

Welcome to  
**TWENTY8**  
FRESHWATER PLACE



\*Architect renders of new foyer under construction

## Welcome

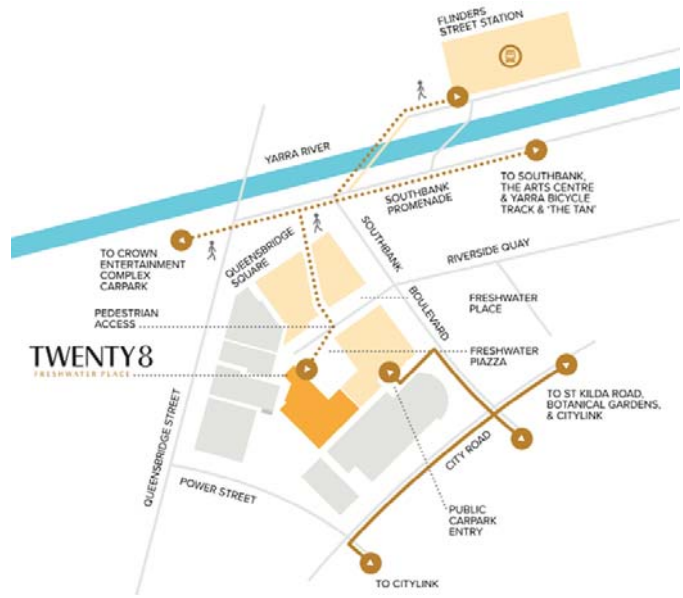


A warm welcome to your new workplace address! Twenty8 Freshwater Place, Southbank is a workplace address renowned for providing prime quality office accommodation in a unique lifestyle precinct location on the walking doorstep of Melbourne's Flinders Street Station, the Yarra, and the Arts centre of the city easily accessible via all modes of transport to all Metropolitan Melbourne. The vehicular connections to and from the building are exceptional including access to Citylink and other major roadways. Visitor and public parking are available at Wilsons Parking at Freshwater Place. Contact our Workplace Manager for details of tenant car parking and End of Trip access.

It is a tower in which tenants and their guests choose to spend time in for a fresh new workplace experience sought by business for its corporate profile and their staff for its warm and inviting amenity.

The Freshwater Place precinct is inextricably linked with an internal Piazza, pedestrian pathways, and immediate access to the CBD via footbridge and Queensbridge Square. Our precinct enjoys convenient access to the Arts precinct and Crown Casino entertainment complex with retail shops, cinemas, bars, restaurants, cafes and five star hotels.

Situated in a cul-de-sac, the building is outward looking, garden facing and gifted with natural light. The building has undergone a premium repositioning of its amenity to world class standards with the first step being the building's state-of-the-art End of Trip and redevelopment of the ground floor foyer underway.



Your new workplace tower in brief:

- 34,007 sqm of premium quality office accommodation over 24 floors with secure basement car park and State-of-the-Art End of Trip.
- The revitalized expanded Bates Smart designed ground floor foyer with warm and inviting tones to be completed in Q3,2023 will provide an exciting new third space - The Green Room.
- The building forms part of the well-established Freshwater Place mixed use and Southbank precinct including retail, daily-use food outlets, fine dining restaurant, childcare, and medical centre.
- Highly efficient, column free floor plates with side core configuration are ideal and flexible to accommodate varying corporate fitouts designs.
- Full service 24/7 onsite security, concierge, and centralised mailroom with on floor delivery.
- Well connected by all major forms of transport and walking distance to Flinders St Station.
- Workplace engagement with social events, and wellness programs including dogs in office program.

## Welcome from the Management Team

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.

Key management contact details are detailed below and over leaf and general enquiries can be made daily with the concierge who can direct your enquiry. Concierge – Twenty8 Freshwater Place telephone: **+61 3 9967 5450** and email: **concierge28@twenty8freshwater.com**

### Twenty8 Freshwater Place - Building Management Team



#### General Manager – Joe Sullivan

(Working Days – Monday, Wednesday and Fridays)  
(03) 9675 5454  
Joe.Sullivan@jll.com

Joe is responsible for the overall operational and financial performance of the Asset and Building Management Team with many years' experience in managing large assets and driving a culture of operational and financial efficiency and value-add Premium customer service to tenants.

