

REQUEST FOR PROPOSAL:  
BRISBANE AIRPORT

# INTERNATIONAL TERMINAL TRAVEL ESSENTIALS



***Bringing the best of the world to Brisbane  
while showcasing the best of Brisbane to the world***

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## Acknowledgement of country

We acknowledge the traditional owners of the Meanjin/Brisbane region and recognise their continuing connection to lands and waters. We pay our respect to all Aboriginal and Torres Strait Islander peoples of the places Brisbane Airport connects.

# 1. INTRODUCTION AND REQUEST FOR PROPOSAL (RFP) INVITATION

**Brisbane Airport Corporation (BAC) has commenced a project that will significantly transform the International Terminal (ITB).**

This will see all security and border processing moved from Level 3 to Level 4, allowing the walk-through Duty Free Departures store to double in size. The redevelopment will also enable the creation of a passenger and retail focussed Atrium, which will create a truly spectacular start to a passengers holiday.

All specialty, travel essentials, foreign exchange and food and beverage (F&B) concessions will evolve as part of this transformation.

Brisbane Airport Corporation Pty Limited (BAC) is inviting Travel Essentials retailers to respond to this Request for Proposal (RFP).

BAC is seeking best in class Travel Essentials retailers to respond to this RFP for the 4 sites across the International Terminal.

The successful retailer/s will deliver an offer commensurate with this high standard, will exceed our passenger's expectations, be innovative and unique, as well as providing exceptional customer service.

**The time and date for closure of the RFP is 5pm AEST on Thursday 8 August 2024.**

Each RFP response must be submitted with the Proposal Form provided in **Attachment 1**.

For any queries regarding this RFP please contact:

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## Key Milestone Dates

The response to this RFP should be submitted with a signed Submission Form (provided as an attachment) and should address all the Submission Requirements detailed in this document.

RFP Opportunity Issued	14 June 2024
RFP Submission Close	8 August 2024
Review Period	August - September 2024



## 2. BRISBANE: AN OLYMPIC CITY WITH MOMENTUM

As Australia's fastest-growing capital city, Brisbane has unstoppable momentum. Our selection as Host City for the Brisbane 2032 Olympic and Paralympic Games recognises Brisbane's trajectory and sets the city up for a decade of transformation.



With direct access to key Asian export markets, Brisbane is a thriving global hub at the centre of Queensland's economic corridor for trade and enterprise.

Brisbane's accessibility is bolstered by our 24/7 airport operations, set to generate \$8.3bn per annum by 2040, and one of the fastest growing multi-cargo ports in Australia with unparalleled transport links. A predicted population boom and employment growth over the next decade will also supercharge the economy.

The city's economy, forecast to be worth \$239bn by 2041, is underpinned by an abundance of human, natural and built resources, and a \$19bn infrastructure pipeline. This includes the \$3.6bn world-class Queen's Wharf development, which includes 1,000+ premium hotel rooms, 2,000 residential apartments, 50+ restaurants, bars and cafes plus 7.5 hectares of public space. This integrated resort development will open in stages from 2023 and will provide locals and tourists a wide range of 'quintessentially Queensland' experiences to enjoy.

Brisbane's visitor economy is set to generate an additional \$6.5bn per annum in visitor expenditure by 2031, further cementing the city's global destination appeal.

Brisbane's origins in world-class research and strengths in health, technology, and advanced manufacturing, has seen the city recognised as one of the top 50 most innovative cities.

There's an ease of doing business in Brisbane, with an agility and tenacity to get things done and a unique commercial culture focused on genuine collaboration.

With government stability at all levels, and Australia's largest local council at the helm, Brisbane offers a consistent, low sovereign risk business environment, with a strong legal and regulatory framework. Brisbane's home state Queensland also claims the lowest standard payroll tax rate in Australia.

Brisbane benefits from having access to 15 free trade agreements including the United States of America, China, Singapore, South Korea and Japan. These agreements provide direct access to Australia's largest trading partners, and incentivises stronger business ties, as well as fostering investment opportunities.

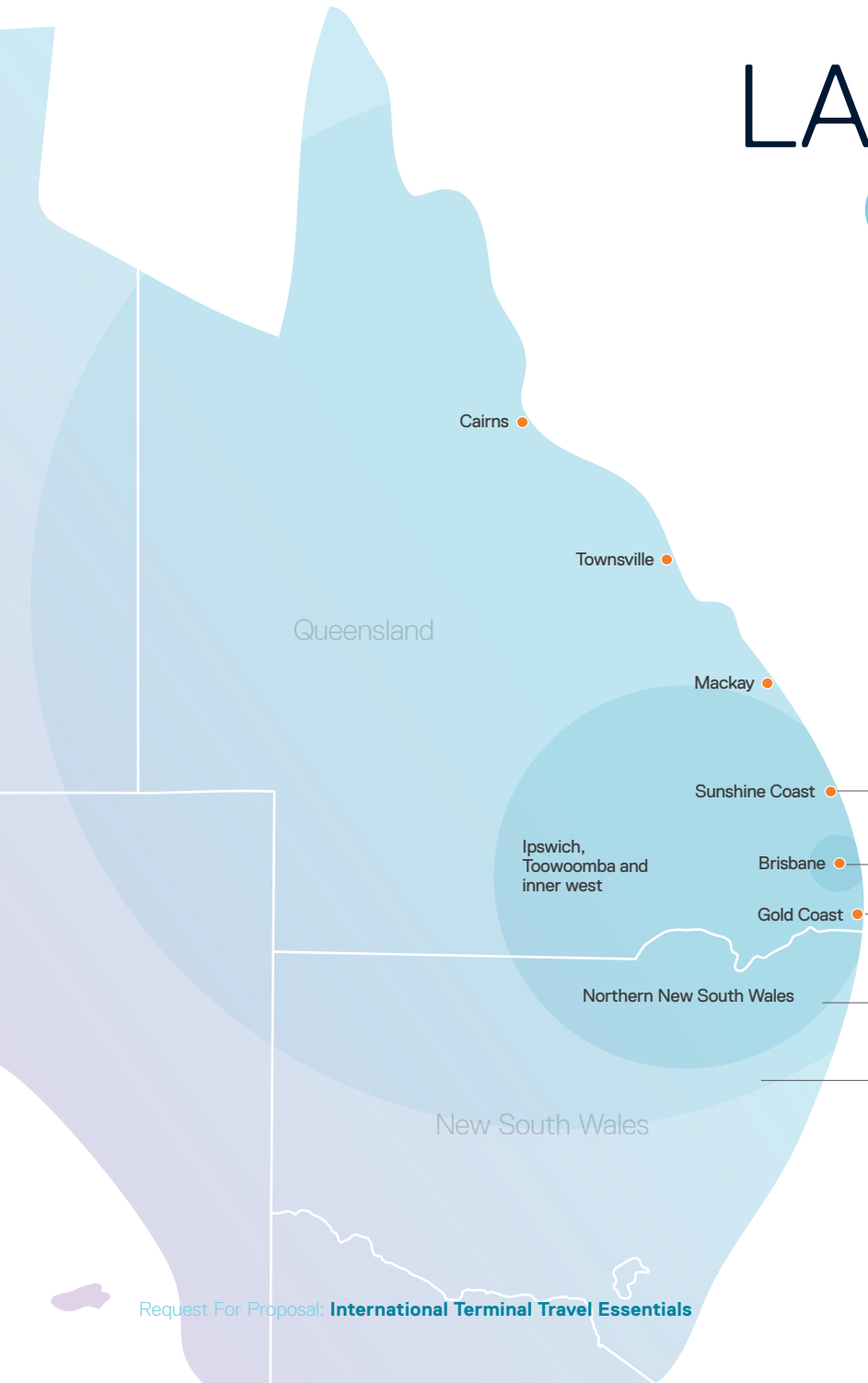
# LARGE AND GROWING CATCHMENT POPULATION

2.9 million

Brisbane Catchment<sup>1</sup>

5.7 million

Greater Catchment<sup>2</sup>



Sunshine Coast 424,000

Brisbane catchment 2.9 million

Gold Coast 683,000

Regional catchment<sup>3</sup> 4.3 million

Greater catchment 5.7 million

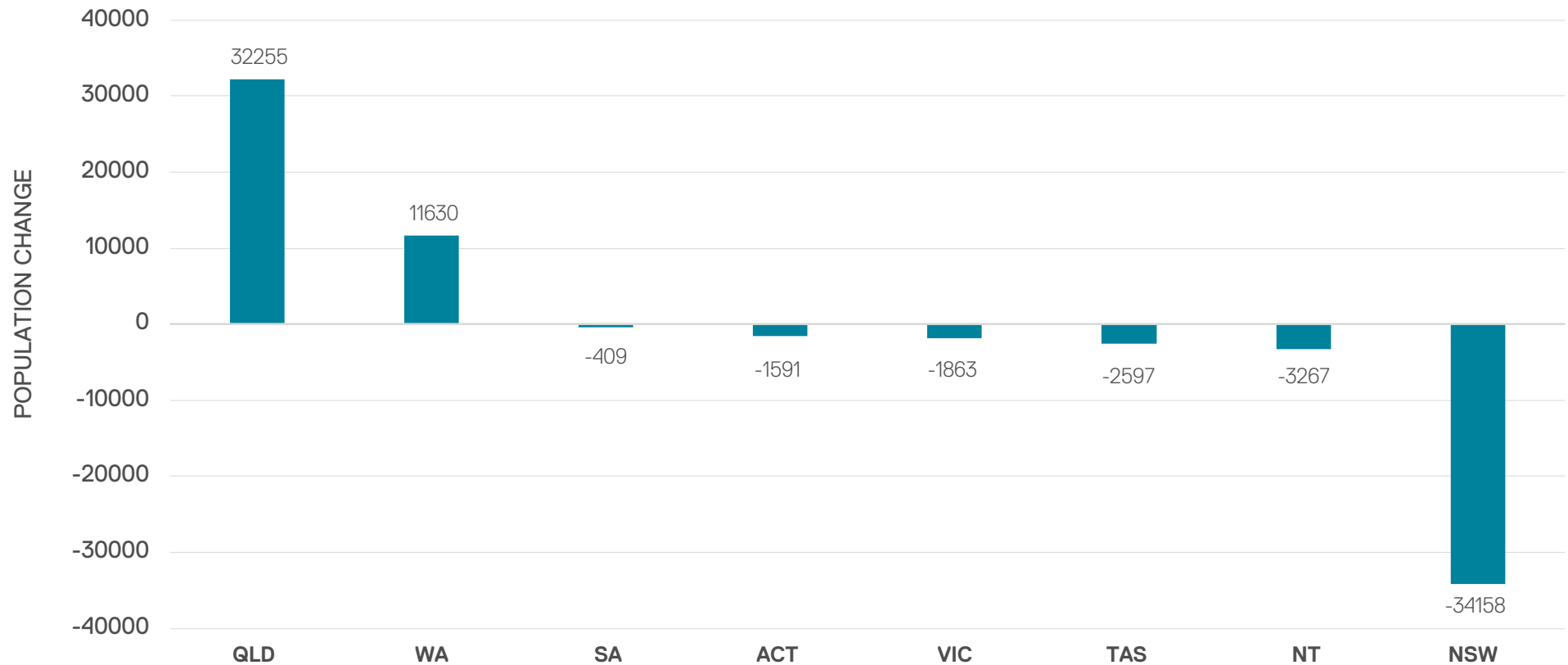
<sup>1</sup> Brisbane catchment: Greater Brisbane, Ipswich, Moreton Bay, Toowoomba, Logan-Beaudesert

