

Welcome to
TWENTY 8
FRESHWATER PLACE



Welcome

Building Management would like to take this opportunity to welcome you to Twenty8 Freshwater Place. We encourage you to enjoy the facilities of the property.

The building management office is located on Level 4, 4 Freshwater Place. If you wish to contact Management, please call us on (03) 8606 4700 or visit us between 8:30am and 5:00pm, Monday to Friday.

Level 4, 4 Freshwater Place
Southbank VIC 3006

Twenty8 Freshwater Place - Building Management Team



General Manager – Sarah Dowd

8606 4708 / 0419 586 901

sarah.dowd@ap.jll.com

Sarah is responsible for the overall operational and financial performance of the Asset and the Twenty8 Freshwater Place Building Management Team.

Sarah is a Director and reports to the senior executives within JLL and direct reporting functions to the Landlord clients and proud owner JP Morgan. Sarah has many years' experience in managing large assets such as 2 Southbank Boulevard and Twenty8 Freshwater Place and driving a culture of operational and financial efficiency and value-add Premium customer service to tenants.

Sarah's role encompasses onsite senior leadership and strategic direction to the onsite building management team in all financial, operational, risk and future planning areas. Sarah is the key onsite contact in relation to tenancy space planning, leasing and tenant retention.



Engineering Services Manager – Lim Ng

8606 4707 / 0422 008 408

KokLim.Ng@ap.jll.com

Lim ensures overall efficient day-to-day and technical operation of the building. This includes senior supervision of all service contracts covering general maintenance, plumbing & electrical, as well as the building access security, lift, mechanical, fire and control maintenance contracts. Lim is responsible for ensuring the Clients sustainability and operational objectives are met within budget, and consider the lifecycle of the building to ensure the appropriate maintenance is carried out to the Building and its surrounds.

Lim's role encompasses tenant fitout management, risk management, incident management and auditing/testing requirements, capital works management, tendering and procurement and cost expense management.



Commercial Manager and Lease Administrator – Paul O'Reilly

8606 4706 / 0409 795 194 / paul.oreilly@ap.jll.com

Paul manages the day-to-day operation of the leases and licences with the tenants. This includes accounts receivable and making sure all tenants comply with the various financial elements and legal requirements of their respective leases & licences.

Paul's role encompasses assistance on the leasing and tenant retention programme, capital expenditure project administration, customer relationship management, marketing and branding programme over the Freshwater Place Commercial Assets and the Lease administration.



Customer Relationship Manager – Maria Shi
 8606 4709 / 0413 987 442
maria.shi@ap.jll.com

Maria the CRM is a key daily point of contact for tenants. Her role encompasses Soft Service Management of Cleaning and Concierge, Recycling, and Emergency Procedures. The CRM will also work closely with the Commercial Manager and the General Manager to continuously improve, develop and deliver our Customer Service platform to our tenants. This role includes communications, functions, Customer Service and various workshops with both tenants and our contractors.

Property Services Supervisors



Property Services Supervisor – Faisal Khan
 8606 4721 / 0423 798 916
faisal.k@jll.com



Property Services Supervisor – Dylan Decouto
 8606 4717/ 0421 589 806 E: Dylan.decouto@JLL.com

Faisal and Dylan both assist the building engineer and greater team with the day-to-day operational activities of the property. As building supervisors, they are a key point of contact for tenants in relation to base building tenant service request. They undertake daily contractor management/supervision and co-ordination of repair and maintenance, data collection, and contribution to management reports.



Finance Manager – Irma Virginia
 8606 4710
irma.virginia@ap.jll.com

All financial aspects of our Assets are co-ordinated by the Finance Manager. Irma works closely with all members of the management team to ensure we deliver on our asset plan for the property. Irma is responsible for developing and monitoring the annual budget and forecast processes.



