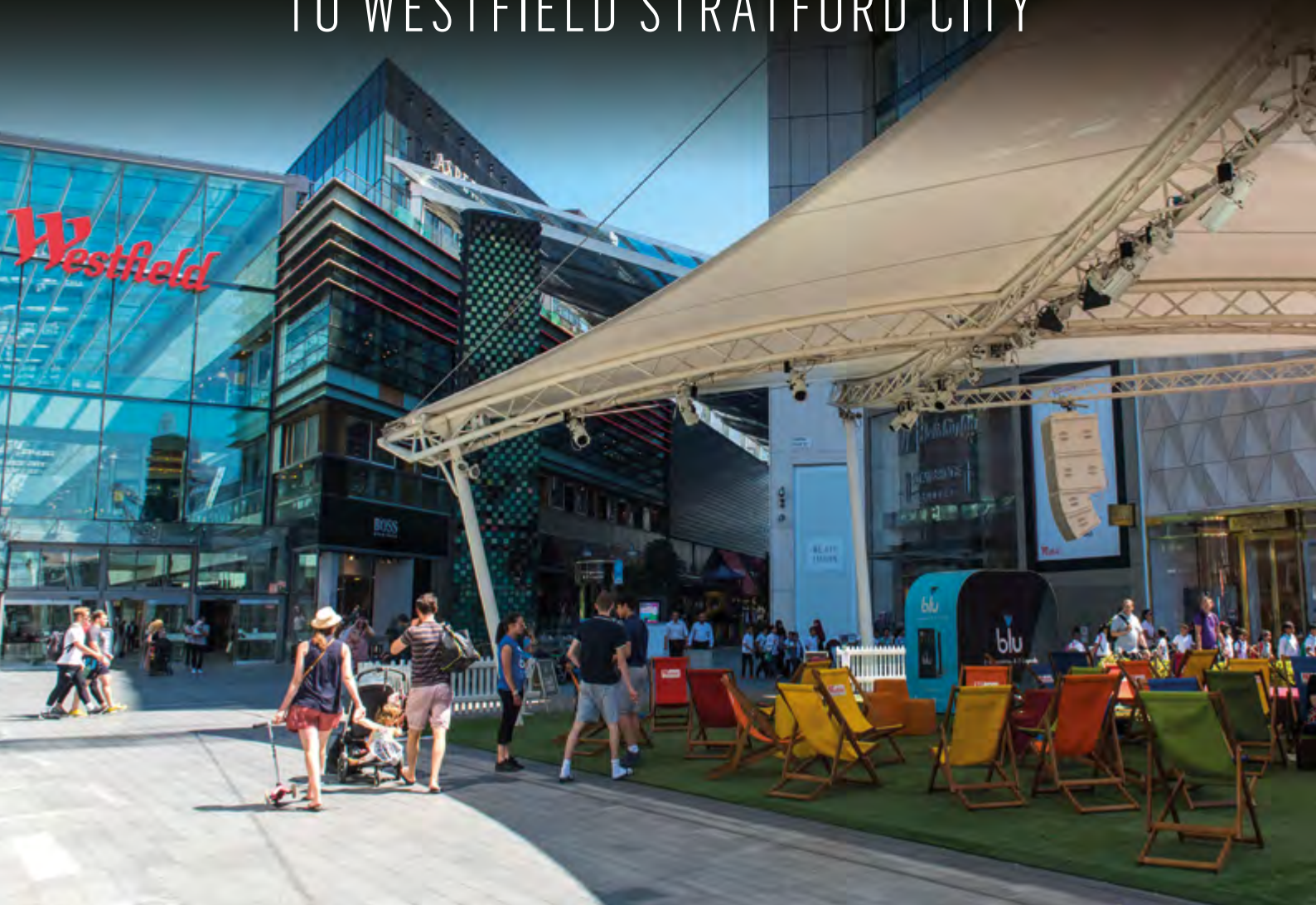


An aerial night photograph of a city, likely London, featuring the illuminated Olympic Stadium and the red, sculptural ArcelorMittal Orbit sculpture. The city is filled with modern, brightly lit buildings and a complex network of roads and railways. A large pedestrian bridge crosses over a railway line in the foreground.

RETAILER HANDBOOK

Westfield

WELCOME TO WESTFIELD STRATFORD CITY



HANDBOOK CONTENT

WELCOME TO WESTFIELD

This handbook provides you with all the essential operational information needed as a retailer at Westfield Stratford City. It is extremely important that you familiarise yourself with this handbook and update your relevant team members as necessary on the procedures and information detailed within.

- Westfield Contacts
- Centre Opening Hours
- Contractor Tracker
- Retail Deliveries
- Communication
- Retailer Meetings
- Key Holder Form
- Recruitment
- Marketing
- Westfield Discounts
- Concierge & Services
- Westfield Meeting Rooms & Training
- Fire Safety
- Facilities & BOH Guidelines
- Food Retailers
- Security
- Checklist & Actions



WESTFIELD CONTACTS

CENTRE MANAGEMENT ADDRESS

Westfield Stratford City
Centre Management Suite
2 Stratford Place
Stratford
London
E20 1EJ

CENTRE MANAGEMENT RECEPTION - 020 8221 7300

Key Contacts	
Security	0208 221 7333
Access / Id Cards	0208 221 7336
Car Park Office	0208 221 7355
Hands Free Shopping	0208 221 7359
Concierge	0208 221 7307 / 7308 / 7309
Facilities Helpdesk & Contractor Access	0208 221 7353
Service Yard Logistics Office	0208 221 7312 / 7313 / 7314
Retail Relations & Mall Management	0208 221 7191 / 7351 / 7453



CENTRE OPENING HOURS

RETAIL, FOOD & LEISURE



CENTRE OPENING HOURS

Centre Trading Hours	
Monday	10.00 - 21.00 hours
Tuesday	10.00 - 21.00 hours
Wednesday	10.00 - 21.00 hours
Thursday	10.00 - 21.00 hours
Friday	10.00 - 21.00 hours
Saturday	09.00 - 21.00 hours
Sunday	12.00 - 18.00 hours

FOOD COURTS	LG	1st Floor	Restaurants
Mon - Wed	08.00 - 21.00	11.00 - 21.00	10.00 - until late
Thurs - Sat	09.00 - 21.00	11.00 - 22.00	10.00 - until late
Sunday	11.00 - 18.00	11.00 - 18.00	11.00 - until late

LEISURE	Cinema	Bowling	Hotels & Casino
Mon - Wed	09.00 - 01.00	11.00 - 23.00	24hr
Thurs - Sat	09.00 - 03.00	11.00 - 23.00	24hr
Sunday	09.00 - 01.00	11.00 - 23.00	24hr

Retailers have the opportunity to trade beyond these operational hours approval will need to be agreed with the Mall Manager as an additional hourly trading cost may apply.

Please note that the centre trading hours for public holidays and seasonal trading will be disclosed to retailers in advance and communicated to in writing.

CONTRACTOR TRACKER

HEALTH, SAFETY & ENVIRONMENT



CONTRACTOR TRACKER

CONTRACTOR ACCESS

All Contractors must book in using the Contractor Tracker System providing 48hrs notice:

<http://westfield.ctracker.co.uk/> Office hours 08.30-16.30

For assistance, please ask the retailer/contractor to contact the

Facilities Helpdesk on 0208 221 7353 or E20access@westfield-uk.com

All large tools/equipment (including ALL ladders) must be booked in using the Delivery Management System providing 24hrs notice: **www.wscdeliveries.com**

For assistance, please ask the retailer/contractor to contact the

Logistics Office on 0208 221 7314 or wscdeliveries@westfield-uk.com

If it is necessary to work outside of the demise of your premises, Retailers must ensure their contractors upload copies of their job specific risk assessments and method statements.

A copy of the contractors' liability insurance should also be provided. Once the application is approved immediate notification will be given by the system to the applicant.

Works in the mall area must be carried out between 11pm - 8am Monday - Saturday and between 8pm and 8am on Sundays

Contractors who do not have a validated authorisation will not be allowed to work in the centre. Any contractor found to be working without a valid authorisation will be asked to leave the centre immediately.

EMERGENCY CONTRACTOR ACCESS

During Office Hours (08:30 – 17:30 Monday – Friday):

- Retailer to contact the Facilities Helpdesk on 0208 221 7353 to confirm emergency
- Retailer to contact Contractor and arrange call out
- Contractor to log onto Contractor Tracker System and submit work request
- Contractor to call helpdesk to confirm work request has been submitted and advise whether large tools/equipment are required
- FM team to arrange approval of work request and access to Service Yard (if required)
- Contractor to sign in at the Pass Office on arrival

Outside Office Hours:

- Retailer to contact Security and request to speak to the Westfield Duty Manager
- Westfield Duty Manager to review and arrange access to Centre and Service Yard if required

EMERGENCY SERVICE YARD DELIVERIES FOR CONTRACTORS

During Office Hours (08:30 – 05:30 Monday – Friday):

- Retailer/contractor to contact the Facilities Helpdesk for assistance
- FM team to ensure works have been booked in appropriately and arrange access to the Service Yard where necessary

Outside Office Hours:

- Retailer to contact security and request to speak to the Westfield Duty Manager
- Westfield Duty Manager to review and contact DHL to arrange access if required
- DHL to take all driver/vehicle details and provide emergency booking number

CONTRACTOR TRACKER

All works being carried out by contractors in your unit must be booked in through contractor tracker. Retailer contractors must obtain a 'permit to work' and be approved on this system before commencing any works on any of the following systems;

- FIRE ALARM SYSTEMS
- SPRINKLER SYSTEMS
- CONDENSER WATER
- DATA COMMUNICATIONS
- MAIN EXTRACT SYSTEM
- MAINS ELECTRICITY
- MAINS COLD WATER
- MAINS GAS SUPPLY
- HOT WORKS, I.E. WELDING
- ROOF ACCESS
- UNIT FRONTAGE
- STORE DESIGN CHANGES
- NEW SYSTEM INSTALLATIONS

Your contractor will be required to produce insurance, a method statement and risk assessment for the work before a permit can be issued. Insurance limits as follows:

- PUBLIC & PRODUCTS LIABILITY - £10 MILLION
- EMPLOYERS LIABILITY - £10 MILLION

Please be advised that acknowledgment and authorisation of permits will take 48 hours to approve. In a critical emergency, please contact the Facilities helpdesk.

