



WATERLOO METRO QUARTER OVERSTATION DEVELOPMENT

Freight and Servicing Management Plan

SSD – 10437 Southern Precinct

State Significant Development,
Development Application

Prepared for **WL Developer Pty Ltd**

4th April 2025



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1. Introduction

This Freight and Servicing Management Plan (RSMP) has been prepared by **ptc.** to be submitted to Transport for New South Wales (TfNSW) for their endorsement in order to satisfy Condition B38 of State Significant Development SSD-1047, Southern Precinct.

The intent of the FSMP is to ensure that the users and management of the loading and service areas understand the operational procedures of the Loading Dock and Service Bays, and their responsibilities.

The overall objectives of these recommendations are as follows:

- Increase safety around the Loading Dock between all user groups;
- Maintain a high level of access and efficiency of the Loading Dock and Service Bay facilities
- Minimise disruption to surrounding road network;
- Reduce conflicting occupancy within the Loading Dock and Service Bays; and
- Outline the rules associated with the use of the Loading Dock and Service Bays.

2. Proposed Development

2.1 The Development

The development of the Southern precinct involves the construction of a 25 storey residential building (Building 3, student accommodation), a 9 storey residential building (Building 4, social housing), retail premises, a gym, community space and a loading dock on the ground floor, above the southern station box.

A two-level basement car park is also provided beneath the northern and central precincts which accommodates service vehicle parking for use by the occupants of the Southern precinct.

Additionally, there is a loading dock located within the northern precinct and the operation of this is outlined in the FSMP accompanying SSD DA 10440.

The key components of the development are shown in Figure 1.

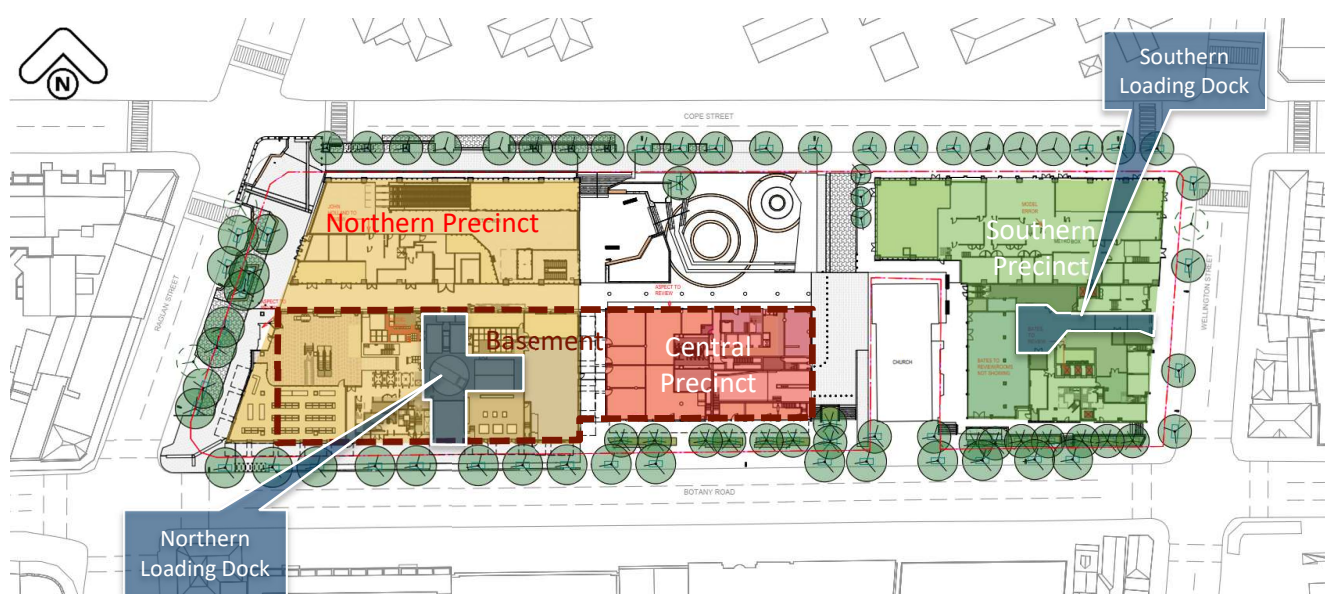


Figure 1 – Key Components of the Development

An overview of the Southern Precinct development is provided below:

User Type	Units / GFA
Southern Precinct – Residential (Social Housing)	70 units
Southern Precinct – Residential (Student Accommodation)	435 rooms (474 student beds)
Southern Precinct – Retail	1,273m ² GFA

Table 1 – Summary of Development

2.2 Loading Docks and Service Vehicle Bays

As shown in Figure 1, the loading dock is located within the ground floor of the southern precinct and the basement car park is located beneath the northern and central precincts.

The loading dock is accessed from Wellington Street and the car park is accessed from Church Square as shown in Figure 2 and Figure 3.