Joe's role encompasses onsite senior leadership and strategic direction to the onsite building management team in all financial, operational, risk and future planning areas. Joe is the key onsite contact in relation to tenancy space planning, leasing and tenant retention. The General manager will ensure tenants comply with the various financial elements and legal requirements of their respective leases and licences.



#### Engineering Services Manager – Lim Ng

0422 008 408  
KokLim.Ng@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.



#### Property Services / Operations Supervisor – Faisal Khan

0423 798 916  
faisal.k@jll.com

Faisal both assists the building engineer and greater team with the day-to-day operational activities of the property.

The building supervisor is a key point of contact for tenants in relation to base building tenant service request and undertakes daily contractor management/supervision, co-ordination of preventative repair and maintenance, data collection, and contribution to management reports.





**Workplace Manager – Irene Moutafis**  
 (Working Days – Monday to Thursday)  
 0412 586 273  
 Irene.Moutafis@jll.com

General property management and tenant workplace focus including tenant interaction, lease administration, marketing, and accounts. Irene works closely with the Finance on accounting / lease administration with General Manager. Irene's role encompasses assistance on the leasing and tenant retention programme, carpark and End of Trip, Access card management, customer relationship management, and our annual marketing and branding programme to continuously improve, develop and deliver our Customer Service platform to our tenants.

Irene 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.



**Finance Manager – Irma Virginia**  
 0413 244 982  
 Irma.Virginia@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 and manages all financial aspects including the payment of suppliers, monitoring the annual budget and reporting.



## 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](http://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 and maintenance requests, please contact the Workplace Manager.



## Security

We provide a 24-hour security service in the building. If you need to contact Security please call **+61 3 9967 5450**. Written notifications including access form requests and/or other enquiries via email [concierge28@twenty8freshwater.com](mailto:concierge28@twenty8freshwater.com).

The Security team can provide assistance with:

- Access Cards
- Fire Isolations
- Emergencies / First Aid

### 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 Workplace Manager for further information.

### After Hours Access

The operating hours of the building are from 8:00am 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 Cleaning Manager

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 with dusting of surfaces / cleared desks (Up to 1.8m): daily.

Kitchens/Kitchenettes - Wiping of bench tops, sinks, front of cupboards and mopping of floors: daily

Walls/Doors & Glass (Doors, Partitions) - Spot cleaning fingerprints, marks etc.: 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. Further information and statistics on recycling can be discussed with the cleaning supervisor.)



### 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.



### Mail

Twenty8 Freshwater Place has onsite contracted Mailroom staff who provide a service to all tenants in the building for mail and parcel collection. Please contact our Workplace Manager for further information. Other base building staff will not accept deliveries.



### Access Forms

Prior to any access being provided to contractors, Tenants must provide building management office with minimum 1 business day's notice by submitting the access permit form. All contractors must complete an induction prior to arriving to site and sign into the loading dock. To find out more about Access Forms, SINE sign-in system and compulsory inductions please contact **Property Services / Operations Supervisor Faisal**.



## 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 8.00am - 6.00pm Monday - Friday. Any usage outside of these hours will be at a charge to the tenant. After hours air conditioning is activated for 2 hours (charge **\$55.00 + GST per hour**) by the 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. Any questions contact the Workplace Manager.



## Dog Policy

A Dog Policy, induction and registration has been created for 28 Freshwater Place for tenants. If you would like to find out how to participate with your furry friend and become a dog champion please contact the Workplace Manager to find out about the complementary enrolment.



## Public Toilets

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



## Shower Facilities

State of Art architect designed End of Trip shower facilities and change rooms are provided in the basement level of the car park. Access to the Tenant exclusive facilities is via the car park lifts of which staff require an access card to enter into.



## 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.



## Ground Lobby with Business Lounge, Café, and Third Space Green Room

The next major enhancement project underway for the benefit of our Tenants and their guests, the reimagining of the lobby to create an internal haven through a series of signature landscapes providing varied settings for respite, work, and connection. The world class expansive ground floor foyer with welcoming neutral tones, biophilic greenery for wellness, concierge, business lounges, varied seating with work and team collaboration areas, and café is expected to launch in October 2023. Indicative renders showcase the designs from the award-winning base building architect Bates Smart which is in construction.

