



Sydney Fish Market Tenant Handbook

CBRE


**SYDNEY
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MARKET**

Contents

1. Welcome & Introduction- Page 3

- About the Sydney Fish Market
- CBRE's Role as Property Manager
- Purpose of this Handbook
- Key Contacts & Centre Management Team

2. Getting Here & Parking- Page 7

- Public Transport Options (Light Rail, Bus, Taxi/Uber)
- Bicycle, e-Bike & Scooter Rules
- Car Park Access, Operating Hours & Rates
- Staff Parking Policy

3. Housekeeping & Operations- Page 10

- Behaviour Standards and Prohibited Activities
- Tenancy Presentation Standards
- Common Area Rules and Encroachment
- Repairs & Maintenance Responsibilities
- Cleaning Standards
- Waste Management & Hazardous Materials

4. Emergency Procedures- Page 17

- Emergency Management Program
- Evacuation & Assembly Points
- Wardens & Training Requirements

5. Workplace Health & Safety (WHS)- Page 19

- Critical Environment Management
- Contractor Access Requirements

6. Security & Access- Page 21

- Security Information & Control Room
- Access Control & Security Cards
- MobileDOCK & Delivery Rules
- Loading Dock & Goods Lift Specifications

7. Administration & Marketing- Page 25

- Tenant Insurance Requirements
- Sales Reporting
- Marketing Support & Signage Guidelines

8. Sustainability- Page 28

- Sustainability Commitment
- Tools & Ratings (Green Star, NABERS, Deepki)
- Sustainable Packaging & Environmental Management

9. Appendices- Page 31

- Incumbent Service Provider Contacts
- Centre Plans



Section 1 Welcome & Introduction

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Welcome to the *New* Sydney Fish Market!

The New Sydney Fish Market is more than a commercial and retail space—it's an Australian landmark that continues to celebrate culture, community, and world-class culinary experiences. This new venue is expected to welcome over 6 million visitors per year, and your business will be at the heart and soul. We're thrilled that you've decided to join us on this exciting journey and look forward to seeing your business thrive.

CBRE has been appointed as the Property Manager to the new Sydney Fish Market, responsible for overseeing day-to-day operations and ensuring compliance with all Tenancy requirements. Contained in the following pages are the essential rules and guidelines that all Tenants and contractors must follow. These standards are designed to maintain safety, quality, and the overall experience for everyone at SFM. Please read this handbook carefully, as CBRE will enforce these requirements as part of your lease obligations. This handbook should be read in conjunction with the Building Rules that form part of each tenant's sub-lease documentation.

For any questions or clarification, contact the CBRE Management Team.



The intention of this document is to set out the minimum obligations required whilst operating your Tenancy at SFM, such as:

- Protecting the image and reputation of SFM for the benefit of all stakeholders
- Help you maximise the use of common spaces, shared services, and facilities within the Market.
- Establish clear guidelines to maintain a safe, comfortable, attractive, and environmentally responsible environment for operations, employees, clients, visitors, and the general public.
- Prevent disruptions to the quiet enjoyment of the Market.
- Support you in meeting your obligations under the terms of your lease.

Your cooperation, along with that of your Contractors, Employees and Service Providers is essential to maintaining the safety, profile and prominence of SFM.

Tenants and Contractors must ensure they and all their employees read this document and understand their obligations under the Workplace Health & Safety Act 2011.

The safety precautions and procedures as part of the Act include, but are not limited to, what is set out in this document. Additional copies of this document are available from the Centre Management Office.

Centre Management Team

CBRE has been appointed as the Property Managers to represent Sydney Fish Market Pty Ltd for day-to-day operations and management. The Management Office will be located on the mezzanine level of the new Sydney Fish Market location.



Nesko Kolasinac
Senior Centre Manager

Email
Nesko.Kolasinac@cbre.com
Mobile: 0407 258 415

Responsible for the day-to-day operation of the centre, overseeing the centre performance & acting as the key link between retailers, customers & owners.



Nick Lumley
Property Manager

Email
Nick.Lumley@cbre.com
Mobile 0401 766 217

Responsible for overseeing Tenancy operations to ensure seamless functionality, while managing lease administration and monitoring the financial performance of the centre.



Annaliese Vella
Marketing Manager

Email
annaliese.v@sydneyfishmarket.com.au
Mobile 0476 029 481

Responsible for developing and executing marketing strategies, campaigns, and events to drive foot traffic, enhance Tenant engagement, and strengthen SFM brand presence.



Marc De Szell
Senior Precinct Manager

Email
Marc.Deszel@cbre.com
Mobile 0400 902 184

Oversees the operation, maintenance, and strategic management of all facilities within the precinct to ensure safety, efficiency, and optimal user experience.



Grant Keating
Facilities Manager

Email
Grant.Keating@cbre.com
Mobile 0473 824 892

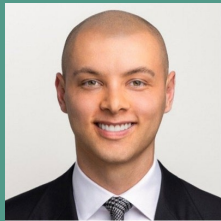
Ensures the smooth operation, maintenance, and safety of the property while delivering an optimal environment for Tenants and customers.



Renato De Souza
Assistant Facilities Manager

Email
Renato.Desouza@cbre.com
Mobile 0483 285 731

Supports the management and maintenance of the property, ensuring operational efficiency, safety, and a positive experience for Tenants and customers.



William Mancy
Administration Manager

Email
William.Mancy@cbre.com
Mobile TBA

Responsible for administrative operations, staff coordination, compliance, and customer relations to ensure smooth and efficient centre operations.



Property Services Key Contacts

Security Control Room

Name: ACES Security

Phone: 0499 634 456

Email: sfmteamleader@acesecurity.com.au

Loading Dock Master

Name: ACES Dock Management

Phone: 0499 634 456

Email: sfmteamleader@acesecurity.com.au

Cleaning Manager

Name: Rabin Ghimire

Phone: 0419 322 774

Email: Rabin.Ghimire@bicconsolidated.au



Section 2 Getting Here & Car Parking

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Getting Here

Address

1 Bridge Road Glebe NSW 2037

Sustainable Transport

Sydney Fish Market is supported by an active transport network servicing multiple routes to and from the area.

All occupants and visitors to utilise public transport, cycling and walk routes to access the SFM.

Bicycles, e-Bikes & Scooters

Under no circumstances are electronic bicycles or scooters permitted to be parked, stored or "placed on charge" in any common areas or Tenant area of the building. This is due to the significant fire hazard posed by their lithium-ion batteries that are known to overheat or ignite if damaged or improperly charged. Bicycles, e-bikes & Scooters can be parked at allocated bike racks on Bridge Road

Taxi and Uber

Taxi and Uber drop off/pick up is located on Bridge Street near the pedestrian ramp.