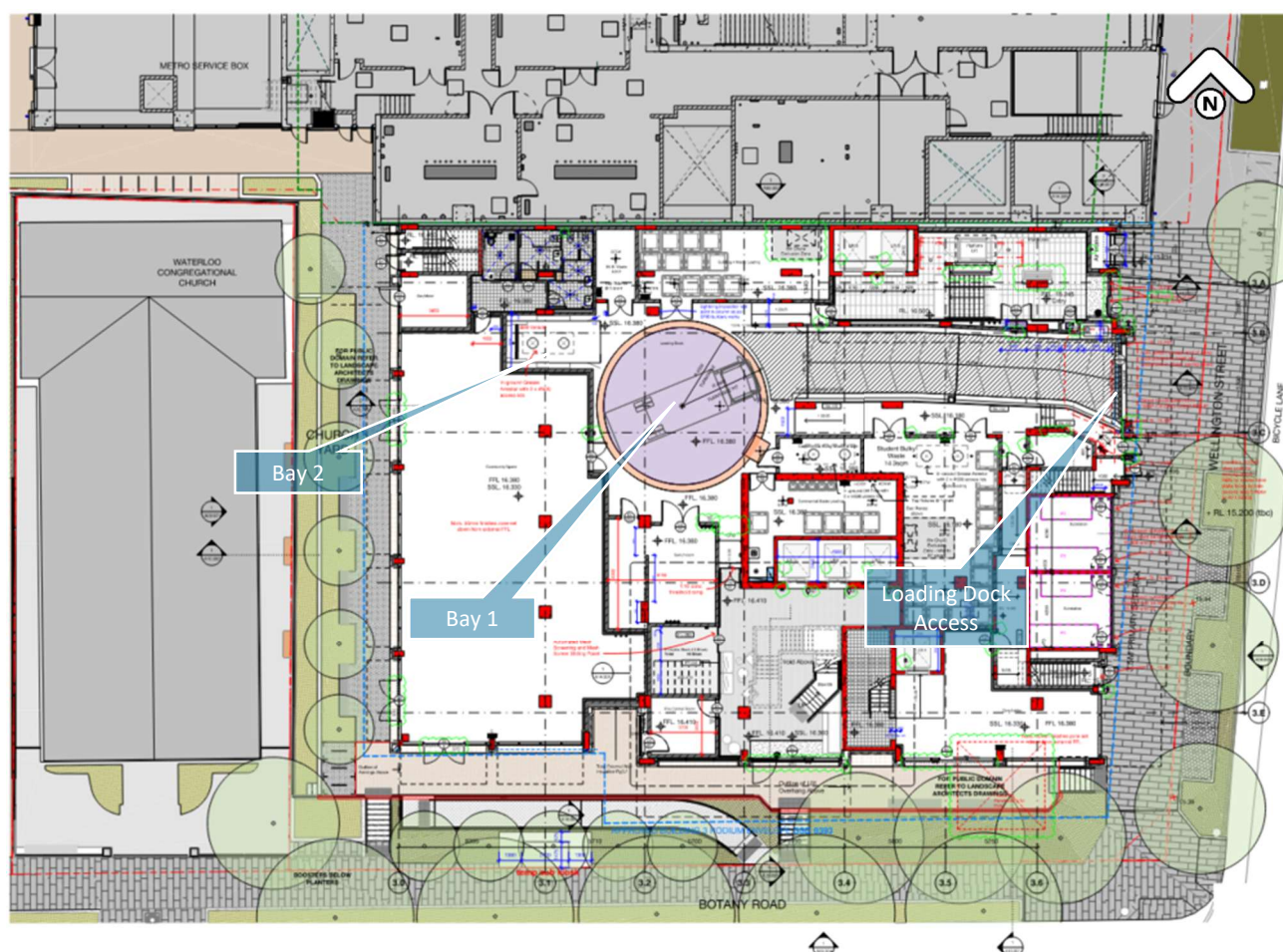


Figure 2 – Southern Loading Dock and Vehicular Access

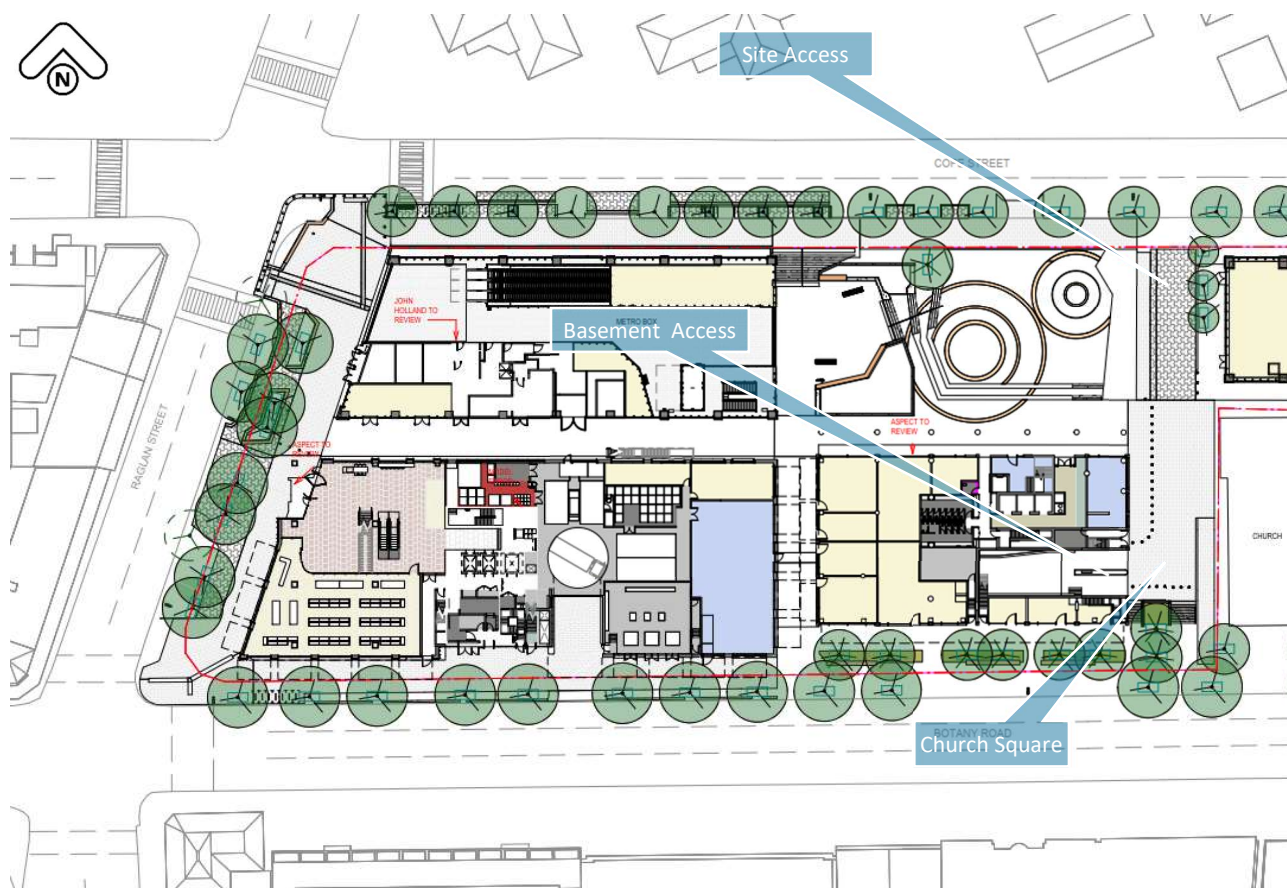


Figure 3 – Vehicular Access to Basement Car Park

2.2.1 The Southern Loading Dock

The southern loading dock provides 2 vehicle spaces to accommodate the following vehicles:

- Bay 1 – 9.25m x 3.5m, suitable for a City of Sydney waste collection vehicle (incorporated as part of the turntable)
- Bay 2 – 5.4m x 2.4m, max vehicle size car derived van or ute.

Bay 1 includes the provision of a 9.8mm turntable to ensure all vehicle enter and exit the dock in a forward direction and the use of the turntable is to be managed by the Dock Management System.

The Bay 1 is located on the turntable which limits access and egress to Bay 2, to times when Bay 1 is not in use.

Bay 2 is to be predominantly by long stay trades persons, which will also be managed by the Dock Management System.

The dock has a height limit of 4.0m, this limiting vehicle heights to 4.0m, which satisfies Council's waste vehicle requirements.

The layout of the southern loading dock is shown in Figure 4.