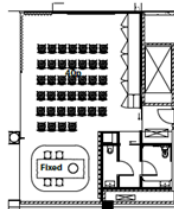


The extended lobby is designed to elevate the existing architectural language and connect the main lobby to a new third space, The Green Room, a unique gift to the building for gatherings and events. The Green Room can be accessed via a new second entry to enable activations that are exclusive to the space for tenants to book. The third space can be provided at administrative charges covering the setup of layout, cleaning, security, and any catering requirements. It is a true extension of a Tenant's workplace presence at the building.

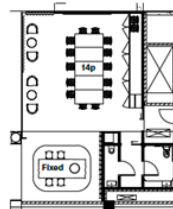
Example Green Room layout options are displayed below. Upon opening for bookings more information will be made available via the Workplace Manager.



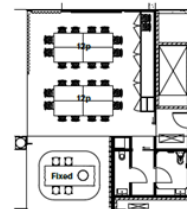
**Layout 01 - Everyday**  
/ 2no. 2p Casual  
/ 2no 8p table (seated)



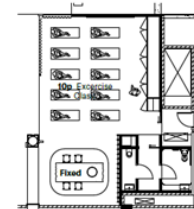
**Layout 02 - Conference**  
/ 40no. people seated in rows  
/ Stackable chairs on trolleys



**Layout 03 - Meeting**  
/ 1no Meeting (14p)  
/ Flexible Tables  
/ Stackable Chairs on trolleys



**Layout 04 - Training**  
/ Variable Layouts  
/ Flexible Tables  
/ Stackable Chairs on trolleys



**Layout 05 - Yoga / Exercise**  
/ 10no. Exercise Mats



## Our Commitment to Incident and Injury Free

JLL and building owner 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. Be safe today. Be here tomorrow.



## 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
- Seek sustainable solutions to managing and operating our assets.

Twenty8 Freshwater Places environmental credentials (as at April 2023) are as follows:

- NABERS Energy Rating of 5.5 Stars without Green Power to October 2023
- NABERS Water Rating of 6.0 Stars to October 2023
- NABERS Waste Rating of 3.5 Stars to October 2023
- NABERS Indoor Environment Rating of 5 Stars to December 2023
- Building Energy Efficiency Certificate (BEEC) Certificate to October 2023
- Climate Active Carbon Neutral Building Certificate
- Green Star Performance Rating for the building at 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 our cleaning supervisor on Twenty8 Freshwater Place's 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 centralised bin systems within each tenancy. This program was 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 has a strong environmental focus committed to sustainable business practices and initiatives. Recycling is extremely important to our community and we strive to improve our diversion. It is important that all tenancies assist as part of Corporate Social Responsibility. Central waste stations dispose of rubbish in each tenancy with no individual desk bins. The collection of waste has been designed to increase the amount recycled.

- **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 base cleaning contract. 240 litre wheellie bins are provided at strategic locations (copy / print rooms etc.) on each floor for the disposal of bulk waste paper emptied on a daily basis.

- **Cardboard**

Clean cardboard is removed from tenancy nightly compacted for recycling. Leave any bulk flattened cardboard for collection by cleaners adjacent the 240 litre paper recycling bins or in goods lift lobby.

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

Recycling bins can be provided in tearoom area for disposal of aluminium cans, glass, recyclable plastics and empty milk cartons. These bins are emptied nightly (Monday to Friday).

- **General Waste**

Suitably sized bins can be provided for disposal of general waste at designated points on each floor. These are to be used for general non recyclable products. These bins are emptied nightly (Monday to Friday). The tenant is encouraged to advise staff to keep such waste to a minimum to avoid landfill.

- **Kitchen Waste (Organics)**

Suitably sized organic bins can be provided for tenants kitchens 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 building on an annual basis. Our cleaning contractor in conjunction with our waste removal contractor, provide figures that track the building's 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.

