIC SERVICES

- ✓ Your tenancy will be provided with hydraulic services. If you require extra hydraulic points you will need to clearly indicate the location of the extra points on your tenancy plans as well as the specification for the size and type of drain points required. The base building hydraulics engineer will design any under slab hydraulics required by these extra points. All under slab hydraulics must be installed by the base building hydraulics contractor. All above slab hydraulics works must be installed by your appointed Shopfitter as part of your fit-out. Due to structural slab elements and cables in the slab, the location of extra hydraulics points may need to be amended. The amended locations will be coordinated with your shopfitter on site to ensure that the new locations still work with your tenancy layout.

SLAB STRUCTURE AND LOADINGS

- ✓ Require reference to National Environment Protection Measures (NEPM) for any ground breaking works.
- ✓ If an expansion joint is located in your tenancy, you are required to accommodate it within your tenancy design.
- ✓ Any expansion joints within your leased premises must be integrated in your specified floor finishes and details relating to shopfront, walls, ceiling, columns, fixed joinery and the like.
- ✓ You must use a recognised proprietary industry brand expansion joint that is designed to manage the expansion and contraction that may occur in that location.
- ✓ Expansion joints must be flush with surrounding floor finishes so as not to create slip or trip hazards.
- ✓ Safes, compactus units and any other heavy items need to be clearly shown on your final drawings and have all specifications noted including size and weight. The base building structural consultant will assess the proposed location and confirm whether this is a suitable structural location. If the location is not suitable the consultant will propose an alternative location. Your tenancy design may need to be revised if the location of proposed heavy items cannot be located as shown on your plans.

FIRE SERVICES

- ✓ Sprinklers, smoke detectors and emergency warning speakers that comply with the Building Code of Australia and any applicable development specific fire engineering solution. Additional high-level sprinklers may be required if you propose to have no ceiling. The base building fire engineer will design any changes to the base building open plan fire services to suit your tenancy design. The fire services will be installed and certified by the base building fire services contractor.
- ✓ In the case of an emergency, appropriate means of egress is not only critical to your staff and customer safety, but also a mandatory code requirement.
- ✓ You are responsible for providing all equipment (e.g. Fire extinguishers and fire blankets) and signage relating to life safety within your tenancy. This includes meeting and maintaining all building code regulations to ensure the safety of your staff and customers.
- ✓ All emergency lighting to be installed with test switches.
- ✓ Each Tenancy, if required by BCA, will be responsible for installing and maintaining their own emergency lighting system.
- ✓ Ensure all products/materials are compliant with Fire Indices as per Australian Standards.

CONNECTION OF GAS TO FOOD TENANCIES

- ✓ If applicable, a gas point 'may' be provided to a point within your tenancy. Gas lines within your tenancy need to be installed by your Shopfitter. Gas meters need to be installed by a licensed gas installer after your Shopfitter has installed the gas lines and you have set up your gas account. Your gas can then be switched on.



STOREROOMS

Dry Storerooms

- ✓ Depending on your lease agreement you may have a storeroom. Any works required in your storeroom need to be carried out as a part of your tenancy fit-out and should be included in your fit-out budget.

Food Storerooms

- ✓ Depending on your lease agreement you may have a food storeroom. Food storerooms must have solid construction walls, sealed floors and a smooth cleanable ceiling. Any works required in your storeroom to comply with food codes need to be carried out as a part of your tenancy fit-out and should be included in your fit-out budget.

Food Preparation Storerooms

- ✓ Depending on your lease agreement you may have a food preparation storeroom. Food preparation storerooms must have a water supply, a floor waste and drain point, solid construction walls, sealed and coved floors and a smooth cleanable ceiling. Any works required in your storeroom to comply with food codes need to be carried out as a part of your tenancy fit-out & should be included in your fit-out budget.
- ✓ Gold Coast City Council approval will be required for Plumbing & Drainage.

CERTIFICATION

At the completion of the Fit-out Works and before trading commences, the Tenant must obtain a Certificate of Compliance from the Airport Building Controller (ABC) - Refer to Section 004; Attaining Approvals. The Tenant will be required to provide the following certificates to the ABC;

- ✓ Structural Engineers Certificate certifying that all overhead structures are adequately supported from the building structure, including, but not limited to, shopfront, ceiling, bulkheads and signage. Engineer's contact details to be forwarded to GCA before the Fit-out Works commence. The Tenant's structural engineer must clearly list all the elements inspected on the certificate.

- ✓ Glazing Certificate - the Tenant's glazier must certify the installation, design and materials meet the current Australian Standards, AS1288 & AS2208
- ✓ Electrical Certificate must be supplied by the Tenant's electrical contractor who must certify the installation of electrical services within the premises.
- ✓ Exhaust Canopy Installation Certificate must be supplied by the Tenant's exhaust contractor who must certify the installation of any exhaust canopies within the premises.
- ✓ Plumbing Certificate provided by the Tenant's plumbing contractor certifying the plumbing complies with the relevant Australian Standard.
- ✓ Waterproof Membrane Installation - A waterproof membrane is required for any wet areas within the Premises (including hairdressers, florists, food tenancies etc.). The Tenant's Contractor must supply written confirmation that all aspects meet Australian Standards for all food service areas. All penetrations must be tanked. Require reference to NEPM for any ground breaking works
- ✓ Authorities Construction Certificate - A copy of the compliance certificate and required attachments issued by the certifying Authority.
- ✓ Health Department Certificate (if required) All Premises handling food must supply written confirmation and approval from the Health Department confirming that all relevant food regulations relating to the Fit-out Works have been complied with. OR: Where the Tenant carries out acupuncture, body piercing, ear piercing, electrolysis, tattooing, cosmetic enhancement, hairdressing or beauty treatments, the Tenant must provide a certificate of registration of the Premises under the Health Act 1937.
- ✓ Fire Extinguisher Certificate and Fire Hazard Properties Certificate - All materials, linings and surface materials in the Fit-out Works must comply with the BCA Standard of Performance. BCA 96 Specification C1.10. AS 1530 Early Fire Hazards Test.
- ✓ Floor Finishes Certificate certifying that slip resistance suitable for commercial use (retail) has been installed as part of the Fit-out Works. This applies to any floor surface other than carpet. Floor finishes must comply with Australian Standard 4586:1999 and AS 3661.
- ✓ Occupancy Certificate - The Tenant must arrange for final premises inspection by relevant Authorities for an occupancy certificate.

SECTION 002

FOOD OUTLET FINISHES

SERVICE COUNTERS

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ILLUMINATION

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WALLS

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GOLD COAST AIRPORT

If your tenancy has a food offer, there are supplementary requirements you need to be aware of in addition to the General Design Guidelines. The guidelines outlined in this section provide general recommendations and criteria to make your tenancy successful.

- » Shopfront design should be of the same standard as general centre tenancies. Refer to General Design Guidelines for more information.
- » Consider the theatre of food preparation to engage customers by having a visual link, integrating back-of-house with front-of-house.
- » Incorporate compliant, coordinated, comfortable and good quality in-house dining furniture to encourage longer dwell times and maintain longevity of product.
- » Strategies for queuing, communicating service times and maintaining seating areas should be set in place as part of the design concept.
- » Food preparation and presentation at the counter is encouraged to boost the theatre of your service offer.
- » All elements of your design are required to be compliant with AS/NZ Standards, Building Codes of Australia (BCA), Disability Discrimination Act (DDA) (unless otherwise deemed to satisfy solution), National Food Premises Code, Queensland Health Design and Fit-Out Guide for Food Businesses and local statutory approving bodies, such as local councils, health, water, electricity and telephone.
- » All materials must have appropriate substrates and finishes to withstand heat and water damage.



SIGNAGE, BRANDING AND GRAPHICS

Signage should set the tone, and character of the business to create a lasting, recognisable impression. Signage design should show creativity, and individuality which clearly identifies the business. A graphic designer with experience in retail should be employed to design all signage, graphics, imagery, ticketing, menu boards, uniforms and promotional material.

HOW TO ACHIEVE THIS?

- ✓ All graphics and signage are to be suitably protected, covered, concealed and/or illuminated in both front and rear.
- ✓ Graphics should be flexible and allow for alterations or change as needed in the future without any major disruptions to a trading business.
- ✓ Designers are encouraged to be creative with signage positioning and consider both shopfront, pylons, under awning areas, licensed seating areas, and walls behind window displays (if applicable).
- ✓ Signage throughout the tenancy should have dimension. Combinations of illuminated and non-illuminated elements are strongly encouraged to provide visual interest to customers.

GRAPHICS

- ✓ Ensure all graphics reflect your brand identity.
- ✓ Graphics should be fully integrated into your shopfront design and the precinct within which your tenancy resides.
- ✓ All imagery and photography must be approved by GCA.

- ✓ Packaging, ticketing and price tagging should all be considered as part of your graphics package and be creative and innovative to maximise impact.
- ✓ Size, shape, colour, texture and quality of presentation all play an important role in the effectiveness of your branding.

