

Plan of Management

for

Proposed Supermarket

Lindfield SUPA IGA

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Preface

The following management plan has been prepared for the submission to Ku-Ring-Gai Council for a Supermarket on the ground floor of the mixed use development at 23-27 Lindfield Avenue and 11 Havilah Lane Lindfield.

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1 Supermarket Management Plan

The following plan details the operations of the proposed Supermarket at the Mixed Use Development at 23-27 Lindfield Avenue and 11 Havilah Lane, Lindfield.

2 Hours of Operation

The hours of operation for this store are 6:00 am to Midnight 7 days per week.

3 Occupational Health and Safety

The staff will be required to undergo an induction process upon employment which will include a detailed review of the company's occupational health and safety procedures and practices as outlined in the staff code of conduct

4 Deliveries

The proposed frequency and timing of the deliveries will be in keeping with a store of this size and is obviously subject to trading results post commencement of operation.

Deliveries are strictly scheduled in between the hours of 6am to 6pm daily.

The delivery times are generally maintained but are subject to the usual circumstances beyond the operators control such as traffic, weather and the like.

5 Loading Dock Management

Within the operation, the Stock Manager is responsible for the effective management of service delivery and operational outcomes in relation to the shared loading dock and stockroom.

The Stock Manager will liaise with all other parties that share the loading dock of the building.

It is the duty of the Stockroom Manager, in conjunction with the Store Manager to supervise the efficient unloading of deliveries and co-ordinate their arrival with dispatch from the supplier's warehouse.

6 Delivery Patterns

The operator will plan all delivery patterns with care, in order to provide efficient delivery to the store to meet customer's expectations and allay concerns.

Deliveries from the supplier's distribution Centre are controlled by the NSW Transport Manager who has a complete knowledge of all deliveries constraints imposed on every store in NSW. The "run sheet" for every truck departing the Distribution Centre is both electronically and manually checked by Distributions to ensure deliver constraints are not breached.

7 Number of Deliveries

The anticipate number of deliveries per day, (Monday to Friday), will be in the order of 14 to 19 and 3 to 6 on Saturday and Sunday (subject to trade). The majority of these will be the "Direct Deliveries" by small trucks and vans. The average unloading time is about 10 minutes. With appropriate management (that is staggering of deliveries), the dock will cater for this level of activity.

8 Direct Deliveries

Deliveries and pickups from companies that deal directly with the Store Manager such as milk, bread, chicken, eggs, as well as general waste and cardboard bales are inclusive of the overall total noted above.

The Store manager is responsible for liaising with nominated representatives from the direct delivery vendor (most direct delivery vendors do not own their own transport but individually task various carriers to complete respective deliveries). Each of these service providers is responsible for agreeing and adhering to the daily delivery time, in consultation with the store manager.

The Store Manager will ensure that all direct deliveries and pickups are co-ordinated so that movements do not conflict with large suppliers distribution centre deliveries.

9 Size of Vehicles

The supermarket will be serviced by a single loading dock with access from Havilah Lane. The maximum size truck that will service this store will be an 11 metre long medium rigid truck.

The majority of the vehicles that will service this store will be small Vans and 4 Tonne 5.4m long trucks.

The likely maximum number of large rigid trucks would be approximately 3-5 per day.

10 Truck Routes

The chosen routes of the truck deliveries are the responsibility of each supplier.

Should there be a specific approved delivery route as part of consent, then it will be implemented in all supply agreements noting that service providers are to respect and enforce the conditions on their truck drivers.

11 Trolley Management

Trolleys are corralled in the “trolley park” zone depicted on the proposed supermarket layout plan adjacent to the main entry of the supermarket.

Customers collect a trolley on entry to the supermarket and then on completion of their shopping the customers have the option to take the trolley down via the travelator to the internal or external car park. Upon completion of the use of the trolley the customer places the trolleys in the allocated return bays.

Customers who have utilised the council carpark off Kochia Lane may choose to take their trolley to that carpark. The customers will be encouraged via prominent signage that the trolley should be returned to the store or that they are to be left in the trolley corral area in the council car park.

