

### 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.



### SECURITY UPDATE

We have received information that fraudulent credit cards are being used to purchase large ticket items including mobile phones, jewellery and entertainment equipment.

The cards are distinctive by the incorrect spelling of certain words on the rear of the card. One example is "autoorised" instead of authorised and "void" instead of valid. This offence has occurred at other Westfield centres here and interstate and a group of male and female Malaysians has been identified as the main offenders. Please ensure staff check all credit cards transactions thoroughly.

We have also had several reports of fake \$50 and \$100 notes being passed to retailers. Most have been very good copies but are distinctive by the different feel of the paper and that they can be ripped unlike normal notes. If you believe someone has given you a fake note please try and note down a description of the person and the time it occurred.

Please call Security on 0402 330 205 or Police on 131 444 if you believe that either of these offences has occurred in your store. If you would like to discuss ways of preventing theft in your store please contact our Security Manager Debbie Hasler on 8159 4340.

### SUSTAINABILITY

The Westfield West Lakes Environmental Management Plan brings together several key initiatives to address climate change, waste minimisation, waste use and disposal, air quality control and energy use and reduction of greenhouse gas emissions.

Westfield Facilities Manager Marko Krndija has been working with his team to ensure the best possible result is achieved, in particular waste minimisation:

- Introducing recycling collection stations to food court for all PET plastic, bottles, cans & milk cartons.
- All loading docks are clearly identified, using signage and by having all the appropriate equipment in place to manage recycling opportunities.
- Recycling of spent oils is collected via filtrated collection bins.
- Replacement of 15 cubic meter compactor with a 20 cubic meter compactor to reduce transport costs.
- Organic waste system in place, an estimated diversion to land fill 240 tonne/year.

YTD Waste Result 5.1% reduction to land fill. A great result for the centre!

WELCOME: We are pleased to announce that Allison Pearson joins the West Lakes management team as our new Retail Manager.

## 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](http://americanexpress.com.au/businessrewards)

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CARD PARTNER

### NEW STORES AND MORE

Westfield would like to welcome a new retailer to the centre...

Prouds the Jewellers

Located next to JR's Surf & Ski

Featuring a beautiful range of jewellery

And coming soon...

RAA opening soon next to Lakes Fruit Corner

Gauci are moving to Level 1!

Keep up to date visit [www.westfield.com.au/westlakes](http://www.westfield.com.au/westlakes)

### WHAT'S ON?

The Fresh Tips Fast Roadshow is returning to West Lakes for some deliciously live cooking.

With a new range of recipes featuring the freshest ingredients from our fresh food stores, come and see chefs stir up a storm, learn tips and tricks and taste the delights the chefs have to offer.

When and Where:

15 - 18 October

22 - 25 October

Fresh Food Market Court

### SUMMER FASHION

Refer your shoppers to book a Personal Styling Session with a Westfield Stylist who will take them on a styling tour and help them put together their own summer look.

Or why not book in a Group Styling Session for you and your staff. A great team incentive and also lots of fun! Have a Westfield Stylist style you in your store or as a group tour the centre!

Personal & Group Styling Sessions can be booked at the Concierge Desk.

## 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.

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- 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](http://hertz.com.au) and remember to quote the RetailEdge Customer Discount Program (CDP) number 1840440 when making your booking.



Centre Manager  
<Contact Name>  
<Contact Number>

Retail Manager  
<Contact Name>  
<Contact Number>

Marketing Manager  
Marteine Edwards  
8159 4330

Facilities Manager  
Marko Krndija  
8159 4330



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