PACKAGING

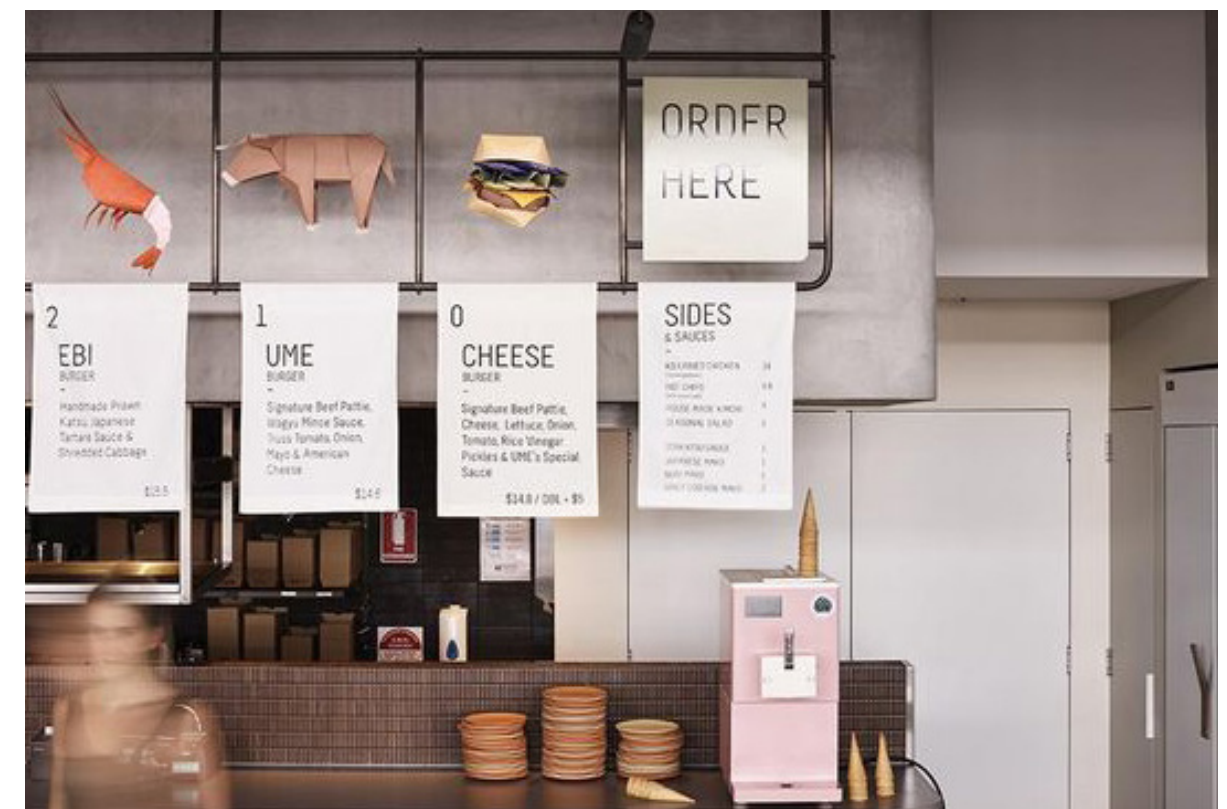
- ✓ Tenancies that provide a take-away service should have coordinated cups, napkins, containers, cutlery, plates and trays displaying your brand name and logo.
- ✓ Cups and containers are to include lids for safety.
- ✓ Containers are to be recyclable and environmentally sustainable where feasible.

MENU BOARDS

- ✓ Menu boards are to be edge-lit or slimline and illuminated internally and recessed into the surrounding finishes. LCD style screen or similar may be acceptable; approval for this at the GCA's discretion.
- ✓ Non-illuminated menu design will be considered if an innovative, artisan solution designed by a Graphic Designer is proposed.
- ✓ Menu boards should be located behind the counter, on the back wall in all tenancy types.
- ✓ No menu boards should be placed on the shopfront.
- ✓ Menu font must be minimum 60 point for visibility.
- ✓ Food imagery should be produced by a professional food stylist and a photographer with food experience.

WHAT WILL NOT BE APPROVED

- ✗ A-frame signage is not permitted throughout the precinct



SERVICE COUNTERS

The service counter must be designed in keeping with the overall concept of the store. Counters must be positioned so that they are visible from the shopfront entry. Counters must be purpose built and custom designed for the tenancy.

Counters must be built from materials that are durable and high quality, taking into account the term of the lease to ensure longevity of the materials chosen.

HOW TO ACHIEVE THIS?

- ✓ Utilise transparent displays to showcase products while allowing for visual sightlines beyond them. Ensure the elements of food prep you do not want to be visible are integrated into the counter or screened off from customers' sightlines in back-of-house areas.
- ✓ Counters and displays must be a maximum height of 1400mm above finished floor level and designed for ease of cleaning.
- ✓ Fully integrate the presentation of your condiments, utensils, straws, napkins and menus into the counter design. Storage for miscellaneous items accessible to staff should also be incorporated into the counter design.
- ✓ Allow for adequate under counter storage for tenancy equipment and packaging.
- ✓ POS equipment should be recessed into counter design.
- ✓ Order and pick-up zones should be clearly identified to avoid queuing congestion.
- ✓ Disable access must be incorporated into some section of your counter design to comply with DDA. Refer to AS1428.1 and 2 for details.

- ✓ For walk-in tenancies, point of sale counters must be set back a minimum of 2400mm from the lease line to avoid queuing outside your premises.
- ✓ Integrate a skirting that is made from durable materials such as stone or stainless steel, either flush or set back from adjoining finishes.

WHAT WILL NOT BE APPROVED?

- ✗ Counters extending beyond the lease line.
- ✗ Ventilation grilles at the front of the counter.
- ✗ Stand-alone, third party branded or generic drinks fridges within the counter top.
- ✗ Low quality counter design with inferior finishes.
- ✗ Temporary or separate provisions for condiments and utensils not incorporated into the design of the counter.

PERMITTED MATERIALS:

- ✓ Stone
- ✓ Ceramic, porcelain and glass tiles
- ✓ Solid Timber
- ✓ Glass
- ✓ Dibond
- ✓ Decorative metal
- ✓ Stainless steel
- ✓ Wood Veneer

NOT PERMITTED MATERIALS:

- ✗ Plastic laminates
- ✗ Vinyl
- ✗ Particle Board
- ✗ Painted Surfaces
- ✗ Any other materials not durable for counter cladding.



EQUIPMENT

- ✓ All white goods such as refrigerators, freezers, washing machines, dryers and dishwashers must have at least a 4-star Energy rating.
- ✓ Water heaters must meet Minimum Energy Performance Standards (MEPS) requirements.
- ✓ Refrigerator motors are to be installed in a remote location.
- ✓ Equipment is to be concealed, enclosed or located so there is no visible power cabling or exhaust.
- ✓ All plumbing hardware products installed must meet the GCA WELS rating requirements which is, as a minimum, WELS 3 star rating for showers and toilets and WELS 5 Star rating for taps and urinals.
- ✓ Ensure sufficient insulation is specified to hot and cold food cases and water heaters to retain energy source.
- ✓ Only waterless wok system units will be allowed.
- ✓ If gas is supplied within your tenancy, a flame cut-out switch must be installed to all gas equipment.
- ✓ All kitchen exhaust hoods must have additional make up air connected directly into the kitchen exhaust hood. The flow rate must comply with Building Codes of Australia and relevant Australian Standards. For further information refer to the Design and Fit-out Guide for Food Businesses (Food Act 2006).

WHAT WILL NOT BE APPROVED?

- ✗ Third party promotional advertising or brand logos on equipment.



ILLUMINATION

In addition to the Illumination recommendations listed in General Design Guidelines, we have added a few additional points more specific to the Food Tenancy.

Consider a combination of light levels that can be used to highlight, display and enhance mood and ambience.

Focus on the comfort level of customers dining, creating a more intimate and relaxed lighting temperature in the range of 3000K (Kelvin). Lamping should have a minimum of 90 CRI to bring out the colour of your food presentation and attract customers.

Illumination for counters, displays, fridges and similar must be concealed from public view. The use of diffused light sources is encouraged.

Consider food offers at various times of day and ensure your lighting design is flexible to suit each scenario. Lighting should be dimmable.



WALLS

The information listed below should be read in conjunction with the 'Walls' section of the General Design Guidelines, where we have provided a list of key ideas and items to incorporate within your tenancy design.

- ✓ The face of any core wall such as concrete block, brick and precast/in-situ concrete visible from customer areas must be lined in an approved material. Paint finish only on these base materials will not be permitted. Wallpaper, stencilling, textured and engraved surfaces are recommended.
- ✓ All new internal walls are to be installed by the Tenant. Non-load bearing partitions and any fixtures and fittings must be independently supported from the floor.
- ✓ Walls between customer areas and back-of-house shall be full height with access doors positioned to minimise visibility. Access doors must be a minimum of 2400mm in height self-closing and non-residential in styling.
- ✓ Walls within food service areas, such as back-of-house kitchens, are required to have adequate substrates and finishes to withstand heat and water damage.
- ✓ At handover there may be unfinished or previous finishes from the last fit-out. It is expected the Tenant removes these finishes and applies new to the approval of GCA.
- ✓ Slatwall must be kept to a minimum and must be broken up with vertical elements to provide visual relief for product display.
- ✓ Where excessive smells are generated with the tenancy, the Tenant must provide insulation to the Intertenant Walls, extended and completely sealed to the roof/slab structure above.

WHAT WILL NOT BE APPROVED?

- ✗ Curtains or screens separating front of house and back of house areas.
- ✗ Penetrations and chasing of the intertenant walls are not permitted unless approved by GCA in exceptional circumstances.