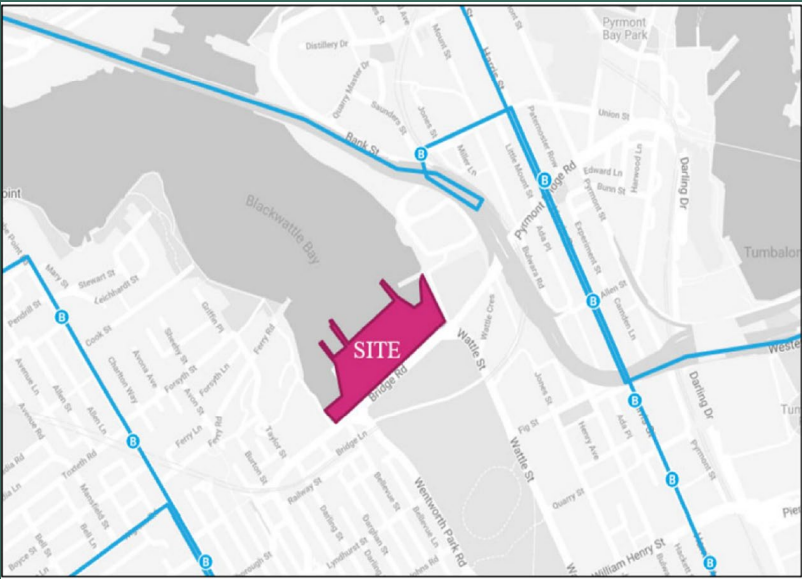
Light Rail

The L1 Dulwich Hill Light Rail line stops at Wentworth Park, just a short walk from the main entrance. Services run frequently between Central Station and Dulwich Hill, offering a fast and reliable option for visitors and staff.



Bus

Sydney Fish Market is well-served by multiple bus routes connecting the CBD, Inner West, and surrounding suburbs. Bus stops are located along Bridge Road, providing convenient access to the market entrance. Check Transport for NSW for real-time schedules and route details.



Car Parking

The basement car park is accessed from Bridge Road. In total 394 spaces are provided.

Car Park Rates:

HOURS	RATE
First 20 minutes	FREE
20 minutes - 1 hour	\$12
1 - 1.5 hours	\$22
1.5 - 2 hours	\$30
2 - 2.5 hours	\$35
2.5 - 3 hours	\$45
3 - 3.5 hours	\$50
3.5 - 4 hours	\$55
4 - 4.5 hours	\$60
4.5 - 5 hours	\$70
5 - 5.5 hours	\$80
5.5 hours onwards	\$90
Maximum charge per day	\$90
Lost ticket	\$90

Fees and charges for car park use are clearly posted upon entry.

During exceptionally busy periods at SFM (such as special event days), entry/exit boom gates may be raised and a flat rate parking fee implemented, rather than utilising the ticketed parking system.

Car Park Operating Hours:

Daily 4am – 11pm

Car Park Management

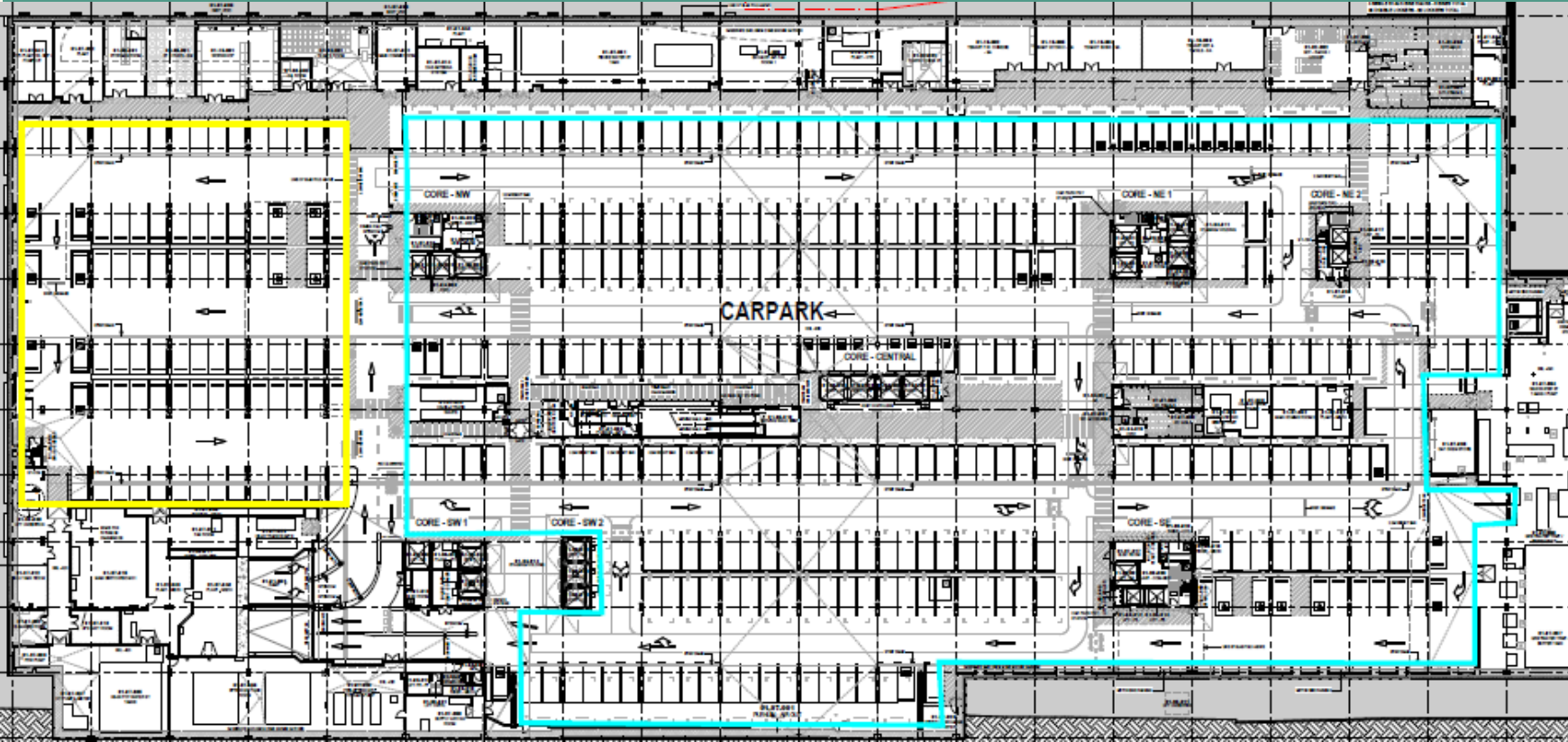
The car park will be managed by Point Parking and there will be a car park attendant on site daily with remote customer service support,

Staff Parking

There is no staff parking onsite. Staff should refer to information on Getting Here on previous page for alternate transport options to the site.