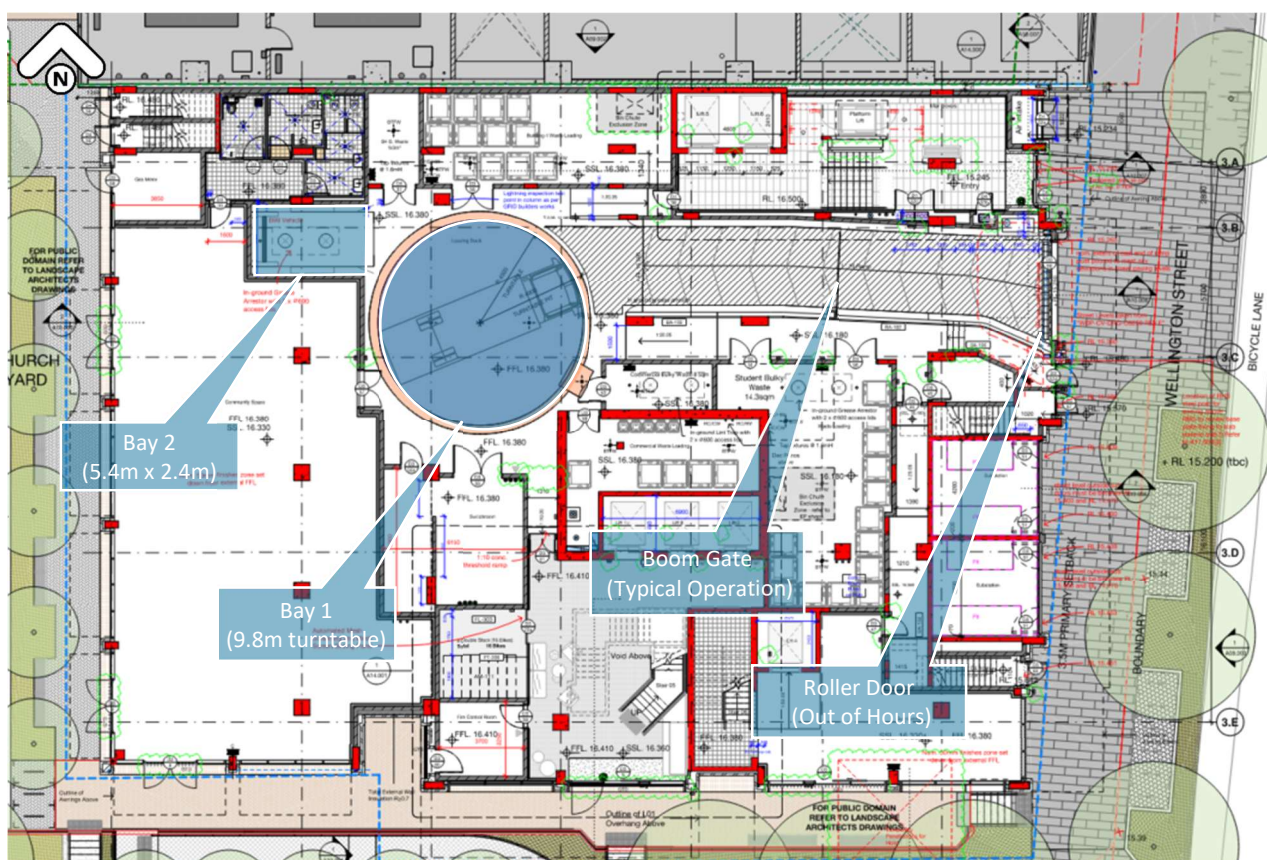


Figure 4 – Southern Loading Dock

2.2.2 Basement Service/Courier Bays

Within Level 1 of the basement car park (SSD-10438), five service/courier bays are provided, and these are located as shown in Figure 5.

The five bays are suitable for utes and car derived vans and are accessed from the Church Square via the 5.8 metre wide basement access ramp.

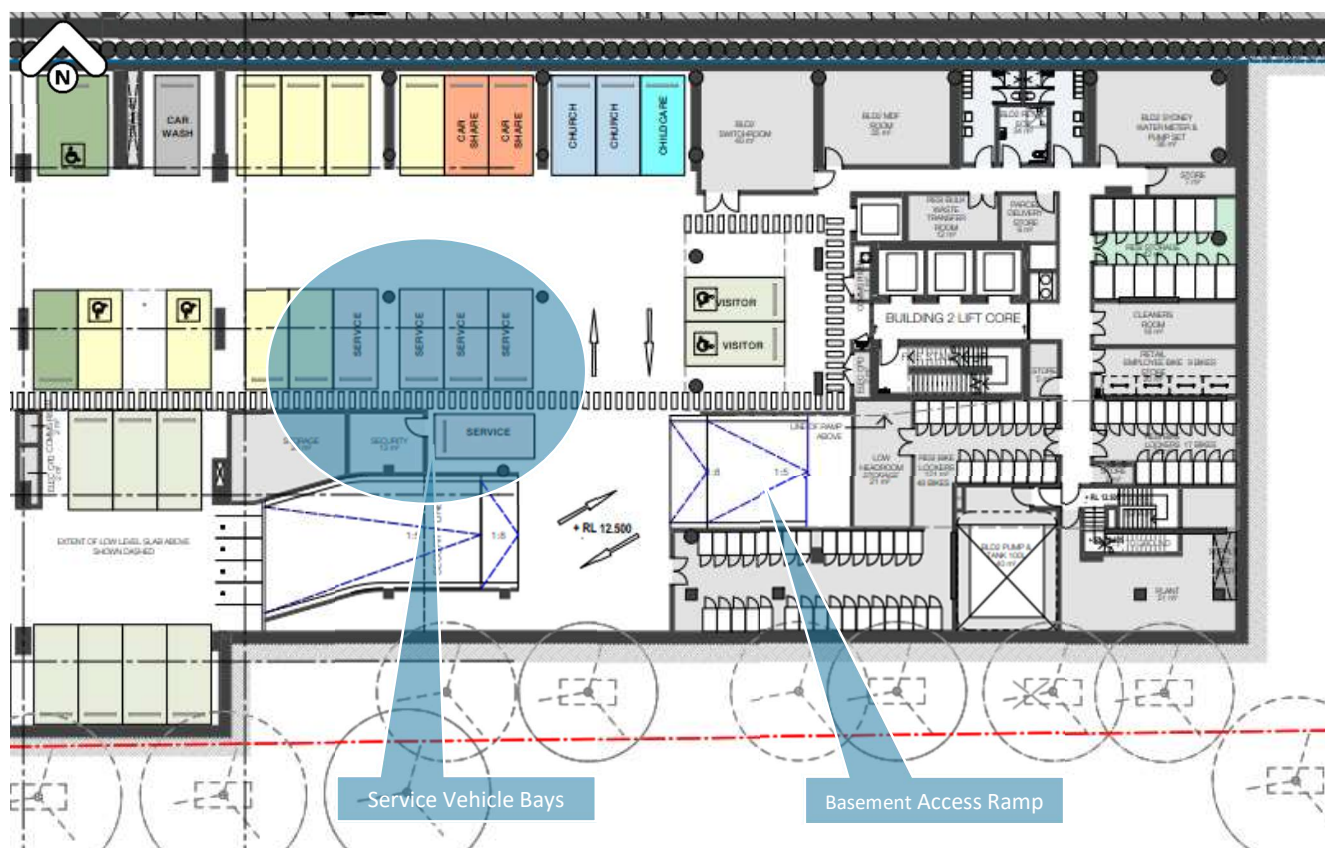


Figure 5 – Basement Service/Courier Bays

2.3 Purpose of the FSMP

The LDMP will outline how the loading areas (loading dock and service bays) will be managed and used by all building owners and tenants and how the loading area will accommodate uses such as:

- Waste servicing (Bay 1)
- Removalist vehicles (Bay 1)
- Deliveries (Bay 1 and Bay 2)
- Tradesperson (Bay 2)
- Couriers (Basement)



3. Rules for Owners and Occupiers' using the Loading Dock and Service Bays

3.1 Users

The use of the loading docks and service bays are shared between the various tenants and residents of the Waterloo Metro Quarter and a summary of their requirements are outlined below.