LANDSCAPING AND SEATING IN LICENSED AREAS (IF APPROVED)

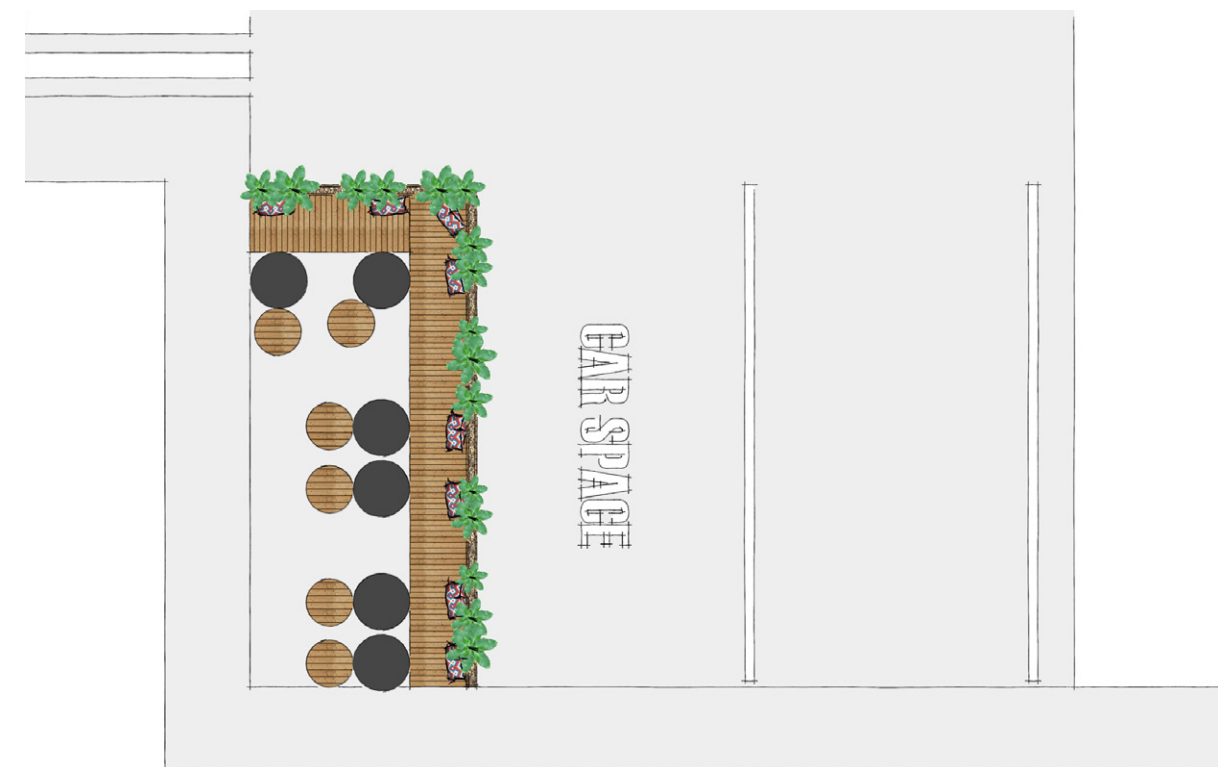
All street furniture and equipment including tables, seating, market umbrellas, bicycle racks, rubbish bins, bollards, tree guards and tree grates should be of commercial grade and quality construction. Furniture must be consistent throughout tenancy.

If your Food Tenancy is allowed external seating, we would recommend incorporating custom made, low height barrier/boundary walls that would create a sense of privacy and delineation from carpark spaces. Low height walls are also a great way to incorporate natural landscaping to promote the sense of serenity, positivity and connection to nature. Ensure low height walls incorporate proper corner protection to avoid damage and are self-supported on uneven surface.

Some Food Tenancies may be eligible to take over a car space for added outdoor seating (subject to approval and negotiation by GCA). In this circumstance, the Tenant must provide custom low height wall barriers no higher than 1200mm in height to all sides that face the car park. The Tenant will also be required to build-out new flooring flush with footpath to eliminate any trips and falls. Consider using smaller tables and chairs to maximise seating count.

PREFERRED FINISHES:

- ✓ Stainless steel
- ✓ Powder coated steel or aluminium
- ✓ Composite timber
- ✓ Compact laminate
- ✓ Stone
- ✓ Reconstituted stone (benchtops)



SECTION 003

EXTERNAL SHOPFRONTS



GOLD COAST AIRPORT

TYPICAL EXTERNAL SHOPFRONT

Every tenancy shopfront at Airport Central differs in shape, height, size and façade features. Due to this the tenant cannot solely rely on tenancy lease line to delineate the boundary at which the shopfront treatment should end. The tenant must take into account the shopfront form for any visible building delineation between tenancies. This will act as the primary guide for stopping the shopfront treatment.

For high, overarching tenancies, shopfront treatment should continue all the way from the ground to the top of the shopfront resulting in a clean, vertical finish line that has been appropriately capped. Awnings are not to be used as a stopping point for tenancy treatment.

Some tenancies within the Office Precinct have an existing wall light located on a wall between shopfront glazing. Check with GCA which precinct your tenancy belongs to. If your tenancy lease line falls in the middle of this wall, you are to finish the entire span of it to the right side of external shopfront. Existing light fixture should be reinstated following cladding installation. If your tenancy partially continues around the corner, or to its entirety, the shopfront treatment should wrap around.

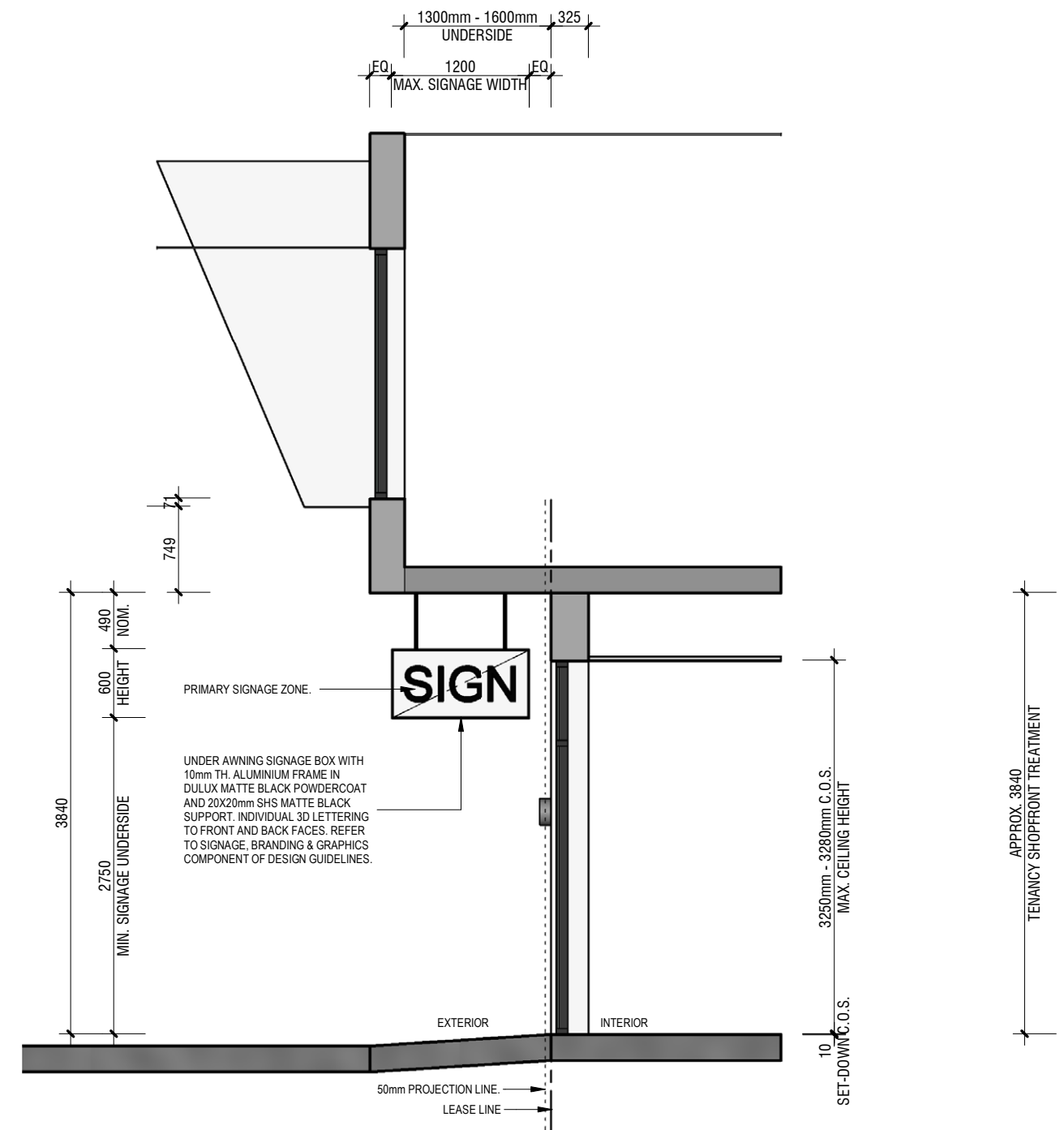
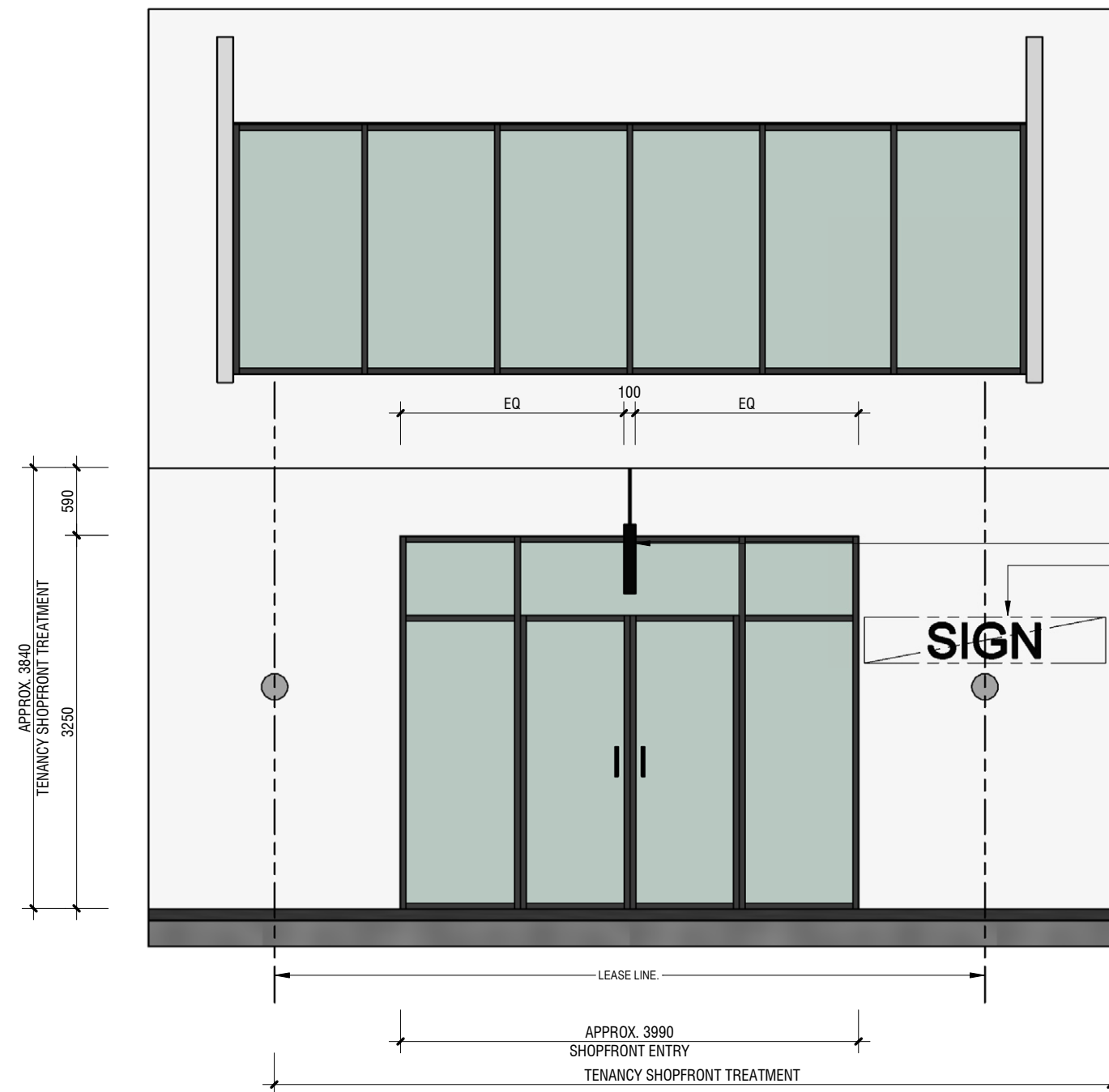
Internal Shopfronts within the Office Precinct are to be treated up to lease line. Tenancies that have corners to their shopfront should have the treatment span to its extent.