Wholesale Operations in Car Park

- From 4am to 10am daily, the parking areas marked in blue will be reserved exclusively for Wholesale Seafood Buyers.
- Wholesale Seafood Buyers must exit the car park to enable cleaning of the area by 10AM, after which the area will be opened to the public.
- Access for registered buyers will be managed via License Plate Recognition. Please ensure your license plate details are provided to Centre Management.
- 88 dedicated public parking spaces highlighted in yellow are available for visitors accessing Sydney Fish Market prior to 10am.
- After 10am, the entire 394 spaces will be available for public parking





Section 3 Housekeeping & Operations

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Behaviour Standards

To ensure a safe and welcoming environment for everyone at SFM, we ask all Tenants, staff, and visitors to avoid the following activities. These guidelines help maintain a respectful and enjoyable experience for all. Non-compliance may result in removal from the premises and, where necessary, notification to the relevant Tenant and authorities

- Use of abusive words or actions against Tenants, visitors, shoppers, retailers, retailers' staff, Centre Management or in SFM in general
- Refusal to act upon a safety instruction issued by Centre Management or one of its representatives
- Storage of materials in fire corridors, fire stairs or near fire exit doors
- Failure to comply with the SFM safety requirements or instructions
- Use of loud radios which interfere with SFM PA system or the comfort of the SFM patrons
- Cleaning of tools and equipment including paint brushes and rollers in public or Tenancy toilets
- Disposing of chemicals in a means contravening environmental legislation
- Theft
- Vandalism
- Antisocial behaviour
- Fighting or provoking a fight
- Isolation of any system without the prior written consent of Centre Management or its nominated representative
- Operating without the required permits
- Use of trolleys in public areas should be limited to periods when the public visitation to SFM is low
- Removal of guard rails without approval
- Wearing of clothing likely to cause offense, ripped or torn clothing
- Dust generation affecting common areas
- Spillage of liquids or materials outside of work areas

Use of Facilities

Kitchen Facilities

Cooking is only permitted in designated kitchen areas within your Tenancy. All food waste and oils must be disposed of correctly—never into sinks or floor drains (e.g., coffee grounds, oil, offal).

Bathroom Amenities

Bathrooms, basins, sinks, and drains must only be used for their intended purpose. Do not dispose of rubbish or foreign materials (e.g., paper towels, wipes, newspapers) in toilets. Any misuse—including by Tenant-appointed contractors—will result in repair costs charged to the Tenant.

No Smoking or Vaping

In accordance with the Smoke-Free Environment Act 2000, which bans smoking in all enclosed public spaces, smoking is not permitted within SFM. This Act enforces a standing policy prohibiting smoking at the SFM.

All areas within SFM and within 4 meters of any boundary are smoke free environments.

It is the responsibility of all Tenants to ensure that their employees do not smoke within their Tenancy or in any common areas or civic spaces of the SFM.

Tenancy Presentation and Contacts

- All retailers must trade within your lease line, unless otherwise approved by Centre Management. Trading out is not permitted for reasons of safety and public liability limitations. If you are unsure where your lease line finishes, please contact Customer Service.
- As per SFM Retail Fitout Guide, no handwritten signs are permitted, and all signs and displays are to be of a professional nature. Retailers are responsible for the cleanliness of their shops, lighting, windows and shopfront signage.
- To ensure optimum security of tenancies the Market requires all Tenants to provide Centre Management with the name and telephone number of at least two after hours contacts. It is important to regularly update these if details change.



Building Opening Hours, Access and Minimum Retail Trading Hours

Wholesale & Office Access

SFM operates 24 hours a day. Tenants will be granted Access in accordance with their operational requirements.

Retail Trading Hours

Retail tenancies must trade as per their lease documentation. Extended hours are allowed with prior approval from Building Management, with reasonable access provided for pre-trade preparation.

Building Access

Building access is controlled via electronic strike cards. Tenants and Staff will receive only the level of access needed to perform their duties ensuring safety and security.

Access will not be granted without completing the required safety induction. At times, inductions may be updated and will require all Tenants and Staff to retake the induction. Access passes are linked to any required inductions.

Essential Fire Safety System

Parts of the buildings fire safety system is integrated with the Building Management System & Fire Indicator Panel. It is essential that every caution is taken when working around the detection and suppression system within your Tenancy. In the event the fire system is accidentally activated, you must notify Security to advise them of the activation and cause.

All alarms activated will result in the fire brigade attending site. The NSW Fire Brigade charge a fee for attending to false alarms.

All NSW Fire & Rescue NSW costs will be passed onto the Tenant responsible for the false alarm activation.



Master Key Systems & Tenancy Security Protocols

Tenant Security

Tenants are responsible for securing their premises at all times. Building Management and Security is not responsible for Tenant premises.

When closed, Retail Tenancies must maintain attractive presentation (lighting, window displays, tidy layouts). Wholesale traders must keep façades clean and free of loose items.

Tenancies must remain secured whenever customers cannot be served, including pre- and post-trading hours. All Tenants must provide a 24/7 emergency contact to Base Building Security.

Security will not hold keys or isolation codes for routine access; this is solely the Tenant's responsibility, unless arrangements are made with Building Security.

Master Key System

A protected master key system is installed throughout the Building for controlled access and emergency readiness.

Tenants may want to consider aligning their keying systems with the buildings master key system to avoid forced entry during emergencies. If incompatible, emergency access may require forced entry at Tenant cost.

Building Management can coordinate issuance of a Tenancy master key to the Security Control Room under strict protocols, used only in emergencies or with formal Tenant approval.

All building service risers and plant room locks are integrated into the master key system. Access requires prior approval and is time-limited.

Repairs and Maintenance

Tenancy Maintenance

Tenants are also responsible for the maintenance, certification and presentation of their Tenancy in "as new" condition at all times. This includes:

- lighting
- Tenancy signage
- fire appliances
- exit and emergency lighting
- signage and paths specific to Tenancy layout

The Tenancy must also be safe for operation and occupancy at all times, including maintenance of all electric services, floor finishes and items stored at a height which may pose a falling risk. Any damage must be protected with signage and exclusion zone.