## Contact Details – Update Form

To ensure accurate relevant building communications please provide regularly as updated the below detail to Building Management Workplace Manager via email 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 Workplace Manager email and Concierge28@twenty8freshwater.com

*Company Name:* \_\_\_\_\_

Floor Number: \_\_\_\_\_

*Floor Warden:* \_\_\_\_\_

*Area Warden:* \_\_\_\_\_

*Area Warden:* \_\_\_\_\_

*Area Warden:* \_\_\_\_\_

Floor Number: \_\_\_\_\_

*Floor Warden:* \_\_\_\_\_

*Area Warden:* \_\_\_\_\_

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*Area Warden:* \_\_\_\_\_

*Area Warden:* \_\_\_\_\_

*Area Warden:* \_\_\_\_\_

Floor Number: \_\_\_\_\_

*Floor Warden:* \_\_\_\_\_

*Area Warden:* \_\_\_\_\_

*Area Warden:* \_\_\_\_\_

*Area Warden:* \_\_\_\_\_



## Access Form – Works and Contractors

Prior to any access being provided to contractors, the Tenant must provide building management with minimum 1 business day's notice by submitting the below access permit form (available electronically in excel) and complete sections A/B/C via email. Contractors must complete a pre-induction to site and attend the loading dock to sign in. Any works onsite to modify fitout or location of fitout require preapproval from the building engineer Lim Ng. Tenants are to email access permit form (s) to: faisal.k@jll.com, concierge28@twenty8freshwater.com and koklim.ng@jll.com



Twenty8 Freshwater Place – Commercial Tower PERMIT [No ..... /2022 ▾]  
**Application for Restricted Area Access / Work Permits / Fire System Isolation & Impairment**  
 Applicant to complete sections: A, B and C Section G to be completed at the time of key issue

**[Section A] – Applicant Details**

Date	Contractor / Company		Contractor recorded on induction register Del app
Date(s) of Works	Floor No / Location		
Duration of works	Details of person carrying out works	Name	YES / NO
'Additional dates'		Contact Tel No	
		Site Inducted	

**[Section B] - Restricted Area Key Issue Request (tick below to nominate yes):**

Electrical Riser	Mechanical Pipe Riser	Main Switch rooms
Base Building Comms & Security Risers	Fire Services Riser	Lift Motor Rooms
Fire Pump Room	Hydraulics Riser	Plant Rooms
Gas Services Riser	MDF Room	Generator Room
FIP Room	Other (Please specify)	

**[Section C] - Detail of Works to be performed**

Note that one or more additional work permits may be required where works are considered "High Risk" in nature as defined in the Freshwater Place contractor induction manual.

**Do the proposed works involve any of the following (tick below to nominate yes):**

Hot Works	Operation of the BMU	Use of noisy equipment > 85Db
Opening of penetrations	Working in a confined space	Manual Handling
Use of hazardous goods	Ground/surface penetration works	Working at Heights
Isolation and / or drain down of the sprinkler / hydrant system		Others (Please Specify)
Isolation of smoke detectors or fire alarm system		

If the service provider is engaged directly for a building tenant, the following declaration must be signed by the relevant tenant representative. We hereby accept responsibility for the persons/contractor/company for which we are applying for access/isolation/works approval and agree that the tenant is bound by the conditions detailed in the Freshwater Place Tenancy Design and Fit out Guide.

Tenant or Authorised representative: \_\_\_\_\_ Signature: \_\_\_\_\_

**[Section D] – Fire Protection System Isolation and Impairment – Building Management Use Only**

ASE Isolation Approval	Duration Approved (HRS)	Isolation Time	De-Isolation Time	Approved By (B / M)
FIP Devices to be isolated for the duration of each working shift				

Note: All devices must be de-isolated prior to the end of each working shift unless otherwise authorised by building management. Isolations of an entire floor(s) at any one time (Wet and Dry) is not permitted. Drain down of sprinkler system & refill being the ONLY exception.

**[Section E] – Permits required and approved (To be attached with this form) – Building Management Use Only**

Hot Works Permit	Critical Infrastructure Access Log	Confined Spaces
BMU – Operations	Fire Systems Isolation Request	Working at Heights
OTHER (Please specify)		

**[Section F] – Building Management Approval**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_ / 2022 ▾

**[Section G] – Service Provider Declaration – To be completed by the person responsible for carrying out the works**

I have read and am familiar with the contents of the Freshwater Place Contractor Induction Manual and will ensure that the works described above are carried out in strict accordance with the requirements thereof and other conditions that may be additionally specified on this form. I acknowledge and accept that approval of this form is subject to my clear understanding that works are to be confined to the area and scope as specified in Sections B and C.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ / 2022 ▾

Start Time: .....Hours Signature: ..... Prior to the commencement of works & key issue

Finish Time: .....Hours Signature: ..... Upon completion of works and return of keys