Assistant Finance Manager – Rudi Tsui
 8606 4718
Rudi.tsui@ap.jll.com

Rudi works closely with the Finance Manager to manage all financial aspects including the payment of suppliers, monitoring the annual budget and reporting.



Office Administrator and Lease Administration Assistant – Irene Moutafis
(Flexible days - Monday to Thursday)
 8606 4700
Irene.moutafis@ap.jll.com

The administration in any management office is critical to ensure the office and property runs smoothly. Irene also works closely with the Finance department assisting with accounting and Lease administration duties.



Website

Twenty8 Freshwater Place has a website which includes upcoming events, special offers, car park rates and other helpful information.

Go to: www.twenty8freshwater.com for further details.

To gain login access to the exclusive tenant area of the website, including access to the Tenant Work Request System to log cleaning & maintenance requests, please contact the Customer Relationship Manager.



Security

We provide a 24 hour security service in the building. If you need to contact Security please call **(03) 8606 4780**.

The Security team can provide assistance with:

- Access Cards
- Fire Isolations
- Emergencies / First Aid

Security Manager – Phill Lynch

8606 4705 / 0401 778 546

PhillL@2southbankboulevard.com.au

Access Cards

The building perimeter doors and after hours lift service are operated by access control system using proximity access cards.

If your card is lost, or fails to operate, please advise Security as soon as possible. Please note that there is a fee to replace lost cards. Contact the **Customer Relationship Manager** for further information.

After Hours Access

The operating hours of the building are from 7:00am to 6:00pm Monday to Friday (excluding Public Holidays).

After hours access is provided through the access door next to the ground floor main revolving door. Access from the car park is via car park lifts from Basement to level 4.



Cleaning

Site Contract Cleaning Manager 7.00am – 5.00pm

Zoran Ivicak

0428 529 735 zorani@consolidated.com.au

Cleaning Supervisor 6.00am – 3.00pm

Jorge Chaname

0418 548 909 Jorgec@consolidated.com.au

Twenty8 Freshwater Place has a team of cleaning staff that looks after all cleaning aspects of the building. Cleaners are available to attend to spills or other cleaning matters as they arise in your tenancy.

Additional Cleaning Duties (at tenant's extra cost) – on request include:-

- Microwave, fridge & appliance cleaning
- Carpet & office chair steam cleaning
- Strip & seal tiled / vinyl floors
- Partition glass cleaning
- Removal of non-recyclable hard waste

For your information, listed here are the general cleaning specifications for the day-to-day cleaning:

Carpet

- Spot vacuum + vacuum edges & corners: daily
- Full vacuum: weekly

Dusting

- Dusting of surfaces and desks (Up to 1.8 meters): daily
- NB: Desks must be cleared of paperwork and other items.

Kitchens/Kitchenettes

- Wiping of bench tops: daily
- Scrubbing of sinks: daily
- Wiping front of cupboards: daily
- Mopping of floors: daily

Walls/Doors

- Spot cleaning fingerprints, marks etc.: daily

Glass (Doors, Partitions)

- Spot cleaning: daily

Toilets (male, female & disabled)

- Spot cleaning & toilet requisite replenishment: twice daily
- Detailed clean each evening



Waste and Recycling Removal (see the waste section at the end of this document for more detail)

Disabled Access

Mobility impaired persons can again access to the property off Southbank Boulevard turning into Freshwater Place and then making their way to the front entry doors of the building.

There are disabled toilets located on Ground Floor next to the car park lifts.



Lifts

A total of thirteen lifts service the building, four of which serve the low rise (ground & level 6 to level 12), and six which service the high rise (ground & level 13 to level 24). There are two lifts servicing the car park and 1 Goods Lift servicing ground to level 25.

In the case of a breakdown, all lifts are equipped with an alarm connected to Security which are activated by pressing the alarm button in the lift.

The lifts operate in security mode after normal business hours (6:00pm to 7:00am on weekdays and all weekend). After hours access to your floor can only be gained if your card has been programmed with after-hours access.