<sup>2</sup> Greater catchment: Regional catchment and Rest of Queensland

<sup>3</sup> Regional catchment: Brisbane catchment, Gold Coast, Sunshine Coast, Richmond-Tweed

Source: Australian Bureau of Statistics Year Ended June 2023

# AUSTRALIANS ARE MOVING TO THE STATE OF QUEENSLAND AND BRISBANE IN RECORD NUMBERS



**32,255**

net migration to Queensland  
Year ending June 2023

Source: Australian Bureau of Statistics Year Ended June 2023



# 3. BRISBANE AIRPORT

**Brisbane Airport Corporation (BAC), the operator of Brisbane Airport (BNE), is a private, unlisted Queensland company that proudly takes on the challenge of connecting Australia to the world and creating the future.**

For visitors landing or climbing out across the land and waters of southern Queensland, Brisbane Airport is the gateway between this sundrenched region and the world beyond. Brisbane's city skyline dominates the horizon, but beyond that lies the rest of Queensland, with its beaches, reefs, rainforests, regional towns and cities—and further still, all of Australia.

This airport offers more than just swift passage; it's a distillation of the qualities and attitudes that make the city, state and region so remarkable.

There's a palpable sense of optimism and opportunity here.

More than just an airport, Brisbane Airport is a city within a city, a 24/7 hub within one of the fastest growing regions of Australia.

In addition to having the most domestic connections of any airport in the country,

Brisbane Airport is also one of the largest, measuring 2,700 hectares. It's so big, in fact, that it has its own postcode.

Beyond size, Brisbane Airport is one of Australia's most advanced urban precincts, operating its own electricity distribution network and solar farm, an electric vehicle fleet, and home to life-saving aeromedical services. And in 2025, Brisbane Airport will be Net Zero (for Scope 1 and 2 emissions).

It's also among Australia's most well-connected commercial and industrial precincts, with unparalleled access to aviation and transport connections—and 500 hectares of land available to develop, giving capacity to grow for years to come.

Put simply, Brisbane Airport is Queensland's most important transport hub and a hive of ambition and opportunity.

## Who are our bosses?

At BAC, we operate under a simple purpose, to deliver value to our four bosses:

### Community

BNE exists to serve its community, and by having an open and honest relationship with our community we can all grow together

### Customers

Our customers have choices, and to make it easy for them to choose BNE we keep their best interests at the heart of our decision-making

### Employees

Our most important asset is our people, whose passion for BAC is the fuel for our success

### Shareholders

By creating value for everyone we also create sustainable value for our shareholders who believe in us and want us to succeed.

## Our culture is anchored in these values that we refer to as the 'Four Cs':

### Collaboration

working together is at the heart of everything we do

### Courage

having the courage to speak up, make hard decisions and ask difficult questions is what allows us to continue to grow

### Communication

successful teamwork requires us to listen and talk openly, honestly, and respectfully

### Care

when we care about the work we do, the environment we work in and the people we work with, it shows.

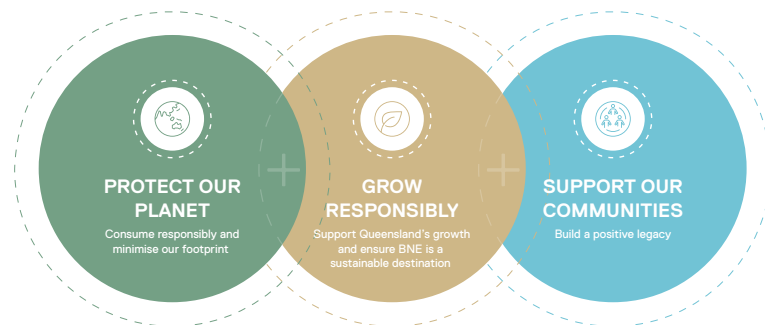
## Sustainability

Airports are future-focussed businesses. We plan, and build, for the long-term. We're always looking over the horizon for new opportunities and what challenges may come.

For a quarter of a century, BAC has been on a journey of constant improvement as we strive to provide sustainable value for everyone, meet society's expectations and our own ambitions for Brisbane Airport. This includes receiving Australia's first Green Star communities rating, being the first Australian airport to commit to a Reconciliation Action Plan—and more.

Our many achievements have provided a solid foundation for future success. We are accelerating key targets, including becoming a Net Zero airport (Scope 1 and 2) by 2025, through a broad range of initiatives, all while providing a clear roadmap for the decades ahead. We are forward-looking, but it all comes down to our everyday commitment to making Brisbane Airport the best it can be.

## Our Sustainability Strategy



Our Sustainability Strategy recognises that sustainability is essential for Brisbane Airport because it enables long-term, responsible growth, which is key to delivering value to our communities, customers, employees, and shareholders.

It builds on our long history of achievements and commits BAC to delivering positive, sustainable outcomes. And to do this, it accelerates many of our commitments and our roadmap under three actionable pillars: Grow Responsibly, Protect Our Planet, and Support Our Communities.

Most importantly, it shows that we don't work in isolation. Through this strategy, we promote and develop partnerships while aligning with the UN Sustainable Development Goals.

Because we know that if we are to achieve our vision of connecting the world and creating the future, we must build on a solid foundation.

Brisbane Airport is the first Australian airport to receive Level 4 Airport Carbon Accreditation by Airports Council International (ACI).



Video:  
Sustainability at BNE



## Our Sustainability Targets

	2025	2030
Waste		Zero Waste to landfill <sup>1</sup>
Water		50% Recycled Water
Scope 1 & 2 Carbon Emissions	Net Zero	
Scope 3 Carbon Emissions		10% Sustainable Aviation Fuel <sup>2</sup>

1. Zero waste to landfill excludes quarantine/sterile area waste.

2. Supporting the World Economic Forum Clean Skies for Tomorrow initiative for the supply and use of 10% sustainable aviation fuel by 2030.

## Connecting the World

Operating 24 hours a day, seven days a week, BNE has two major terminals and is Australia's most domestically connected airport. It is a suburb in its own right and the third-largest airport in Australia by passenger numbers.

Bounded by the Brisbane River to the east, the Kedron Brook Floodway to the west, Moreton Bay to the north and the Gateway Motorway to the south and located less than 20 km from the Brisbane CBD, Brisbane Airport is one of the fastest growing airports in the country and serviced by high quality road, rail and public transport connections.

In July 2020, BAC opened a \$1.1bn second runway, effectively doubling capacity and allowing future growth to the forecast 60m annual passengers in 2050 and beyond.

## Modern Slavery

The Modern Slavery Act (2018) defines modern slavery as exploitive practises, including but not limited to slavery, servitude, human trafficking, forced labour and debt bondage.

BAC's focus is on how suppliers approach auditing and assurance of their suppliers and contractors, supplier engagement and risk management, how they identify the likelihood of modern slavery in their supply chains and ultimately how they contribute to the goal of eliminating Modern Slavery conditions globally.

BAC's Modern Slavery Statement can be found on the Australian Government's online register for Modern Slavery Statements.

## Our Team

At BAC, our people are our greatest asset, and they demonstrate remarkable courage, resilience, dedication and passion for the work they perform. Within the Commercial team, we benefit from decades of experience within the retail environment, including asset management, leasing and development, retail marketing, digital marketing and eCommerce.

We pride ourselves on being a good partner to work with, demonstrating our core value of collaboration in everything we do. Becoming a partner at Brisbane Airport means becoming part of the BNE family, where we truly value our partnerships and work hard to create value for both our businesses, now and into the future.

The wider BAC team work together to deliver an exceptional passenger experience for all those who choose to travel through BNE. Delivery of passenger facilitation KPI's is a key focus to ensure retail dwell time is maintained and the team is proactive with regard to aircraft gate optimisation for International retailer sales.

## Awards and Recognition

There are many ways to measure our success in achieving world best standards, but receiving awards as judged by our industry peers and travellers gives us the most pride.

Over the years Brisbane Airport has received numerous awards for service, sustainability, engineering, development and airport management including:

- » **2023 Airport Food and Beverage Awards**
  - Marketing Campaign of the Year for Brisbane's Best Bites campaign.
- » **2023 Australian Airports Association Awards**
  - Capital City Airport of the Year
  - Airport Excellence Diversity, Equity & Inclusion
  - Airport Excellence Commercial
  - Airport Excellence Infrastructure
- » **2022 Skytrax World Airport Awards**
  - Best Airport and Best Airport Staff (Australia/Pacific)
- » **2021 Airports Council International (ACI)**
  - Green Airports Platinum Recognition 2021
- » **2021 Skytrax World Airport Awards**
  - Best Airport Staff (Australia/Pacific)
- » **2020 Skytrax World Airport Awards**
  - Best Airport in the World, 3rd Place (servicing between 20-30 million passengers)
- » **2019 Skytrax World Airport Awards**
  - Best Airport (Australia/Pacific)
- » **2019 World Routes Awards**
  - Winner, 20-50 million passengers
- » **2019 Annual World Travel Awards**
  - Oceania's Leading Airport
- » **2019 CAPA Asia Pacific Aviation Awards**
  - Asia Pacific Medium Airport of the Year
- » **2019 Australian Airports Association Awards**
  - Capital City Airport of the Year



## Marketing

The dedicated BAC retail marketing team is focused on supporting our retail partners by driving passenger awareness of the retail offer pre-arrival at the airport and on passenger conversion once in the terminal.