3.1.1 Commercial and Retail Tenants

The commercial and retail tenants use of the loading docks and service vehicle bays is expected to be for maintenance, deliveries and waste collection and this is expected to be undertaken by a mix of utes/car derived vans, SRVs and MRVs, with waste collection undertaken by the City of Sydney 9.25m vehicle.

It is expected that waste collection will be undertaken two to three times a week and is assumed to be undertaken between 5am and 7am on weekdays (to be confirmed).

Maintenance and delivery activity, vehicle size and frequency would depend on the operations of the tenant.

A forecast of loading and service vehicle traffic, for the commercial and retail tenants is outlined in Section 3.2.

3.1.2 Residential

Residential occupiers and tenants would utilise the loading dock and service bays for maintenance, removalists and waste collection and similar to the commercial tenants, it is expected that waste collection will be undertaken two to three times a week and is assumed to be undertaken between 5am and 7am on weekdays (to be confirmed).

Removalist activity would be restricted to weekends, with maintenance being undertaken on an ad hoc basis as required.

A forecast of loading and service vehicle traffic, for the residential units is outlined in Section 3.2.

3.2 Loading and Servicing Profile

3.2.1 TfNSW Urban Freight Forecaster

Based on the requirements of the 'TfNSW Urban Freight Forecaster' (as shown in Figure 6) the development would require the following service vehicle bays:

Urban Freight Forecasting Model

A guide for forecasting freight & servicing demand and loading dock performance.

Please enter values into yellow boxes for the parameters of the building.

This model is based on traffic assessment of buildings across Sydney in 2017-22. Various analytical and statistical techniques are used to provide forecasts of freight and servicing activity.

WMQ South

Building Information

Please enter characteristics about the building, including the floor space of each land use that the building will contain, or leave blank if unknown. Land use and size are substantial factors in determining how many freight & servicing trips a building will generate.

Number of floors	26
Commercial area, m2	0
Residential area, m2	0
Number of apartments	70
Number of hotel rooms	435
Retail area, m2	1,273

Availability of a dedicated goods lift yes

Parking spaces provided by building for commercial vehicles

Please enter the proposed number of commercial parking spaces provided by the building. This will enable our model to test the performance of these spaces against forecasted demand. A combination of suggested spaces can be generated to assist planning. Clicking the 'Suggested Spaces' button will recommend the most optimal/economic combination of dock spaces that can achieve a sufficient level of servability.

[Suggest Spaces](#)

	No. of spaces provided	No. of spaces suggested
Small (B99, Vans, Utes)	6	2
Medium (SRV, Small Truck)	0	1
Large (MRV, HRV, Large Trucks)	1	1

Figure 6 –TfNSW Freight Forecaster

** It should be noted that this assessment was undertaken with the student accommodation categorised as 'Hotel Rooms' as it was determined that this is a more realistic profile for this type of accommodation than a residential unit.*

The forecaster recommends that the development provides 2 Courier spaces, 1 Medium vehicle space and 1 Large vehicle space.

The loading and basement provide 6 Courier spaces and 1 Large vehicle space and when operated in conjunction with the booking management system (outlined in Section 3.3) and the expected loading and service vehicle profile (outlined in Section 0) is deemed to be suitable for a development of this size.



3.2.2 Expected Loading and Service Vehicle Profile

The expected loading and service vehicle profile for the development is outlined in Table 2.

User	Typical Weekly Use	Non-Typical Use
Student Accommodation – 474 Student Beds	Daily waste collection: 1-2 trucks (before 7am)	Deliveries during capital works, fit outs and upgrades
	Daily General deliveries: 2 trucks	
Social Housing – 70 Apartments	Removalist: 4 hour slots (weekends only)	Deliveries during capital works, fit outs and upgrades
	Daily General deliveries: 2 trucks	
City of Sydney Watse Collection	3 times per week (between 4am & 6am)	-
Retail (Gym or Pharmacy)	Daily General deliveries: 2 trucks	Deliveries during fit outs and upgrades
Makers (Community) Space	Daily General deliveries: 2 trucks	Deliveries during fit outs and upgrades
Grease Arrestor Servicing	Every 3 months	Deliveries during fit outs and upgrades
Sydney Metro	-	If required when called out in an event at the Southern station box

Table 2 – Expected Loading & Service Vehicle Usage Profile

As shown in Table 2 the forecasted use of the loading dock, excluding waste collection, is 8 trucks per day.

As stated in Section 3.4 the proposed weekday hours of operation are 7am to 10pm. Use of the dock will allocated in 30 minute time slots (booked through the on line booking system as outlined in Section 3.3), this will provide up to 30 time slots per day, which is adequate for the expected typical 8 time slot requirement.

If this assessment is undertaken using a typical retail unit servicing day of 8am to 6pm, the available time slots is reduced to 20, which is still deemed adequate for the expected required 8 time slots per day.

3.3 Appointments

- The Loading Dock will be available for the use by the Owners and Occupiers entitled to use the dock, by appointment only;
- Similarly, the Service Bays, within the basement car park, will be available for the use by the Owners and Occupiers entitled to use the bays, by appointment;



- Owners and Occupiers entitled to use the Loading Dock and Service Bays must only use these spaces during those times booked;
- For regular activities (at least once per week, such as refuse collection / retail deliveries), a regular time slot should be determined in coordinated and allocated within the booking system;
- It is anticipated that refuse collection will be required each day, with an additional weekly service for recycling. These services should be allocated a regular, fixed time slot, set during business off-peak periods, such as early mornings.
- Owners / Residents must be made aware of the loading dock regulations and booking system, as loading dock use will not be permitted for residents without appointment. Similarly, if engaging any general service providers that require use of the service parking bays in the basement, residents should still utilise the booking system in advance to reserve parking, as access may be denied to these providers if no parking is available. This will be communicated in the Owner's Manual issued each resident upon moving in.
- Residents shall be encouraged to utilise smaller vehicles (B99 or smaller) for removalist activities. This will result in a reduction of loading dock usage as well as in more convenient positioning of the removalist vehicles in relation to the apartments. This will be communicated in the Owner's Manual issued each resident upon moving in.
- Bookings will be managed by an electronic 'app' based booking management system. This type of system allows the tenants and vehicles using the dock to book in time slots and see in real time the availability of docks and bays for use. This would also allow tracking of vehicles on-route and allow for adjustments due to delays.
- The booking management system can be configured to warn approaching vehicles if the bay is still in use and instruct them to not access the dock
- Each individual bay would require a separate booking profile within the management app and regular timeslots for (waste collection etc.) would be allocated within the booking system. An example of the booking system is shown in Figure 7 and Figure 8.

