

**Shopping Centre
Showground Shopping Centre
Operational Management Plan
2 Mandala Parade, Castle Hill NSW 2154**

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1.0

Introduction

Showground Shopping Centre- is a proposed mixed use residential development that proposes a convenient based shopping centre that will provide for a 4270m² Supermarket with Liquor and associated specialty shops having a mix of cafe, bakery, newsagent, restaurants, pharmacy, butcher, gym and associated retail services. It is anticipated that the specialty shops will complement the Supermarket providing for total GFA of 10,935m². In addition, the site will consist of 431 Residential apartments will be located above the centre.

2.0

Site Details

The site is located on Doran Drive, Mandala Parade, De Clambe Drive, Andalusian Way and will provide for a community-based centre. A community will live above the Centre since 431 residential apartments will co locate with the centre. A publicly accessible park will be located facing Doran Drive. This will be the front door of the centre adjacent to the Metro Station. This will also allow for residents who reside within the centre to easily shop and live in one location. Notwithstanding it will also cater for those residents utilising the Metro Station and who reside nearby providing options to the customers to drive or walk to the Centre with the provision of basement car parking. The site is serviced by Bus Transport in addition to the Metro Station.

3.0

Hours of Operations

6am to midnight- seven days a week

4.0

Number of Employees

The Supermarket will generate full time positions for 40 staff and 5 casual staff. At any one time it is expected that 18 staff will operate the Supermarket. The remainder retail/commercial tenancies can generate a combination of 100 full time/casual staff.

5.0

Trolley Management Plan

The Supermarket will provide trolleys for its customers. The trolleys will be located at the front of the Supermarket and various trolley bays will be located within the retail basement car park for trolley return when shopping has been completed.

A trolley collector will also ensure that the trolleys are effectively returned to the front of the store for customer to shop the supermarket in an effective and efficient manner.

6.0

Mechanical Services

The air conditioning for each of the tenancies within the Precinct is provided as part of the base building and whilst being operated by the individual tenants, its overall control and maintenance is undertaken by Centre Management. The kitchen exhaust systems are also provided as a part of the base building. Each tenancy will connect their kitchen hood to the base exhaust system. The exhaust is then discharged at roof level in accordance with AS 1668. The kitchen exhaust system is controlled, maintained and cleaned by Centre Management. Each tenancy will be responsible for cleaning their filters and hoods and these will be inspected by Centre Management on a regular basis if they are food related tenancies.

7.0

Car Parking and Public Transport

The Centre will allow a basement car parking dedicated to the retail/commercial component that allows for customers to park and then easily walk to the centre via conveniently located travelators and ramps and it is expected that the car park will be managed by an access control with two hours (2) free car parking.

Basement 1, basement 2 and basement 3, will accommodate 341 car spaces dedicated for the Supermarket, retail and commercial precinct.

The centre is located across the road from Showground Metro station and has access to on demand bus services operated by the State Government.

8.0

Management Organisation

The Management of the Retail Areas of Showground Shopping Centre will be undertaken by Deicorp or an appointed managing agent. We expect to have an onsite management team of Centre Manager, Facilities Manager and administration with Security & Cleaning Staff to be located in basement 3.

9.0

Operational Hours Centre Management

The hours of Centre Management Staff being in attendance are yet to be confirmed.

10.0

Safety and Security

To ensure the smooth operation of the entire Centre and anticipate that there will be Security in attendance 7 days per week. They will operate from 5 am to midnight to be confirmed. On Friday and Saturday Nights there will be additional Security Staff as required. This will initially be from 6:00 pm to midnight.

In addition to manned Security there will be full CCTV operating on a 24/7 basis. This will be for any post incident review. CCTV footage remains stored for 30 days and can be made available to NSW Police Force upon written request.

11.0

Pest Control

As a standard management practice Pest Control services will be engaged at Showground. This will include all common areas such as car parks, loading docks, garbage rooms, plant rooms and back of horse corridors. Pest Control within tenancies will be the tenant's responsibility, although Centre Management will step in on an "as required" basis.

12.0

Centre Waste Management, Energy and Sustainability

Centre waste will be located in the Waste Management Area on Level 1. This includes areas for recycling. Recycling Streams may include comingled waste (bottles, cans, etc) cardboard, organics and soft plastics. Waste will be removed from this area by an authorised contractor at regular intervals, in accordance with the DA approved hours. The use of Energy efficient LED lighting to the retail/commercial tenancies with water efficient fixtures and waste reduction via recycling as outlined above.

Refer to the report as prepared by Elephants Foot "Operational Waster Management" and refer in particular to the Commercial/Retail Waste Management section of this report which includes the Supermarket and also ARUP report on Sustainability.