The GCA will assist with further clarifications and design approval.



ELEVATIONS AND SECTIONS

TYPICAL EXTERNAL SHOPFRONT 1

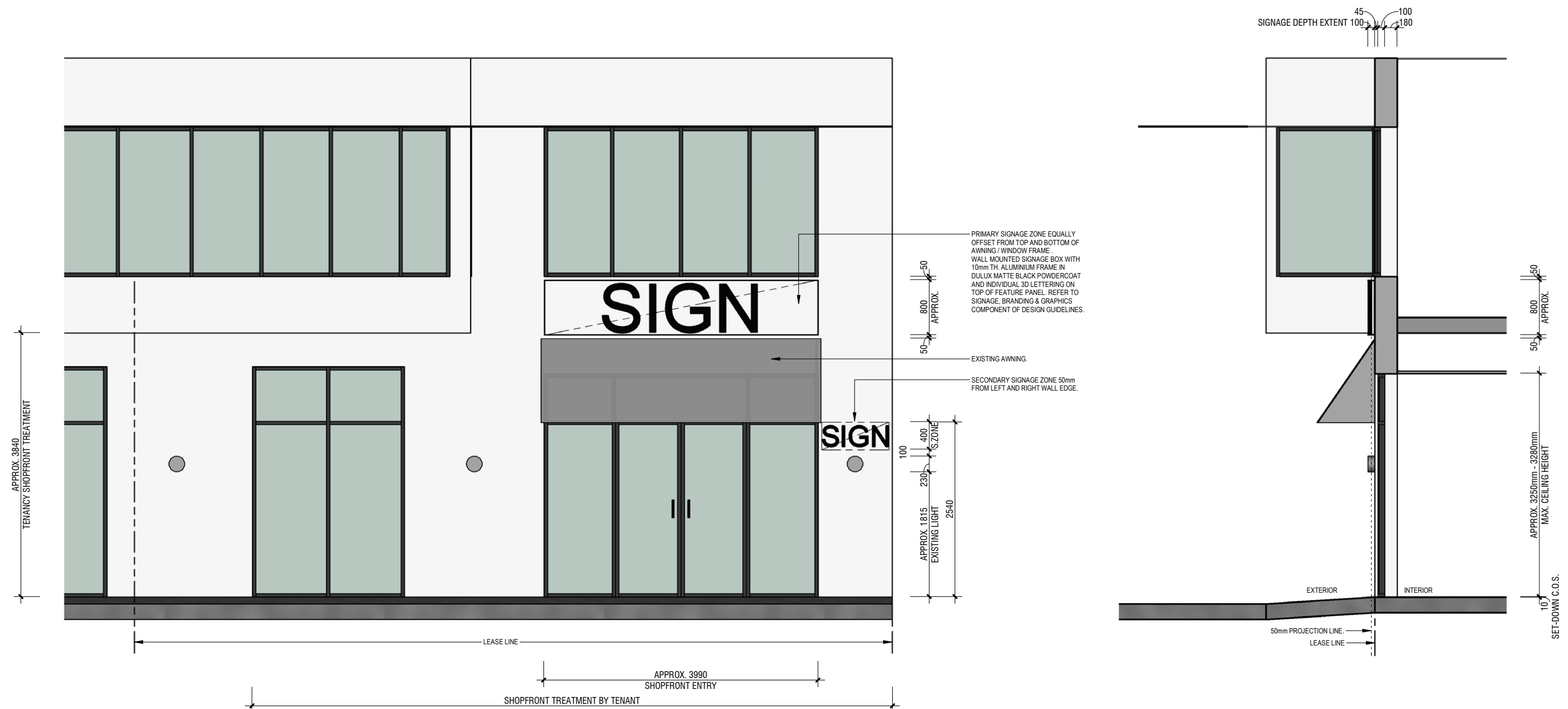


1 GENERAL SHOPFRONT 1 - ELEVATION
Not to scale

2 GENERAL SHOPFRONT 1 - SECTION
Not to scale

ELEVATIONS AND SECTIONS

TYPICAL EXTERNAL SHOPFRONT 2

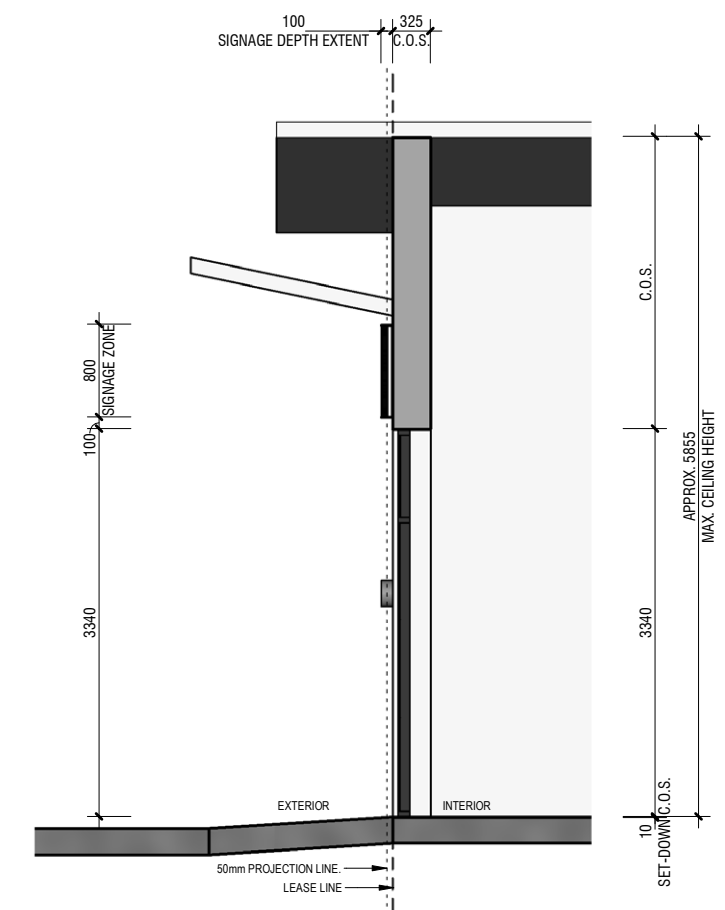


3 GENERAL SHOPFRONT 2 - ELEVATION
Not to scale

4 GENERAL SHOPFRONT 2 - SECTION