The screenshot shows a web browser window with the URL https://bookings.mobiledock.com/appointment_list.php. The page title is "My Appointments". It displays a table with the following columns: Request Number, Approval Number, Status, Appointment Date, Company, Centre, Carrier, and Retailer-Receiver. The table contains 20 rows of appointment data, with some rows highlighted in green (Approved) and others in red (No Show or Refused/Cancelled). A red circular button with a white plus sign is visible in the bottom right corner of the table area.

Request Number	Approval Number	Status	Appointment Date	Company	Centre	Carrier	Retailer-Receiver
1046392	2246392	Arrived	Mon 3rd Jul @ 09:00am		Loading Dock	Alco	Quid Sydney Opera House
1046392	2246392	Approved	Wed 2nd Jul @ 08:30am		Loading Dock	Alco	Quid Sydney Opera House
1046392	2246392	No Show	Mon 3rd Jul @ 09:00am		Loading Dock	EUSTRAIS FOOD & WINE NSW	Aria Catering
1046392	2246392	Approved	Tue 4th Jul @ 08:30am		Loading Dock	EUSTRAIS FOOD & WINE NSW	Aria Catering
1046392	2246392	Approved	Wed 5th Jul @ 09:30am		Loading Dock	EUSTRAIS FOOD & WINE NSW	Aria Catering
1046392	-	Refused/Cancelled	Thu 6th Jul @ 09:20am*		Loading Dock	EUSTRAIS FOOD & WINE NSW	Aria Catering
1046312	2246312	No Show	Mon 3rd Jul @ 09:00am		Loading Dock	Lion Dairy & Drinks	Opera Bar
1046312	2246312	Arrived	Tue 4th Jul @ 09:00am		Loading Dock	Lion Dairy & Drinks	Aria Catering
1046312	2246312	Approved	Wed 5th Jul @ 08:00am		Loading Dock	Lion Dairy & Drinks	Opera Bar
1047061	2247061	Arrived	Mon 3rd Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Tue 4th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Wed 5th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Thu 6th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Fri 7th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Sat 8th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Sun 9th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Mon 10th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Tue 11th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Wed 12th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Thu 13th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Fri 14th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Sat 15th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Sun 16th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Mon 17th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Tue 18th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Wed 19th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Thu 20th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Fri 21st Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Sat 22nd Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Sun 23rd Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Mon 24th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Tue 25th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Wed 26th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Thu 27th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Fri 28th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Sat 29th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Sun 30th Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering
1047062	2247062	Approved	Mon 31st Jul @ 10:30am		Loading Dock	M&G Seafood Wholesalers	Aria Catering

Figure 7 – Booking System Web Based Example
Source: Bestrane MobileDock™

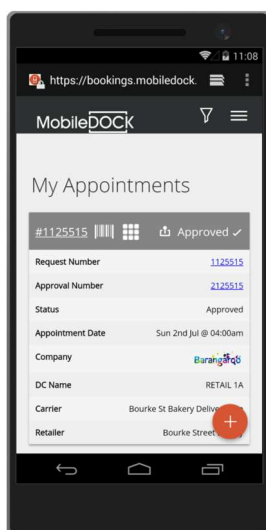


Figure 8 – Booking System, Mobile Based Example
Source: Bestrane MobileDock™

3.4 Proposed Hours of Operation

- Waste Collection – 4am to 7am Monday to Friday
- Typical Operation - 7am to 10pm Monday to Saturday and 7am to 8pm Sundays and Public Holidays

The loading dock is also available outside of these hours should Sydney Metro require access, which is to be managed through the booking system.

3.5 Management

At this stage, there will be no dedicated Loading Dock Manager for the Southern Precinct Loading Dock and the management of the dock will be via the Dock Management System. However, should any issues arise, a Building Manager will be available via the intercom system.

The loading dock area will be under 24-hour CCTV surveillance.

3.6 General Rules

All authorised users of the Loading Dock and Service Bays must obey the following general rules:

- Only use the Bay in accordance with this FSMP and any other rules determined by the Building Management Committee (BMC) from time to time;
- Adhere to the allocated time slot.
- Use the Loading Dock only for garbage disposal, maintenance and deliver/collection purposes;
- Unauthorised personnel are strictly prohibited from entering the designated loading zone without supervision;
- The Loading Dock and Service Bays are strictly for the use of servicing the building. No vehicles are permitted to park within this area. No objects are to be stored in the Loading Dock and Service Bays or obstruct access to and from these areas;



- Only carry out the loading and unloading of goods wholly within the Loading Dock and Service Bay areas;
- Vehicles must be positioned within the designated areas to avoid obstructing other functions within the facility; and
- All hazards, accidents or 'near-misses' must be immediately reported to the relevant site personnel.
- All users of the loading dock must wear suitable PPE at all times;
- All vehicle must adhere to the 10 km/h speed limit within the loading dock and basement;
- All users must comply with requirements outlined in the 'Loading Dock Users Guide' (refer to Appendix 7.1)

If any damage to the Building occurs, any person authorised by the Building Management Committee (BMC) may rectify such damage and the costs of carrying out such work may be a debt payable by the Owner or Occupier to the BMC.

3.7 Amendments

It may be necessary for Management to amend rules (either temporarily or permanently) and impose conditions in relation to the use of the Loading Dock and Service Bays, including:
The hours in which access is permitted.

- The manner in which large objects or deliveries to and from the Loading Dock are to be transported.
- Prohibitions on the use of trolleys or other moving devices.
- Insurance requirements; and
- Any other provisions which Management considers to be necessary.
- Provided that such rules and conditions will not adversely impact on the use and operation of the Lots.

In any case, the Management must not repeal this FSMP without the prior consent of Council.



4. Traffic Management of Loading Docks and Service Bays

4.1 Vehicular Access

Access to the Loading Dock has been designed to accommodate vehicles up to 9.25m in length (City of Sydney Refuse Vehicle) and the courier and service bays have been designed to accommodate utes / car derived vans.

4.1.1 Southern Loading Dock

The southern loading dock has a headroom clearance of 4.0 metres and a driveway width of 4.1 metres to 5.1 metres wide and therefore meets requirements of AS2890, for one way access and egress.

A roller shutter is located at building frontage and shutter will be open during the typical hours of operation.

Should access be required outside of typical operating hours, vehicles will utilise the card reader adjacent to the roller shutter.