Shop Refurbishments/Shop Fits:

If you wish to undertake a shop refurbishment you must notify design as soon as possible at e20design@westfield-uk.com

CONTRACTOR TRACKER

HEALTH, SAFETY & ENVIRONMENT (HS&E) REQUIREMENTS

As the Retailer you must provide the Centre Management team with the following;

- A copy of your company's policy on "the selection of contractors"
- A list of contractors approved by your company to work on your behalf within your demise
- Confirmation that you will inform all contractors of emergency procedures and assembly points
- Confirmation that all contractors are or will be made aware, that any incidents/accidents that are reportable under the provisions of RIDDOR (Reporting of Injuries Diseases & Dangerous Occurrences Regulations 1995) are immediately reported to you, the Health & Safety Executive (HSE) and Centre Management

Information regarding your legal obligations can be found in the free leaflet, 'Use of Contractors – a joint responsibility'. This is available from HSE Books

www.hsebooks.gov.uk

ROAD ADOPTION

The roads around Westfield Stratford City were adopted by the Local Authority (London Borough of Newham) on 27th March 2015. As a result of the adoption Westfield Centre Management are unable to provide approval for any works which involve partial footpath or road closure and can only be granted if a licence is sought from the council. The licence will cost is approximately £350 +VAT.

A copy of the approval from the Local Authority must be submitted with the works request before Centre Management will give the approval. If this approval is not obtained then permission to work will not be permitted.

TYPES OF WORKS WHICH REQUIRE A LICENCE FROM LONDON BOROUGH OF NEWHAM

Any partial closure of Public Highway or Footpath

Siting of Access Equipment on the Public Highway or footpath such as a vehicle mounted boom or other access equipment

Siting of mobile or static cranes on the highway or footpaths.

ALL CONTRACTORS NEED TO BE BOOKED IN VIA CONTRACTOR TRACKER

<http://westfield.ctracker.co.uk/>

48hrs notice for all works

Works in the mall area must be carried out between 11pm - 8am

Contact the Helpdesk for more information 0208 221 7353

or email e20fmhelpdesk@westfield-uk.com

RETAIL DELIVERIES

HOW TO BOOK IN VIA DHL



RETAIL DELIVERIES



DHL ARE EMPLOYED TO MANAGE THE OPERATIONS AND DELIVERY PROCESS IN THE SERVICE YARD HERE AT WESTFIELD STRATFORD CITY.

DELIVERY MANAGEMENT SYSTEM

All retail deliveries into Westfield Stratford City are required to be pre-booked using the Westfield delivery management system. This is an online system that is available to all users at the following address;

www.wscdeliveries.com

In order to use the system, users will be required to pre-register as authorised users using the above web address. Once registered, users will be allowed access to pre-book deliveries into Westfield Stratford City, reserving delivery windows online on a first come, first served basis. Users will be required to book all standard deliveries more than 24 hours prior to the opening of the delivery window. Users will also be allowed to book ongoing repeat deliveries for 3 month periods.

You must only place bookings that you are going to use. If you make a booking and it is no longer required you must cancel this booking or inform us to cancel on your behalf. Continuous "No Show" occurrences may result in booking restrictions being placed on your user account.

Whilst changes to deliveries can be made online at the above address, the Delivery Management Team can be contacted directly via;

WSCDeliveries@westfield-uk.com

0208 221 7314 / 0208 221 7313



Coach parking is provided at a fee at the Unite building.
All coaches are booked through DHL.

RETAIL DELIVERIES - DHL

DHL WORKING IN THE PARTNERSHIP WITH WESTFIELD STRATFORD CITY.
SUPPORTING RETAIL SALES THROUGH IMPROVED LOGISTICS SOLUTIONS.

DHL SUPPLY CHAINS ARE OPERATING A RETAIL CONSOLIDATION CENTRE
JUST 8 MILES FROM WESTFIELD STRATFORD CITY.

Prime shopping locations come with congestion challenges which could leave retailers with stock issues leading to reduced sales and low footfall into store. The Westfield Stratford City Consolidation Centre will help retailers get stock to store at an optimum time, maximise sales through increased shop floor availability and support their environment agenda.

Our specialist experience in operating these services will allow the Westfield Stratford Consolidation Centre team to work with you to develop an innovative solution, tailored to meet your specific requirements.

WESTFIELD STRATFORD CITY – CONSOLIDATION CENTRE BENEFITS.

Westfield Consolidation Services offer preferential delivery windows.
Deliveries can be flexible and frequent to meet your requirements.

The consolidation Centre can provide flexible storage and delivery solutions, to allow the retailer to free up valuable store space used as stockroom/storage.

We will deliver your stock direct to your store. Pre-retailing and value added services are also available to ensure your stock is store-ready on receipt.

Consolidated deliveries can reduce traffic movement and pollution emissions by up to 70%

DHL CURRENTLY SUPPORT OVER 400 RETAIL OUTLETS ACROSS THE UK
ON A DAILY BASIS IMPROVE THEIR SPEED-TO-MARKET THROUGH
CONSOLIDATION SERVICES. OUR SERVICE BENEFITS INCLUDE:

- Highly flexible secure off-site stock storage
- Flexible remote stockroom storage to suit your requirements
- Pre-agreed preferential delivery windows
- Stock delivered direct to your store
- Flexible and experienced resource to manage stock delivery & stock putaway process
- Pre-retail services
- Pick and pack
- Boxed to hanging
- Labelling & bar-coding
- Security tagging
- Merchandising
- Packaging service – repackaging/removal
- Range of reverse logistics services.

RETAIL DELIVERIES - DHL

EXAMPLES OF UK RETAILER BENEFITS ACHIEVED THROUGH THE USE OF DHL CONSOLIDATION CENTRES

SERVICE BENEFITS:

- Improved stock delivery, accuracy and control
- Improved on-time delivery performance
- Allows retailers to concentrate on their customers
- Reduced back of stores/stockroom congestions
- Maximise sales through increased sales floor availability

ENVIRONMENT BENEFITS:

- Up to 75% reduction in vehicle movements, pollution and congestion
- Up to 50% reduction in carbon footprint
- Reduction in retailer transportation miles – 1.5 million miles saved to date
- Reduction in CO emissions – 452,000 tonnes of CO2 saved to date
- Maximise sales through increased sales floor availability

DEUTSCHE POST DHL – THE MAIL & LOGISTICS GROUP

TRUST AND EXPERIENCE.

DHL are the market leaders in urban and secure consolidation services and have been providing significant retailer benefits via the platform for almost 20 years.

We will use our wealth of experience to help you get the most from your retail space and remove non-core operational activities. The Westfield Stratford City Consolidation Centre team will develop tailor made solutions that can add real tangible benefits to your business.

We are very proud of our achievements within consolidation logistics and will continue to strive for excellence in supporting retailers in their congestion, economic and environmental challenges.

As part of our supply chain partnership with Westfield Stratford City, DHL will also be managing the booking of your retail deliveries into the centre. For further information on this service and the benefit of the Westfield Stratford Consolidation Centre please log on to **www.wscdeliveries.com**

Alternatively please use the contact details below so we can discuss your requirements and make consolidation services work for you.

Westfield Stratford Consolidation Centre
Contact: Ike Osu
Westfield Senior First Line Manager
Tel: 07712 870011
Email: Ike.Osu@westfield.uk.com

DHL Supply Chain – Fashion Division
Westfield Logistics Offices, Centre Management
Westfield Stratford City, Montfitchet Road
Olympic Park, London E20 1EJ
www.dhl.com

WESTFIELD RETAILER INTRANET

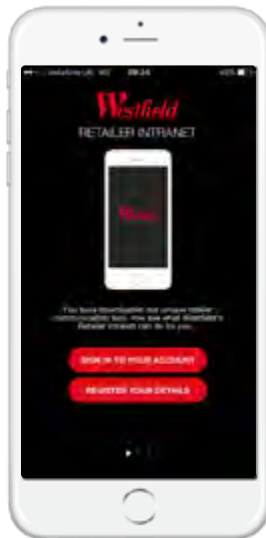
USER GUIDE

The Westfield Retailer Intranet is an communication tool in which Centre Management will post important communications and where you can access key operational information, as well as upload jobs, offers and events to share with other retailers. It is important all managers download this app. The Westfield Retailer Intranet is an communication tool in which Centre Management will post important communications and where you can access key operational information, as well as upload jobs, offers and events to share with other retailers. It is important all managers download this app.