Not to scale

ELEVATIONS AND SECTIONS

TYPICAL EXTERNAL SHOPFRONT 3



5 GENERAL SHOPFRONT 3 - ELEVATION
Not to scale

6 GENERAL SHOPFRONT 3 - SECTION
Not to scale

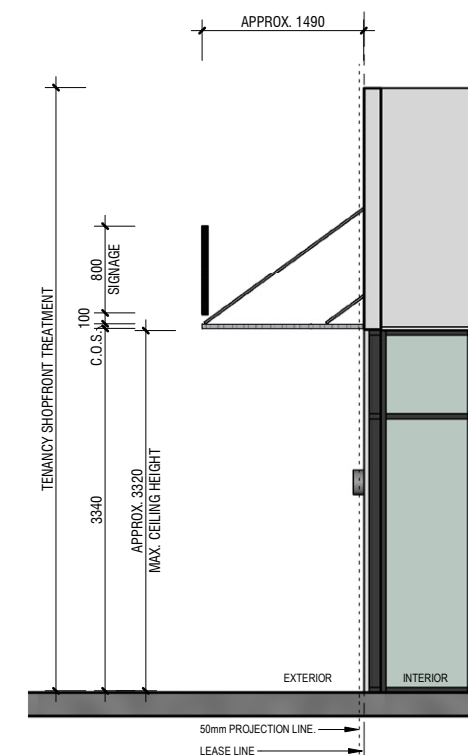
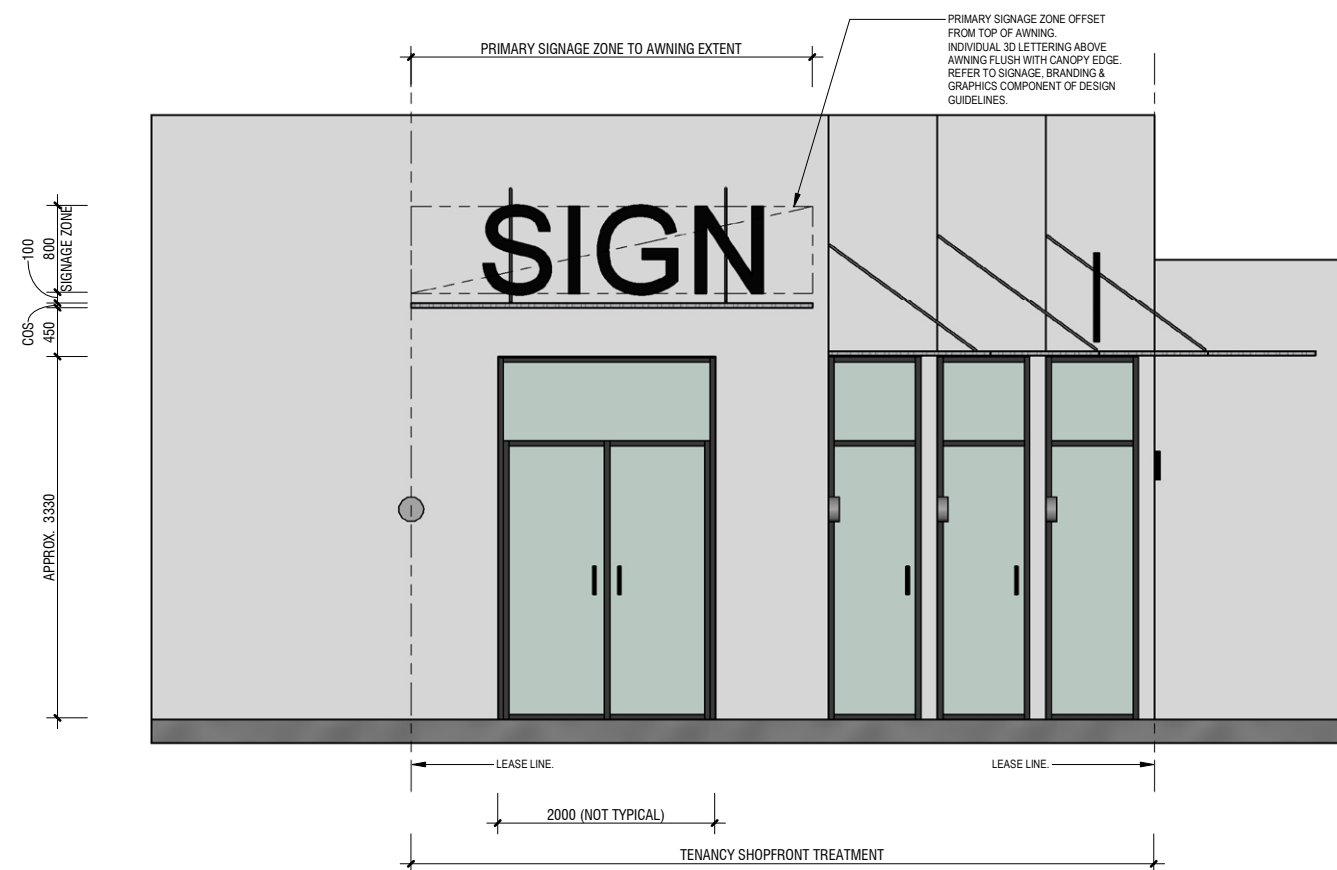
ELEVATIONS AND SECTIONS

TYPICAL EXTERNAL SHOPFRONT 4



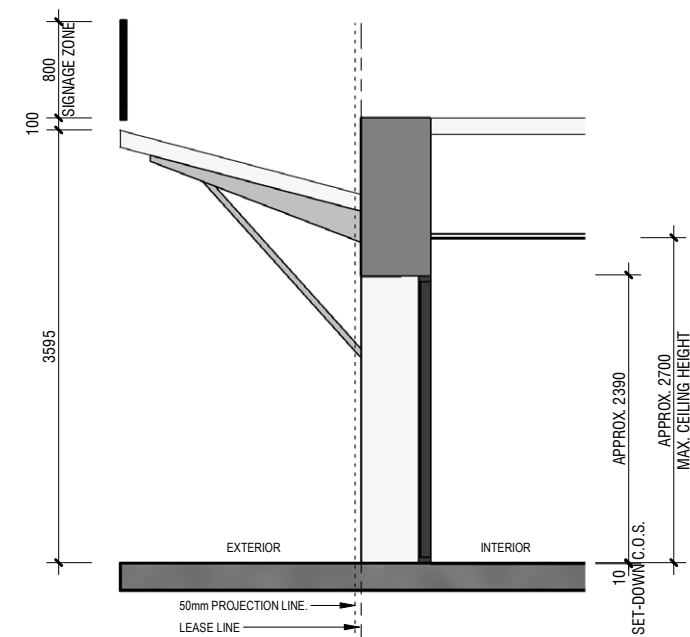
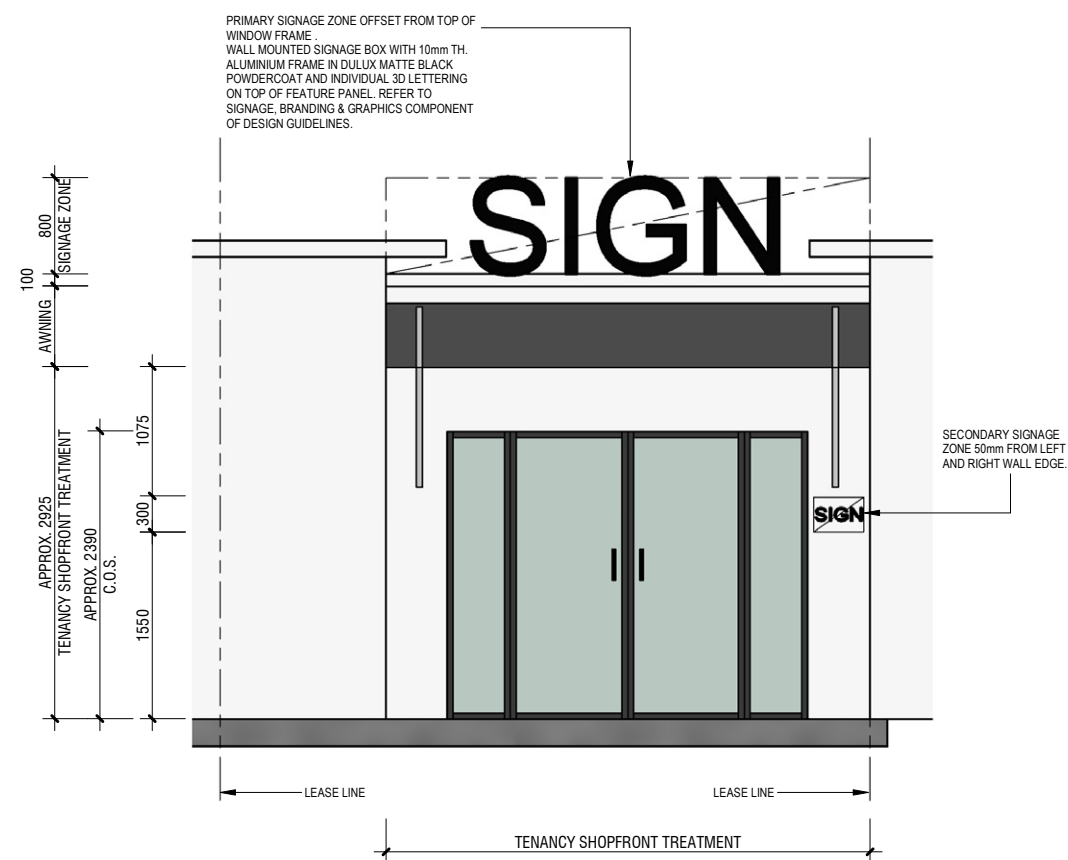
ELEVATIONS AND SECTIONS