All repairs must be prompt and complete as soon as possible (including painting etc.).

If an emergency maintenance issue does occur, please contact Centre Management for assistance or advice.

Building Maintenance

The maintenance and certification of the common areas throughout the Premises, including air conditioning and lighting, is the responsibility of Centre Management.

All Base Building equipment or services that are inside a Tenancy are only to be repaired by the Building Manager.

The Tenant is responsible to notify the Centre Management team immediately if any Base Building equipment or services are damaged or not working.

PULSE Response

The PULSE Response system is an internet-based application to lodge and track Tenant Service Requests (TSRs). The system enables you to:

- Lodge requests or issues for service at any time.
- Raise issues that need to be addressed.
- Monitor the progress of TSRs from creation through to resolution.
- View and report on past and present TSRs.

To set up your account, follow the link at TSR
<https://pulseresponse.cbre.com.au/user/login.aspx>
Work request can be raised through the CBRE Tenant Portal

If the matter is urgent, please contact PULSE Response via

- Email pulseresponse@cbre.com.au or
- Call 1300 278 573 (1300 2 PULSE)
- Sfmservice@cbre.com

If an urgent maintenance issue occurs, please contact Security 0499 634 456 for rapid escalation.

Fire Code

Tenants are mandated by the Fire Codes and the Australian Standards to carry out regular maintenance and provide annual certification of all Essential Services that form part of their Tenancy area.

A copy of the annual certification for the applicable Fire and Life safety systems must be forwarded to Centre Management as requested.

Centre Management reserves the right to carry out regular maintenance in each Tenancy to maintain compliance for the Annual Fire Safety Statement and Codes. Tenants will incur any costs relating to their Tenancy.



Tenancy Cleaning Standards

Pest Control

- Each Tenancy must maintain an effective pest management that requires to include rodents, cockroaches, flies and other stored product pests as a minimum.
- Tenancies must be serviced by a licensed and insured pest professional at least once per month with pest reports issued to centre management for proof of service and records.
- Pest control services must include all Tenancy operational and storage areas.
- Pest control equipment, chemicals and materials must be suitable for food handling areas.
- Tenancies must handle and store food properly to minimise the risk of pest attraction.
- Tenancies must report any pest sightings in the common areas to centre management.

Kitchen Exhaust & Hood Cleaning

Tenants must clean kitchen exhaust hoods and ducts in accordance with Australian Standard AS 1851-2012 and building management requirements.

Minimum requirements include:

- Filters: Clean or replace monthly (minimum), based on usage
- Hoods & Plenum: Clean quarterly

Full records must be kept onsite and available for inspection at all times and emailed to sfmservice@cbre.com. Tenants must also assist base build contractors by providing access for cleaning common exhaust riser ducts and shared facilities.



Encroaching or Obstruction of Common Areas

To preserve safe working conditions, access and Rights of Enjoyment, obstructions or disruptions to any free access or common space is not permitted at any time. Tenants are not permitted to encroach beyond the boundaries of their leased premises under any circumstances. This includes, but is not limited to items such as:

- Statues
- Stock or packaging
- Food & beverage items
- Kitchen Equipment
- Garbage or bins
- Unapproved seating
- A-Frames
- Flag or Banners
- Advertisement or signage of any kind

Under no circumstances are emergency exit paths to be blocked or obstructed in any way, at any time.

It's also vital that materials, furniture and other items are NOT stored or located against or near handrails, barriers or other safety fencing. Items must be stored more than 1 meter away from any handrail, balustrade or safety barrier, at a minimum.

All activities must remain fully inside your Tenancy Lease lines. This includes queues, seating, signage and deliveries prior to them being stored, as well as:

Music & Sound Systems

Music, playing musical instruments, public address systems, televisions or audio sound systems etc. if it can be heard, or is likely to be heard in common areas, public spaces or other tenancies.

Advertising

Advertising materials, signage, decorative displays or signwriting is not allowed to be fixed or applied to the inside or outside of the shopfront, glass or Tenancy wall, without prior written approval from Centre management.

Promotional Activity

Promotion activities and displays such as samples, brochures or approaching passersby is not permitted without prior approval from the Centre Manager.

Special Lift Access

If special lift access is required for an event a minimum of 48 hours' notice is required; And may be approved or rejected at the discretion of Centre Management.

Waste Management Overview

Centre Management is committed to sustainable waste practices and requires all Tenants to comply with the Building Waste Management Plan. Key requirements include:

Daily Disposal & Separation

Waste must be separated into designated streams and individually bagged in clear compostable bags. Mixed waste is not permitted. Wet waste must be double-bagged to prevent leaks.

Mandatory Weighing

All Tenants must weigh waste at the central waste station located on lower ground floor level . Disposal costs are recorded and charged directly to each Tenancy .

Special Waste

Items such as fit-out waste, broken furniture, e-waste, and hazardous materials require prior approval. Collection and removal costs apply

Cooking Oil Disposal

Oil must be transported using approved caddies between 5:00 AM – 7:00 AM only. Transport outside these times is prohibited.

General Handling

Waste must be moved using spill-proof trolleys; rubbish cannot be placed in SFM bins or common areas. Large items (e.g., furniture, pallets) require separate arrangements.

Product & Material Storage

- Store food products on shelving or in refrigerators (not on floors) per NSW Food Safety standards.
- Keep stock safe, accessible, and clear of building services.
- Do not exceed marked height limits or obstruct fire sprinklers/smoke detectors.
- Height limits are marked with a red line in wholesale/common areas.
- Secure racks to walls if required and maintain clear access paths and doorways.
- Centre Management will inspect storerooms & wholesale floors for compliance.

Disposal of Hazardous Materials

- No hazardous chemicals are to be put into any drainage system.
- Use of adhesives and any products with acid or offensive odours is prohibited.
- Where required, Retailers and all Contractors must supply powered ventilation to dissipate odours or vapours caused by the work.
- The disposal of chemicals, grease and other toxic substances must be done in an approved manner and under no circumstances are to enter the precinct's drainage systems.
- The Trade Waste Authority imposes strict penalties on persons companies who pollute the environment. For more information, please contact Centre Management.

General waste



Food containers & lids



Soft plastics



Disposable cups, lids & cutlery



Non-recyclable items



No e-waste and batteries.

Glass, metal & plastic containers



Steel & aluminum cans



Glass bottles & jars



Plastic bottles



No soft plastics, takeaway cups or paper.