STEP 1

DOWNLOAD THE APP

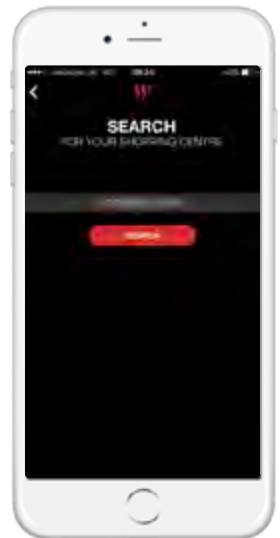
Download the "Westfield Retailer Intranet" from the App store or Google Play store, select 'Register your details' and then follow these simple steps;



STEP 2

FIND YOUR CENTRE

'Westfield Stratford City'



STEP 3

ENTER YOUR DETAILS AND SELECT YOUR STORE

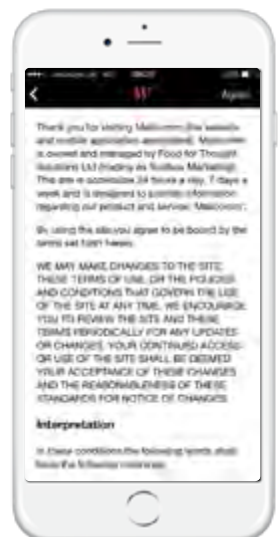


STEP 4

AGREE TO T&C'S VERIFY YOUR EMAIL ADDRESS

AWAIT APPROVAL FROM
CENTRE MANAGEMENT
(STORE MANAGER LEVEL ONLY)

Note: it is the store managers responsibility to approve staff member access to the app.
See Staff Approval section on the next page.



STAFF APPROVALS

All managers are responsible for approving their staff members on the app so that they can gain access to the Westfield staff discounts.

To do this, click the 'Staff approval' button on the homepage where you can view approved and pending staff members. You can also remove staff who have left from the app, it is mandatory that you do this.

We encourage you to check this on a daily basis.

WESTFIELD RETAILER INTRANET

USER GUIDE - STAFF APPROVALS (CONT)

Redeeming staff offers

For all offers under the 'Staff discount' section of the app, please ensure you click the redeem button before showing staff in the store. It is important you click redeem as this allows us to track how successful these offers are and share this with you.

Push Notifications

Please ensure you allow push notifications for the Westfield Retailer Intranet app, as we will send important reminders and prompts to you via this method.

EXCITING NEW FEATURES

- Upload your own events and offers for the website via the app
- Access, redeem and upload Westfield staff offers
- Quick and easy access to key information at your fingertips
- Contact Centre Management instantly
- Submit participation for Westfield Marketing campaigns via the app



THE APP

Everything you need to know



My Sales;
This is where your monthly store sales figures need to be entered by the 5th of each month



What's on;
Keep up to date with centre news



Centre Operations;
Find information about the centre, facilities, deliveries and much more



Safety & Security;
Everything you need to know about the centres safety and security procedures



My Messages;
View messages from the Westfield Centre Management team



Staff Discounts;
Redeem exclusive staff offers and upload your own instantly



Job Vacancies;
This is where you can upload and view vacancies



Contact Us;
Easily contact key departments at Westfield Stratford City



Marketing Support;
Find out how Westfield can support your brand through our marketing channels



QEOP;
Get the latest information on what's happening in the Queen Elizabeth Olympic Park



Events;
Add events for customers and staff. View current events in centre



My Store;
Update your key holder and contact information so we know who to contact in case of emergency

RETAILER MEETINGS



RETAILER MEETINGS

Centre Management hold Retailer Meetings every quarter to update you with relevant information.

Example Topics;

- Footfall Trends
- Customer Trends
- Westfield Events
- Olympic Park Events.

Please ensure you get your invite.

Email **wscetailrelations@westfield-uk.com** with your contact email.



A wide-angle photograph of a bustling city street at dusk. On the left, a modern building with large glass windows and a balcony is visible. A pedestrian bridge with a glass and metal structure spans the street in the background. The street is filled with people walking, and a silver car is parked on the side. The sky is dark, and the streetlights are on, creating a warm, urban atmosphere.

KEY HOLDER FORM

EMERGENCY CONTACT INFORMATION

KEY HOLDER AND EMERGENCY CONTACTS

It is important that as a manager you regularly review your staff who have signed up on the app at least monthly for the following reasons;

Approve pending staff

Remove staff who have left

Assigning staff members as key holders

Assigning staff members as emergency contacts

To assign staff members as key holders & emergency contacts you simply follow the below steps. Please review this on a monthly basis as these are the people we will contact in an emergency.

STEP 1

Click on the Staff Approvals button



STEP 2

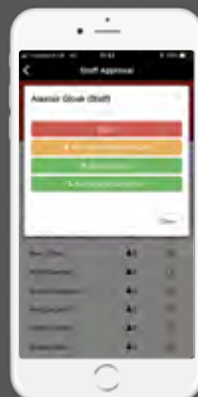
From the drop down select 'Approved staff'

Select the icon furthest right of the person you want to update



STEP 3

Choose one of the options



STEP 4

If the person has been assigned as an emergency or key holder contact the two icons will appear next to them like below.



STEP 5

To remove someone as a key holder/emergency contact (but not to completely block them) follow the same process and select appropriate option.

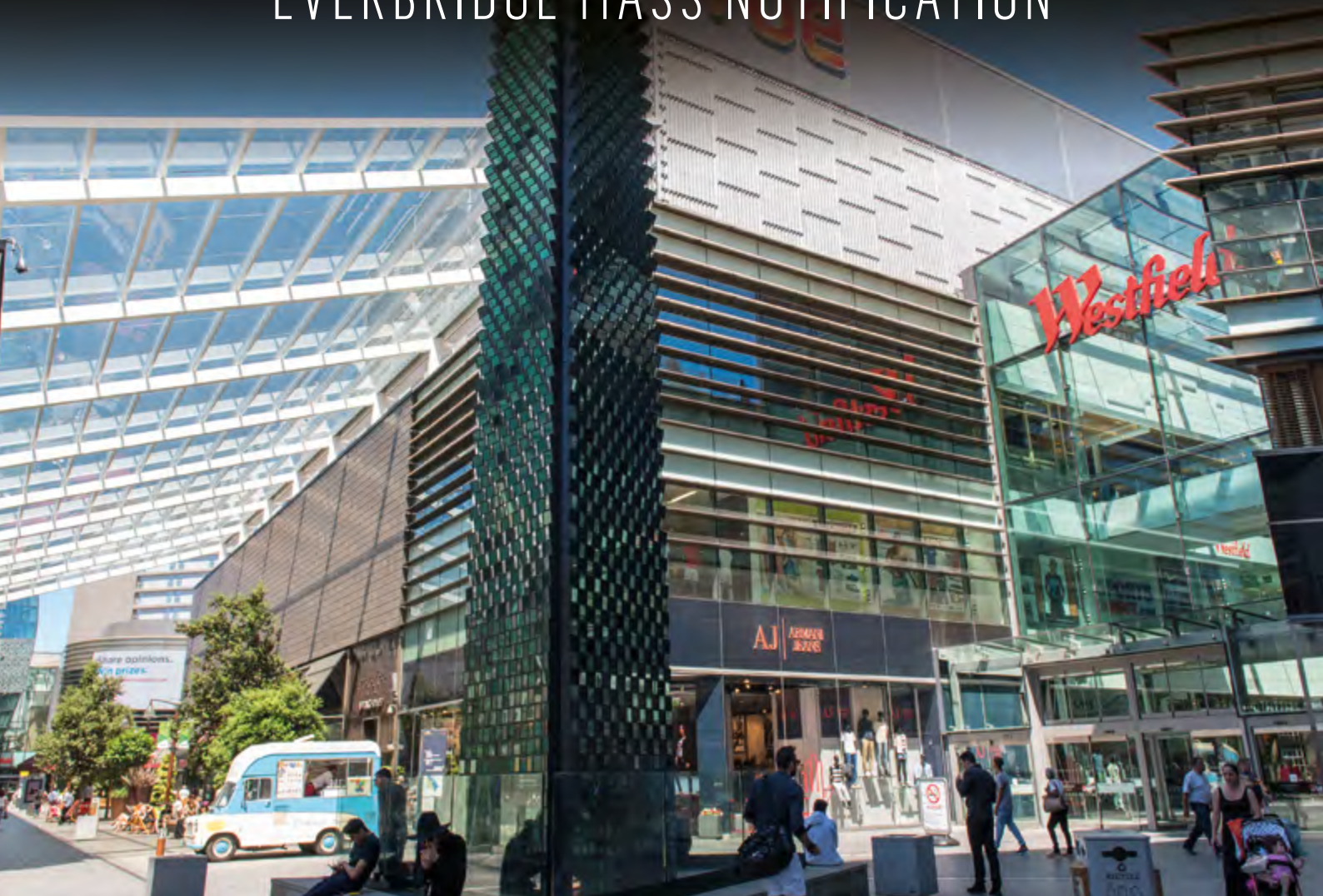


Failure to update contacts regularly may result in emergency messages being missed. Please review on a monthly basis.



KEY HOLDER FORM

EVERBRIDGE MASS NOTIFICATION



KEY HOLDER FORM

EVERBRIDGE MASS NOTIFICATION



This is the system that will be implemented during an emergency. This is one of the many reasons why we must be notified of any changes in contact details. Please note: You will only receive Mass Notification text messages in the event of an incident where Westfield deems it necessary to contact all retailers, or when carrying out tests during fire drills etc.