13.0

Cleaning

Cleaning staff will be present to ensure cleanliness and waste removal from within the dining precinct is maintained additional table bussing will take place during peak periods.

Centre based staff will only remove waste from common areas. Waste generated from within tenancies will be managed by tenant staff. Tenant staff will have access to the waste handling facilities and will be trained in how to manage their waste.

14.0

Complaint Handling

Should there be any complaints about how the Shopping Centre operates it will be managed by the Centre Manager.

Centre Management will maintain a complaint register which will note any complaints made by the Police, Council, surrounding business owners and the general public.

The Register will include the following information:

- Complaint date and time;
- Name, contact and address details of person(s) making the complaint;
- Nature of complaint;
- Name of staff on duty;
- Action taken by the Centre Management to resolve complaint;
- Follow-up; and
- Outcome.

15.0

Public Transport Advice

Centre Management Staff and Security Officers will be able to provide advice to customers on the location of Public Transport terminals as well as taxi stand locations.

16.0

No Smoking Control

The centre will have an indoor area and as such smoking will not be permitted in any indoor area or within 4 metres of an opening into the centre in accordance with the Smoke-free Environment Act 2000.

17.0

Responsible Service of Alcohol

The responsible service of alcohol will be a tenant responsibility. It will be expected by Centre Management that the NSW Liquor Industry code of practice for the responsible promotion of liquor products will be adopted and promoted.

18.0

Emergency Procedures

The emergency procedures at this centre will be written for the entire site which includes all the residential apartments. Centre Management will ensure that all of its staff, including Security and Cleaning will be trained to the required level to ensure that safe evacuation or other emergency situation can be managed appropriately. Centre Management will also ensure that other retailers receive the training necessary to enable them to be appointed as fire wardens to enable them to assist in an emergency.

19.0

Supermarket Showground Shopping Centre Loading Dock Management Plan

INTRODUCTION

This Operation Management Plan details delivery protocols for the loading dock.

It aims to:

- ☐ confirm the Stockroom Manager's responsibilities,
- ☐ provide specifics on loading dock operations and
- ☐ detail delivery curfew hours and delivery movements to and from the loading dock.

LOADING DOCK MANAGEMENT

The Stockroom Manager is responsible for:

- ☐ effective management of service delivery and operational outcomes on the site, relating to the loading dock and stockrooms
- ☐ efficient unloading of deliveries and waste and recycling pickups
- ☐ co-ordinating delivery schedules with the Distribution Centres (DCs) and direct suppliers and
- ☐ advising drivers and/or suppliers of delivery instructions via the Delivery Sheet (*indicative draft attached*).

Ultimate management of the store is the responsibility of the store manager.

The store manager will work closely with DC Manager to ensure trucks are rostered in two hour intervals to allow for unloading and exit.

Rosters are reviewed periodically in line with customer demands and to implement efficiencies in delivery management.

Operational Management Plan Showground Shopping Centre as at April 2021 This plan may be updated as required by the Supermarkets Operator

DOCK HOURS & TRUCK MOVEMENTS

- Trucks will enter via Andalusian Way. Trucks will exit via Andalusian Way and travel back on to Carrington Road.
- Trucks will enter and exit the dock in a forward direction. All unloading will occur within the dock area.
- Up to 5 large trucks and up to 10 direct suppliers and vendors will service Showground Shopping Centre. These numbers are maximum projections to allow for the busy Easter and Christmas periods. Typically, there will be fewer vehicles each day outside the busy trading peaks. These numbers will further reduce on weekends.
- Waste and recycling collections will be actioned within these hours.
- A sign will be erected at the Loading Dock on advising the dock operating times:

Centre Loading Dock operating hours: 6am to 10pm daily

- The loading dock roller shutter will be closed outside these hours.

20.0 DRAFT DELIVERY SHEET TO BE HANDED TO DELIVERY DRIVERS

SHOWGROUND SHOPPING CENTRE DELIVERIES

The loading dock is accessed by travelling via Andalusian Way. Exit is via Andalusian Way and Carrington Road.

All delivery drivers must:

1. arrive in your **allotted delivery time window** – be punctual or advise the Dockhand if you are late eg traffic delayed
2. enter and exit the dock in a forward direction.
3. **not** arrive before 6am any day
4. **not** wait/queue on local streets – strict adherence to delivery windows applies
5. ensure all loading & unloading is from the dock area only
6. deactivate any radio and/or music systems when in the dock.

Any breaches of these conditions may result in a site ban.

STRICT

DELIVERY HOURS

& WASTE PICKUPS

Mondays to Sundays 6am to 10pm

all vehicles must be offsite outside these times