Vehicular access will be off Wellington Street and the driveway width allows single vehicle access and egress.

Once in the driveway, vehicles will proceed to the boom gate to gain access to the loading dock and once access is granted, will proceed to Bay 1 or Bay 2, dependent on their booking allocation.

Vehicles utilising Bay 1 (the turntable), will position themselves centrally on the turntable and operate the turntable to rotate the vehicle to a predetermined position (forward facing to exiting the dock).

Once the time allocated is reached, vehicles will exit the turntable and dock in a forward direction.

Vehicles utilising Bay 2, will undertake a 3 point turn on the turn table (when the turntable is free) to access Bay 2 in a reverse movement and exit the dock in a forward direction. Access and egress onto Wellington Street will be restricted to left in and left out. Signage is to be provided to indicate bay number to the user.

The access and egress arrangements for the southern loading dock are shown in Figure 9 and Figure 10.

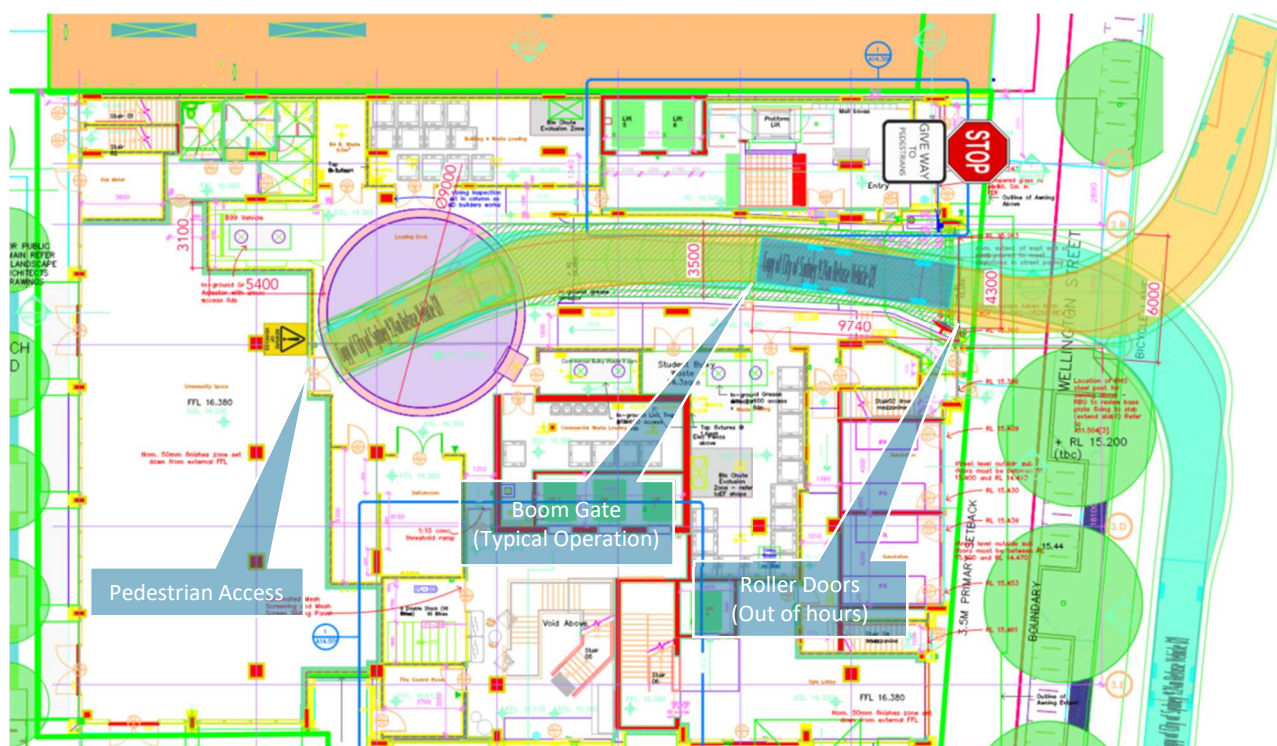


Figure 9 – Southern Loading Dock Bay 1 - Access & Egress

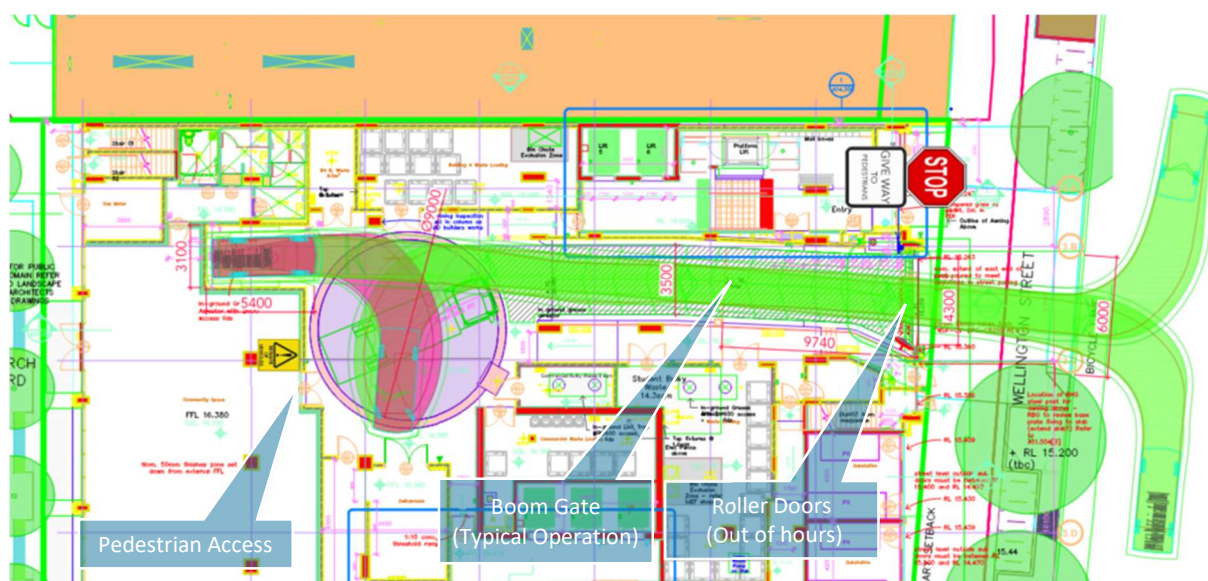


Figure 10 – Southern Loading Dock Bay 2 - Access & Egress

4.1.2 Service Bays – Basement 1

The basement car park as a headroom clearance of 2.2 metres and a driveway width of 5.8m and therefore meets requirements of AS2890.

A boom gate is located at the top of the access ramp, which will control access and egress to the basement car park, via an intercom.

Vehicular access will be off the Church Plaza and the driveway width allows an inbound vehicle to pass an outbound vehicle within the driveway.

Vehicles will enter the basement car park and turn right to access the service vehicles bays located as shown in Figure 11.