Deliveries

All deliveries should be made via the loading dock and goods lifts. Entry to the loading dock is via Waterfall Lane of Southbank Boulevard.

The loading dock is controlled by the Dock Master from 7.00am to 5.00pm Monday to Friday.

Access outside of these hours may be requested by giving **24 hours notice** in writing to the Building Management office.

Delivery trolleys are not permitted in the main lobby or passenger lifts.



Emergency

In the event of an emergency, dial 000 (you may need to dial another 0 to get an outside line). A further phone call is then required to onsite 24/7 Security to alert them of the issue – **03 8606 4780**.

There is one Warden Intercommunication Phone (WIP) on each floor of the building located near the fire stairs. There is one set of fire stairs. The Emergency Warning Intercom System (EWIS) is tested across sections of the building monthly. Twenty8 Freshwater Place Management arranges regular warden training sessions and also conducts full building trial evacuations annually. Please complete the details of your floor warden in the attached forms and return them to us.



Air-Conditioning

The building air conditioning activates from 7.00am - 6.00pm Monday-Friday. Any usage outside of these hours will be at a charge to the tenant. After hours air conditioning is activated by the after hours button in the corridor, see below photo.



Floors with only 1 tenant have 2 buttons with 1 button servicing the North side & the other servicing the South side of the building. For floors that have more than 1 tenant each tenancy will have their own button.

When this button is pressed the air conditioning will activate for 2 hours in the designated zone in your tenancy. The charge for use of after hour's air conditioning is **\$55.00 + GST per hour**.

Should you have any questions please do not hesitate to contact the **Customer Relationship Manager**.



Shower Facilities

Shower facilities and change rooms are provided in the basement level of the car park. Access to the facilities is via the car park lifts of which staff require an access card to enter into.



Public Toilets

Public toilets are located on the Ground Floor next to the car park lifts.



Mail

Twenty8 Freshwater Place has onsite contracted Mailroom staff who provide a service to all tenants in the building. Please contact our Customer Relationship Manager for further information in regards to this service.

Please note Building Management and Security will not accept mail or deliveries on behalf of any tenant nor will Building Management or Security hold goods for collection by couriers or others.



Bicycle Storage

There are extensive new End of Trip facilities in the car park from basement level to promote corporate health and wellbeing which are open to all Twenty8 Freshwater Place onsite tenants via their security access cards. Cyclist access the facility via a green marked entry/exit bicycle travel lane(s) from Waterfall Lane and relocated boom gate. Facilities include:

- Luxury and spacious Male, Female, and All Gender change rooms including showers, towel service, grooming stations with hair straighteners, hairdryers and ironing facilities.
- A large separate ventilated Drying Room
- Refreshment Area including a biophilic designed Green Wall; An enclosed cage with 194 central varied bicycle park racks.

- 394 secure lockers within three locker areas including Male, Female and All Gender including DDA facilities.



Parking

Visitor and public parking is not available at Twenty8 Freshwater Place. The closest public parking is Wilsons Parking at Freshwater Place.

Contact our **Customer Relationship Manager** for details of your own tenant car parking and End of Trip if applicable.



Freshwater Place – Location & Transport Links

Twenty8 Freshwater Place has a prime position on the banks of the Yarra River within a few minutes' walk of the CBD and has excellent access to all forms of public transport.

The vehicular connections to and from the building are exceptional including access to Citylink and other major roadways which allow fast travel routes to all of metropolitan Melbourne (East, West, South and towards the North) including Melbourne Airports.

Extremely high amenity with unsurpassed access to parks, gardens, running tracks & bike tracks all on Freshwater Places' doorstep.



The Precinct

The Freshwater Place precinct is inextricably linked with internal Freshwater Place Piazza, pedestrian pathways and immediate access to the CBD via footbridges, Queensbridge Square, Southbank retail and close proximity to Crown Casino Entertainment Complex.