To instantly recognise these messages as 'Westfield alert' messages, we recommended you save the below mobile numbers to your phone(s).

Westfield Alert 1 - 07860 022 148

Westfield Alert 2 - 07537 416 174

RECRUITMENT

LOOKING TO RECRUIT?



LOOKING TO RECRUIT?

Workplace helps businesses to find the right staff quickly and efficiently. We have a dedicated team of experienced Account Managers who can support you with every step of your recruitment process, including: devising the job specification; sifting CVs; matching and screening candidates; staffing recruitment open days; or interviewing candidates.

Workplace has provided support to over 900 business of all types and sizes including construction, retail, office, security, hospitality, horticulture, manufacturing, warehouse and health & social care. Currently we account manage around 150 retailers in Westfield Stratford City and support new store openings.

Our team have worked alongside many prestigious organisations such as Aspers, John Lewis, London City Airport, Westfield, GLL, London Legacy Development Corporation, Housing21, Compass, GDF Cofely Suez, Broadgate Estates, The Crystal, Emirates Air Line and many more.

Workplace is particularly proud to have been an integral part of the recruitment process for the London 2012 Olympic and Paralympic Games having worked tirelessly to fill over 5,750 posts as well as the opening of Westfield Stratford City, managing to help fill over 2,500 posts.

We can also assist with setting up apprenticeships that have been proven to make your organisation more effective, productive and competitive by addressing your skills gaps directly, even in uncertain economic times.

Our services include:

- One point of contact
- In depth analysis of your business, vacancies and working environment
- Commit to timescales of service delivery in line with your schedule
- Pre screen assessments, cv sifting, eligibility to work checks & support with references
- Industry specific knowledge – advice regarding current legislation, training and trends
- Fee free
- Dedicated account manager - Industry specialists with a wealth of experience
- Reactive Account Management team – able to work to tight deadlines
- In house training team
- On site screening, training and interview facilities – with computer suite.

Are you an employer looking for an apprentice?

Apprenticeships are an efficient way to train your workforce. They have been proven to make your organisation more effective, productive and competitive by addressing your skills gaps directly, even in uncertain economic times. For further information on how you as an employer can take on and benefit from an apprentice please see the Apprenticeship Employer Factsheet.

To find out more, or to discuss your apprenticeship recruitment needs with Workplace, please contact **apprenticeships.am@newham.gov.uk**.

MARKETING

RETAILER OPPORTUNITIES



MARKETING

There is an in centre Retail & Marketing team to help support your store day to day.

WAYFINDING

Your store will be listed on all of these so please ensure you send the correct details to us including correct logo and telephone number to us so we can keep it updated.

- Mall guide
- Website Directory
- Touchscreen Directory

CAMPAIGNS & EVENTS

- Each year we run core in centre campaigns which you can get involved in at no cost. These campaigns are designed to drive footfall to the centre and your stores as well as driving sales and brand awareness.
- Retailer Campaign & Event briefs will be sent out to all stores before each campaign detailing the opportunities available to you.

DIGITAL MARKETING SUPPORT

Leverage your in store promotions and events for free by sending us details to include on;

- Website News & Events page
- Website Offers page
- Mobile App
- Touchscreens

ADVERTISING OPPORTUNITIES (PAID FOR)

- Digital Screens; If you wish to advertise on the digital screens please contact Anthony.Mouskoundi@exteriormedia.co.uk
- Experiential; If you wish to hire a space within the mall for leafleting or an activation please contact; UK.Experiential@westfield-uk.com

Please contact **wscretailrelations@westfield-uk.com** to arrange a meeting and request your Marketing support pack.

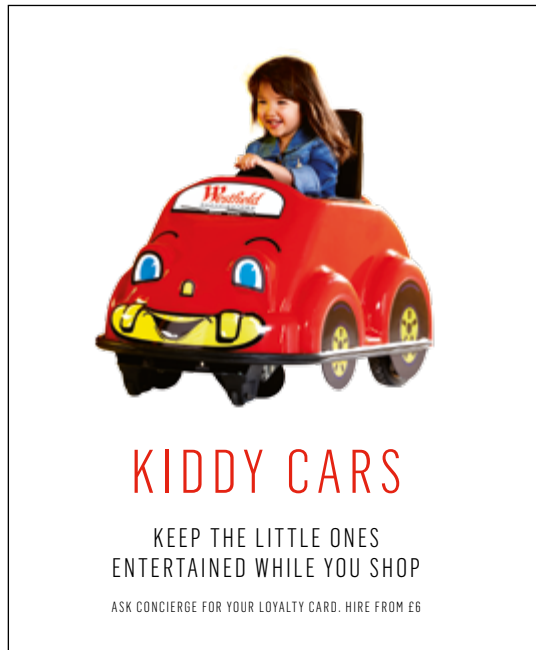
CONCIERGE

WESTFIELD SERVICES



CONCIERGE

We offer a range of services at Westfield Stratford City to ensure customers have the best retail experience.



25 Concierge staff speaking over 13 languages, Gift card, Hands Free Shopping, Home Delivery, Dry Cleaning, Shop mobility, WiFi, Child safe, Cloakroom, Kiddy Cars, Parent Rooms, Playworld, Westfield Kids Club, Doddle- Click & Collect.



Concierge Desks are located LG Floor M&S Foodhall & Services Desk LG Lobby by Costa.

To arrange in store training for Gift Card & Hands Free Shopping from our Concierge team please contact : **wscetailrelations@westfield-uk.com**

WESTFIELD GIFT CARDS

The Westfield Gift Card is simple to purchase and to use.
The cards are available at all of the Concierge desks as well as online at:
<http://uk.westfield.com/stratfordcity/services/gift-card>.

The card can be loaded with any monetary value from £5 - £1000. The card can then be used to pay for goods or services in any of the stores. As a retailer the gift card is easy to use on your EPOS system and it works just like a credit or debit card. Please ensure the customer has enough balance on their card to purchase. The balance can be checked at concierge services, online or on the Westfield App.

The Westfield Gift Card makes a great gift and is valid for 12 months from the date of purchase. In addition the balance on the card can be checked at any time over the internet or by contacting the Concierge Team.



Westfield

GIFT CARD

LET THEM SPOIL
THEMSELVES AT OVER
350 STORES.

CHOOSE A WESTFIELD GIFT CARD

Terms & Conditions apply.

NOW
FEE FREE

HANDS FREE SHOPPING

Hands Free Shopping is a fantastic service enabling guests to enjoy a totally relaxing and hassle free shopping experience.

This service allows guests to leave their shopping bags with participating Retailers, ready for our dedicated team to collect and store them.

Guests can then pick up their shopping bags from the services desk or, if preferred have the bags delivered to their car, home or hotel.

We encourage all our Retailers to participate and 'sign-up' for this fantastic service. For rates, customer price information and details on how to sign up your store to this service, please visit our Concierge desks for further details. Training can be provided to your team by our concierge staff as we see this as an extension of your customer service.

**HANDSFREE
SHOPPING**

**MAKING SHOPPING EVEN EASIER;
LET OUR HANDS FREE SERVICE
CARRY YOUR BAGS***

VISIT THE CONCIERGE DESK FOR MORE INFORMATION AND PRICES

*SUBJECT TO AVAILABILITY AND TERMS AND CONDITIONS –
SEE ONLINE OR AT CONCIERGE FOR DETAILS.

Westfield



Please refer to the Extranet for more information www.wsceextranet.com

DODDLE
WESTFIELD SERVICES

Doddle.

DODDLE

Never miss a delivery again...

Doddle.



Exclusive 20% discount for Westfield Stratford employees

Doddle's aim is to bring people and parcels together effortlessly. Make Doddle your delivery address and our Parcelistas will look after your online orders until you are ready to collect them. Our Parcelistas can even sort out any returns for things that aren't quite right and will also take any parcels you want to send within the UK or internationally and organise the wrapping, tracking and posting for you.

As a special offer, Westfield Stratford employees can take advantage of a 20% discount when signing up to Doddle.

Sign up options:

Pay as you Doddle

- Only £1.56 for Westfield employees (Normally £1.95 per collection)
- First collection is free
- 10% discount on all parcels sent (UK and international)

Doddle Unlimited

- Only £4 per month for Westfield employees (Normally £5 per month)
- First two months free
- Unlimited collections per month
- 10% discount on all parcels sent (UK and international)

To find out more pop into Doddle at Westfield Stratford and speak to one of our friendly Parcelistas or sign up today at www.doddle.com/partners/westfield

www.doddle.com

WESTFIELD TRAINING





ABOUT WORLD HOST

Westfield are delighted to offer a world-class customer service programme with World Host. This is used to train nearly one million people worldwide.