Amongst other things, these funds will be used for:

- » Seasonal in terminal activations which improve the customer experience and drive conversion into retail stores.
- » A rolling content calendar of retail content across Brisbane Airport digital channels, including Facebook, Instagram and Chinese social media channels (RED, WeChat, Weibo etc.).
- » Pre-arrival advertising campaigns, which increases awareness of the retail offer at the International Terminal.
- » Ability for individual retail content to be advertised across BAC's extensive digital screen network, including on oOh! Media sites across the airport campus.
- » A live music program, 'BNE Beats', at F&B outlets, driving customer traffic and conversion.
- » A value-adding retail engagement program that includes tenant staff training.

Successful retailers will be required to contribute to the International Terminal Promotional Fund, as detailed in the attached lease.

## eCommerce

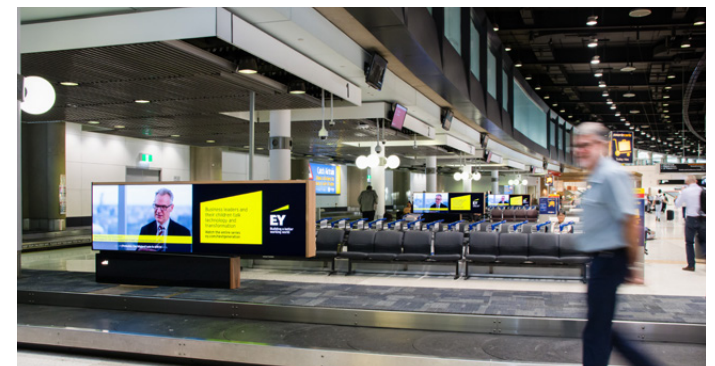
BAC is an advanced eCommerce business with significant capability in marketing automation.

With our extensive database of Brisbane-based residents and knowledge of their behaviour (i.e. booking parking prior to departure), BAC utilises an omni-channel marketing automation platform to provide personalised customer communications and drive sales.

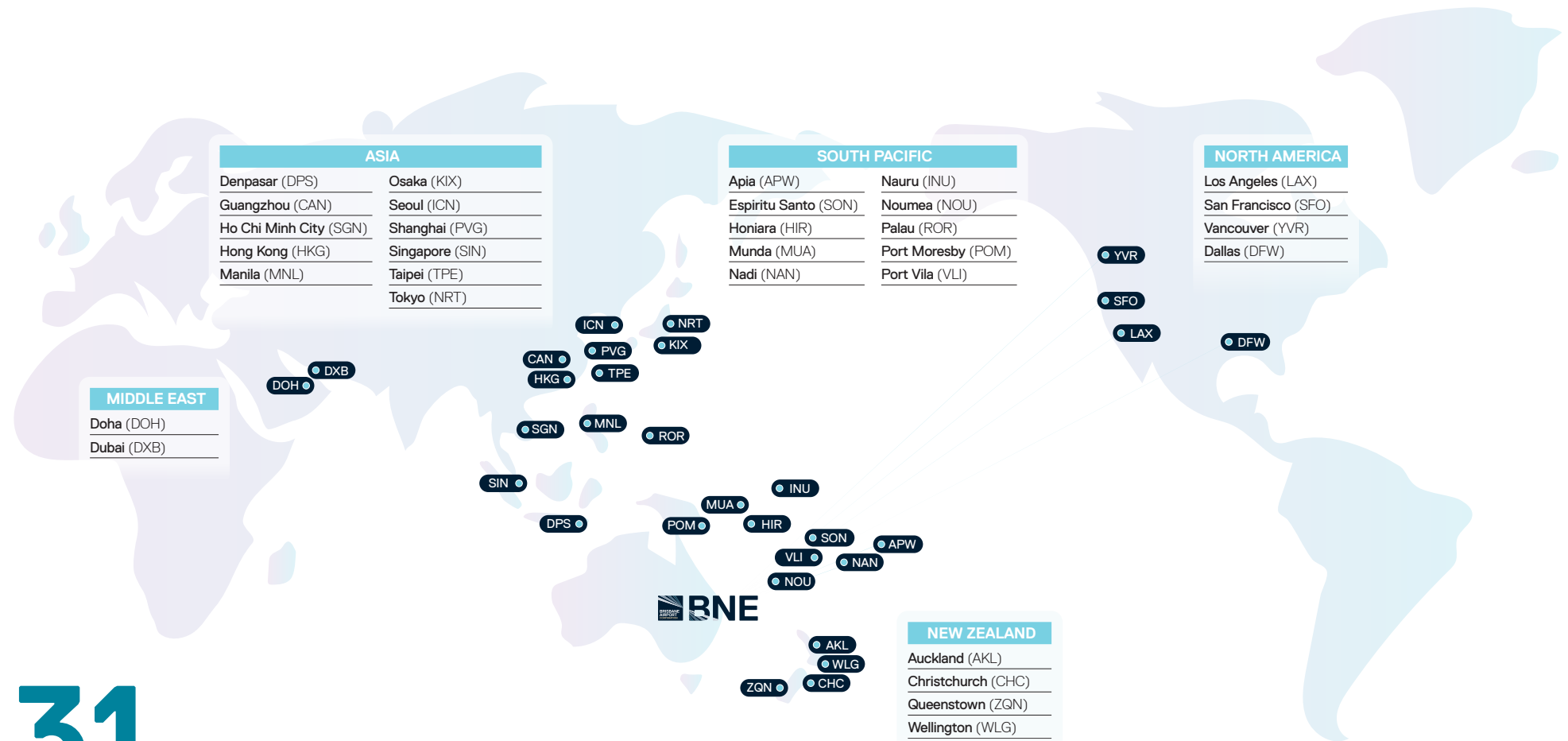
BAC has launched its own Duty Free 'Click and Collect' platform in conjunction with Lotte Duty Free. The platform allows passengers to pre-purchase their Duty Free both on departure and on arrival.

BAC aims to provide a seamless and connected shopping experience across all channels both in-store and online.

Our expectation is that retailers will provide an overview of their eCommerce capabilities as part of their response to this RFP.



# 2024 INTERNATIONAL NETWORK



# 31

international  
ports

# 2024

## LARGEST DOMESTIC NETWORK IN AUSTRALIA



# 61

domestic  
ports

# BRISBANE INTERNATIONAL TERMINAL

## General Information

General operational information regarding the International Terminal is as follows:

- » The International Terminal is open 24 hours a day, 365 days a year. BAC maintains a 24 hour presence in the Terminal, with Airport Duty Managers located on Level 3
- » The terminal is five levels with 19 wide body aircraft gate positions, including A380 compliant gates and walk out gates
- » In 2018, a \$135m expansion of the northern International Terminal and apron was completed, which added an additional 11,000m<sup>2</sup> of space. This included new arriving and departing passenger zones, two new walk-out gates and four new aerobridges
- » Fire Training and Fire Wardens – staff will be required to attend regular fire training and nominate fire wardens from staff
- » Security – every staff member will be required to have an Aviation Security Identification Card (ASIC). This process is managed by Veritas. The current application fee for an ASIC is \$264 ex. GST per application
- » The Goods Screening Room is open Monday - Friday from 0500 - 1400 and Saturday - Sunday from 0500 - 1100. Note: This is subject to change.
- » Staff Parking – BAC provides on-site staff parking and applications are allocated via an online system that is managed by employers on airport. The current monthly charge per employee is \$74.20 ex. GST

## Goods Movement Process to Level 3

All goods are to be delivered to the International Terminal via the goods tunnel and loading dock located on Level 1. They are then held on Level 1 until they are ready to be taken to the tenancy. Goods are moved from Level 1 via the large goods lift on the southern side of the terminal to the Goods Screening Room located on Level 3. They are then screened and taken direct to the tenancy with any stock required for daily replenishment held in a storage area built into your store footprint. Pallets are not to be used to transfer goods around the terminal.

## Goods Movement Process to Level 2 and Level 4

Goods are moved from the Level 1 storage zone via the dedicated goods pathway to the northern side of the terminal. They are then taken to Level 2 or Level 4 via the goods lift and then taken direct to the tenancy via the back of house corridor. Screening is not required for goods on Level 2 or Level 4 and they are to be moved via a trolley system. Pallets are not to be used to transfer goods around the terminal.

# INTERNATIONAL TERMINAL TRAVEL ESSENTIALS STATISTICS

The International Terminal is experiencing its strongest performance ever.

There are four Travel Essentials sites part of the International Terminal Retail Upgrade. This includes an expanded offer on Level 4 (landside departures), two sites on Level 3 (airside departures) including an expanded southern store and an expanded site on Level 2 (landside arrivals).

Annual International  
Passengers <sup>(3)</sup>

5.3M

Proposed  
number of  
Travel Essentials  
concessions

4

\$6.26

Total Retail PSR <sup>(2)</sup>

Total international  
flights per week <sup>(3)</sup>

593

7,000+

International Terminal Employees <sup>(4)</sup>

800m<sup>2</sup>

Final Travels Essentials GLA

\$33M

Total annual Retail sales <sup>(1)</sup>

SOURCE:

1. Approximate sales as at 31 March 2024, excluding GST

2. Based on total pax

3. As at 31 March 2024

4. BAC Census Survey, 2023



# 4. BNE PASSENGERS

In CY 2023, BNE achieved strong passenger growth, with 21.5 million passengers travelling through our International and Domestic terminals.

This was further boosted by a flurry of new route launches and announcements in September 2023.

