

Memo**To:** All Retailers**From:** Sunshine Plaza Retail Team**Date:** Friday 3 July 2026**Subject:** Sunshine Plaza | Shopfront Maintenance and Safety Obligations

Dear Retailers,

We are writing with regard to some recent incidents at centres in which non-structural elements of shopfronts have fallen, creating a safety risk for both shoppers and retail staff. These incidents highlight the importance of regular monitoring and maintenance of all shopfront components.

In line with your lease obligations, it is your responsibility to ensure your shopfront is well maintained and routinely inspected to identify any potential issues. For clarity, the term shopfront refers to the entire front of the premises and includes glazing, signage, lighting, roller shutters, counters, dwarf walls, bag rails, foot rails, skirting, and the ceiling infill zone. Please ensure the following:

- Your shopfront is regularly reviewed to identify any items that may be loose, damaged or at risk of falling.
- Any issues identified are promptly rectified.
- All fixtures, fittings, signage, and decorative items are securely installed, maintained and where required, appropriately mechanically fixed.
- Any safety hazards or concerns are reported to Centre Management without delay.

Maintaining a safe environment is everyone's responsibility and your support is appreciated. Should you have any questions regarding these requirements or need further guidance, please contact Centre Management.

Regards,
Sunshine Plaza Retail Team