Food organics



Fruit & vegetable scraps



Food leftovers unpackaged



Coffee grounds



Meat & dairy



No packaging, napkins or tea bags.

Paper & cardboard



Paper



Cardboard



Newspaper



Magazines



No food packaging or soiled paper.

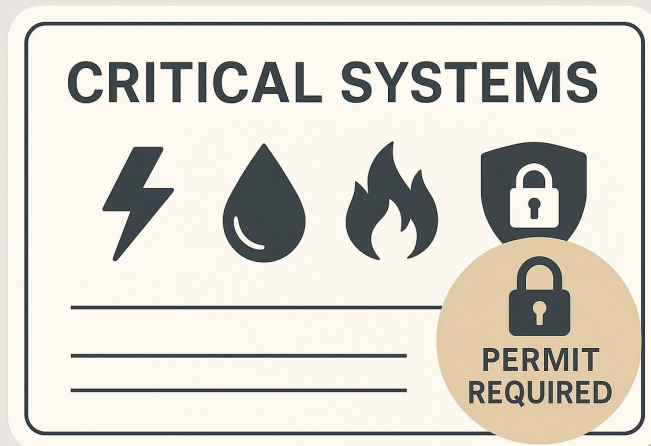
Obstruction of Services

The Tenant must not, under any circumstance, cover, obstruct, tamper with, or impede access to any property service, system, or equipment. Actions of this nature may impede the operation of essential services systems and equipment that may increase the risk to life and property. You must not interfere with the operation of any services (e.g., air conditioning, fire sprinklers, fire dampers, and smoke detectors) supplied by Centre Management.

Should you activate or cause damage to any of the services to the Building or Tenancy (e.g., smoke detectors or fire alarms), you may be responsible for any charges that result.

These systems, equipment and services include, but are not limited to:

- Smoke detectors and sprinkler heads
- Fire hose reel cupboards
- Fire stairs
- Emergency warning system speakers
- Emergency lights and exit signs
- Lifts and lift lobbies
- Security readers and locks
- CCTV cameras
- Air conditioning vents
- Electrical distribution boards
- Fire dampers



After Hours Services

Chilled Water can be provided to tenancies outside the standard hours specified in the lease.

Tenants can manage after-hours Chilled Water supply for their air conditioning by emailing sfmservice@cbre.com. This is available only to authorised users and allows control of air conditioning for individual tenancies with prior written notice.

Permanent arrangements for air conditioning outside normal business hours can be made by submitting a formal written request from an authorised tenant representative to Centre Management. The same process should be followed if you require adjustment to your mechanical exhaust on & off times.

Please note that each tenancy is individually metered. Managing start and stop times effectively will help reduce energy costs.

First Aid

Each Tenant must carry a First Aid Kit on their premises with appropriate staff training / signage

First Aid Kits should be tailored to your workforce and inspected monthly



Section 4 Emergency Procedures

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Emergency Management Program

SFM operates an Emergency Management Program aligned with AS3745-2010: Planning for Emergencies in Facilities.

Its primary goal is to protect the safety of all Occupants and Visitors.

Key Objectives:

- Ensure rapid, coordinated response to any emergency.
- Minimize risk to life and property through clear procedures.

Tenant Responsibilities:

- Comply with all emergency drills and training programs.
- Appoint and maintain adequate wardens for your premises and provide details to Centre Management.
- Support the program as part of your lease obligations.
- Follow all evacuation instructions from Centre Management or Emergency Services without delay.
- If you become aware of an emergency situation, please call 000.

A copy of the Emergency and Evacuation Procedures Manual is available on request from Centre Management.

Fire Stair Access

Fire stairs are for emergency use only and exit at ground level; inter-floor access is not permitted. Perimeter doors are alarmed and will alert emergency services if opened. Do not interfere with fire stair doors, or store items in stairwells, as this breaches safety regulations and compromises building security.

Evacuation

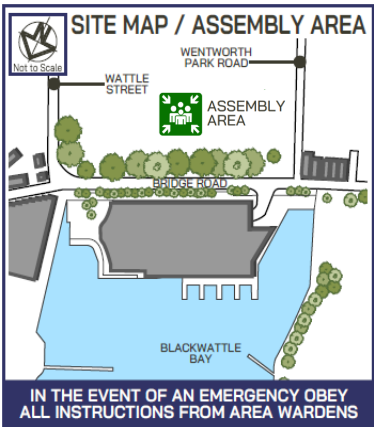
Primary Assembly Area:

Wentworth Park Bridge Road

The assembly area has been chosen for its capacity and safety.

Unless advised that this area is unavailable, all occupants are to attend the external assembly area and await the all clear from the Chief Warden and/or Emergency Services. Wardens are to collectively manage the assembly area.

If it appears the assembly area is overcrowding, Wardens can direct occupants to move further away as necessary. Depending on the situation, this may take a number of hours. Occupants are not permitted back into the facility until the all clear has been given and this will only be announced once the responding Emergency Services are satisfied the facility is safe for re-occupation. A staggered re-occupation is recommended, as multiple levels trying to access the facility at the same time will hold up lift movements.



Secondary Location

The Secondary Assembly Area will be advised by the Chief Warden if and when necessary. The Warden may also use their discretion based upon the circumstances at the time of the emergency.

Wardens

In accordance with Australian Standard AS3745-2010 and Tenant leases, it is a Tenant responsibility to ensure that wardens are appointed, and remain appointed, for their Tenancy. Wardens perform a vital role in the Emergency Procedures Program and are pivotal to the implementation of the procedures under emergency conditions.

To cater for staff absentees, and natural attrition, it is recommended that the number of Tenant wardens available exceed these minimum numbers.

Emergency Procedures, Training & Exercises

SFM runs a comprehensive Emergency Procedures Training Program and Evacuation Exercises to ensure compliance with AS3745-2010 and prepare all occupants for emergencies.

Training Program:

- Annual schedule distributed by Centre Management.
- Topics include:
 - Evacuation Procedures
 - Fire Extinguisher & Hose Reel Use
 - Bomb Threat Procedures
 - Coping in Emergencies
 - Fire Awareness
 - Active Armed Offender Response.
- Delivered by the Emergency Planning Committee (EPC) with expert consultants providing practical, scenario-based instruction.
- Attendance mandatory for all Tenant wardens and strongly encouraged for all staff.

Evacuation & Emergency Exercises:

Annual evacuation drills for every floor.

Scenarios include fire evacuation, Active Shooter, Lockdown, or Shelter-in-Place.