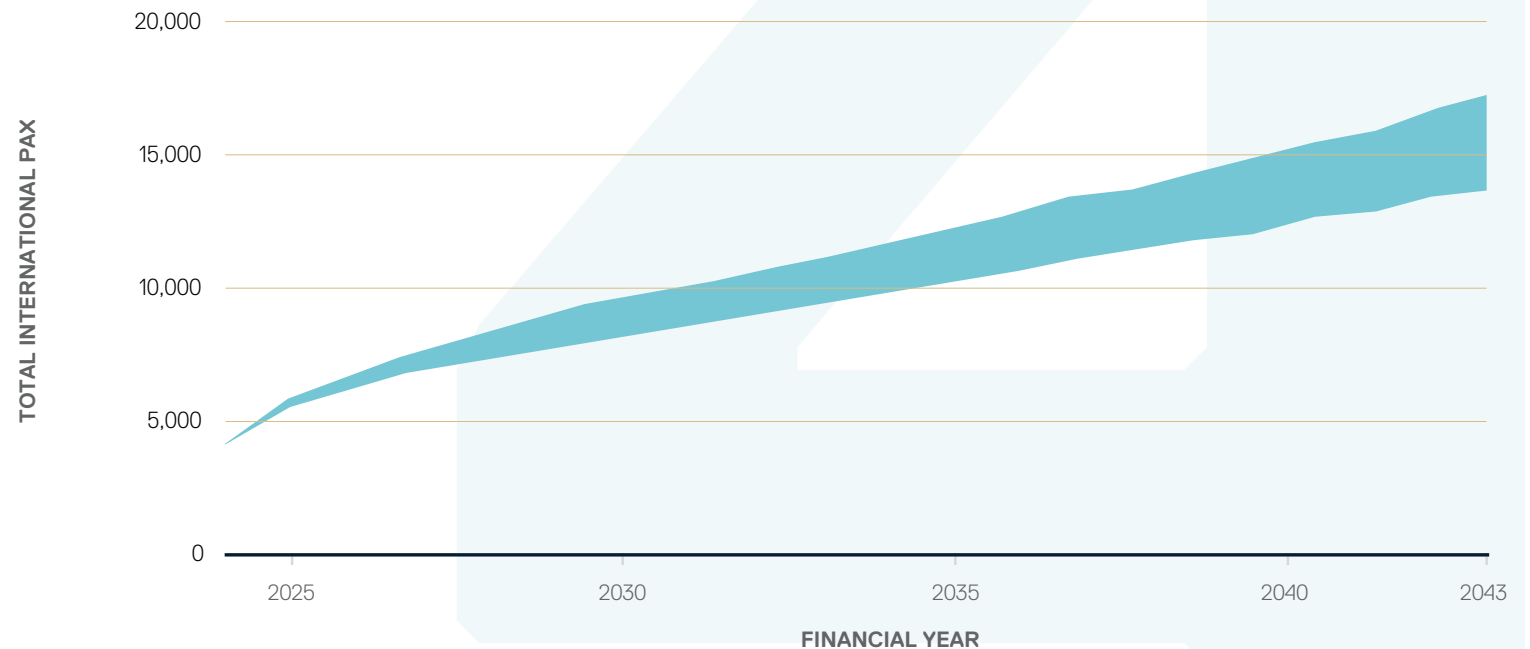
New services, airlines adding additional flights to existing routes and the upgrading of aircraft capacity will deliver an extra 1.3 million international seats in and out of Brisbane over the next twelve months.

Brisbane Airport has a geographical advantage over other major Australian capital city gateways, being closer to the USA and several major Asian ports. From an import and export perspective, Brisbane is the shortest flight between an Australian state capital city and the major freight distribution hubs of Hong Kong, Guangzhou and Shanghai.

Brisbane Airport currently has a network of 31 International ports, including 5 new routes not previously part of the network – Dallas Fort Worth, Doha, Ho Chi Minh City, Tokyo and Palau. We are proud to be the most domestically connected airport in Australia, with 61 connections.

*Forecasts are based on information available to BAC as at April 2024. BAC cannot guarantee (and accepts no responsibility for) the accuracy, completeness or currency of these forecasts and they should not be relied upon by any retailer.*

### FY25 20 Year Passenger Forecast Range



# 5. INTERNATIONAL TERMINAL REDEVELOPMENT

The International Terminal Security and Retail Upgrade Project (ITB SRUP) will offer a new retail experience and a streamlined passenger journey including simplified check-in and a new screening process, with passenger and baggage screening equipment aligned to meet government-mandated standards. This will allow passengers to leave most of their items in their luggage.

The project includes extensive new specialty retail and food and beverage offerings, plus a re-imagined duty-free experience.

## Departures & Atrium

In 2025, to take advantage of growing passenger numbers and ensure a better customer experience, all passenger processing will move to Level 4 of the International Terminal. The removal of Security and Passport Control from Level 3 will allow the Duty Free Departure store to expand to approximately 3900m<sup>2</sup>.

## Theming

BAC has created a Brisbane/Queensland inspired airport retail experience, aimed to create a memorable passenger experience and celebrate the best of our region. The terminal areas focus on Queensland's outdoor lifestyle, with local artists providing key pieces and local materials used extensively to support Queensland and Australian suppliers. The Village Green celebrates Brisbane's many expansive green spaces and parks, giving customers an opportunity to dwell in a comfortable environment before their flight.



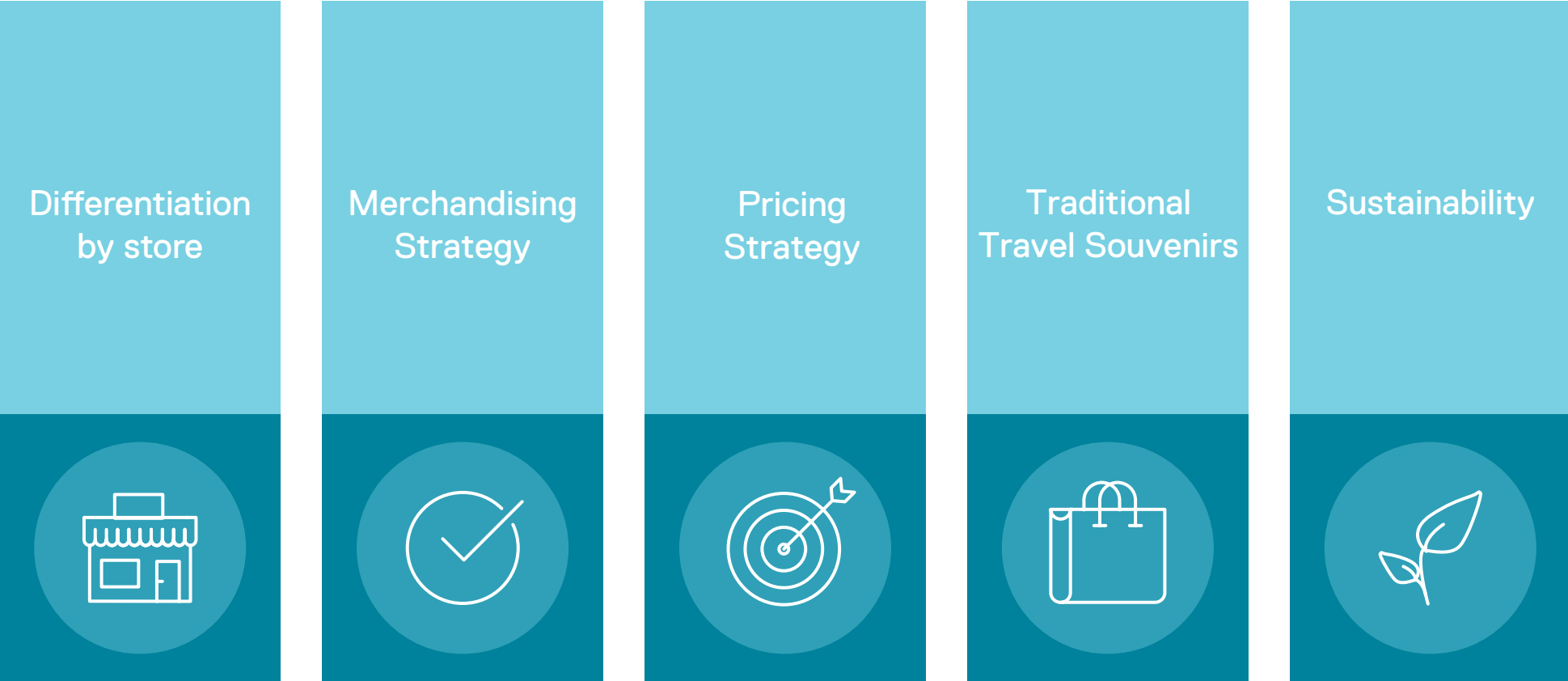
Visualisation: Level 4, Brisbane International Terminal



Visualisation: Level 4, Brisbane International Terminal



# KEY PILLARS





## 6. THE OPPORTUNITY

This is a key concession for the International Terminal and represents a significant component of the total retail sales. As at March 2024, total retail sales across the International Terminal were in excess of \$17,000m2 (ex. GST)\*.

The 4 new Travel Essentials sites part of the International Terminal Retail Upgrade will be complimented with a refreshed mix of specialty retail, food and beverage, foreign exchange and an expanded Duty Free store.

The selected retailer will need to be experienced with a proven track record. The concept, products and store designs should deliver on each of the key pillars for this concession, to deliver maximum sales while providing a clear sense of place.

Bringing the best of the world to Brisbane and delivering the best of Brisbane to the world.

*\* Approximate sales at 31 March 2024, excluding GST*

Request For Proposal: **International Terminal Travel Essentials**

### ITB Redevelopment Fly-through



Scan the QR code to watch a video fly-through of the ITB retail redevelopment

# Level 4

LEVEL 4 BEFORE AND AFTER SLIDERS



Scan QR code to view before and after visuals of the Level 4 redevelopment

Flight	Codeshare	Destination	Sch	Est	Row	Status	Time: 14:57
Thursday, 19 July 2018							
VA043	DL7238	DENPASAR	10:10	16:30	08	Boarding soon	
SQ266	VA444	SINGAPORE	18:00		08	Check-in opens @1605	
VA169	VA444	AUCKLAND	18:10		02	Checkin Open	
NZ804	VA754	CHRISTCHURCH	18:30	18:30	09	CHECK IN OPENS 3.30PM	
QF125	EK5125	AUCKLAND	18:45		02	Checkin Closed	
NZ734	VA754	AUCKLAND	18:50	18:50	08	CHECK IN OPENS 3.30PM	
VA107	VA754	WELLINGTON	19:00	19:12	08	Checkin Open	
ON022	VA754	NOUMEA	20:00		06		
SB151	QF363	DUBAI	20:20		04,06		
EK435	QF8435	HONOLULU	21:00		09,10		
HA444		TAIPEI	21:45		07		
BR316		ABU DHABI	22:15		01		
EY485		DUBAI	22:35		04		
EK431	QF8431	DUBAI	22:50		06		
CI054	QF387	TAIPEI	23:00		10		
MH134		KUALA LUMPUR	23:20		05		
TG478		BANGKOK	23:40		06		
FJ922	QF347	NADI	23:55		07		
		SINGAPORE	23:55		07		

