

PLAN OF MANAGEMENT

2 MANDALA PARADE, CASTLE HILL, NSW

Supermarket, liquor outlet, pick up and basement parking

July 2021

Contents

1. INTRODUCTION.....	3
2. PROPOSED DEVELOPMENT	4
2.1.1. DESCRIPTION OF DEVELOPMENT	4
2.1.2. STAFF	5
2.1.3. HOURS OF OPERATION	5
3. PROPOSED MANAGEMENT	6
3.1. ACCESS AND SECURITY.....	6
3.2. PEDESTRIAN ACCESS	6
3.3. PEDESTRIAN SAFETY	6
3.4. NOISE COMPLAINT MANAGEMENT	6
3.5. TROLLEY MANAGEMENT	7
3.6. LOADING DOCK MANAGEMENT	8
3.7. GRAFFITI MANAGEMENT	9
3.8. LITTER MANAGEMENT	10
3.9. WASTE MANAGEMENT.....	10

1. INTRODUCTION

This Plan of Management (POM) has been prepared on behalf of Deicorp Projects (Showground) Pty Ltd (the applicant) by D+R Architects to accompany a development application (DA) submitted to Department of Planning for the construction of a supermarket, liquor outlet, pick up and basement carparking as part of the mixed use development.

This POM demonstrates how the proposed supermarket and liquor store will be managed to minimise potential environmental and amenity impacts upon nearby residents, manage anti-social behaviour, respond to potential future residential complaints, minimise noise from the operation of the centre and ensure the day to day co-ordination of the centre so that it runs efficiently. The supermarket liquor store will be managed by the Woolworths Dedicated Operations Team and the Store Manager.

This POM will be an operational guide and will be updated over time.

2. PROPOSED DEVELOPMENT

2.1.1. DESCRIPTION OF DEVELOPMENT

The supermarket, liquor store and pick up are located within a proposed 3 level shopping centre with 3 levels of retail basement carparking as part of a mixed use building up to 20 storeys in height.

The shopping centre has entrances from Mandala Parade, the proposed Doran Drive Plaza and De Clambe drive, travelators and lifts provide access to the basement carparking levels.