The Operator trains their staff to carry out regularly trolley collection runs, which at a minimum, will cover trolley collection in the Lower Ground Floor Car Park, Lindfield Ave, Kochia Lane, Havilah Lane and Council Car Park.

The staff also carry out daily trolley counts to monitor amount of trolleys that leave the building and or may be taken beyond the corral areas.

Subject to the results of the trolley count, when required, the Operator will retrieve trolley's by various means that may include the employment of trolley collection contractors to carry out street runs of the local area.

12 Litter Management

The operator is bound by health regulations to manage all the litter and refuse from the supermarket internally. All activities will be carried out within our premises and our procedures and general store cleanliness caters for these matters.

It is in our interest to maintain a clean and presentable premises and this extends to the immediate environment. Staff will be trained to regularly patrol the store boundaries to ensure that litter, be it from our patrons or the general public is managed to ensure a presentable operation.

13 Security

All electronic and physical security devices that are used in a standard supermarket will be incorporated in the store which includes a CCTV system, security alarm with remote monitoring.

The the main staff access point into the supermarket will be via the door from Havilah Lane.

Any staff whom witness any illegal behaviour will notify the police or relevant authority immediately.

The phone number of local police and council ranger will be prominently displayed at the front service counter.

The operator is limited in providing security or parking management in the public domain for the following reasons:

- i. The operator and its staff have no power under the Roads Act and legally cannot purport to be a person of authority.
- ii. The public domain is the responsibility of the Police.
- iii. The operator is bound by other requirements such as work cover that operates in the workplace and not within a public space and can only provide surveillance of customers in the store.
- iv. The operator is not in a position legally, or in terms of an insurance perspective to police or conduct security services on public land.

14 Noise Management

The Store Manager will closely monitor the following noise management procedures:

- i. The premises will comply to the relevant acoustic requirements in relation to noise emanating from the premises
- ii. The manager will ensure that staffs keep noise to an appropriate level while working in the premises

- iii. The design and use of the plant and equipment for the stores operation will be carried out in accordance with the requirements of the relevant standards and EPA guidelines.

15 Complaint Management Procedures

The Store Manager is responsible for managing all store-related complaints. In his/her absence, the Assistant Store Manager will fulfil this function.

Upon receipt of a complaint the Store Manager will investigate the incident(s), put into effect any remedial action and then advise the complainant of the action taken.

The operators head office will be notified of any formal complaints to ensure appropriate action is taken.

In the instance of a warehouse delivery vehicle problem, the store will ask the Distribution Transport Manager to rectify the matter. Upon rectification, the complainant will be advised of the action taken.

Should the resident or customer believe that the Store Manager has not adequately handled the matter; the resident is to be referred to the proprietors of the Operator.

16 Waste Management Plan

The management of waste from the operation of the supermarket falls under three categories

General Refuse

The operator has agreements in place with waste removal contractors. A dumpster bin with wheels is provided and the waste is collected daily. The dumpster will be located in the garbage area in the loading dock.

Cardboard

The operator has agreements in place Paper and Plastic Recycling contractors. The empty boxes are taken to the rear stockroom area and then compressed in the bale press and packaged ready for collection. The cardboard bails will be collected five times per week during regular periods.

Grease Waste

All grease and oil waste created in the deli preparation areas is collected via the appropriate drainage within these areas which are routed to the building grease

arrestor. This grease arrestor will be emptied by an accredited grease waste contractor.

17 Construction and Fitout of Food Premises AS4647-2004 Compliance

The operator has employed the services of KJR Drafting for all the supermarket design. KJR drafting are employed by all the large supermarket chains and specialise in supermarket design. The deli and preparation areas will be designed and constructed to comply with all the relevant Australian standards and health codes

18 Fire Safety

Fire doors will comply with the Building Code of Australia (fire regulations)

Signage will be provided at (fire) exits to assist occupants in an emergency situation and to also assist staff and occupants to identify fire suppression equipment.

An emergency control and evacuation plan will be prepared and maintained to assist management and staff in the event of an emergency.

The plan will copy with Australian Standard 3745.

19 Signage

The external signage will be supplied and installed in accordance with the approved Development Application.