## TRAVEL ESSENTIALS LOCATIONS

### LEVEL 4

Site No.	Size	Notes
4B11	184.71m <sup>2</sup>	Open for trade – December 2025

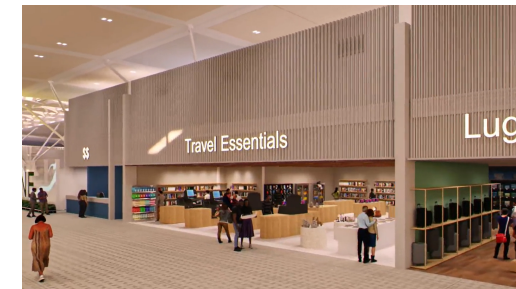
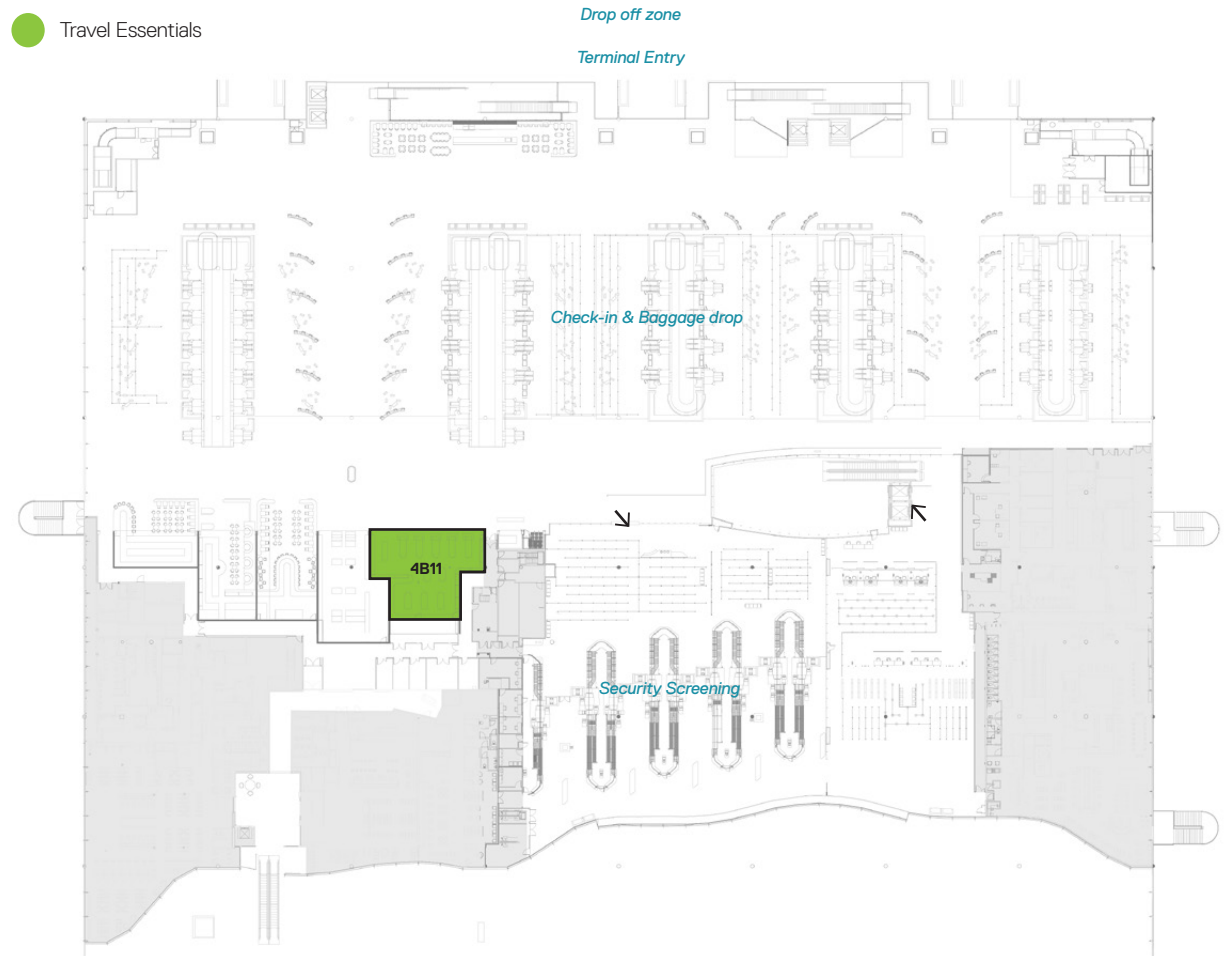
#### Core Lines:

- » News books and magazines
- » Travel accessories
- » Traditional souvenirs, gifts, and apparel
- » Cold beverages
- » Prepackaged snacks and confectionery
- » Refrigerated prepackaged Grab and Go sandwiches, wraps and salads
- » Over the counter pharmaceutical items
- » Personal hygiene
- » Tech essentials (sub \$300 items)
- » Travel apparel
- » Toys, games and amusements
- » Stationery
- » Reading glasses
- » Sim Cards
- » Tobacco

#### Ancillary Lines: (limited floor space)

- » Coffee and hot drinks
- » Mid-range beauty lines
- » Value bags and luggage lines

 Travel Essentials



# Level 3

LEVEL 3 SLIDERS BEFORE AND AFTER



Scan QR code to view before and after visuals of the Level 3 redevelopment



## TRAVEL ESSENTIALS LOCATIONS

### LEVEL 3

Site No.	Size	Notes
3P08	315.58m <sup>2</sup>	Available 1 <sup>st</sup> May 2025
3P12	157.13m <sup>2</sup>	Available 1 <sup>st</sup> May 2025

#### Core Lines:

- » News books and magazines
- » Cold beverages
- » Prepackaged snacks and confectionery
- » Refrigerated prepackaged Grab and Go sandwiches, wraps and salads
- » Over the counter pharmaceutical items
- » Personal hygiene
- » Tech essentials (sub \$300 items)
- » Traditional souvenirs, gifts, and apparel
- » Travel apparel
- » Toys, games and amusements
- » Travel accessories
- » Stationery
- » Reading glasses
- » Sim Cards
- » Tobacco

#### Ancillary Lines: (limited floor space)

- » Coffee and hot drinks
- » Mid-range beauty lines
- » Value bags and luggage lines

- Travel Essentials
- Duty Free



A photograph of a man lifting a baby into the air in an airport terminal. A woman is looking up at the baby. In the background, there is a large flight information display board and a sign that says "International Arrivals". The entire image has a blue tint.

# Level 2

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## TRAVEL ESSENTIALS LOCATIONS

### LEVEL 2 LANDSIDE (ARRIVALS HALL)

Site No.	Size	Notes
2A65	150m <sup>2</sup>	Available 1 <sup>st</sup> May 2025

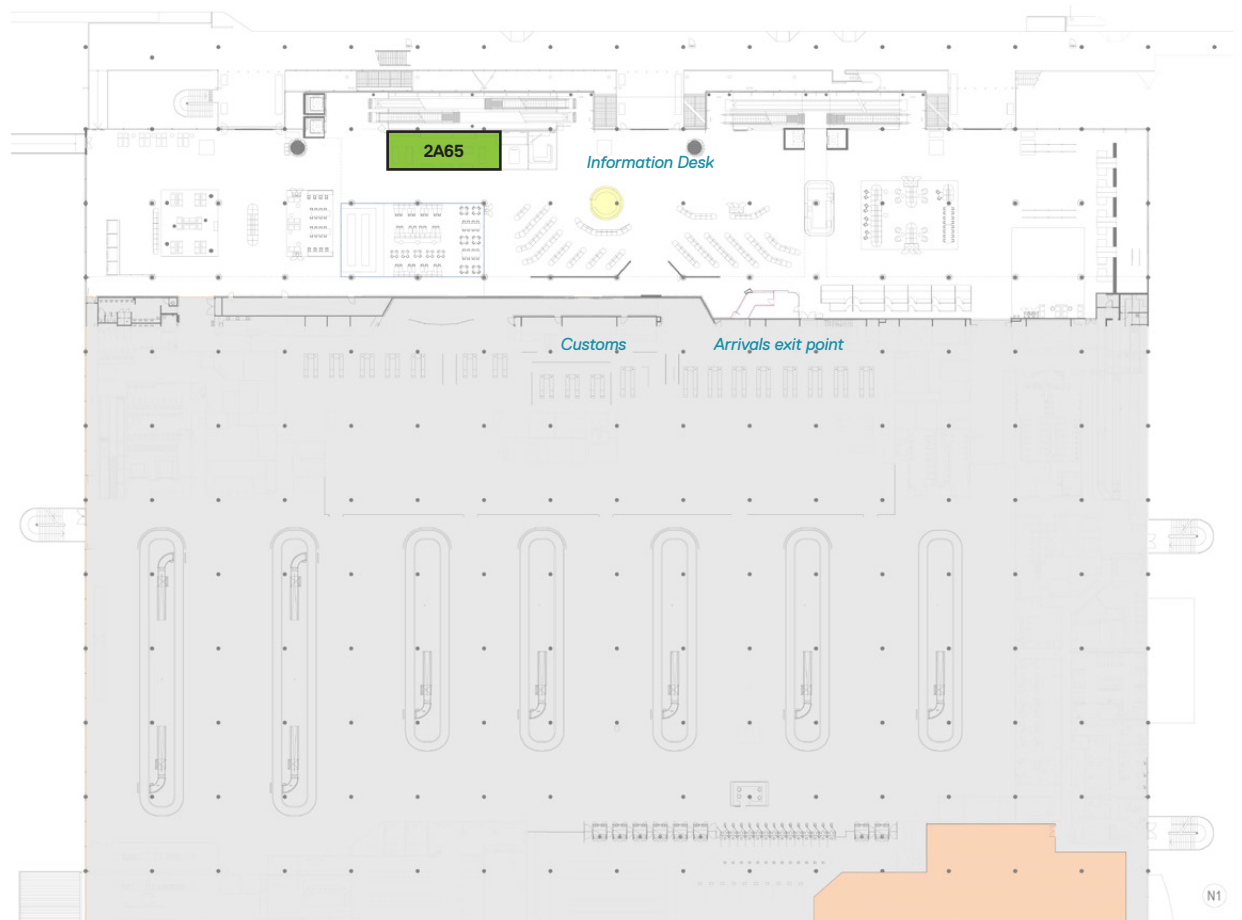
#### Core Lines:

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- » Over the counter pharmaceutical items
- » Personal hygiene
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- » Travel apparel
- » Toys, games and amusements
- » Stationery
- » Reading glasses
- » Sim Cards
- » Tobacco

#### Ancillary Lines: (limited floor space)

- » Coffee and hot drinks
- » Mid-range beauty lines
- » Value bags and luggage lines

 Travel Essentials





# 7. PARTNERSHIP OBJECTIVES

It is important that parties understand the necessary contribution of each other for the duration of our partnership. In this regard, BAC will be contributing and seeking the following:

## BAC's Contribution

Within BAC, the Retail and Commercial team is responsible for the management of all aspects of retail and commercial within the International Terminal BAC is focused on:

- » The development and management of strategic partnerships with retailers, airlines and associated industry bodies;
- » Creating an environment that allows the retailer to focus on retailing, service delivery and customer service;
- » Developing a positive commercial culture that will allow for the introduction and implementation of innovation and new technology that will respond to changes as the market develops;
- » Working together to maximise sales and improve operational effectiveness and efficiency for the benefit of both parties;
- » Ensuring passengers pass through the airport as efficiently as possible and providing a strong value proposition for passengers; and
- » Developing marketing campaigns and activity to drive sales, increase awareness of the breadth of retail offerings and the ongoing maintenance of digital and print collateral for the retailers.