TYPICAL EXTERNAL SHOPFRONT 4 - CONTINUED



ELEVATIONS AND SECTIONS

TYPICAL EXTERNAL SHOPFRONT 5

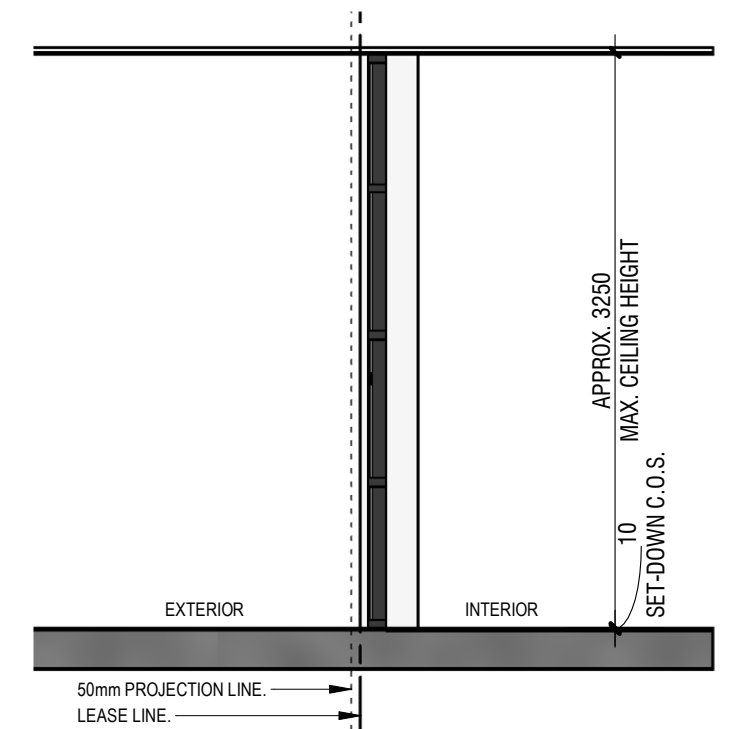
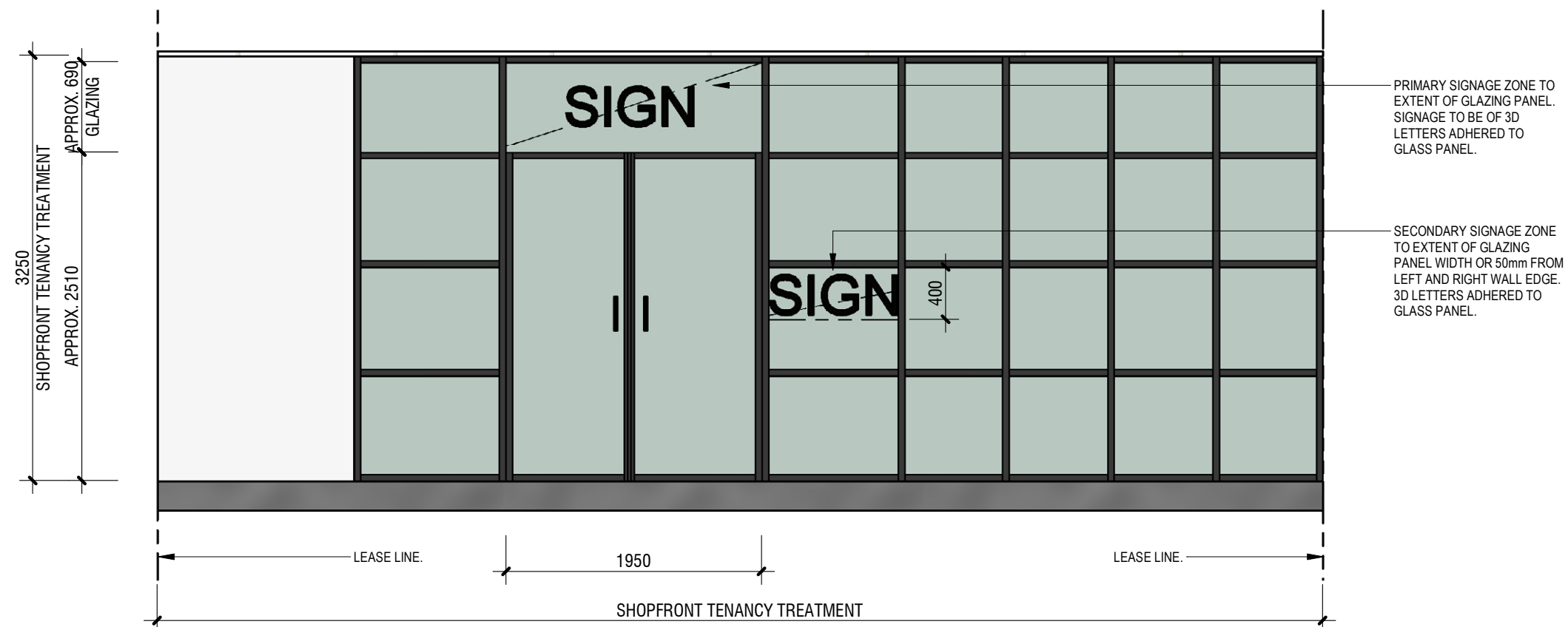


10 GENERAL SHOPFRONT 5 - ELEVATION
Not to scale

11 GENERAL SHOPFRONT 5 - SECTION
Not to scale

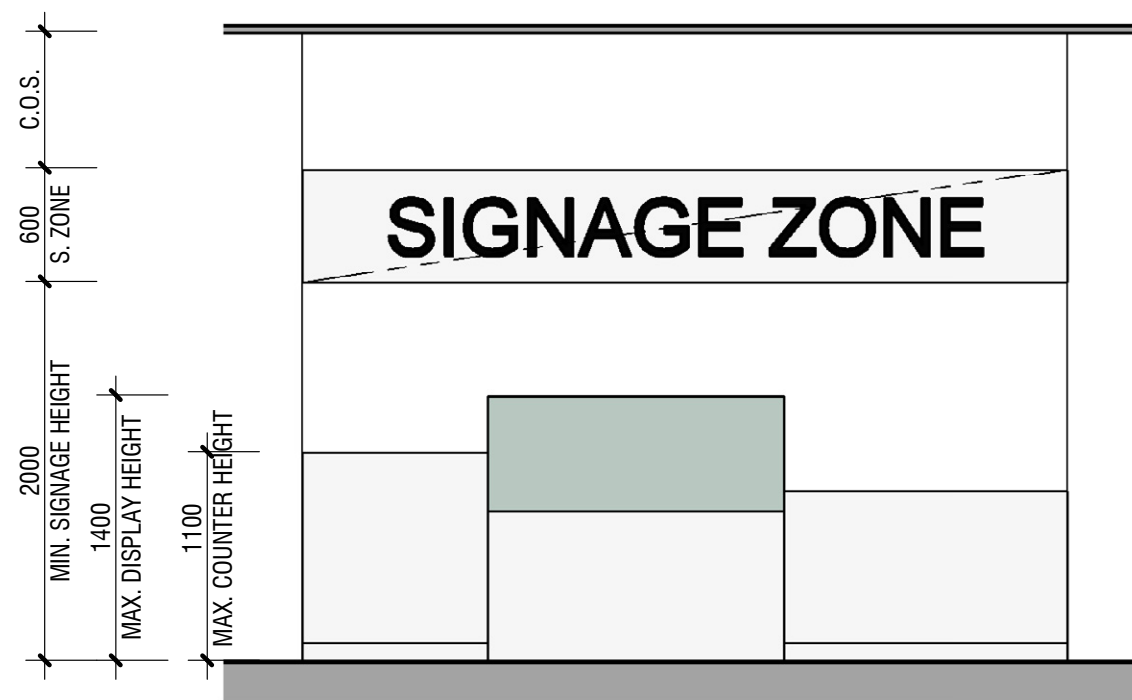
ELEVATIONS AND SECTIONS

TYPICAL INTERNAL SHOPFRONT 6



ELEVATIONS AND SECTIONS

TYPICAL INTERNAL SERVERY



SECTION 004

ATTAINING APPROVALS; PROCESS

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GOLD COAST AIRPORT

FOREWORD

This Guideline has been prepared by Gold Coast Airport (GCA) Pty Ltd ABN 91 077 200 821. While care has been taken to ensure that the information in this document is accurate and up-to-date; please note that:

- » This document is not to be taken as legal advice, or any form of representation, warranty or offer of any kind by GCA about any specific development at Gold Coast Airport;
- » Some of the information has been derived from sources other than GCA, is based on assumptions, and may change without notice;
- » Where this document includes information as to a future matter; it is an estimate or opinion which has been based on information known to GCA at the time of preparation of this document, and assumptions which may later prove to be incorrect;
- » GCA makes no claim or warranty as to the accuracy of any information, or the likelihood of any future matter; and
- » The information in this document should not be relied on to make any decision, and to the extent permitted by law, you exclude GCA from liability (including in negligence), for any use of, or reliance on, this document by any party. You should make your own independent enquiries and reach your own commercial or financial conclusions.