Exit from the service bays will be via the basement access ramp and back onto the Church Square.

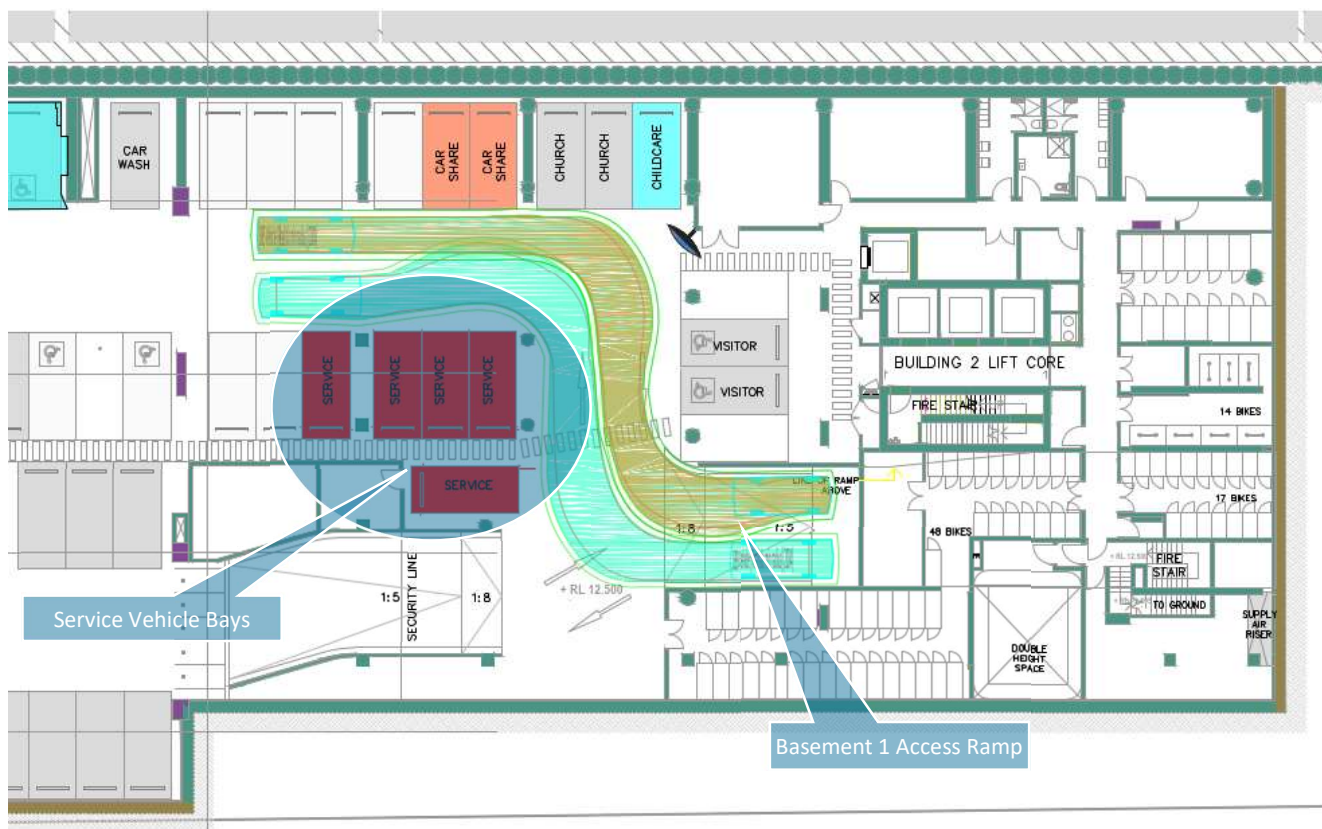


Figure 11 – Service Bay Layout

4.2 Use of Loading Docks and Service Bays

The loading dock and service bays are provided to service the various uses of the building. This involves but is not limited to:

- Deliveries to owners / occupiers / tenants;
- Refuse collection (general waste and recycling);
- Furniture removal / delivery;
- Maintenance services and couriers.

There are a number of different uses, therefore it is important that the traffic management rules set out are strictly enforced.



4.3 Loading Dock and Service Bay Operation

The Loading Dock Bays are generally used during the operating hours of the loading dock.

Access to the Loading Dock and the service bays is to be managed to ensure access / egress to the Service Bays is maintained and vehicles enter and exit the site in a forward direction. Each Service Bay is to be managed such that only one vehicle is permitted in each Service Bay at any one time.

Timed arrivals / departures will assist control access / egress to the Service Bays, to prevent:

- The attempted use of each Service Bay by two vehicles at the same time
- A vehicle being unable to access the Loading Dock because another vehicle is utilising the dock.
- An oversized vehicle attempting to use the vehicular ramp to access Basement 1.
- The following points are to be adopted to ensure single occupancy, efficiency and maintain safe access and egress to each dock or Service Bay.
- The docks and service bays will be limited to the use of a maximum vehicle size of a relevant to the specific dock or bay.
- Service Vehicles must park within the designated Service Bays.
- Refuse removal will involve the use of a typical refuse vehicle up to a length of 9.25 metres. All refuse collections are required to enter the car park during the times set out in the FSMP (or an agreed variation thereof) to minimise potential conflict with vehicle arrivals / departures.
- Use of the docks and service bays must be pre-booked with the Management System.

4.4 Loading Dock Bay and Service Bay Vehicle Limits

The following physical limits apply to the loading dock and service bay use:

The maximum vehicle size is limited to:

- Bay 1 - 9.25m in length and 2.6m in width in the loading dock;
- Bay 2 and Courier bays - 5.0m in length and 1.9m in width in courier/service bays (Car derived vans or utes).

The loading dock has a headroom restriction of 4.0m and the courier/service bays have a headroom restriction of 2.2m.

It is the responsibility of the users to be aware of these restrictions prior to confirmation of the booking.



5. Collection of Waste

5.1 Waste Collection

The process and responsibilities for the waste collection has been referenced from the Operational Waste Management Plans for SSD-10437 Southern Precinct, prepared by Elephants Foot Recycling Solutions.

5.1.1 Residential Waste (Social and Student Housing)

Residents will be supplied with a collection area in each unit to deposit waste suitable for two day's minimum storage and chutes are provided to transfer waste to the holding room in the basement.

The building manager is responsible for the transportation of bins and bulky waste from the respective holding rooms to the collection area prior to scheduled collection times, and returning them once emptied to resume operational use.

All residential waste generated by this development will be collected by Council with garbage being collected twice weekly and recycling on a weekly basis.

Bins are to be serviced directly from the residential waste holding room. Once all bins have been serviced, the vehicle will leave the site in a forward-facing direction.

5.1.2 Retail Waste

Tenants will be responsible for their own storage of general waste, food waste and recycling back of house (BOH) during daily operations. On completion of each trading day or as required, nominated retail staff or cleaners will transport their general waste, food waste and recycling to the portable general waste compactor and retail/commercial waste and recycling room to place into the appropriate collection bins.