## Retailer's Contribution

An experienced and knowledgeable retailer should:

- » Demonstrate its experience and capacity to address and fully capitalise on the opportunities offered;
- » Appreciate the importance of all segments of the existing and emerging passenger base in terms of potential customers;
- » Develop a product mix with appeal to all market and customer segments and the ability to adapt with the evolving passenger profile;
- » Develop initiatives and strategies that will boost penetration rates and average transaction values;
- » Develop marketing and promotional plans that reinforce Brisbane Airport as a premium location;
- » Consider innovative initiatives to expand the business base through new distribution channels;
- » Commit to regular focused market research and intelligence gathering;
- » Administer a staffing policy that ensures a knowledgeable, motivated and incentivised workforce that will deliver exemplary customer service;
- » Demonstrate continuous focus on product and merchandise innovation and service development; and
- » Provide choice, value and excellent customer service.



# 8. RFP SUBMISSION REQUIREMENTS

Listed below is a guide to the information required to be included in the Proposal. **The General Terms and Conditions for this Request for Proposal are outlined in Attachment 2.**

## Signed Proposal Form

The Retailer is requested to complete and sign the **Proposal Form contained within Attachment 1.**

## Rent and Sales Schedule

The rental structure required is a Turnover Rent which incorporates a Minimum Guaranteed Rent. Please complete the Rent and Sales Schedule contained within the Proposal Form.

## Permitted Use and Brand

The proposed permitted usages are outlined in The Opportunity section of this RFP. Please provide a visual sample of the proposed products that forms part of the Permitted Use. A conforming Proposal will be based on this prescribed usage.

## eCommerce capability

As part of its Proposal, the Retailer will need to outline eCommerce capability and current live examples (if applicable) of integration with airport omni-channel plans.

## Other documents available on request:

- » Lease Plans<sup>1</sup>
- » Retail Tenancy Design Guidelines
- » Tenancy Fitout Guide
- » How to Guide: Uploading documents to Aconex.

## Proposed Tenancy Design

As part of its Proposal the Retailer will need to submit:

- » Concept mood board - Your bespoke 'big idea' to align with the BAC Vision
- » 3D visuals (which exhibit proposed shopfront designs, wall treatments, signage and graphics)
- » Planogram + Preliminary Floor Plan
- » Proposed finishes board - digital format
- » Initial capital expenditure

The tenant concept should aim to achieve an engaging, and functioning environment that reflects the brands personality, creates the retail experience and connects with customers, whilst aligning with the **Retail Design Guidelines (provided as an attachment) and Tenancy Fitout Guide (available upon request).**

BAC requests the Tenant appoint an experienced and reputable Retail Designer. This will be very important to achieving a successful final fitout result. A competent professional Retail Designer will be key to creating an engaging, efficient and functioning environment that reflects your brand personality, creates the retail experience and draws in the customer. They will also be able to assist you with the design and delivery throughout the process.

## Pricing Strategy

The submission should include the retailers detailed pricing strategy on all permitted use items including tax and tax free prices.



# 9. SELECTION CRITERIA

Proposals will be assessed by reference to the criteria listed below. The criteria are not necessarily listed in order of importance or priority. Retailers should ensure that they address all of the criteria in their submissions.

- » Alignment with BAC's concept and how the proposal will deliver on the five key pillars as well as providing a unique personality to the mix at the ITB;
- » The proposed Business Plan including management structure, previous experience, capabilities to deliver and a marketing plan for the first 12 months. This should include projected sales, a demonstrated strategy, and the ability to deliver exceptional levels of customer service. The Business Plan must remain true to the proposed concept and theme for the entire term of the lease;
- » A clear outline of how the proposed concept and operations will help BAC achieve its Sustainability targets and aligns to BAC's Sustainability Strategy;
- » Capacity to deliver the proposed concept within BAC's proposed timeframes;
- » Total consideration offered (based on minimum guaranteed rent and percentage rent) with a particular focus on the minimum guaranteed rent;
- » Retailers should provide any additional information and material they consider relevant in supporting their submission, or any other information they wish to have considered.
- » A clear outline of the eCommerce capability, live examples and ability to integrate into BAC's omni-channel plans.



# 10. KEY COMMERCIAL TERMS

## Lease Term

Seven (7) years.

## Annual Reviews

The Minimum Annual Guaranteed Rent will increase by 5% on each anniversary of the commencement date during the Lease term and any holdover periods.

## Handover Date

Estimated 1 May 2025.

## Lease Commencement Date

The Lease Commencement Date will be the earlier of:

- » The end of the Fit Out Period;
- » The date the Tenant commences trading with BAC's approval

## Rent Commencement Date

The rent will commence from the Lease Commencement Date.

## Gross Rent and Other Payments

Tenants should note that the Rental amounts nominated are inclusive of Outgoings i.e. the rent is a Gross Rent.

Any costs associated with the connection and consumption of utilities such as electricity, water and telecommunications services will be the responsibility of the Tenant. The Tenant is responsible for its own insurance, internal cleaning, internal pest control, security and any expenses due solely to the Tenant's use of the Premises.

The Tenant is also responsible, at its cost, for the repair, service and maintenance of any equipment on the Premises in accordance with Australian standards, whether installed by BAC, the Tenant or existing in the Premises prior to the Handover Date, that are available for the exclusive use of the Tenant in the Premises.

## Handover Date and Landlord Works

Prior to the proposed handover date and consistent with the Key Dates outlined above, the successful Retailer will be expected to have their concept designs, lease agreements and any related documents signed off and approved in preparation for fit out works to immediately commence.

The Premises will be handed over as a bare shell with base build services to open plan with power and data to specifications at a BAC nominated point.

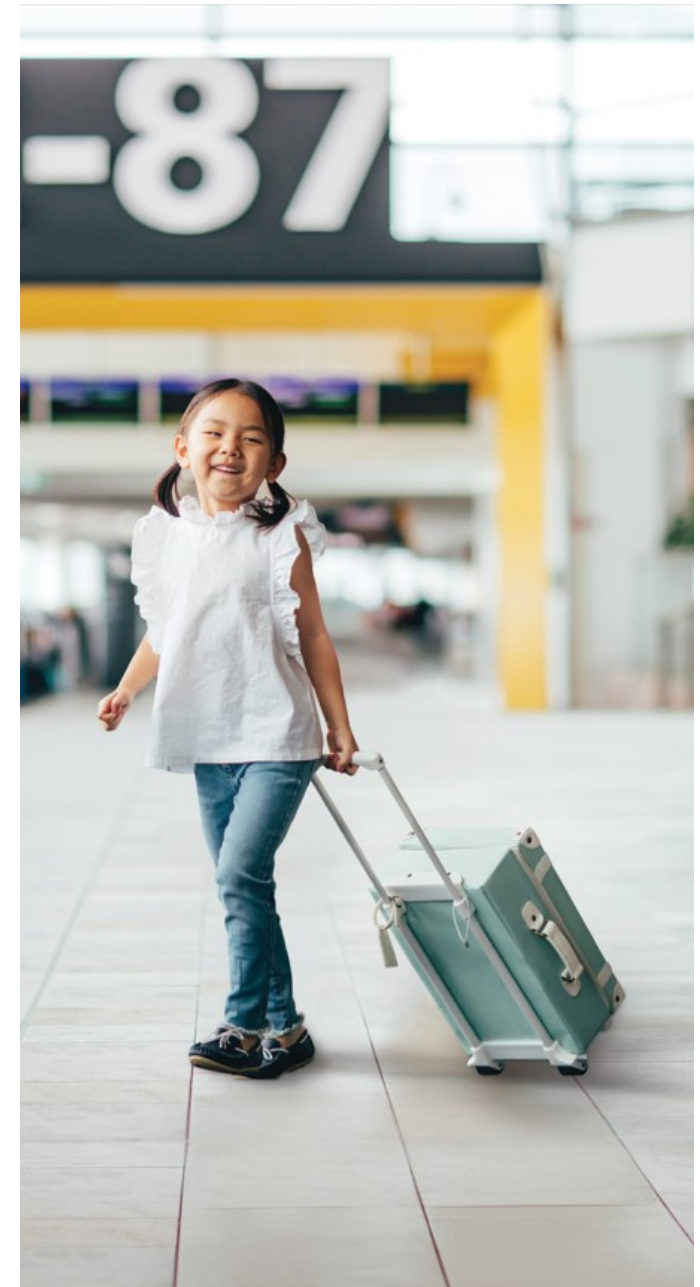
## Fitout Period

42 days.

## Marketing Fund Contribution

\$100,000 per annum increasing at 5%.

**Tenancy Plans and the Tenancy Fitout Guide can be supplied upon request.**





## Opening Promotion Levy

The Tenant is obliged to contribute an Opening Promotion Levy in the amount of \$5,000.00 plus GST per tenancy prior to the commencement of trade.

## Hoarding, Tenancy Design, and Tenancy Coordination Fees

The Tenant will be required to reimburse BAC for the reasonable costs associated with the review of the proposed retail fit out (tenancy design), and tenancy coordination fees estimated to be \$5,000 (plus GST) per tenancy for tenancies less than 400sqm.

Hoarding fees will be charged at \$302.50 per lineal metre (subject to change).

## Bank Guarantee

The Tenant must provide an irrevocable Bank Guarantee to the equivalent amount of 3 months' Base Rent and Promotion Fund contribution (including GST) for the term.

The Bank Guarantee must:

- » be in favour of BAC;
- » be capable of being assigned by BAC;
- » not have a termination date;
- » relate to the performance of the Tenant's obligations under the Lease by bearing the words "security for the performance by the Tenant of all its obligations under a lease of the premises, and any associated licence or agreement";

- » be provided to our solicitors or other agent prior to the date the Premises are handed over to the Tenant for fit out purposes.

