

## Memo

**To:** All Retailers

---

**From:** Sunshine Plaza Centre Management

---

**Date:** Tuesday 7 April 2026

---

**Subject:** R U OUT Product Enhancement

---

Dear Retailer,

Please note that there have been some product enhancements to the R U OUT Platform that are outlined below.

### What is R U OUT?

**R U OUT** is a user-friendly digital platform designed to help retail tenants and shopping centre management prepare for and manage emergency situations and evacuations more effectively.

The system uses **QR codes**—no app download is required. Your designated Warden can simply scan the QR code located on the installed R U OUT Plate to access emergency procedures.



**Example of an R U OUT Plate**

### R U OUT Platform Enhancement Summary:

#### Functionality Layout Remains The Same

- There are no hidden surprises, the step-by-step process of activating an incident and reporting information remains the same

#### Access Remains The Same

- Scan the **R U OUT QR Code Plate** installed in your area



- No app download required
- No mobile phone number required

## Platform Updates – What Has Changed

### 1. Improved user experience and interface

Advancements in design have improved the overall user experience, making the platform more intuitive and easier to use.

### 2. Enhanced pre-incident resources

Pre-incident resources now include additional sharing options and can be viewed, downloaded, and copied to clipboard.

### 3. Quick links available at all times

Quick link icons located at the bottom of the screen are available at any time, including before and during an incident. These allow you to:

- View the Assembly Area at any time, including prior to completing an incident report
- Access your pre-incident resources – view, download and share during an incident
- View the Chief Warden's instructions throughout an incident and be alerted by push notifications

### 4. Push notifications

Push notifications alert you and your colleagues of any change of instruction from the Chief Warden, with no requirement to provide a mobile phone number or download an app from the app store

All retailer Wardens and their staff are encouraged to regularly review the R U OUT Tenant Training Guide and R U OUT Tenant Training Video included in the links below.

### R U OUT Tenant Training Guide:

<https://drive.google.com/file/d/12T8o1O1epatVWxpjQ9gTRHlq3Cm2K1np/view>

### R U OUT Tenant Training Video:

[https://youtu.be/F\\_YERBEsEEg?si=GdnQXJY3xA7yazwA](https://youtu.be/F_YERBEsEEg?si=GdnQXJY3xA7yazwA)

### Retailer Website Reminder

You can also access the R U OUT training guide for tenants and the R U OUT Tenant tutorial video on our Retailer Website along with other important information.

To access the website, simply scan the QR code or visit the following link:

[https://www.sunshineplaza.com/campaigns/retailer-experience-\(rx\)](https://www.sunshineplaza.com/campaigns/retailer-experience-(rx))

### Missing R U OUT Plate

If you are unable to locate your tenancy **R U OUT Plate**, which is generally located in a back-of-house tenancy location, please reach out to Customer Service via email at [Sunshine.CustomerServiceTeam1@gpt.com.au](mailto:Sunshine.CustomerServiceTeam1@gpt.com.au) and they will be able to assist.

Kind Regards,

**Sunshine Plaza Centre Management**