ACRONYMS AND MEANINGS

ABC Airport Building Controller - Position appointed by the Secretary of the Federal Department of Infrastructure and Regional Development to administer regulatory functions in relation to airport building control matters. The ABC is the only Certifier authorised to issue Building Approval and COC at Gold Coast Airport

AEO Airport Environment Officer - Position appointed by the Secretary of the Federal Department of Infrastructure and Regional Development to administer onsite regulatory functions on behalf of the Department in relation to environmental matters

AES Airport Environment Strategy - Identifies potential sources of environmental impact as a result of airport operations and prescribes measures and bench marks to ameliorate those impacts

ALC Airport Lessee Consent - Issued by GCA upon formal approval of your fit-out design. This must be obtained prior to being issued a Building Approval by the ABC

COC Certificate of Compliance - Issued by the ABC upon completion of your fit-out design

GCA Gold Coast Airport Pty Ltd - The Airport lessee company

GCA PM Gold Coast Airport Project Manager - Your GCA liaison for the fit-out/building activity process

CEMP Construction Environmental Management Plan - Construction Environmental management plans (CEMP) are required for construction activities on GCA that have the potential to cause adverse environmental impacts. Preparation of a CEMP may not be required in some situations including minor retail fit-outs and construction activities

INTRODUCTION

The purpose of this guideline is to explain the Airport Development Approvals Process applicable to tenancy fit-outs at Airport Central. It also explains the roles and responsibilities of all parties involved in the process from concept design to completion and occupation.

This guideline will describe in simple terms the procedures that tenants and their contractors and consultants must follow in order to complete a fit-out at Airport Central. This includes submitting applications for Airport Lessee Consent and Building Approval. If any additional information is required, please contact your appointed GCA PM or Property Manager.

WHO'S WHO - OUR TEAM

Gold Coast Airport Pty Ltd (GCA) is the lease holder of Gold Coast Airport which includes Airport Central. As part of this role GCA administer the planning and environmental objectives of the Airport. GCA will review all fit-out applications to ensure that the proposal is consistent with the Airport Master Plan, Airport Environment Strategy and Tenancy Design Guidelines. This ensures the development or fit-out is consistent with GCA planning and environmental objective and obligations to assess the impact of the proposals on the infrastructure and the operations of the airport.

GCA will issue an Airport Lessee Consent (ALC) upon GCA acceptance of your fit-out design. This must be provided to the Airport Building Controller (ABC) before a Building Approval for building activity can be approved and issues by the ABC.

LEASING/PROPERTY MANAGER

The Leasing Manager is responsible for the leasing process and negotiates the lease terms with you for your tenancy. Once the leasing deal is finalised, the Leasing Manager advises the GCA Project Manager (GCA PM) to commence the design and fit-out approvals process with you. The Leasing Manager obtains from you the signed lease documentation, bank guarantee and the public liability insurance prior to you commencing your fit-out.

GCA PROJECT MANAGER

The GCA PM is the GCA representative who is responsible for issuing Airport Lessee Consent, prior to you applying for ABC Building Approval. The GCA PM will manage your design review, final GCA Design Approval (Airport Lessee Consent), and assist in the management of the fit-out process. The GCA PM's principal role is to review and provide feedback on your design submission and ensure compliance with the Airport Central Design Guidelines and GCA approvals.

The GCA PM is responsible for overseeing the overall delivery process and will be your liaison throughout this process. The GCA PM will also manage the tenant services modification charges, if any, assist in co-ordinating services modifications and monitor site safety standards and will ensure your Shopfitter has the relevant insurances and documentation prior to the commencement of the fit-out.

WHO'S WHO - YOUR TEAM

TENANT: YOU

You are responsible for the design and delivery of your tenancy in accordance with your lease obligations. This includes all building approvals required for your design and fit-out as outlined in this document. You need to ensure that any information supplied to you to assist in the design and fit-out of your tenancy is accurate, including all site conditions and dimensions, and that your tenancy design meets your needs. You need to ensure that the design and construction of your tenancy complies with all relevant authority codes and is built as per your approved drawings. You must organise all inspections and obtain all design engineering certification required by those codes prior to commencing trade in your tenancy.

YOUR TENANCY DESIGNER

It is recommended to appoint a reputable tenancy or retail designer for the design and documentation of your tenancy. Your designer is responsible for producing the concept, developing the design and documenting your tenancy to meet your needs and the design criteria of this Fit-out Guide.

YOUR CONSULTANTS

Services and Structural: Depending on the complexity of your fit-out you may need to engage your own mechanical, electrical and hydraulic Engineers. You need to appoint a Structural Engineer to design and certify all structural elements in your tenancy including shopfront signage, bulkheads, ceilings and glazing.

Graphics: It is strongly recommended that you appoint a reputable graphic designer to do the concept, design development and documentation for all signage graphics, branding, ticketing, menus and the like.

Lighting: It is strongly recommended that you appoint an experienced lighting consultant to design the lighting in your tenancy.

YOUR SHOPFITTER

You need to appoint a reputable retail Shopfitter with a proven track record building tenancies. Your Shopfitter is responsible for coordinating all building works in your tenancy during your fit-out period, ensuring that the fit-out is built in accordance with the approved drawings and confirming that it meets all codes and regulatory requirements. Your shopfitter will need to have appropriate licences and insurances to cover all aspects of the scope of works and must provide Safe Work Methods Statements. The responsibility of your Shopfitter during the fit-out is subject to your ongoing management.

APPROVALS PROCESS FLOW

All works at Airport Central require assessment and approval from Gold Coast Airport (GCA) and the Airport Building Controller (ABC).

The following flow chart outlines the roles of each party in the building and tenancy fit-out approval process at Airport Central. See Section 8; Design and Approvals Process in this document for a more detailed description of these requirements.



TENANT FIT-OUT CHECKLIST

| Item | Completed | |
|---|-----------|----|
| | Yes | No |
| Lease signed | Yes | No |
| Initial documents received including tenancy plan and as constructed and other drawings and Design Guidelines which includes Approvals Process and Fit-out Manual | Yes | No |
| Obtain handover notice | Yes | No |
| Verify tenancy plan | Yes | No |
| Appoint retail designer | Yes | No |
| Brief your retail designer and arrange Pre-Design Meeting with GCA PM | Yes | No |
| Submit Preliminary Design Concept | Yes | No |
| Obtain Preliminary Design Review | Yes | No |
| Submit Final Design | Yes | No |
| Obtain 'Airport Lessee Consent' from GCA PM | Yes | No |
| Appoint Shopfitter | Yes | No |
| Obtain an ABC Approval and Certification and submit to GCA PM | Yes | No |
| Arrange Pre-start Meeting | Yes | No |
| Obtain PERCOW | Yes | No |
| Provide Project Schedule to GCA PM | Yes | No |
| Complete required inductions | Yes | No |
| Coordinate Services Alteration and Fit-out | Yes | No |
| Monitor Fit-out Works | Yes | No |
| Arrange Final Inspection | Yes | No |
| Submit Required Certifications | Yes | No |
| Submit As Built/As Constructed Drawings | Yes | No |
| Receive Final Inspection Letter from ABC | Yes | No |
| Obtain Opening for Trade Notification & COC from ABC | Yes | No |

DESIGN AND APPROVALS PROCESS

PHASE 1 - PRE-DESIGN

Pre-design Documentation

Your lease documentation will be finalised between you and the GCA Leasing/Property Manager who will have already issued you with this Tenancy Design Guidelines Package during the negotiation phase. This is to familiarise you with the upcoming design process. Once lease negotiations are finalised, you will be appointed a GCA Project Manager who will provide you with your Drawing Pack and a Hand Over Notice for your leased premises so you can prepare to commence your design process.

Appoint Your Designer

After you have finalised your lease agreement and appointed your designer you will receive a tenancy drawing pack from your GCA PM. It is your responsibility to verify on-site that all dimensions and structural elements shown in your tenancy plan are correct.

Initial Design Meeting

Attendees: You, your designer, your GCA PM and ABC representative. The concept design briefing is held to discuss the project vision, the project design principles and requirements, general site information and project program milestones. It is also to discuss your ideas for your tenancy design and fit-out.

PHASE 2 – DESIGN APPROVAL

NOTE: All drawings submitted must comply with GCA [‘Drafting Standards Manual’](#).

Preliminary Fit-out Design Review

When your designer has completed the concept for your tenancy you will need to submit the concept design to your GCA PM for review. Each application will need to include the following as a minimum;

- » Appropriate scaled drawings including: Your Retail Designer must provide two (2) copies of your preliminary drawings to the GCA PM. All submissions should consist of the following as a minimum;
- » Building layouts including internal floor plans. In the case of alterations to an existing structure the plans should clearly identify the proposed works areas;
- » Elevations, sections and perspectives of the proposed buildings sufficient to describe the character of the proposal including external details such as signage, materials, colours and finishes.

- » Proposed Services Plan detailing location and works required to connect to services and storm water control measures.

Your concept drawings should be submitted to your GCA PM as an electronic pdf file and are to comply with GCA [‘Drafting Standards Manual’](#).

A concept review meeting is required with you, your retail designer, ABC and GCA PM. Your GCA PM will send feedback to you and your designer once discussions and review is complete.

In Ground Services – The tenancy floor will be a concrete slab on ground (not a suspended slab). On this basis, we encourage the tenants and their designers to consider the placement of their in-ground hydraulic services early in their design process. The GCA PM will request that the preliminary concept design includes the in-ground services information.