Purpose is to familiarise occupants with procedures egress paths, assembly points, and emergency equipment.

Tenant senior management participation is critical to drive engagement and compliance.

Why It Matters:

These programs build confidence, reduce risk, and ensure compliance with Australian Standards. Active participation by all Tenants is essential for safety.



Section 5 Workplace Health & Safety (WHS)

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Contractor Access Requirements

All works performed anywhere in or at SFM, including contractor works, must be in accordance with and be compliant with the Workplace Health and Safety Act 2011.

A formal Access to Perform Work request must be submitted to Centre Management at least **48 hours in advance** and include:

- Tenant authorisation and contact details
- Contractor company and personnel details
- Scope, location, date, and duration of works
- Risk Assessment, SWMS, licenses, insurances, and induction records

Access will only be granted following Centre Management review and approval.

Contractors must check in with Security located at lower ground floor Bridge Road before attending site.

After-hours access requires written Tenant authorisation and coordination with Security.

If keys or access cards are issued, contractors must:

- Sign out and return all items
- Display security passes at all times
- Report any lost or damaged items immediately (replacement costs apply)

Unapproved access or failure to follow these procedures may result in denied entry or additional charges.



Critical Environment Management

A Critical Environment (CE) refers to any essential service where failure would cause unacceptable disruption, such as power, chilled water, backup power, potable water, or fire life safety systems.

Permit Requirements

Any works impacting CE services require a Critical Environment Permit before commencement. Approval may take over one month due to potential impacts on other tenancies.

Permit applications must include:

- Works/Access Request Form
- Critical Environment Permit
- Safe Work Method Statement (SWMS)
- Detailed scope of works

Centre Management will review all requests to assess risks and may require additional information or engage a Base Building Consultant for evaluation. After review, works will be classified as Critical or Non-Critical, and preventative measures may be mandated.



Section 6 Security and Access

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Security Information & SFM Personnel Identification

Security is a core element integrated into the design and operation of the building. The objective is to provide Tenants, Retailers, and Visitors with a safe and secure environment.

Key Features

- Security Control Room: Located on the Ground Floor near the auction entrance on Bridge Road. Staffed 24 hours a day, 7 days a week.
- Regular Patrols: Security officers patrol all internal, external, and back-of-house areas throughout the building.
- CCTV Network: Extensive coverage across the building. All cameras are monitored continuously by the Security Control Room, and all footage is recorded.
- Access Control: Managed by Centre Management. Additional security services can be arranged for Tenants at their cost.
- CCTV Footage Requests: Vision will not be provided to Tenants; only NSW Police can request footage directly.
- Tenant Responsibility: Tenants must secure their own premises at all times. Lock or securely shut all doors and openings when the Tenancy is unoccupied.

Personnel Identification

- Security Staff: Must wear and display their Security License at all times.
- Maintenance & Service Personnel: Must wear and display identification passes at all times.
- Uniforms: All regular maintenance, security, and housekeeping staff wear uniforms specific to SFM.

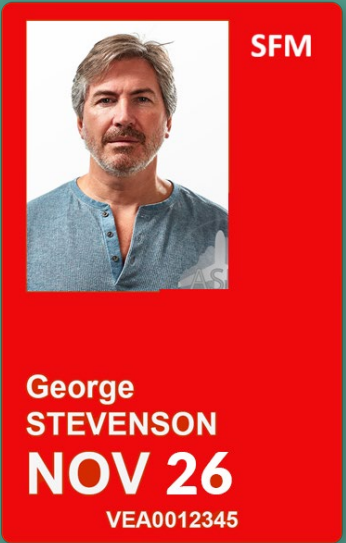
Access Control System & Personnel Identification

The Building employs a sophisticated access control system to control access to and throughout the Building. The access control system is used to:

1. Control entry to various areas within the Building; and
2. Control access to lifts and floors served.

Audit trails are maintained of Security Access Card usage so that all card activity can be traced. If required, authorised Tenant representatives may request a printed record of usage of the Security Access Cards of their personnel.

Centre Management will consider each request and may approve or reject at its discretion. The information included in the reports may detail the date, time, location, and identity of the cardholder for each entry or attempted entry.



Security Access Cards

Cards are issued only upon written request from an authorised Tenant representative, including cardholder name and access details.

Note: All cards remain property of the Building and must be returned to Centre Management when no longer required. Cards are supplied per Lease terms; access cards incur a fee of up to \$50 AUD each.

Tenants must immediately deactivate or notify Centre Management of any lost, stolen, or damaged cards. Replacement costs apply.

Cards are non-transferable unless updated in the Building access system. Improper use is the Tenant's responsibility.

To maintain system integrity, cards must not be loaned or transferred without formal update.

Inductions: If your role requires a valid work-related induction for safe performance of duties, your induction status and expiry will be linked to your access card. Access will not be granted without a current induction on record

Audits: Centre Management may conduct bi-monthly audits and provide reports for Tenant review. Tenants must confirm or correct any discrepancies promptly.

Delivery Rules

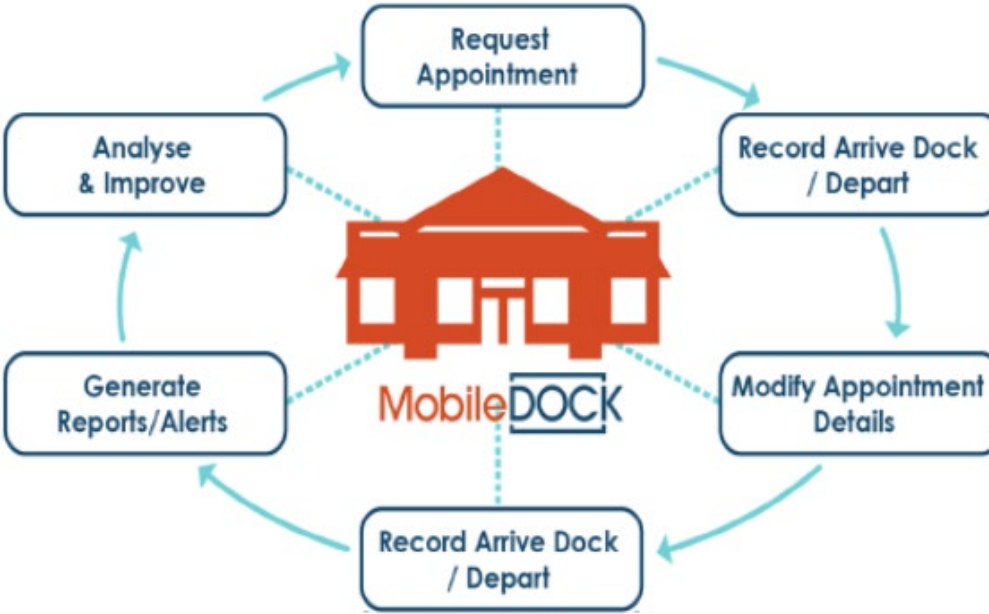
- Small handheld deliveries to retail tenancies can be made through public accessible areas to the Tenancy.
- All other deliveries must use the Loading Dock and goods lift-trolleys are prohibited on travelators and passenger lifts.
- Deliveries through common areas or lobbies require prior approval and must occur outside trading hours. Trolleys must have non-marking wheels.
- Centre Management, Security and Contractors will not accept delivery of goods on behalf of any Tenants who are not in their tenancies at the time of delivery.
- Loading/unloading is limited to 20 minutes unless otherwise agreed, and all bookings must be made in advance via the Mobile Dock Management System.
- Vehicles are parked at the owner's risk, and congestion may require drivers to wait offsite.
- It is the responsibility of each Tenant to collect all items from the Loading Dock at the time of delivery. Items cannot be stored on the dock or common property. Any items left unattended may be removed at the Tenant cost.
- No deliveries (wet or dry) are allowed to be placed outside the Tenancy at any time. Any items left outside a Tenancy will be removed and disposed of at the cost of the Tenant.
- After-hours deliveries require the Tenant representative to attend and accept goods in person; unescorted access for delivery personnel is strictly prohibited.

