

# Retailer Waste Guide

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# 1. Operating Manual

## i. Compactor (Landfill and Cardboard)

At Macquarie Centre we have installed state of the art Landfill and Cardboard compactors. These compactors are designed to run efficiently with less electricity, fitted with proxy and waste weighing technology leading to a higher tonnage of eligible material to be recycled.



### How to Operate

1. Enter your 4-digit code or raise your phone over the card reader
2. Open the front door
3. Load your cardboard (blue compactor) or landfill waste (red compactor)
4. Close and secure the door
5. Press the operate button and the compactor will start.

### Helpful Tips

- The compactor will not operate with the door open
- If the compactor door is opened, the machine will stop until the door is closed and will require restarting
- If you forget your code, your Proxy app isn't working or you need to update your details, do so via [macquariecentreoperations@ampcapital.com](mailto:macquariecentreoperations@ampcapital.com)
- If you require any assistance call 02 9887 0822.

## ii. Cardboard Baler

Macquarie Centre is equipped with CK300VX Compact Balers which are sustainable and easy to operate (as seen in the below image). Refer to page 13 of this guide for site locations.



### How to Operate

1. Open the front door
2. Load your cardboard and paper only
3. Close and secure the door
4. Press the green and yellow buttons at the same time and the compactor will start.

### Helpful Tips

- The Baler will not operate with the door open
- If the Baler door is opened, the machine will stop until the door is closed and will require restarting
- The Dock Master will empty the Baler once full
- Place all surplus cardboard and paper in the blue lidded bins provided
- If you require any assistance call 02 9887 0822.

### iii. Food Organics

Macquarie Centre is equipped with Pulpmaster Organic recyclers which are sustainable and easy to operate (as seen in the below image). Refer to page 13 of this guide for site locations.



#### How to Operate

1. To open the top lid, press the third button on the right
2. Load your food organics into the machine
3. Close and secure the lid by pressing the third button on the right
4. Press the first button on the right and the Pulpmaster will start.

#### Helpful Tips

- The Pulpmaster will not operate with the lid open
- If the Pulpmaster is operating, please wait until the cycle is complete. If the lid is opened the machine will stop until the lid is closed and will require restarting
- If you are unable to wait, leave your caddy or food waste near the Pulpmaster and the Dock Master will process this for you and clean them for your next use
- If you require any assistance call 02 9887 0822.



**NOTE:** Bin caddies will be provided to all food retailers to separate their food waste to dispose of in the Pulpmaster.

#### iv. Oil Recycling

Macquarie Centre is equipped with Cooking Oil recyclers which are sustainable and easy to operate (as seen in the below image). Refer to page 13 of this guide for site locations.



#### How to Operate

1. Place your bulk oil container beside the vacuum tank
2. To operate, lift the hose from the mounting and place inside your container
3. Turn on the power to the vacuum tank, suction will commence
4. Suction will continue until your container is empty
5. Once complete, place the hose back on the mounting and switch off the vacuum tank
6. Place your empty container in the bin with the yellow lid for recycling.

#### Helpful Tips

- The vacuum tank will not operate unless the power is on and the trigger is pulled
- If you identify any oil spill, please call 02 9887 0822.



## v. **Soft Plastics**

The soft plastic bale frames are located throughout the centre for your use. Soft plastics materials include:

- Plastic bags
- Pallet plastic wrap
- General soft plastic items

Refer to page 13 of this guide for site locations.



### **Helpful Tips**

- These bale frames are not for polystyrene, hard plastic items or coat hangers
- If you identify a full bale please call 02 9887 0822.

## 2. Proxy Instructions

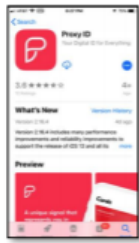
### i. Via Code Access

1. Enter your 4-digit code
2. Open the front door
3. Load your cardboard (blue compactor) or landfill waste (red compactor)
4. Close and secure the door
5. Press the operate button and the compactor will start.

### ii. Via Smart Phone

The following instructions are to set up the Proxy App so you can use the new waste compactors.

#### Setup



1

**Download “Proxy ID”** from the App Store or Google Play. Open the app and enable Bluetooth if prompted.

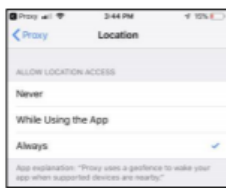


2

#### Verify your Email

Enter the admin email address. Check your email and enter the 4 digit code into the app.

Depending on the mobile device, you may see location permission prompts first (See below).



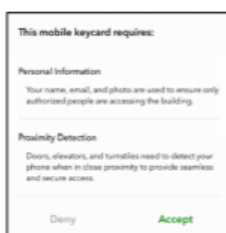
3

#### Enable Location Services.

Select “Always” for a frictionless experience (optional)

*iOS* - Tap “Allow While Using App”. Tap the yellow prompt and set location as Always.

*Android* – Tap “Allow all the time”. You may need to tap the “Allow in settings” text first.



4

#### Accept Invite

Tap “Accept” and a card will appear titled “AMP Capital”

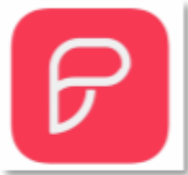


Please Note: Repeat these steps for each user needing access.

