

# NORWEST

## Welcome to Norwest – Visitor Information

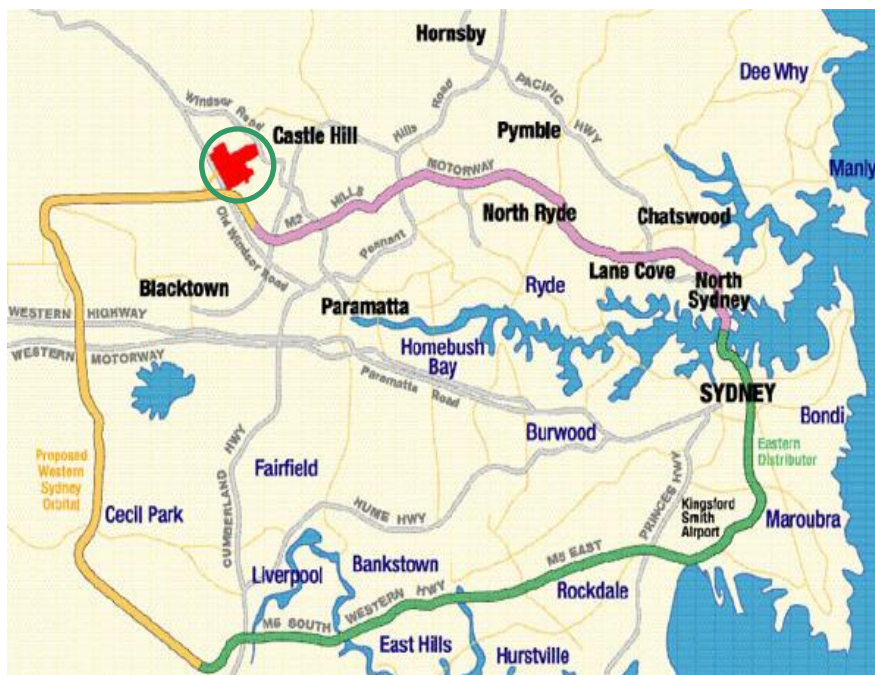
### Your Safety

At Woolworths we have a Destination Zero policy which refers to our mission for zero harm to our people, environment and community. Safety is our number one priority and we believe that no task is too urgent or service too important to compromise our own and our team's safety.

### Location

The Woolworths Limited Support Office is located in Norwest Business Park, Baulkham Hills in North Western Sydney.

Our site is bounded by three streets: Norwest Boulevard, Lexington Drive and Woolworths Way, with access to the site via Woolworths Way or Norwest Boulevard. Once on the internal ring road, follow the signs to the undercover visitors' car park which has more than 100 dedicated car parks, conveniently located close to Reception.



### Woolworths Limited Support Office

1 Woolworths Way  
Bella Vista, NSW 2153

**Note:** For turn-by-turn directions from your site to Norwest, please visit [www.whereis.com.au](http://www.whereis.com.au)

More detailed maps are available at the end of this document.

### Contact Details

#### Switchboard Numbers:

Woolworths Limited – 02 8885 0000  
BIG W – 02 8885 8000

#### Postal Address:

All mail should be addressed using the below format:

(name – department)  
(division) (seat location)  
PO BOX 8000  
Baulkham Hills, NSW 2153

#### Street / Delivery Address:

1 Woolworths Way Bella Vista, NSW 2153

## Reception

The operating hours of Reception and Telephone Operations / Switchboard are:

<b>Monday - Friday</b>	7am – 5:30pm (Reception) 8am – 5:30pm (Telephone Operations) 5:30pm - 7am (Corporate Voicemail in operation)
<b>Weekends</b>	Reception and Telephone Operations are not open on weekends All day Saturday and Sunday (Access via Intercom to Security) 5pm Saturday - 7am Monday (Corporate Voicemail)

## Norwest Parking

Visitors should park in the visitors' car park, which is signposted so you know where to go. Please then proceed from the visitors' car park up to reception to be registered.

Our valet parking provider, Secure Parking provides parking services to both visitors and the external parking areas. On peak days, there may be a need to implement stacked parking processes to cater for the number of staff and visitor cars onsite. Please follow the instructions from the Secure Parking personnel.

## Norwest Meetings

On arriving at the Woolworths Limited Support Office you will need to register at reception, then wait in the reception lounge for the person whom you are meeting with.

## Norwest Security

Upon signing in at Reception with photographic ID, visitors will be issued a temporary access card which must be worn for the visit duration. Once accompanied by one of our team members, visitors will have access to any of the 60 external meeting rooms and dining facilities.

As happens in our stores, bag checks are conducted at Norwest for staff and visitors. Samples and bags larger than a foolscap piece of paper will be checked by security staff on your way in and out of the office.

## Couriers Visiting Norwest

All courier deliveries at Norwest will be received through the mailroom. There are signs directing couriers to the mailroom.

## Safety

At Woolworths we care about the safety of our people, our customers, our contractors, our visitors and the community. In the interest of your safety, please adhere to the following procedures:

- During all visits, no visitors are allowed on site without being escorted by a staff member
- When signing in at reception children must be accompanied by an adult at all times
- Visitor badges will only be given to children at the reception team's discretion

# NORWEST

## Fire Safety

Please notify your contact or another member of staff of any fire hazards you may come across during the course of your visit.

## First Aid

Norwest has First Aid equipment and trained First Aid Officers. If you have an incident onsite, report it immediately to your contact or any member of staff who will contact Security and a First Aid Officer or direct you to the nearest medical facility.

## Incidents

Please report any incidents at Norwest to your contact or another member of staff.

## Smoking at Norwest

There is a designated smoking area on site; smoking is permitted only in this area which is located around the corner of the North building outside reception.

## Speed

Please observe all posted speed limits throughout the Norwest site. Please sound your vehicle's horn when approaching blind situations.

Facilities Management and our Security team run surveillance cameras around the Norwest Support Office constantly. Please be advised that you may be filmed or photographed at any time whilst you are entering or leaving this Site.

## Evacuation

Prior to an evacuation and alarm will sound (Beep Beep). On hearing this sound please stand and wait for further instructions that are given over the PA system. Once you hear the Whoop Whoop sounds you must evacuate the building.

There are nominated people at Norwest specifically trained in emergency situations who take charge during an evacuation. During an evacuation you must follow their instructions. In the event of an emergency:

- Leave the building by the nearest and safest exit
- Remain in the assembly area (indicated by the below map) unless you are instructed to do otherwise by the Chief Warden (Site/Duty Manager)
- Do not re-enter the site until the all clear has been given by the Chief Warden (Site/Duty Manager)
- After hours between 5.30pm and 8am, and on weekends you must evacuate on Beep Beep.