Consisting of four programmes:

The Principles of Customer Service	one day
Customers with Disabilities	half day
Service Across Cultures	half day
Ambassador Workshop (for volunteers)	half day

Introduction to Principles of Customer Service; Programme Overview:

- Hello & welcome – using and remembering names
- Working towards WOW – first impressions
- How effective is your communication – the communication process
- The power of listening – why handle customer concerns
- Tourism – it's everybody's business – the value of tourism is £38 billion per annum. (117 million visitors)
- Five key commitments – Going the Extra Mile (GEM)
- Three optional modules - 'Professional telephone techniques', 'Out and about in your community', 'Out and about in your country'

Customers with Disabilities; Programme Overview

- What's in a word
- Debunking the myths
- How may I help you?
- Our local tourism business
- Accessible tourism

Service across Cultures; Programme Overview:

Introduction to Service Across Cultures

- Who are our visitors?
- Welcome to my world
- What is culture?
- Challenging assumptions
- People to people ambassadors
- Now it's up to you

Ambassador Workshop (for volunteers); Programme overview

Ambassador toolkit:

- Warm welcome
- Expect questions
- Lasting impressions
- Celebrate our differences
- Open-minded approach
- Marvellous memories
- Enthusiasm is essential

For more information and to book staff on training please contact

e20customerservices@westfield-uk.com

FIRE SAFETY

WESTFIELD STRATFORD CITY POLICY





FIRE SAFETY



IF YOUR FIRE ALARM SOUNDS GO TO YOUR PANEL AND CHECK WHAT AREA HAS ACTIVATED ON THE SCREEN. If it is in an area outside your store you will also hear the mall PAAL.



IN THE EVENT OF A FIRE EVACUATION IN YOUR ZONE

Your unit alarm will sound and a voice canopy system on the mall will announce an evacuation.



EVACUATE YOUR STORE

Take control and in a LOUD clear voice ask your customers to evacuate in a calm manner.



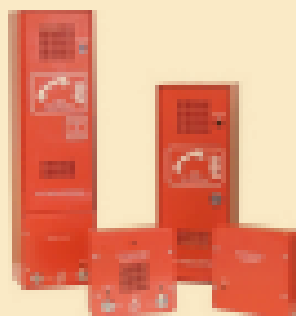
ONCE THE STORE IS CLEAR

Locky our door and go to your assembly point to carry out a roll call. Ring 0208 2217488 to confirm your unit is empty (Please continue to call until you get through).



IF THERE IS A FIRE IN YOUR MEANS OF ESCAPE

You may need to extinguish it to progress further (only if it is safe to do so).



IF YOU EVACUATE CUSTOMERS VIA BACK OF HOUSE

You must stay with them until they reach fresh air, if they are in a wheel chair assist them to a refuge area which are located in the core stairwells. Contact control via our red push button system, located in the refuge area and if possible wait with them.

CARRYING OUT YOUR WEEKLY FIRE ALARM TEST

- Contact Fire Control Centre on 0208 2217488 and request permission to carry out a fire alarm test.

ONCE PERMISSION HAS BEEN GAINED:

- Insert test key into Manual Call Point.
- Ensure sounders activate and you can hear the alarm.
- Silence and reset your panel.
- Contact FCC and confirm you have finished your testing.
- Record the test in your Fire Log Book.

• **KNOW YOUR EVACUATION ZONE.**

• **KNOW YOUR OWN POLICIES AND PROCEDURES.**

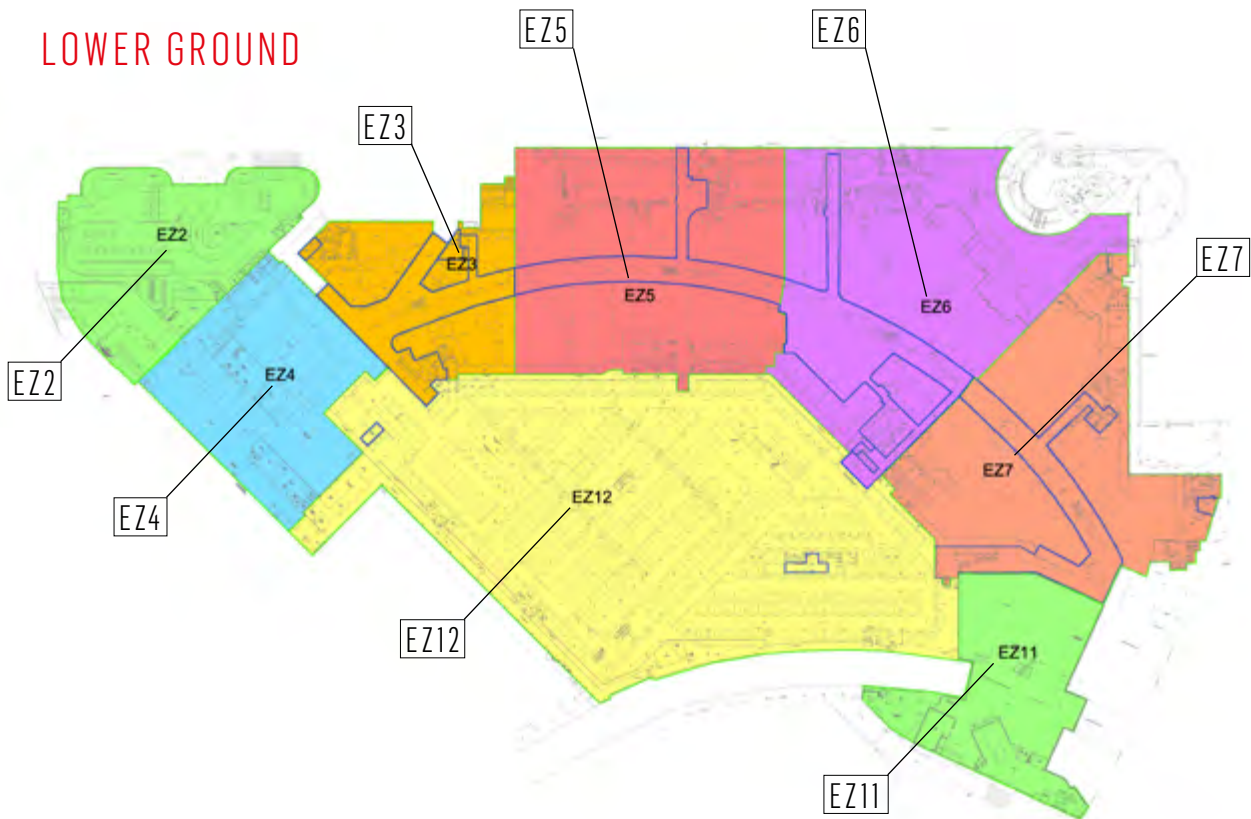
• **TRAIN YOUR STAFF REGULARLY.**

WSC EVACUATION ZONES

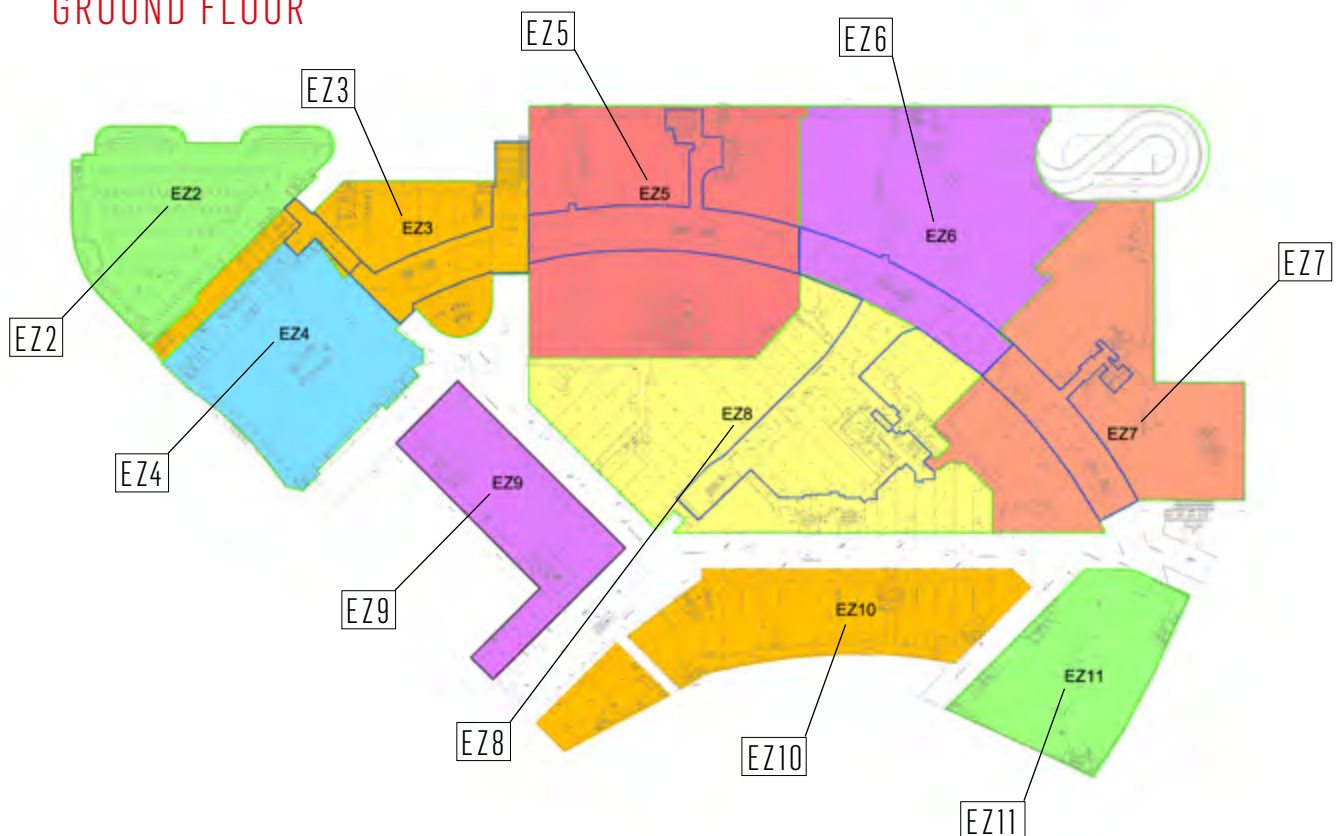
KNOW YOUR ZONE!