Private waste contractors will collect waste from the retail facilities.

5.1.3 Commercial Waste

Contract cleaners will circulate around the workplace after normal office hours and perform cleaning tasks. At this time the cleaners will collect bagged waste and recyclables from each bin, within their cleaning carts.

The cleaners will be responsible for transporting waste to the portable general waste compactor and recycling to the commercial/retail waste and recycling room, placing items into appropriate bins or baler.

Private waste contractors will collect waste from the commercial facilities.

5.2 Collection Area

A rear-loading collection vehicle will be used to service this development.



The collection vehicle (and other trucks if required) can enter and exit the building in a forward direction. The final number of truck movements will depend on management of waste contract and the final configuration of waste.

All waste collection vehicle will access the site from Wellington Street as outlined in Section 4.

5.3 General

To ensure the proper management and disposal of waste, tenants must be made aware of the following practices:

- All garbage should be bagged and garbage bins should be plastic lined;
- Bagging of recyclables is not permitted;
- All interim waste storage is located BOH during operations;
- Individual recycling programs are recommended for retailers to ensure commingled recycling is correctly separated;
- Any food and beverage tenant will make arrangements for storing used and unused cooking oil in a bunded storage area;
- The operator or building management will organise grease interceptor trap servicing;
- A suitable storage area is provided and effectively bunded for chemicals, pesticides and cleaning products;
- Dry basket arrestors need to be provided to the floor wastes in the food preparation and waste storage areas; and
- All flattened cardboard will be collected and removed to the waste room recycling bins.



6. Other Considerations

6.1 Pedestrian Safety

Only authorised users shall be allowed within the Loading Dock area and will be required to wear high visibility safety gear at all times.

The entry shutter will be equipped with visual strobe lighting to warn pedestrians when the Loading Dock shutter is opening.

All vehicles must enter and exit the Loading Dock in a forward direction.

6.2 Cleanliness

The Loading Dock and Service Bays must be maintained in a clean condition. The cleaning up is the responsibility of the Occupier / Owner using the Loading Dock / Service Bays. If cleaning staff are required to clean up after the delivery of goods, the delivery company or the Occupier will be charged.

No goods or rubbish are to be left in the Loading Dock or Service Bays. If goods or rubbish are left in these areas without approval, they will be removed from the area at the delivery company's or Occupier's / Owner's expense.

6.3 Maintenance

Stakeholders are expected to communicate with the Loading Dock attendant on issues that may impact on other Stakeholders and impact on the operation of the Loading Dock. Any matter relating to the cleaning or servicing of the onsite equipment needs to be communicated to the Loading Dock attendant so that access and alternative arrangements, where required, can be made.

All requests for maintenance for the Loading Dock should be placed to the appropriate manager.



7. Annexure

7.1 Annexure 1 – Loading Dock User Guide

Deliveries and collections

All deliveries and collections must book in a time slot via the loading dock booking app and any vehicle without an allocated slot will be refused access.



All vehicles must access the allocated dock/bay via the relevant access point (see map).

All deliveries and collections must report to Loading Dock staff for instructions.

1. Proceed to the turntable and reverse into allocated loading dock/bay.
2. Follow all guidance and instructions set out in the FSMP.
3. A vehicle must not manoeuvre into or out of a loading bay if the adjacent bay has someone working at a vehicle.

Once parked, all drivers are to:

- Prepare their vehicle for loading / unloading;
- Switch off their engine.

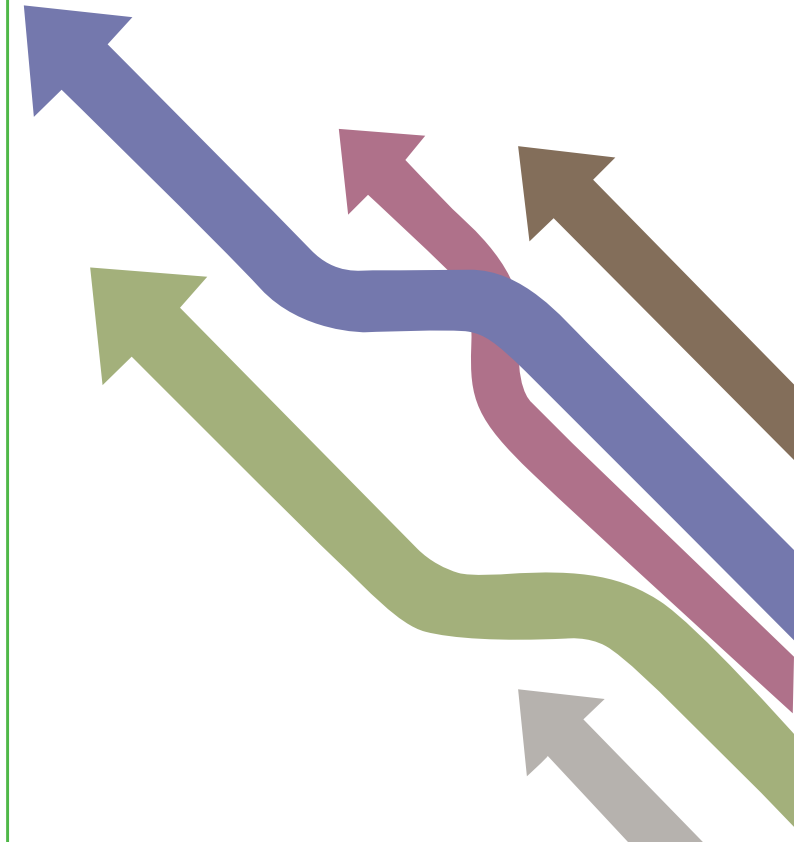
Incidents and emergencies

All incidents, near misses, hazards, faults, building or equipment damage must be reported through the management system.

An audible and visual warning system will alert everyone within the building to an emergency and all users must follow instructions.



Waterloo Metro Quarter



Loading Dock Users Information Sheet

Pedestrian regulations

1. All staff must complete the online Loading Dock Induction.
2. All pedestrians are to travel along the designated pathways and crossings (painted, fenced etc).
3. Use of personal devices (mobile phones, tablets, Ipods etc) within the Loading Dock is strictly prohibited when driving and also when walking within the Dock.
4. All visitors and staff must wear appropriate PPE (e.g. vest and protective shoes) whilst in the loading dock. Vests will be provided if required.

Driver regulations

1. Drivers must adhere to the rules of use set out in the FSMP .
2. A speed limit of 10km/h applies to all vehicles.
3. All drivers must STOP at the entry to the Loading Dock.
4. All drivers are to adhere to the internal road rules of the site, dictated by the road signage and pavement/line markings.
5. Park / load / unload in marked bays only.
6. Vehicles must give way to pedestrians.
7. If approaching a forklift in operation, STOP and wait until the forklift has either left the general area, or has been switched off.