Mobile DOCKAccess

- All deliveries must be pre-booked via the Mobile DOCK system using a mobile device or computer.
- This URL [Mobile Dock Link](#) should be shared by the Tenants to their Supplier and / or their transport teams. E.g Coca-Cola, Toll / Linfox,
- Tenants are responsible for inviting contractors and suppliers- Centre Management will not do this on their behalf.
- Deliveries without an approved booking will be refused entry.
- Please refer to the Loading Dock Use Rules on the next page which require bookings for vehicle access via Bridge Road and controlled by the Dock Master.

Couriers

- Couriers arriving without a booking may be turned away during busy times
- Motorcycle couriers must remove their helmets on arrival to SFM. Helmets must not be worn within the Building's common areas.
- Couriers delivering or collecting large items or items requiring the use of trolleys must use the Loading Dock and goods lift/s. There is a strict time limit of 15 minutes that applies to all Loading Dock deliveries unless prior arrangements have been made with Centre Management.



(figure: MobileDOCK process overview)

Loading Dock Accessibility

The Loading Dock can be accessed from 1 Bridge Road Glebe.

The height clearance in the dock varies with heights up to 4.3 meters. If a Tenant’s or Contractor’s vehicle hits an erected height limit indicator bar, they must safely return on the direct route they took.

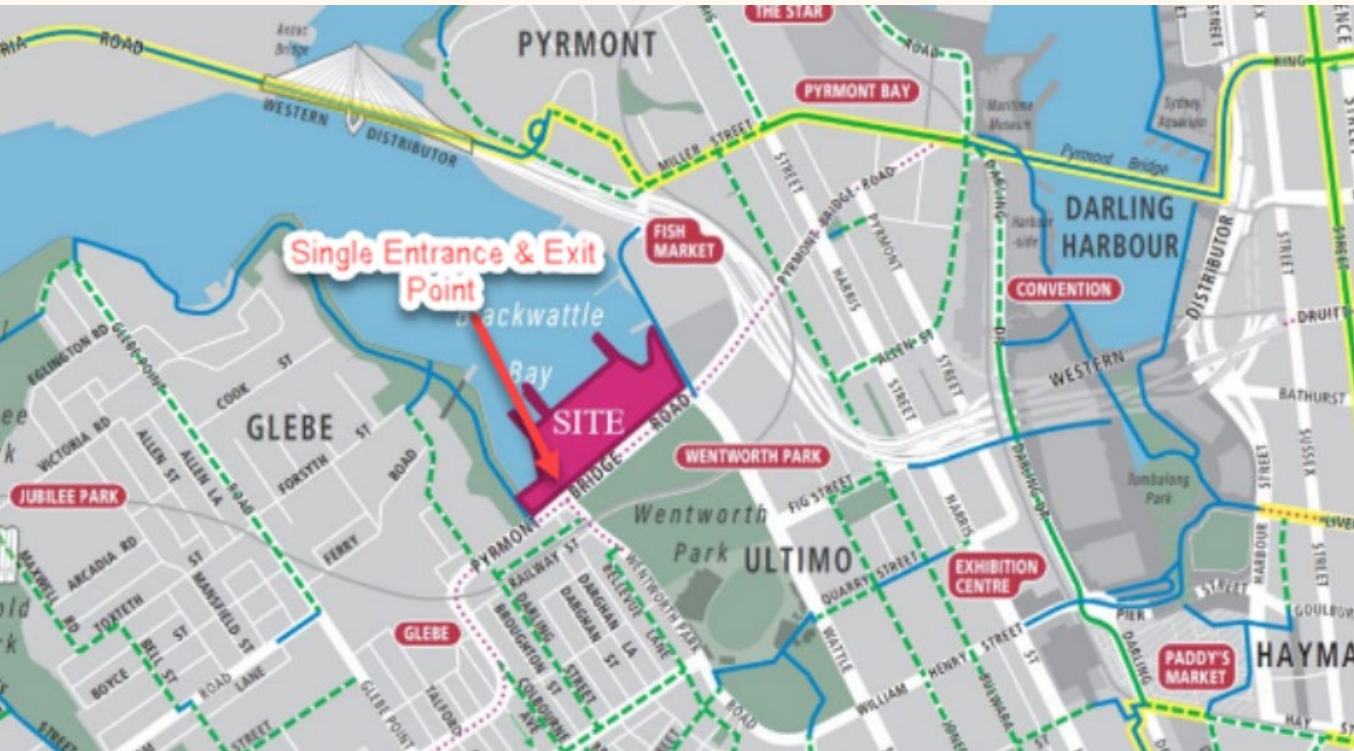
If they continue to proceed and cause damage to either the Building or their own vehicle it will be at their cost to repair. Centre Management takes no responsibility.

Note: Bicycles are NOT permitted to enter the loading dock area at any time.

Cleaning Standards

The Loading Dock, Car Park and Goods Lift areas must be maintained in a clean, tidy, and safe condition.

If goods, materials, waste, or debris are left in any common areas without approval, they will be removed from the Building at the Tenant’s expense. Centre Management will not be held responsible for the loss or damage of any goods that are removed.