WESTFIELD WILL ONLY EVACUATE ONE ZONE AT A TIME.

LOWER GROUND



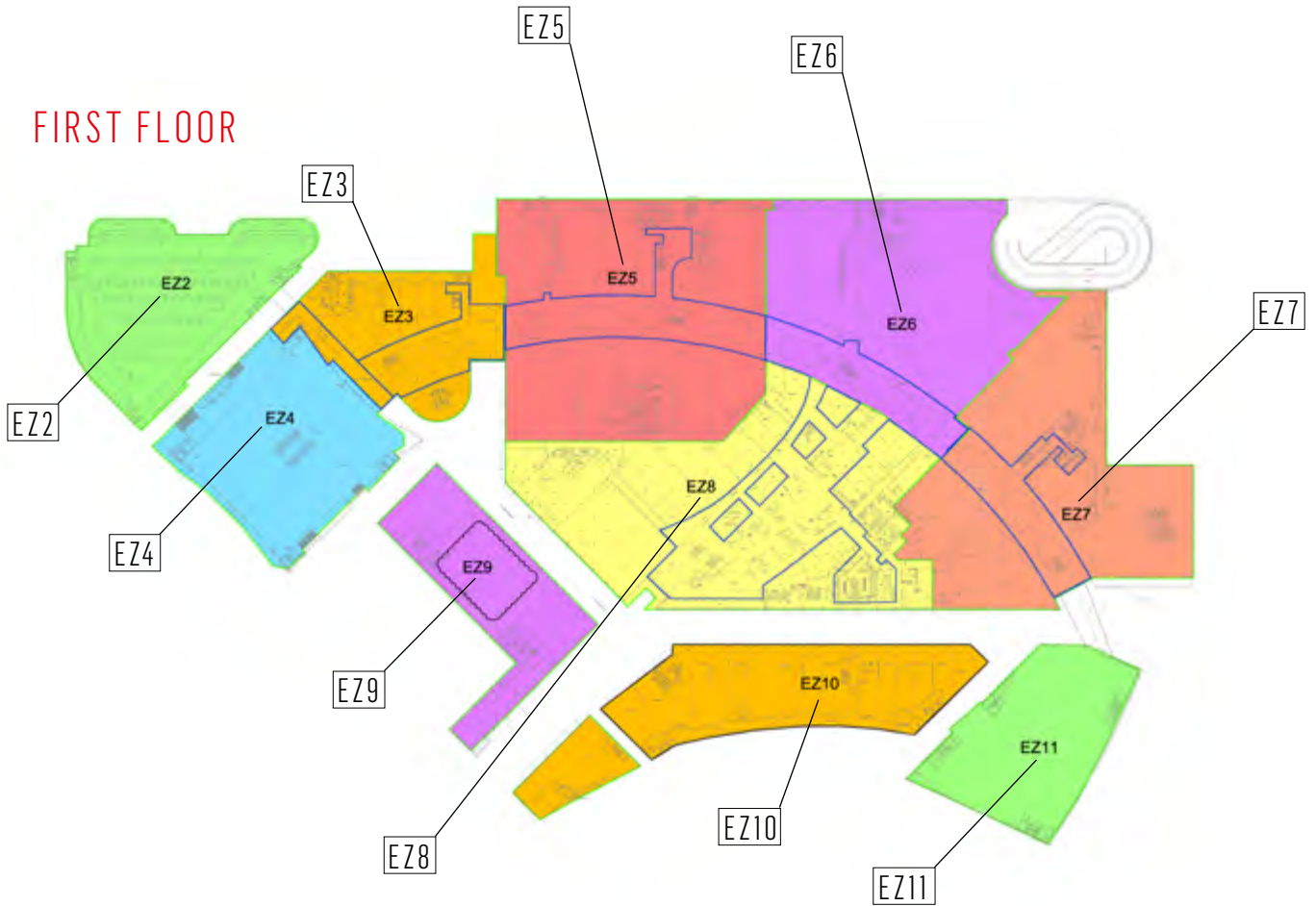
GROUND FLOOR



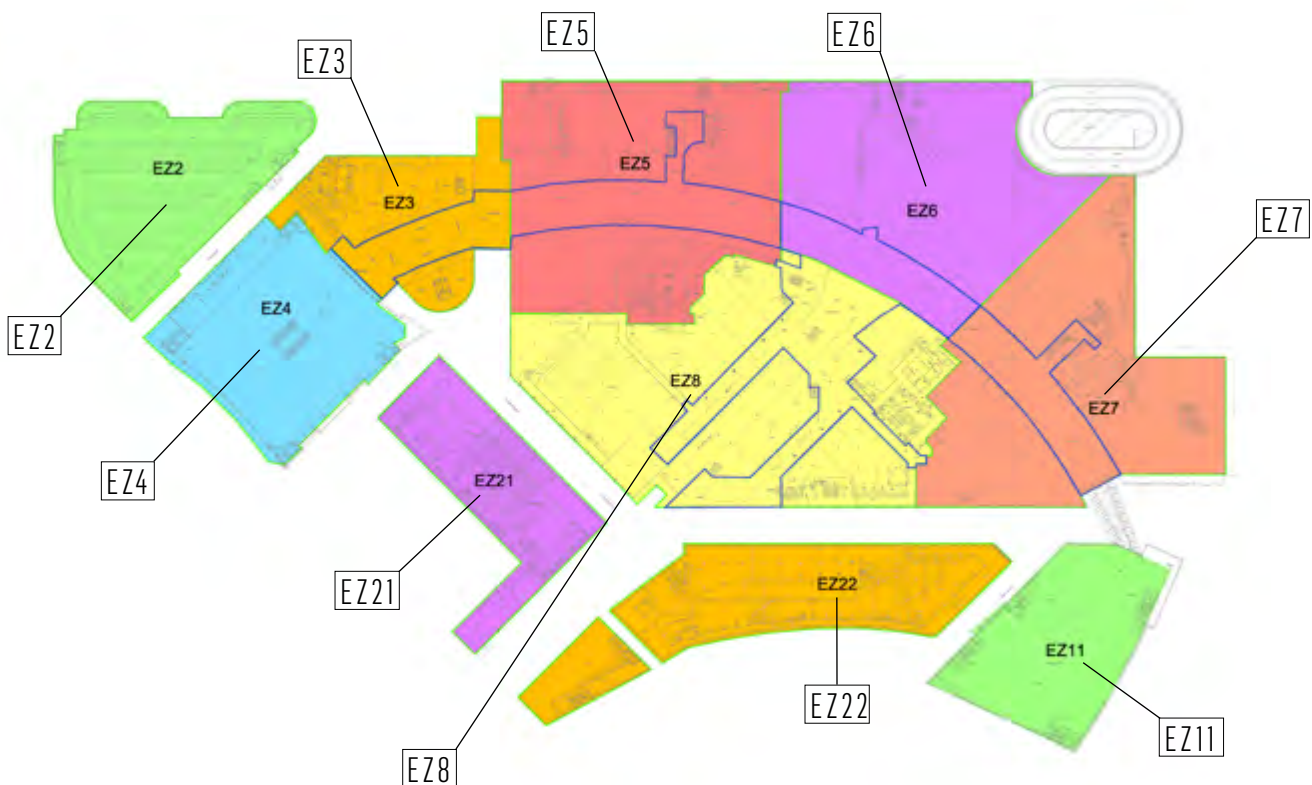
WSC EVACUATION ZONES

KEY  EMERGENCY ZONE

FIRST FLOOR



SECOND FLOOR



FACILITIES

RETAILER INFORMATION



WSC FACILITIES - WASTE MANAGEMENT

FACILITIES TEAM

The onsite Westfield Stratford City Facilities Team is responsible for the maintenance and upkeep of the landlord installations and common areas within the centre.

The tenant is responsible for all within their demised trading and storage unit, including entrance doors.

The facilities helpdesk can be contacted on 020 8221 7353
or E20FMHelpdesk@westfield-uk.com

AIR CONDITIONING

Air conditioning is provided in the malls in order to maintain the temperature in the centre at a comfortable level. The centre will run at a temperature regulated by the Centre Management Team to ensure optimum comfort and cost.

Retailers will be provided with heated and chilled water supplies to the back of their unit. From this point, it is the responsibility of the individual Retailers to ensure relevant maintenance and servicing is carried out on their individual systems within their demise.

WATER QUALITY TESTING/ COMBINED COOLING & HEATING PLANT (CCHP)

The tenant is responsible for the ongoing monitoring and ensuring compliance with the water quality requirements stipulated for the air conditioning system.

In the event of a leak, prolonged isolation or draindown on the system, the facilities helpdesk should be notified and they will advise the procedure for re-connection to the landlord systems.

GAS METER

Access to the gas meter room is first Wednesday of every month only.
For more details please contact the FM helpdesk on 020 8221 7353.

PEST CONTROL

All food premises must have a pest control contract in place at all times.

The contractor must treat any sign of infestation of any type of pest or vermin, within the premises, immediately.

The Centre Management Team will deal with any pest control issues in public and communal areas. Any sightings should be reported to a member of the Centre Management Team.