## Core Trading Hours

### Airside Tenancies

The period from Opening Time to Closing Time, 7 days a week is:

- » Opening Time: 60 minutes before the scheduled time of departure of the first flight of the day;
- » Closing Time: 15 minutes after the actual time of departure of the last flight for the day.

BAC may from time to time acting reasonably specify the hours and days on which the Tenant must keep the Business open for trade. Access to current flight schedules is available at [www.bne.com.au](http://www.bne.com.au).

## Insurances

The Tenant must effect and keep current the following insurances:

- » Products and public liability insurance for not less than \$20,000,000.00. Please note that BAC is to hold a current copy of the Tenant's insurance certificate for its products and public liability policy at all times;
- » Property insurance in respect of all fixtures and fittings;
- » Other insurances required by law or that a prudent Tenant would effect; and
- » Contract works insurance if construction works are carried out by the Tenant.







# ATTACHMENT 1

## Proposal Form

## Request for Proposal No BAC-RFP-24-02

### Request for Proposal: Brisbane Airport International Terminal Travel Essentials

Delivery: Attn: Jay Boughton  
Submissions will be required via Aconex. Further information to be provided upon confirmation of submission.  
If you are having any issues or have questions about using Aconex please contact felicity.rice@bne.com.au

Name of Retailer: \_\_\_\_\_ ACN \_\_\_\_\_

Address of Retailer:  
\_\_\_\_\_

Contact Details: Attention: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

The above named Retailer submits its Proposal for the \_\_\_\_\_Travel Essentials  
Retail Concession at Brisbane International Terminal.

The Proposal comprises:

- » this Proposal Form for the tenancy including the Rent and Sales Schedule; and
- » other information as requested by BAC acting reasonably.

This Proposal has been prepared and is submitted in accordance with the RFP Document. By submitting this Proposal, the Retailer agrees to be bound by the terms and conditions set out in the RFP Document including, without limitations, the provisions of Attachment 3 General Terms and Conditions.

Dated: \_\_\_\_\_ Signed: \_\_\_\_\_

Who certifies that he/she/they are duly authorised to submit this Proposal and bind the retailer in accordance with it's terms.

Proposal Form  
(Continued)

RFP Rent and Sales Schedule

Assumptions	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Sales Forecast							
Guaranteed Base Rent							
Turnover Rent							
Total Rent Payable							

The rent must consist of:

- » a minimum Guaranteed Base Rent which must not be less than 90% of forecast Total Rent Payable in year one.
- » The minimum Guaranteed Rent will be increased each year by 5%.
- » A Turnover Rent is only payable once it exceeds the Guaranteed Base Rent and may be charged monthly. The Turnover Rent may include varying Percentage Rent thresholds (up to a maximum of 3) as outlined below, and different turnover percentages for different categories.
- » The Total Turnover Rent should be detailed in the Proposal.

**Example of multiple turnover thresholds**

X% of Annual Sales up to \$XXX,XXX

Y% of Annual Sales from \$XXX,XXX to \$YYY,YYY

Z% of Annual Sales above \$YYY,YYY.

# ATTACHMENT 2

## General Terms and Conditions

### 1 Lodgement

The Retailer must lodge one electronic copy of its Proposal in PDF format and one electronic copy of the Rent and Sales Schedule in an unlocked original file format. The Proposal is to be uploaded to Aconex specified in the contact details of Attachment 1 by the deadline.

### 2 Extension of Lodgement Closing Time

BAC may, in its absolute discretion, at any time extend the Lodgement Closing Time.

### 3 Late lodgement

Proposals lodged or delivered after the Lodgement Closing Time or other than in accordance with this RFP (including this Attachment) may be admitted to the evaluation process or excluded at the absolute discretion of BAC, and BAC is not required to give any reason for its decision to admit or not admit the Proposal to the evaluation process.

### 4 Retailers assume risk

Retailers assume the risk that their Proposal may not be received by BAC. BAC will endeavour to acknowledge receipt of the Proposal within 24 hours of receipt.

### 5 Contents of Proposal

The Retailer must include in its Proposal all the information as outlined in 'RFP Requirements' section of this RFP. The Proposal Form including the Rent and Sales

Schedule in Attachment 1 of this RFP must be completed. The Proposal must clearly state any assumptions or reservations made by the Retailer in preparing its Proposal (if these matters are not dealt with by this RFP).

### 6 Execution of Proposal

Retailers must ensure that the Proposal Form is properly executed by an authorised representative of the Retailer submitting the Proposal.

### 7 Addenda to RFP

BAC may, in its absolute discretion, issue addenda to this RFP prior to the Lodgement Closing Time to clarify or effect modifications to the RFP documents. Every addendum issued will be distributed to all Retailers and will, upon issue, form part of this RFP.

### 8 Evaluation Process

BAC reserves the right to set evaluation criteria, set priorities and weight its evaluation criteria or vary those priorities or weightings at its absolute discretion. Such priorities and weightings will remain confidential to BAC, and will not be disclosed to Retailers.

### 9 No Commitment

BAC is not committed contractually, or in any other way, to any Retailer responding to this RFP. The issue of this RFP does not commit or otherwise oblige BAC to proceed with the selection process for the appointment

of a Retailer to operate the Food and Beverage concession. No agreement is deemed to be entered into with a successful Retailer until such time as BAC and the successful Retailer execute a legally binding agreement in a form acceptable to BAC in its absolute discretion.

### 10 Reliance

By submitting its Proposal, each Retailer acknowledges that BAC will be relying on all of the information contained, and all of the representations made, in its Proposal and any subsequent clarifications, whether written, verbal or both, of that Proposal for the purposes of evaluating the Proposal.

The Retailer must advise BAC in writing as soon as is practicable if it becomes aware that any of the information supplied by it, or any statement made by it, in its Proposal or in connection with this RFP process, is or becomes incorrect, inaccurate or potentially misleading.

### 11 Conforming and Alternate Proposals

The Retailer is required to submit a conforming Proposal that addresses the requirements outlined in the 'RFP Requirements' section of this RFP. Retailers may however, also submit alternative Proposals that are innovative, provide improved revenue and sales opportunities and satisfy BAC requirements and current contract restrictions.

### 12 BAC's rights and discretions

Without limiting its rights at law or otherwise, BAC reserves the right in its absolute discretion and at any time to:

- » suspend, withdraw, cancel or abandon this RFP process;
- » change the structure or timing of this RFP process;
- » vary, cancel or amend the information, terms, procedures or processes set out in this RFP;
- » recommence or re-invite Proposals with all or any of the Retailers who have submitted a Proposal, or any other person (whether or not they submitted a Proposal);
- » at any time, accept an amended or updated Proposal;
- » make changes to the proposed redevelopment plans and the retail mix;
- » make appropriate applications to effect alterations, changes or redevelopments to part or parts of the Airport and/or surrounding roads.

BAC is not obliged to attribute or provide any reasons for any actions or decisions taken arising out of or in respect of the RFP process including in respect of the exercise of any or all of the above mentioned rights and discretions.

## General Terms and Conditions (Continued)

### 13 Investigations and acknowledgements

Every Proposal is made on the basis that the Retailer acknowledges that:

- » it has examined and acquired actual knowledge of the contents of the documents forming this RFP and any other information made available in writing by BAC to the Retailer;
- » it has sought and examined all necessary information which is obtainable by making reasonable enquiries relevant to the
- » risks, contingencies and other circumstances having an effect on its Proposal;
- » it is relying entirely on its own enquiries in preparing and lodging the Proposal;
- » it has obtained its own financial, taxation and legal advice in relation to the proposed rental schedule;
- » it has satisfied itself as to the correctness and sufficiency of its Proposal;
- » it has examined:
  - all legislative requirements relevant to any part of the proposed Food and Beverage concession;
  - all agreements, arrangements or understandings entered into or proposed between BAC and others (including all relevant aviation authorities) which may restrict or inhibit the execution of any part of the specialty retail concession or which may impose any obligation on BAC or may directly or indirectly have that effect;

- » the proposed Domestic Terminal Redevelopment is likely to cause some disturbance to Retailers, for example from noise and dust emanating from the construction works, temporary impact to sight lines and pedestrian traffic passing;
- » BAC's primary business is the operation of an Airport Terminal and as such many projects can occur during the term of a lease that may impact retail mix, employees, customer numbers, passenger flows, Terminal configurations, existing buildings and businesses in order to meet the highly variable demands of the air transport industry as a whole. These activities may affect the operation of a retail business during the lease term. BAC is not obliged to attribute or provide any reasons for any actions or decisions taken arising out of or in respect of the RFP process including in respect of the exercise of any or all of the above mentioned rights and discretions.

### 14 BAC Information

BAC does not in any way warrant or represent that any information, documents or other material ("Material") supplied to a Retailer by this RFP or otherwise in connection with its Proposal (including in writing or orally and either before or after it submits its Proposal) is accurate, complete or relevant. A Retailer is not entitled to rely on the accuracy, completeness or relevance of any material supplied by BAC and must make its own enquiries and satisfy itself about all issues in connection with its Proposal and its ability to operate the proposed opportunity.

BAC is not liable for and the Retailer releases and holds BAC harmless from any liability, cost, expense, loss or damage:

- » arising from any claim, suit, demand, proceeding or action which the Retailer has or may have had against BAC in respect of any matter disclosed or representation or warranty made to the Retailer by BAC with respect to the RFP: or the Material;
- » which a Retailer incurs or becomes liable for in relation to or in connection with the preparation of a Proposal, subsequent clarifications to a Proposal, lodgement of a Proposal (whether or not that Proposal is required by BAC), or any other part of the RFP process; and
- » which a Retailer incurs or becomes liable for because BAC exercises any discretion under this RFP or because BAC does not accept the Retailer's Proposal.

The Retailer acknowledges and agrees that it participates in this RFP at its own risk.

### 15 Intellectual Rights

The Retailer agrees that upon submission of its Proposal and any other documents or information at any time required by BAC, the Retailer:

- » assigns from that date all ownership and intellectual property rights in relation to the material submitted; and
- » permits and authorises BAC to use and adapt all ideas, concepts, plans and designs contained in the material.

- » The Retailer warrants that it has the full right and ability to make the assignment and grant of the right to use as set out in this clause. Such intellectual property rights as may exist in information contained in this RFP or any related material will remain the property of BAC, but the Retailer is permitted to use that information and material for the purpose only of compiling its Proposal.