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## Usage

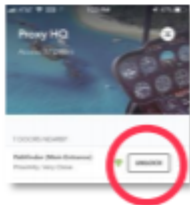
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- 1** Open the Proxy ID app  
(Not required if you've selected "Always" for Location)



- 2** Hold your phone near the reader for up to 5 seconds.



- 3** If needed, tap on your access card, then tap "unlock".

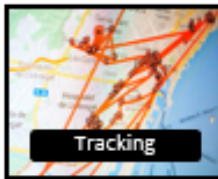
### iii. Frequently Asked Questions

#### Why do I have to allow location services – are you tracking me?

No, there is no location tracking or storage of location related data of any kind.



- Proxy uses geofencing when enabled by the user.
- App receives alert when phone inside of preset geofence
- App wakes up in background so it can talk to Proxy readers without you opening the app.



- Proxy DOES NOT use tracking.
- No location data is ever captured, stored, or shared by Proxy (not even the geofence alerts).

Proxy was created so humans could interact with the physical world without being tracked around like they are on the internet. Learn about Proxy's commitment to privacy here: [www.proxy.com/privacy/](http://www.proxy.com/privacy/)

#### Will this drain my battery?

No, this function is enabled via BLE (Bluetooth Low Energy). Unlike classic Bluetooth, BLE is extremely energy efficient.

#### Will I need to pair to the readers like I do with my headphones/speakers?

No, Bluetooth Low Energy works differently than classic Bluetooth and does not require pairing.

#### If I don't have mobile service, will I still be able to get in?

Yes, you only need either mobile or Wifi service when accessing a reader for the first time. Following that, no internet service is required, although you will always need to have Bluetooth enabled.

#### Is this secure?

Yes – Proxy is very secure and only exchanges encrypted tokens between your phone and the reader which are one time use only for that reader at that moment.

#### How do I remove access?

Signing out of the app removes access. Administrators should verify users have signed out if access is no longer required for a user.

## iv. **Trouble Shooting**

Please try again after each step:

### **1. Reset Connectivity**

#### **Apple iOS**

*Reset Bluetooth:* Go to Settings -> Bluetooth and turn OFF your Bluetooth. After a short pause, turn ON your Bluetooth again, and try Proxy again. Note: this will not work if you toggle using the pull-up control centre.

*Turn off WiFi:* Go to Settings -> WiFi, temporarily turn OFF your WiFi, and try Proxy again,

#### **Android**

*Toggle Airplane Mode:* Go to Settings -> Airplane Mode and turn ON Airplane Mode. After a short pause, turn OFF Airplane Mode, and try Proxy again. Note: you can do this from the pull-down control centre as well.

*Turn off WiFi:* Go to Setting -> Connections -> WiFi, temporarily turn OFF your WiFi, and try Proxy

### **2. Refresh Cards**

This step refreshes credentials and requires the mobile to have Internet access. Open the app and pull down on the cards list. On Android tap Refresh when prompted.

### **3. Restart the Proxy ID app**

Double-press the Home button or swipe up if on later versions of iPhone/Android) > look for the Proxy ID app > swipe up to close the app > launch the app again.

### **4. Still having issues?**

If the above steps are unsuccessful, Open the app > Click "Get Help" at the bottom of the application and tap "Report an issue". Enter a description of the issue in the email body and press send. Please then contact Centre Management for assistance.

### 3. Emergency Contacts

Macquarie Centre is manned by our onsite Security Team 24 hours a day. For assistance please contact on 02 9887 0822.

If you need to speak with Centre Management, please contact 02 9887 0800.

<b>Important Emergency Contacts</b>	
<b>Emergency</b>	000
<b>Eastwood Police</b>	9858 9299
<b>Ryde Police</b>	9808 7401
<b>Macquarie Security</b>	9887 0822
<b>Centre Management</b>	9887 0800

<b>Important Email Contacts</b>	
<b>Feedback</b>	macquariecentre@ampcapital.com
<b>Marketing</b>	Macquarie.Marketing@amp.com
<b>Operations</b>	MacquarieCentreOperations@amp.com.au
<b>Property Assistance Centre</b>	1300 267 272

## 4. Dock Guide

Enclosed is a directory of waste stream types and locations throughout Macquarie Centre. Please note some services may change due to peak period demand.

WASTE STREAM		DOCK
<b>RED</b>	Landfill	T1, T4, T5, T6, W3, W5, L1, L3, L4, H2
<b>YELLOW</b>	Co-Mingled / Mixed Recycling	T1, T4, T5, T6, W3, W5, L1, L3, L4, H2
<b>BLUE</b>	Paper & Cardboard	T1, T4, T5, T6, W3, L1, L4, H2
<b>GREEN</b>	Food Waste and Compostable packaging	T5, W3, W5, L1, H2 collection via (02) 9887 0822
<b>WHITE</b>	Bottles and Cans	T5
<b>GREY</b>	E-Waste	via (02) 9887 0822
<b>BLACK</b>	Cooking Oil	T1, T5, W3, H2
<b>ORANGE</b>	Soft Plastics	All docks

## 5. Waste Signage

Soft copies of waste signage are available for retailers to print out themselves. Please contact 02 9887 0822 if you require assistance in separating your waste appropriately.