Retail amenity

Twenty8 Freshwater Place forms part of the well-established Freshwater Place mixed use precinct that embodies the key elements of the modern workplace environment being built around lanes and squares, retail, restaurants and meeting places.

Our precinct also enjoys convenient access to both the Southbank precinct, Arts and Crown Casino entertainment complex with retail shops, cinemas, bars, restaurants, cafes and five star hotels.



Our Commitment to Incident and Injury Free

JLL and building owner JP Morgan believe in the fundamental principle that every person associated with our business or properties should be able to go about their daily lives without being injured. The Incident and Injury Free ethos is based on the principle of care and concern for other people. It is not focussed on Occupational Health & Safety policies, procedures and statistics, but on relationships with our colleagues, concern for their welfare and ensuring all activities are completed in a manner that is safe for all. We are committed to the provision of safe environments which are Incident & Injury Free for all people; our staff, contractors and service providers, visitors, tenants and their guests.

The Incident & Injury Free philosophy extends beyond property and work boundaries. It is a message which



we encourage everyone to adopt for all activities they and their families and friends undertake whether these activities relate to work, travel, leisure or the home. Be safe today. Be here tomorrow.

sustainability

Our Commitment to Sustainability

At Twenty8 Freshwater Place we are dedicated to being the leaders in sustainability in the Australian office property market. We are committed to being sustainable in all aspects of our business, through the integration of long term principles and practices that minimise our environmental footprint, foster equitable and vibrant communities, and provide added value services to our stakeholders.

Our overall objectives are to:

- Identify, understand and measure our ongoing 'footprint' on the environment;
- Innovate new management practices and initiatives to reduce our impact and proactively benchmark and report on our triple bottom line performance through the Global Reporting Initiative; and
- Seek sustainable solutions to managing and operating our assets to drive long-term environmental, economic and social returns.

Twenty8 Freshwater Places environmental credentials (as at February 2022) are as follows:

- NABERS Energy Rating of 5.5 Stars without Green Power to October 2022
- NABERS Energy Rating of 6.0 Stars with Green Power to October 2022
- NABERS Water Rating of 6.0 Stars to October 2022
- NABERS Waste Rating of 3.5 Stars to October 2022
- NABERS Indoor Environment Rating of 6 Stars to December 2022
- Building Energy Efficiency Certificate (BEEC) Certificate to March 2022.
- Current Green Star Performance Rating for the building is 6 Stars (World Leading)
- Multi-stream waste and recycling management program

Some examples of our sustainable initiatives include:

- Water – reducing consumption with the installation of flow restrictors
- Waste & Recycling – increasing diversion from landfill into recycling facilities
- Energy – minimising consumption using energy efficient lighting & turning off when not in use

Please speak to your tenant representative for more details of Twenty8 Freshwater Place recycling and sustainability programs.



Waste Management

- **Recycling Refresh Program**

In order to improve our recycling levels and reduce our carbon footprint, Twenty8 Freshwater Place Commercial has moved to centralised bin systems within each tenancy. This program has been implemented to ensure continual improvement in sustainability across the building, with a focus on increasing recycling rates while simultaneously reducing contamination rates.

Why get involved?

Twenty8 Freshwater Place Commercial has a strong environmental focus and is committed to sustainable business practices and initiatives. Recycling is also extremely important. Current landfill diversion rates are 69% at Twenty8 Freshwater Place and we're striving to continually improve this rating with a target of 75% across the building.

It is important that all tenancies assist in achieving these targets as we are huge users of paper and need to recycle more. This is part of our Corporate Social Responsibility commitment and a way for us to face the challenges of Climate Change.

The *Recycling Refresh Program* involved the removal of under desk paper recycling boxes, requiring staff within each tenancy to walk to central waste stations to dispose of any rubbish. The change to the collection of our waste has been designed to increase the amount that will be recycled. We are focused on 'best practice' environmental initiatives and are very excited to have implemented this program in partnership with all tenants.