Bait boxes within fire exit corridors must not be removed. Any damage to boxes during deliveries, etc. must be reported to the Centre Management Team.

WSC FACILITIES

WASTE MANAGEMENT

In a bid to ensure recycling rates are as high as possible, Westfield Stratford City has been declared a 'black bag free site' and are banned from site so please ensure that all waste is disposed of in clear bin bags.

Tenants recycle areas are located within all delivery yards.

BLUE = CARDBOARD

Empty cardboard boxes or packaging should be disposed of in the blue bin. All cardboard waste must be flattened prior to placing in the cardboard receptacles marked 'Cardboard Only'

PURPLE = PLASTIC

CLEAR shrink wrap and plastic film can be disposed of in the purple bin. However, please do not place any coloured plastic film or hard plastic items such as bottles or hangers, as these items belong in the black mixed recycling bin.

ORANGE = GLASS

Any waste glass products from bottles to jars should be disposed of in the orange bin.

GREEN = FOOD WASTE

Anything from plate scrapings to out-of-date food stock should be disposed of in the green bin. Out-of-date stock can be disposed of in its packaging, as this is removed by clever machinery at the Anaerobic Digestion (AD) site. All food waste should be disposed of in clear sacks.

BLACK = MIXED RECYCLING

Paper, magazines and newspapers, plastic bottles and cups, plastic packaging such as yoghurt pots and drinks bottles, drinks cans and foil all count as 'mixed recycling'.

RED = NON-RECYCLABLE WASTE

This is the bin of last resort! So make sure you have double checked that the waste you are putting in doesn't belong in any of the other bins. Only non-recyclable items such as polystyrene should be put in the red bin. Any large items, ex demo stands, chairs, tables etc. will be the responsibility of the retailer to remove off site.

Centre Management Team or centre contractors will dispose of the waste, except where it has been agreed that the Retailer will provide its own compactors. In this instance, the loading, maintenance and emptying of compactors is the responsibility of that Retailer.

All Food waste must be segregated at source and disposed of in the dedicated Metal Food waste bins located at each tenants Back of House. Tenants that do not have one of these bins need to use the dedicated tenants Food recycling bins located in the service yard. Food waste must not be contaminated with paper, card, cans or plastic. All Food waste should be disposed of in clear bags ensuring the bags are easily handled and not overweight.

For more details please visit www.wsceextranet.com

WSC FACILITIES

WINDOW CLEANING

It is the retailers responsibility to source a window cleaner and the expectation is that the windows and the external signage is cleaned once a week. The expectation is that all windows and external signage is clean at all times.

All window-cleaning contractors must vacate the mall and external areas by 08:00 hours or prior to the centre opening hours, whichever is earliest. Window cleaners must clean any drips or spillage on the mall floor created during window cleaning.

Please note, any spillages must be cleaned up immediately and the surface left in a dry condition.

High-level signage, fascias or awnings should be cleaned on a 3 monthly basis or when required. Any tiling surrounding the window frames and at shop doorways must be included in the regular cleaning contract.

All contractors must be approved by the Centre Management Team via the contractor tracker.(section 3)

SMOKING

Smoking is not permitted in any of the common areas of the Centre including; the malls, food and leisure areas, service corridors, fire exits. In addition, under no circumstances must smoking take place within a retailer's unit, back door areas or directly outside.

The retailer will ensure compliance with all rules and regulations relating to the enforcement and policing of the smoking ban, including all rules and regulations relating to the display of 'No Smoking' signage.

We have marked two levels of Westfield Stratford City on the Lower Ground and Ground level areas where smoking is permitted. It is advised you must be at least 2 metres away from an entrance and not under a fixed roof structure and or canopy. Please be aware that Westfield Stratford City is a non-smoking environment.

Smoking in fire corridors or any part of the building is strictly prohibited.

BACK OF HOUSE GUIDELINES

POLICY FOR RETAILERS TO FOLLOW



WSC BACK OF HOUSE GUIDELINES

It is essential that the back of house areas remain clear and sterile AT ALL TIMES.

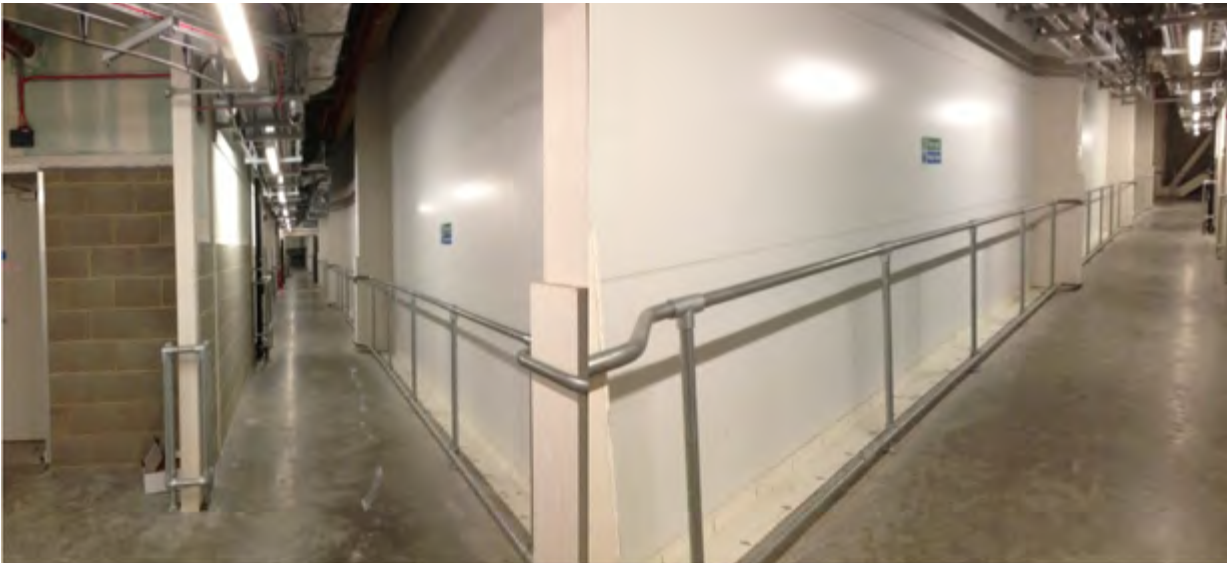
This is for a variety of reasons:

- Fire regulations
- Westfield Fire strategy
- Staff and Guest safety
- Security

Consequence is non-compliance.

If you do not keep your back of house areas clear, you will be issued with a non-compliance notice.

WHAT THE BACK OF HOUSE AREAS **SHOULD** LOOK LIKE:



NO RUBBISH

All rubbish should be taken from the store to the service yard for recycling in the appropriate bins. Do not let rubbish accumulate.

NO BINS

Bins of any sort should not be placed in the corridors. All rubbish should be kept inside your premises or taken to the Loading bay. All food retailers should ensure they utilise the allocated bin rooms.

WSC BACK OF HOUSE GUIDELINES

METAL BINS

Food retailers are provided with a 240 litre bin for food waste only. This must be lockable. Written permission from Centre Management must be sought.

WSC will provide further details on sourcing these bins.

NO OIL DRUMS

Oil is potentially dangerous from both a Fire and Health and Safety point of view. Oil should not be stored in the corridor. Oil should be secured in your premises and be banded to avoid spillages. All retailers should have their own collections as there is no facility for this on site.

NO GAS CYLINDERS

These need to be in your premises or removed from the premise by yourselves through a specialist waste Contractor. Please ensure you have informed Westfield Centre Management of any flammable explosive substances which you use within your premises so we can update our record, for example LPG.

NO BROKEN FURNITURE

This is your responsibility to remove from site and should stay in your premises until it is taken away. *Please see skip section next page.*

NO PALLETS

These should be taken to the correct area in the loading bay. They cannot be left in corridors under any circumstances as they burn very easily.

NO STOCK

The back of house is not to be used to store any stock at any time.

NO BIKES

Please use bike storage around the centre outside for this. Bikes will be removed by security.

SHOP FITTERS WASTE

All waste through a refit must not be disposed of in the Service Yard. Please speak to your Westfield Retailer Delivery Manager for further information.

M&S/WAITROSE TROLLEYS

These are for customers only any retailer misusing these BOH will be issued a non-compliance.

This list is not exhaustive.

IF IT CAN BURN OR OBSTRUCT YOUR MEANS OF ESCAPE IT NEEDS TO MOVE IMMEDIATELY!

WSC BACK OF HOUSE GUIDELINES

SKIPS

If you require a skip to dispose of items which are not permitted to be recycled through the Service Yard please contact the facilities helpdesk for more information 020 8221 7353

DELIVERY

Please ensure you have sufficient staffing levels to cope with large deliveries. There is no accommodation for pallets in the corridors.

What will happen if you do not comply with this?

WSC security carry out daily inspections of BOH areas. If you have ANYTHING in the BOH area that is not permitted as detailed previously, the following will take place:

1. If any unpermitted items are found in the BOH you will be issued with a non-compliance notice and asked to remove the items.
2. Further non-compliance will result in the removal of these items and you will be billed accordingly.
Any stock found will be put into storage and again you will be billed for this.
3. If this continues to be an issue, WSC will inform the local enforcing authority who have the power to:
 - Issue unlimited fines (fines are not covered by insurance)
 - Issue enforcement notices
 - Close your store until deficiencies are rectified

DELIVERY TROLLEYS

Delivery trolleys are prohibited on the malls during centre trading hours, specifically authorised by the Centre Management Team. Any deliveries on trolleys via the fire exit corridors must be removed. Any unattended trolleys will be removed and disposed of at a cost to the Retailer.