Outward Passage of Goods

SFM Security or Centre Management must be formally notified at least 24 hours prior to the intended outwards passage of any goods with the exception of SFM Seafood Trading.

The removal of large items without prior notification may attract questioning or be blocked by the Building’s Security personnel.

Loading Dock access must be booked via the [MobileDOCK](#) system.

Centre Management employees and contractors will not hold goods for collection by couriers or others without prior written authorisation. All risk associated with the authorised holding of goods will be borne solely by the relevant Tenant.

Delivery App Deliveries

Delivery drivers cannot access SFM levels and must meet customers outside the building.

Any delivery requiring the Loading Dock must be booked via [MobileDOCK](#).

For after-hours food deliveries, Tenants should meet drivers at the Bridge Road drop-off zone near the stairs.

Bikes and scooters are not permitted inside SFM and must be parked in designated areas on Bridge Road; any found onsite will be impounded.

Goods and Wet Lifts

Goods lifts have restricted access and require Centre Management approval for contractors.

They are available for shared use during building opening hours; exclusive bookings need at least 7 hours’ notice via Centre Management.

Lifts may be unavailable for scheduled maintenance, and cleaning staff have priority for waste removal over deliveries

	Capacity	Door Opening	Car Depth	Door Height
Goods Lift 1	3,000KG	1950	2800	2700
Goods Lift 2	3,000KG	1950	2800	2700
Goods Lift 3	3,000KG	1950	2800	2700
Goods Lift 4	3,000KG	1950	2800	2700



Section 7 Administration and Marketing

CBRE


**SYDNEY
FISH
MARKET**

The monthly Tenant invoice for your Tenancy will be sent via email to your nominated email address. Your tax invoice will clearly note the remittance address, invoice number and your unique identifier number (6-digit number). In accordance with the terms of your lease, we ask that payment is made in a timely manner, on or before the first day of the month.

Marketing

Marketing is an important tool in assisting you to maximise your business success. The role of the Centre Marketing Team is to develop and execute marketing strategies, campaigns, and events to drive foot traffic, enhance Tenant engagement, and strengthen SFM brand presence across local and international markets.

A marketing strategy and calendar are prepared by the Centre Marketing Team to provide a top-line snapshot of the planned marketing activities each financial year.

The Centre Marketing Team will provide opportunities for Tenants to get involved with marketing activities throughout the year. A copy of the marketing plan and calendar will be shared with all Tenants.

We encourage you to also share your marketing activities with Centre Marketing Team to see where we can work together to amplify campaigns for greater reach and impact.

Advertising, Promotions & Signage

The following is not permitted outside your Tenancy:

- A frame, banner or other forms of signage
- Spruiking handing out brochures or other forms of promotion

In addition;

- Any new signage outside of the original design must be submitted to Centre Management for design approval.
- Shop front displays must be tasteful, relevant to the Approved Use of the Tenancy and must not be political or offensive to any person or group, in accordance with the SFM Retail Tenancy FitOut Guide and this Tenant Handbook.

Digital media displays within the centre are operated by Centre Management. Should you require the screens to be updated, please contact the team.



Tenant Directory Board

The Tenant Digital Directory Boards are located within the ground floor of the Centre are the most efficient way of identifying your location in the building for your visitors. Any requests for additions or alterations to the board should be made in writing to the Centre Manager. This should clearly state the amendments required and the precise company name(s). A charge for updating may be applicable.



Section 8 Sustainability

CBRE


**SYDNEY
FISH
MARKET**

Sustainability Commitment

The Sydney Fish Market is committed to the long-term principle of sustainability. We recognise this as an ongoing journey requiring continuous improvement in systems, processes, and culture.

Our approach involves collaboration with Tenants and contractors to reduce environmental impact and divert as much waste from landfill as possible. This includes evolving practices, raising awareness, and integrating sustainability into daily operations.

Together, we aim to create a greener, more efficient environment for everyone at SFM.



Sustainability Tools & Ratings

The new Sydney Fish Market is designed to achieve leading environmental standards, including:

- Green Star Design & As Built v1.3 – targeting a multi-star rating for sustainable design and construction.
- NABERS Energy & Water – aiming for strong ratings in energy efficiency and water conservation.

To support Tenants in meeting these goals, SFM has access to Deepki, a sustainability platform that delivers real-time energy and resource data. Deepki helps Tenants by providing data to:

- Monitor energy and water consumption.
- Identify inefficiencies and reduce operating costs.
- Benchmark performance against industry standards.
- Contribute to SFM’s waste diversion and carbon reduction targets.

Together, these tools enable Tenants to operate more efficiently and align with SFM’s commitment to a greener future.

Sustainable Packaging

Environmentally sustainable packaging helps the planet by reducing waste, cutting pollution, and lowering carbon emissions through the use of recyclable or biodegradable materials. It conserves resources, supports a circular economy & strengthens your brand's image.

- Comply with legislative plastics bans and take steps to reduce all single-use plastic to an absolute minimum.
- Always utilise compostable or biodegradable packaging.



Environmental Management

Good environmental management in your business not only helps to save the planet, it improves operational efficiencies, reduces expenses and attracts customers who are increasingly drawn to businesses that demonstrate a commitment to sustainability.

- All seafood must be correctly labelled in accordance with the Australian Fish Names Standard and country-of-origin legislation.
- Live seafood must be humanely handled and dispatched in accordance with the RSPCA's guidelines.
- Consider the social and environmental impact of all aspects of your supply chain. Where possible, prioritise seasonal and local produce.
- Take steps to minimise waste, including reducing food waste, water and electricity usage and emissions.



Appendices

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**SYDNEY
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MARKET**

Incumbent Service Providers

Discipline	Company	Contact	Phone	Email
HVAC	Equilibrium	Jason Chang	9439 4822	Office@eqac.com.au
Fire Systems	Premier Fire	Richard Stally	8422 6888	Reception@premisefire.com.au
Electrical Services	Stowe	James O'Sullivan	8116 0222	Sydney.cbd@stoweaustralia.com.au
Hydraulic Services	Planet Plumbing	Daniel Labas	1300 955 083	Info@planetplumbing.com.au
Cleaning	BIC	Suman Adhikari	1800 683 863	Suman.adhikari@bicconsolidated.au
Security	ACES	Michael Ufi	9699 7711	Sfmteamleader@acessecurity.com.au
Access Control	Tritech	Ivan Andricic	9756 6577	Ivan.a@ttra.com.au



Thank You

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