- **Paper**

The Tenant may elect to provide a separate confidential 240 litre bin at a central location for collection and disposal by a confidential security waste paper contractor at the tenant's cost. Such bins will not be emptied under this cleaning contract.

240 litre wheelie bins are provided at strategic locations (copy / print rooms etc.) on each floor for the disposal of bulk waste paper. These bins are emptied on a daily basis.

If you require additional 240 litre wheelie bins, please contact the management office.



- **Cardboard**

Clean cardboard is removed from the tenancy each night and compacted for recycling. Please leave any bulk flattened cardboard for collection by the cleaners adjacent the 240 litre paper recycling bins or in the goods lift lobby.

- **Commingled Waste – Bottles, Cans, Glass & Recyclable Plastics**

Suitably sized recycling bins can be provided in the tea room area for the disposal of aluminium cans, glass, recyclable plastics and empty milk cartons should the tenant's kitchen not be fitted out with one. These bins are emptied nightly (Monday to Friday).

- **General Waste**

Suitably sized recycling bins can be provided for the disposal of general waste at designated points on each floor or as determined by the tenant, should the tenant's kitchen not be fitted out with one. These are to be used for general non recyclable products such as food waste, non recyclable plastics and packaging etc. These bins are emptied nightly (Monday to Friday). The tenant is encouraged to advise staff to keep such waste to a minimum and therefore avoid unnecessary waste being delivered to landfill.

- **Kitchen Waste (Organics)**

Suitably sized organic bins can be provided for tenants who possess kitchens and / or generate larger volumes of wet waste / organics. These bins are emptied nightly (Monday to Friday). Please contact the building management office for more information.

- **Auditing of Waste Data**

Independent consultants audit the waste performance of our buildings on an annual basis. Monthly, our cleaning contractor in conjunction with our waste removal contractor, provide figures that also track the buildings performance. We ask you to report any waste streams that are not collected by the building cleaners, e.g. secure paper, which will assist in the total waste removal figures for the building.

Our **Customer Relationship Manager** can arrange training on the use of the waste system including bin signage and waste management statistics.

CONTACT DETAILS – UPDATE FORM

Please provide as much detail as possible and fax this page back to Building Management on 03 8606 4777 or 0413 987 442 or email to the CRM email maria.shi@ap.jll.com and Concierge28@twenty8freshwater.com

Company Name: _____

Company ABN: _____

Main Tenant Contact

Name: _____

Address: _____

Email: _____

Telephone: _____

Onsite Tenant Contact (leave blank if the same as above)

Name: _____

Address: _____

Email: _____

Telephone: _____

IT Tenant Contact

Name: _____

Address: _____

Email: _____

Telephone: _____

HR Tenant Contact

Name: _____

Address: _____

Email: _____

Telephone: _____

After Hours Tenant Contact 1

Name: _____

Mobile: _____

After Hours Tenant Contact 2

Name: _____

Mobile: _____

Accounts Payable Contact

Name: _____

Address: _____

Email: _____

Telephone: _____

Chief Executive Officer (CEO) or Managing Director

Name: _____

Address: _____

Email: _____

Telephone: _____

Chief Financial Officer (CFO)

Name: _____

Address: _____

Email: _____

Telephone: _____

Additional Company Specific Notes

EMERGENCY PROCEDURES CONTACT DETAILS

Please provide as much detail as possible and email this page back to Building Management to to the CRM email maria.shi@ap.jll.com and Concierge28@twenty8freshwater.com

Company Name: _____

Floor Number: _____

Floor Warden: _____

Area Warden: _____

Area Warden: _____

Area Warden: _____

Floor Number: _____

Floor Warden: _____

Area Warden: _____

Area Warden: _____

Area Warden: _____

Floor Number: _____

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Area Warden: _____

Area Warden: _____

Floor Number: _____

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