HOUSEKEEPING IS YOUR RESPONSIBILITY

FOOD RETAILERS

KEY INFORMATION



WSC FOOD RETAILERS

FOOD REGISTRATION

Prior to opening all food tenants must ensure that they have registered with all the relevant authorities. In particular, with the local Environmental Health Department 28 days prior to opening to comply with UK Food. Business Registration requirements.

Copies of the Application for Registration Form can be obtained from the Environmental Health Department of the local council.

The relevant statutory certification must be forwarded to the Westfield Retail Project Manager so that the Consent to Trade Form can be issued; this includes a copy of the Application for Registration Form submitted to the local council. Refer to the Fit-Out Guide.

LICENSING

Tenants who supply alcohol must ensure that they have been granted a license for the sale and consumption.

Licensing hours as approved by the Landlord.

STOCK MOVEMENTS

- Food Retailers, without direct access to the back of house corridor, should ensure that they have sufficient stock to continue operation throughout peak trading hours, i.e. lunch.
- Delivery trolleys are prohibited on the malls during centre trading hours.
- Cardboard boxes are prohibited front of house.
- Stock should be transported in the correct transport device both back of house and front of house.
- If deliveries are required during operational hours a suitable trolley with a cover should be used.

WSC FOOD RETAILERS

STORAGE AND PREPARATION AREAS

Sufficient food preparation surfaces must be provided, with separate areas for raw and cooked foods.

- Must at all times be kept in a safe and hygienic manner.
- Space must be allocated for the storage of cleaning equipment and products so they are kept away from food as per COSHH regulations.

WASTE REMOVAL

Tenants operating without direct back of house access, will have to remove their waste from the unit, to the waste room, outside busy periods as far as possible, in a suitable way, i.e. not dragging black sacks across the mall.

Catering units using large quantities of cooking oil will be required to arrange for the storage, collection and safe disposal of waste oils individually. The Risk Management team will require proof of safe disposal of cooking oil.

The shared seating environment will be managed by Westfield. Waste created here, such as food, glass and other waste, generated from customers, will be transported to a back of house facility and segregated.

All Food waste must be segregated at source and disposed of in the dedicated Metal Food waste bins located at each tenants Back of House. Tenants that do not have one of these bins need to use the dedicated tenants Food recycling bins located in the service yard. Food waste must not be contaminated with paper, card, cans or plastic. All Food waste should be disposed of in clear bags ensuring the bags are easily handled and not overweight.

FOOD SAFETY

All food handling staff should have food handling certificates. It is a legal responsibility for the individual food retailer to ensure:

- All food handlers must be aware of the health and hygiene of their particular businesses obligations.
- All staff must be trained in food handling practices.
- A register of all food safety training should be maintained and updated regularly.
- Food preparation must only be carried out in the designated food preparation area.

WSC FOOD RETAILERS

CLEANING

Breakages of communal crockery/glasses must be accounted for.

All breakages must be placed in a suitable container and held within the tenancy back of house area and handed over weekly for stock control.

In the World Food Court only the clearing and cleaning of front of house is managed by Westfield and includes clearing of all tables within

Washing and polishing of all crockery, glasses and cutlery, and returning per-stock levels to individual food Retailers. The cleaning contractor is not contracted to clean any individual tenants pots/pans, cooking utensils another back of house equipment.

The cleaning contractor is not contracted to carry out any cleaning of any individual Retailers back of house food prep areas or front of house units. This is the responsibility of the food retailer; this includes glass frontage - customer side.

CLEANING WITHIN THE GREAT EASTERN MARKET

- All Mall flooring within the tenants demise must be buffed and polished by a professional cleaning company on a quarterly basis
- All High level cleaning covering the grille ceiling must be undertaken on a 6 monthly basis and the lighting every quarter
- The glass dividers within the tenants demise must be cleaned on a quarterly basis
- The lockable shutters must be cleaned on a 6 monthly basis

PEST CONTROL

A good housekeeping practice, front of house and back of house, is essential for the prevention of pest

RETAILER EMPLOYEES

Presentation of your staff is essential to creating an overall professional impression. Westfield will provide male / female staff changing rooms for staff employed by the World Food Court Retailers only. At all times employees should utilise these facilities provided. Lockers will be allocated to each retailer.

GREASE CONVERTERS/GREASE TRAPS: CATERING UNITS

Retailers are required to install and maintain a grease trap within the drains from your premises.

This is critical to the operation of the drainage system. Proof of maintenance records and cleaning will be required by the Centre Management Team and must be kept in an appropriate logbook. This is a statutory requirement; non-compliance could result in a custodial sentence.

EXTRACT, DUCT AND RISER

Retailers are required to ensure your extract, plant, duct work, odour control and filtration equipment is maintained in accordance with the usage

Westfield require evidence in the form of a detailed written report, with photos which cross reference against the system.

SECURITY

INTRODUCTION TO WESTFIELD SECURITY



SECURITY

WESTFIELD SECURITY ARE ON HAND TO SUPPORT RETAILERS

- Helping guests
- Liaison with stores and units with the aim of improving crime prevention
- Dispersing of groups who appear to be loitering
- General monitoring of visitors known for shoplifting, as well as individuals banned from the scheme
- Escorting guests from the premises that appear to be under the influence of alcohol or drugs, or displaying behaviour not suited to a family environment
- Providing first aid support
- Investigate any activation of the Life Safety Systems
- Enforce the centre's Health & Safety policies

It is critical to advise the Security Control Room if a Retailer has a need to make a '999' call to the emergency services, to ensure that the Centre Management Team is able to rendezvous with the emergency services on the Retailer's behalf. Westfield also have an onsite Police team which can be deployed via our security control room

EMERGENCY CONTACT CONTROL ROOM 020 8221 7333

SECURITY - WATCH

WESTFIELD AGAINST TERRORISM, CRIME AND HARASSMENT

Introduced in early 2013, www.westfieldwatch.org is a "one stop shop" for information regarding criminals that frequent the centre as well as news and crime prevention documentation.

Using the WATCH - Westfield Stratford Intranet you can:

- View and print 'galleries' of individuals who are currently excluded from our Members' premises, or who we believe are active in local crime and anti-social behaviour
- Submit incident reports on people who are already on the intranet, or who may be new to us
- Provide 'intelligence reports' which might be useful to us in monitoring excluded or targeted offenders
- Help us to put names to unidentified CCTV images
- Receive a weekly eNewsletter showing what's been added to the intranet in the last week - new offenders, but also news, 'Alerts' and upcoming events
- Contact the Administrator, with any queries or suggestions you might have.

Westfield are pleased to announce the Retailer Radio Link system has now been installed across the centre, the system is operational and the handsets are available to buy direct from our radio supplier Ears plc. The one of cost to purchase the radio is £337 + VAT. Please contact Daniel Rust for more details. The retail radio link provides the following benefits.

- Direct contact to Security Control Room
- Communications are monitored by the MET Police
- Inexpensive and cost-effective method of managing real-time crime

If you would also like to become a member of our Security Network please email daniel.rust@westfield-uk.com. Include in the email your name, the stores name and a contact number. Please call 0203 371 2426 if you have any queries or would like to speak to a manager about intelligence sharing.

SECURITY - WESTFIELD ID CARDS

It is compulsory that all Westfield Staff to obtain a Westfield Security Pass. All employees need to be identified by these passes particularly during an emergency situation and walking the back of house areas. Passes are issued at the Pass Office.

DIRECTIONS TO THE PASS OFFICE FROM THE MALL

1. Follow signs for Car Park A
2. Exit the Mall on the Lower Ground floor (Great Eastern Market) and enter Car Park A, Level P1
3. Turn left on entering the Car Park
4. The Pass Office is located after the customer lifts on the left hand side next to the Car Park Office

Contact Number: 020 8221 7336

There is a £5 deposit required per card refundable when you leave employment at Westfield.

In order to apply for an Access Card for Westfield Stratford City all persons will be required to complete an online application before the ID/Access Card will be issued. The application process can be access by visiting the following website.

<http://secure.contego.com/WestfieldForm.html>

When completing the application the following documents/details will be required:

Driving Licence, Passport or National ID Card

National Insurance Number

Line Manager's name, Line Manager's Contact Details, Line Manager's Westfield ID Card Number (if applicable)

Once your application has been completed, your card can be collected from the Pass Office which is located in Car Park A on Level P1. When collecting your ID/Access Card you will need to bring a form of ID (Driving Licence, Passport or National ID Card)

If you require any assistance with this process (or further information in relation to Westfield ID/Access Cards please contact the Pass Office on:

0208 221 7336

ukwscpassofficereception@westfield-uk.com

ACTION POINTS

ENSURE CHECKLIST IS COMPLETED



TO DO CHECKLIST

DOWNLOAD THE 'WESTFIELD RETAILER INTRANET' APP

☐

KEY CONTACTS FORM COMPLETED

☐

FIRE SAFETY INDUCTION ARRANGED

☐

BOH INDUCTION & GUIDELINES UNDERSTOOD

☐

COLLECTED WESTFIELD ID CARD

☐

ARRANGE CONCIERGE TRAINING

☐

ARRANGE MARKETING INDUCTION

☐

Westfield