Final Design Review

When your designer has completed the final design drawings incorporating any comments made by your GCA PM at concept stage, you will need to submit the drawings to your GCA PM for review. Each application will need to include the following as a minimum;

- » Detailed Plans (scale 1:50) including: Your Retail Designer must provide two (2) copies of your preliminary drawings to the GCA PM. All submissions should consists of the following as a minimum;
- » Building layouts including internal floor plans. In the case of alterations to an existing structure the plans should clearly identify the proposed works areas;
- » Elevations, sections and perspectives of the proposed buildings sufficient to describe the character of the proposal including external details such as signage, materials, colours and finishes.

- » Proposed Services Plan detailing location and works required to connect to services and storm water control measures.

Your drawings should be submitted to your GCA PM as an electronic pdf file and are to comply with GCA 'Drafting Standards Manual'.

GCA Final Design Consent

GCA is required to consent to building / fit-out in order for the Airport Building Controller (ABC) to consider a building application. Following consideration of the application the airport will grant consent, refuse consent or grant consent subject to conditions which will be required to be met as prescribed in the approval.

Once the 'Airport Lessee Consent' is granted by GCA, you can then proceed with submission of a building application to the ABC. GCA and ABC must be provided with the same documentation to ensure that both organisations are assessing identical applications.

Note; The ABC building application can be made at the same time as the application to GCA for Airport Lessee Consent to allow the two applications to progress

concurrently. However, ABC approval cannot be given prior to GCA consent being attained.

ABC Building Approval

Under the Airports Act 1996 the Department of Infrastructure, Transport, Regional Development and Local Government appoints an Airport Building Controller (ABC) and Airport Environment Officer (AEO) to assess Building Applications at Airports.

Applications must be made via [Airport Building Controller Online](#) (ABCO).

The Gold Coast Airport ABC contact is;

Mr Marcus Friman

Email: marcus.friman@philipchun.com

The ABC assesses the fit-out plans for compliance with applicable standards for construction whilst the AEO ensures the environmental standards prescribed in the Act are satisfied. Under the Act once a complete Building Application is submitted the ABC/AEO have 28 days to consider the application. Once a Building Approval has been granted the permit is valid for 3 years from the date of the Approval.

To assist with your application, a comprehensive, easy to follow User Guide for each step of the ABC Application and Approval process can be viewed via the link above, or [Here](#).

Only once both 'Airport Lessee Consent' and 'ABC Building Approval' is achieved, can you commence Phase 3, Fit-out.

Appointment of your Shopfitter

It is your responsibility to appoint a Shopfitter leaving enough time for them to order/fabricate any long lead items and to start constructing your tenancy on site from the Handover Date. Your Shopfitter needs to be approved by the GCA PM prior to appointment. Under the Lease you are appointed as the Principal Contractor for Workplace Health and Safety (WHS) purposes. This involves certain responsibilities for you inducting and supervising your Shopfitter on-site.

PHASE 3 - FIT-OUT

Apply for Permits

A Permit to Commence Works (PERCOW) is only required if you will be working outside of the tenancy lease line. The following documents must be provided to the GCA PM in order to obtain a PERCOW;

- » Public Liability Insurance (minimum of \$20 million cover)
- » Worker's Compensation insurance
- » Contractor's All Risk Policy
- » Site specific Safe Work Method Statement (SWMS)
- » A fit-out program with the anticipated construction sequence including commencement and completion dates
- » If hot works need to be undertaken, you must obtain a 'Hot Works' Permit from GCA. The Tenant must apply for this permit prior to works commencing, via the GCA PM.

Fit-out Notice

Your GCA PM will issue you a fit-out notice prior to the Handover Date confirming that your tenancy will be ready for your Shopfitter to start the fit-out of the premises on that day.

Pre-Construction Meeting

Attendees: You, your Shopfitter, the GCA PM.

The pre-construction meeting is held at least two weeks prior to handover to finalise everything related to the design and construction of your tenancy and to ensure your Shopfitter is ready to start the fit-out on-site. The GCA PM will confirm the following with you and your Shopfitter: approved plans, authority approvals and the Handover Date. Prior to commencing works on-site your Shopfitter must provide copies of certificates of currency, insurances and any relevant site induction documentation.

Fit-out Period

During the fit-out period you are ultimately responsible to ensure that your tenancy is constructed as per the ABC Approved drawings, in accordance with OH&S requirements and completed on program.

Food Preparation

Stocking and Merchandising; You will need to allow adequate time in your fit-out program for food preparation, stocking and merchandising of your completed tenancy. These functions cannot occur until all fit-out works are completed.

PHASE 4 – PRE-OPENING

Arrange Final Inspection for Certificates of Compliance (COC)

Attendees: You, your Shopfitter, your GCA PM, ABC Representative. **On completion of all work you will need to arrange and conduct an onsite inspection with your GCA PM and the ABC.**

This allows the GCA PM to conduct a defects inspection to make sure your tenancy has been constructed as per your approved drawings and issue you with a defects report. Your Shopfitter must rectify all defects within fourteen calendar days of you receiving the defects report.

“As Built” Drawings & Documentation

All As Built drawings and documentation is to be submitted to your GCA PM in accordance with the GCA [“As Built” Drafting and Documentation Specifications](#).

Authority to Trade

You need to ensure that you organise and receive all installation certificates for fit-out items, local authority inspections and occupation certificates prior to opening for trade. The GCA PM will issue you an Authority to Trade notice when you have supplied to us:

- » GCA Lessee Approvals
- » ABC approval
- » ABC Certificate of Compliance
- » Certification for all essential services design and installation;
- » Certification for all fit-out items requiring certification;

- » A copy of all insurances including public liability;
- » Your bank guarantee;
- » Your direct debit form (if applicable);
- » Your signed lease; and
- » Confirmation of your payment of all tenancy variations.



CODES AND AUTHORITIES

GOLD COAST AIRPORT AUTHORITY (GCA)

In addition to meeting the design requirements, GCA approval will be required for any tenant supplied shopfronts and signage. These works cannot commence without GCA approval. You are encouraged to finalise the shopfront and signage designs early in the design process to avoid delays. Consult with your GCA PM on the specific requirements.

AIRPORT BUILDING CONTROLLER (ABC)

You will need ABC approval before you start building your tenancy which can be applied for online [here](#).

The Building Approval must be displayed in your tenancy during your fit-out. Prior to opening for trade you will need to lodge all required certificates of compliance to the GCA PM and obtain a Certificate of Completion (COC) from your ABC certifier.

HEALTH REQUIREMENTS

All food tenancies need to comply with national health codes. It is your responsibility to ensure you have the latest health codes and make all required applications. Prior to opening a food tenancy the local health inspector will need to review and sign-off approval that all required health codes have been met. Find a copy of the Design and Fit-out Guide for Food Businesses in accordance with the Food Act 2006, [Here](#).

BUILDING CODE OF AUSTRALIA AND AUSTRALIAN STANDARDS

All tenancies must comply with the Building Code of Australia (including Section J), Australian Standards and with the requirements of all associated authorities and applicable laws.

DISABILITY DISCRIMINATION ACT

All tenancies must comply with the Disability Discrimination Act and all related requirements within the Building Code of Australia and Australian Standards unless a Deemed Solution is agreed. Provisions under the Act include but are not limited to:

- » Door widths
- » Circulation space
- » Accessible counters
- » Accessible change rooms
- » Ramped entries

DEVELOPMENT SPECIFIC REQUIREMENTS

Your tenancy may need to comply with development specific requirements such as fire engineered solutions or smoke spill. Your Fit-out Project Manager will need to consult with the ABC and your GCA PM to confirm if there are any development specific requirements.

CITY OF GOLD COAST COUNCIL

Whilst building approvals are assessed and granted by ABC for building on Commonwealth land, as works will still connect to council infrastructure, all Plumbing and Drainage requirements must still be assessed and approved by the local city council.

DISCLAIMER

Please note this Fit-out Guide is illustrative only and current as at March 2019. Gold Coast Airport (GCA) and its representatives make no warranties or representations, express or implied, through this document as to tenancy mix or the design or appearance of the precinct. The GCA and its representatives reserve the right to change any concept or design elements at any time without notice to any person. All pictures and illustrations in this guide are provided for inspiration and guidance only. Images are from a variety of sources and do not necessarily reflect the precinct. This information is provided for general guidance only. The GCA and its representatives do not expressly or impliedly represent or warrant that the information mentioned in this Fit-out Design Guide is suitable for your requirements or that the information will increase sales, profitability or exposure at any time. In using any of the information, you should make your own enquiries, and engage the services of professional consultants to obtain your own independent advice. Each submission for a tenancy design and fit-out will be considered on a case by case basis. The approval or rejection of any design will depend on many matters, some of which may not be listed in this Fit-out Design Guide but may arise because of the particular circumstances of the case. Before commencing your tenancy design and fit-out, you should ensure you have the most up to date information about the features of the centre and this guide. Even though the GCA and its representatives may review/ approve your designs, plans and fit-out, it is your sole responsibility to ensure that your designs, plans or fit-out comply with all legal obligations and building codes and that they are fit and suitable for its purpose. By reviewing and approving your designs, plans and fit-out, the GCA and its representatives do not make any express or implied warranty or representation regarding the profits, income, retail spend, trading income, nature of customers or the like in relation to your tenancy. The GCA and its representatives disclaim all liability and responsibility whatsoever for any loss, damage or claim of whatever nature or kind (including negligence) suffered, sustained or incurred by any person, corporation or other legal entity which arises out of or is in connection with any alleged reliance on the content of this guide.

**HAVE A QUERY?
PLEASE CONTACT:**

**VANESSA JAYCOCK
PROPERTY MANAGER
07 5589 1136**



GOLD COAST AIRPORT