

FIVE GREAT REASONS TO VISIT RETAILEDGE.COM.AU THIS MONTH

1. View special discounts from newly listed suppliers
2. Advertise your job vacancies
3. Register yourself or a staff member for a retail training course
4. Subscribe to receive the very best supplier discounts on offer
5. Register for Accounts Online Services.



SOUTHLAND PERFORMANCE CENTRE UPDATE

The Centre experienced steady growth for the month of August, with a number of categories reporting strong results: Toys & Hobbies (up 51.1%), Women's Footwear (up 20.9%), Children's Fashion (up 20.9%) and Takeaway (up 9.2%).

Promising traffic results were reported across the Centre; with notable increases reported at The Fashion Bridge, Coles / Kmart Mall and Level 3 surrounding the Food Court.

In this edition of Retail Edge we have articles on the importance of briefing your team on Back of Store Fire Safety (in particular in relation to keeping access corridors clear), in addition to a new security training initiative that all Southland retailers are welcome to participate in.

I would encourage all Southland retailers to log onto 'www.retailedge.com.au' for more retail updates, retailer discounts and training opportunities.

I look forward to bringing you the September results for Southland in the next edition of Retail Edge.

Regards, Isaac Tait, Centre Manager.

FIRE SAFETY UPDATE

Recent inspections of the Centre have revealed that many tenants are continuing to block fire corridors and fire exits. This is clearly a safety issue, particularly in the event of an emergency. It is also a serious breach of regulatory requirements.

Items cannot be stored along the walls of back of house passages, as fire corridors and fire exits are to be kept clear with no exceptions. If you have stock delivered to your tenancy you must move it into your tenancy straight away. You cannot leave stock in passageways to be collected at a later time. This is particularly important for food outlets as stock left in a corridor is also a breach of Environmental Health regulations.

Failure to comply with this requirement is a breach of the requirement noted in your lease as well as the relevant legislation. Recent reviews have also highlighted the use of Customer Shopping Trolleys as provided by the Major tenants, being used to transport deliveries and block back of house corridors. This should not occur as these trolleys are provided solely for customer use, please ensure your staff and contractors are aware of this. Please comply with these requirements to ensure the safety of all centre users, your colleagues and yourself.

Big rewards for small business

Over 1,200 prizes to be won worth over \$130,000 plus a FREE Movie Voucher*

For the chance to win rewards that support your business, **SMS your American Express 10 digit merchant number and trading name to 1977 07 07* today!** To accept American Express and be rewarded, call **1300 36 36 14**.

*Terms and conditions apply. Visit americanexpress.com.au/businessrewards

Authorised under NSW Permit No. LTPS/09/05944, VIC Permit No. 09/1991, SA Permit No. T09/1455 and ACT Permit No. TP 09/02389.1. *Maximum SMS entry cost is \$0.55 (including GST) per SMS. American Express Australia Limited (ABN 92 108 952 085) © Registered Trademark of American Express Company.



CARD PARTNER

SECURITY UPDATE

Over recent weeks, we have seen the arrests of two prominent Victorian suspects, thanks to the diligence and co-operation of Westfield Security, Store Loss Prevention Officers and Victoria Police. Both of these offenders are career criminals that have been responsible for thousands of dollars of thefts from both retailers and shoppers, from dozens of locations across Victoria. Please continue to report thefts and suspicious activity to the Police and Westfield Security, as our teamwork makes a difference.

SECURITY TRAINING

Westfield has developed a training package that is designed to educate retail staff in retail theft. The training package demonstrates how easy and quickly you can become a victim of a professional thief – We urge all retailers to view the training package as it may well prevent a theft from your hand bag or your store room, activity that we know is on the increase. The training package runs for approx 10 minutes and is available to be viewed by contacting Westfield Southland Security Manager – Chris Collins. Chris can be contacted on (03) 9582 5600

SOUTHLAND SUMMER FASHION!

Launching the Summer Fashion season will be The Style Station from 1 Oct to 29 Oct on level 2, Fashion Bridge. This season we will also launch the Style Workshops on 1 Oct & 3 Oct at 12pm and 2pm. Then on Friday 9 October, superstar London stylists Trinny & Susannah will appear live at Centre Court from 6:00pm -7:00pm for a FREE show. T&S may select members of the audience to provide individual tips on how to put together their very own look. Contact Teresa on 03 9582 5620 to see how you can participate in the Summer Fashion activity.

BENEFIT FROM OUR PARTNERSHIP WITH HERTZ AUSTRALIA

Hertz offers a large selection of carefully maintained, latest model vehicles to suit any occasion. You'll find Hertz at over 200 locations around Australia, including all major airports. Hertz is committed to offering fast, friendly and efficient service to ensure your rental experience is smooth from beginning to end.

As a RetailEdge member, you have access to special rates and benefits including:

- Special member rates within Australia
- Periodic bonus offers
- Reduced Accident Damage Excess
- Free enrolment into the Hertz #1 Club Gold program for express service and VIP treatment here and around the world.

For more information or to book now, call Hertz on 13 30 39 or visit hertz.com.au and remember to quote the RetailEdge Customer Discount Program (CDP) number 1840440 when making your booking.



Centre Manager
Isaac Tait
03 9915 6917

Retail Manager
Scott / Daniel
03 9582 5633

Marketing Manager
Jacinta Wehner
03 9915 6947

Facilities Manager
Michael Rapley
03 9915 6930



Zenith – Love at first sight.

Reduce your daily workload with Zenith – an easy to use online print management system that can help you save time and money.

- * Order your printing online
- * Control your company's brand and image
- * Reduce time spent on mundane administrative chores

Visit www.kwikcopy.com.au/zenith for more info or call 1800 084 267.



Corporate Design
& Print Solutions