### 16 Confidentiality

Retailers must keep confidential and not:

- » disclose to any person; or
- » copy, use or otherwise deal with for any purpose,
- » any information contained in this RFP or any information regarding the RFP process, the Food and Beverage concession, or BAC (including its business and activities) which comes to it through this RFP or the RFP Process except to the extent that:
  - a Retailer is specifically authorised in writing by BAC; or
  - the information is necessarily disclosed to and used by others (who are also bound to keep the information confidential) for the purposes of enabling a Retailer to prepare its Proposal.

Retailers should state in their Proposal whether they claim confidentiality in respect to any ideas tabled in their Proposal by identifying that part of its Proposal in which the Retailer claims confidentiality and the reason for making such claim.

## General Terms and Conditions (Continued)

### 17 Privacy Act compliance

In relation to any 'personal information' as defined in the Privacy Act 1988 (Cth) (**Privacy Act**) provided by a Retailer in connection with its Proposal, the Retailer warrants to BAC that:

- » the Retailer has obtained the consent of each individual about which any 'sensitive information' (as defined in the Privacy Act) is provided;
- » the Retailer has ensured or will ensure, within the time required by the Privacy Act, that each individual about whom any personal information is provided has received a written statement setting out all of the matters required by Australian Privacy Principle 5:
  - in relation to the disclosure of the personal information to BAC, any related body corporate of BAC and any of their advisers, agents or employees requiring the information for the purposes set out below; and - disclosing that the entities referred to above must use the personal information for the purpose of reviewing and assessing the Retailer's Proposal; and
- » the Retailer will comply with the provisions of the Privacy Act in relation to any personal information provided to the Retailer by BAC, any related body corporate of BAC and any of their advisers, agents or employees.

### 18 Discretions of BAC

In addition to any other remedies available under any law or any contract, BAC reserves the right (in its sole and absolute discretion) to immediately reject any Proposal lodged by a Retailer that engages or has engaged in, or BAC acting reasonably suspects to have engaged in, any collusive behaviour, anti-competitive conduct or any other similar conduct with any other Retailer or any other person in relation to the preparation or lodgement of its Proposal.

### 19 Prices inclusive of GST

All financial figures quoted by the Retailer must identify any GST payable and whether the amount is inclusive or exclusive of GST. If the GST position is not identified, it will be taken that the amount specified is exclusive of GST. Proposals must also indicate the total amount of GST (if any) identified in each price quoted.

### 20 Australian dollars

All financial information must be provided in Australian dollars.

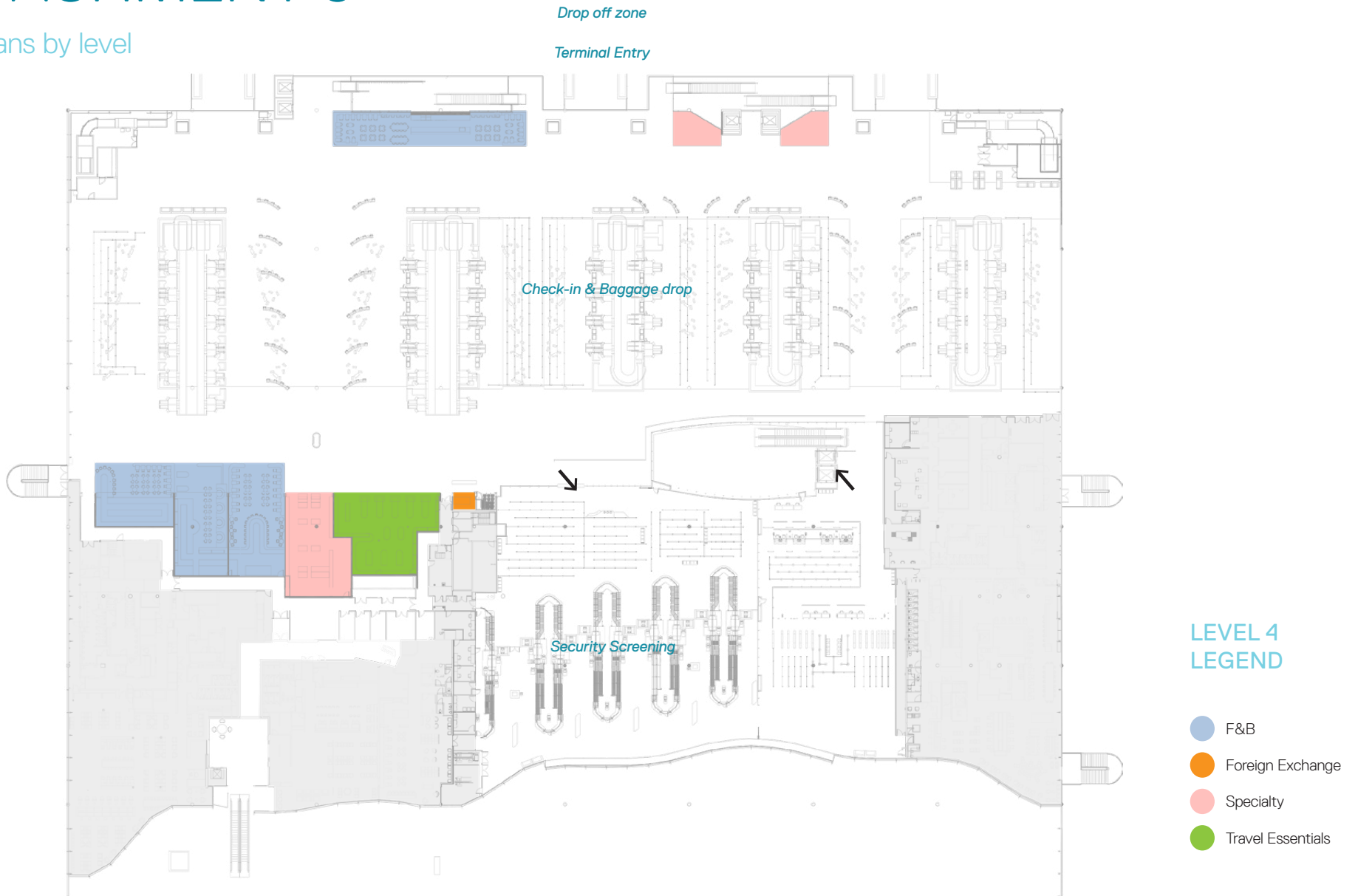
### 21 Applicable law

The law applying in Queensland applies to this RFP and the RFP process. Each Retailer must comply with all relevant laws in preparing its Proposal and taking part in this RFP process.



# ATTACHMENT 3

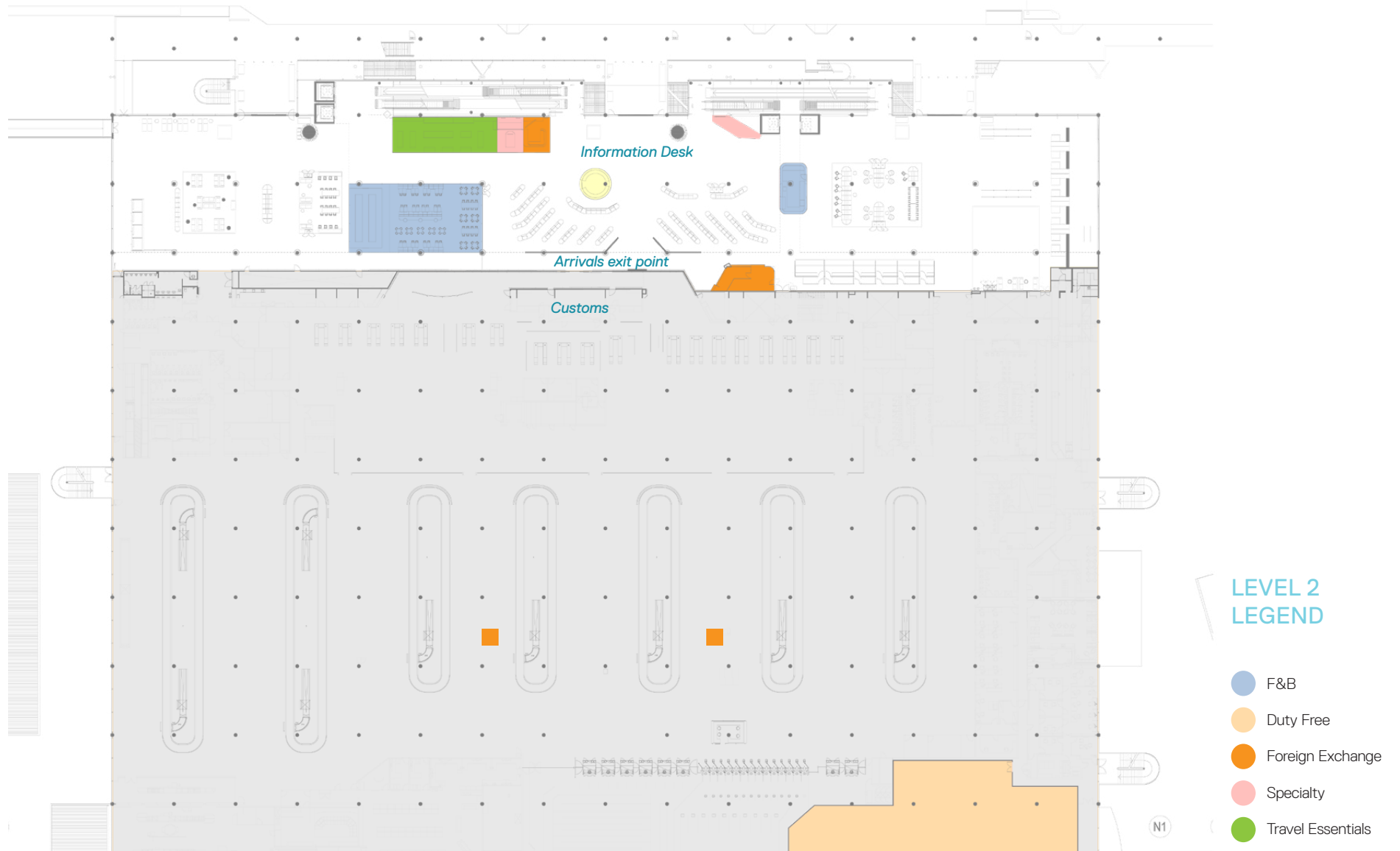
## Floor plans by level



# Floor plans by level



# Floor plans by level





For further information please contact:

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Developments Brisbane Airport Corporation

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