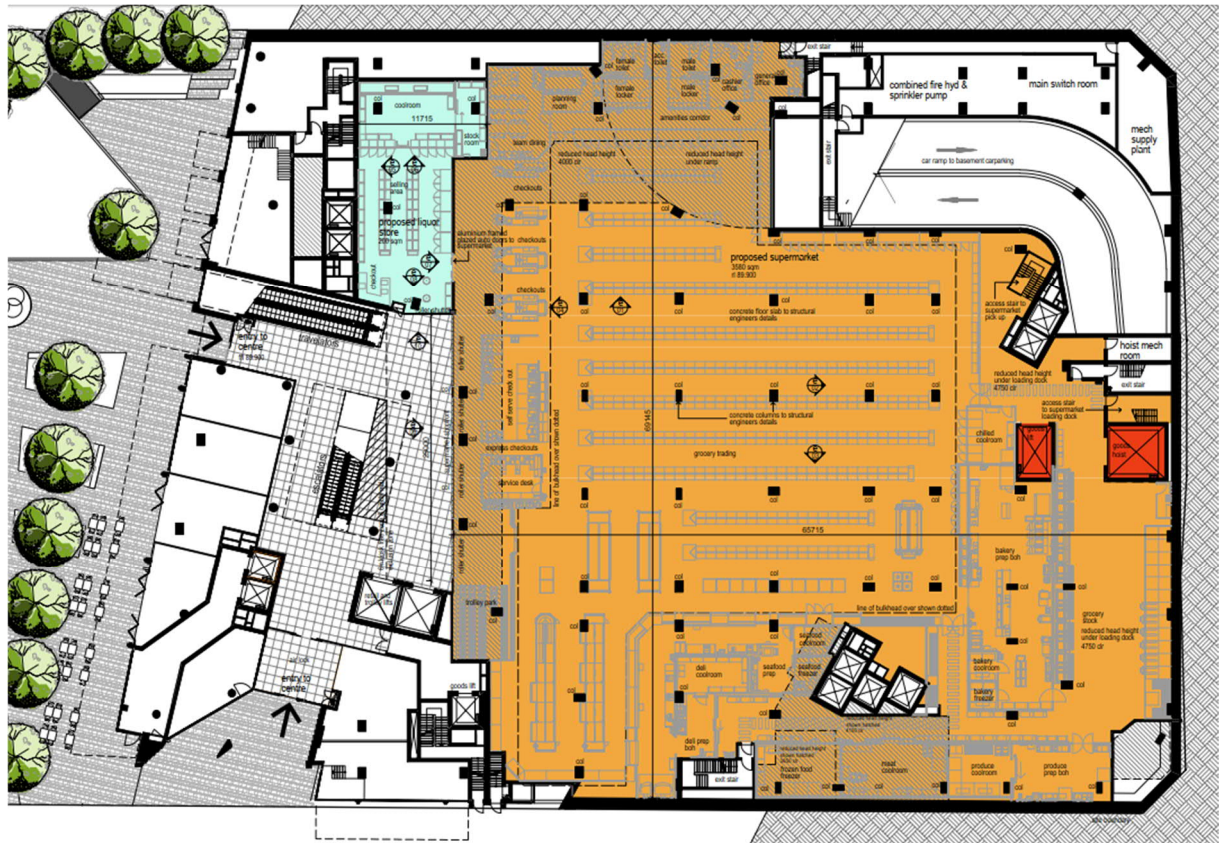


Figure 1 – Proposed Ground Floor Layout

2.1.2. STAFF

The Supermarket component of the development is projected to employ around 40 persons

2.1.3. HOURS OF OPERATION

Supermarket trading hours

- Monday to Sunday 6am - Midnight

Liquor outlet trading hours

- Monday to Sunday 6am - Midnight

Loading dock hours

- Monday to Saturday 6am-10pm
- Sunday & Public Holidays 6am-10pm

3. PROPOSED MANAGEMENT

3.1. ACCESS AND SECURITY

A CPTED report has been prepared by Barker Ryan Stewart

3.2. PEDESTRIAN ACCESS

Direct pedestrian access from the public domain into the shopping centre will be provided at these locations:

- **Mandala Parade:** The main pedestrian entry is located from Mandala parade. Pedestrian entries are also provided from Doran Drive Plaza and off De Clambe Drive
- **Internal access:** Pedestrian entry to the retail floor space will be provided from the basement carparking by way of a travelators and lifts.

An Access Report has been prepared by Morris Godding Access Consultants.

3.3. PEDESTRIAN SAFETY

Pedestrian safety will be in accordance with the shopping centres plan of management

3.4. NOISE COMPLAINT MANAGEMENT

Operational noise complaint management systems will be implemented to manage impacts to adjoining residents. The Woolworths Operations team will have key performance measures in place and general complaint protocols such as:

- Once a complaint has been notified to the Woolworths Operations team either directly or via Council, it is registered.
- The complaint is then investigated.
- Appropriate steps are to be taken in a timely manner.
- The outcome is to be reported back to the owner and/or council where applicable.

3.5. TROLLEY MANAGEMENT

Table 2 outlines the key elements of the Trolley Management System that will be implemented.

Movement of Trolleys	Trolleys will be moved from the basement carpark back to the store via the internal travelator or lifts.
Damaged Trolleys	All damaged trolleys will be removed from service, isolated, tagged, compounded for repair and reported to the Store Manager.
Cleaning of Trolleys	Trolleys will be cleaned as required.
Trolley Store	The layout includes a large trolley store in the design to provide adequate space for containing trolleys on site.
Trolley Collection	Woolworths will appoint a Trolley Contractor for the Store. The duties of the Contractor include: <ul style="list-style-type: none"> - Collecting trolleys from the carpark, and arranging a “sweep” of surrounding streets, and returning trolleys to the Store. - Checking if the trolley is damaged. - Clearing rubbish out of the trolleys as required.
Trolley Contractor	The Trolley Contractor staff member will wear appropriate clothing: <ul style="list-style-type: none"> - High visibility (day/night) shirt or vest. - Suitable footwear. - Suitable carparking uniform, including identification. - Appropriate clothing for weather conditions. The Trolley Contractor will periodically throughout the day sweep the external areas of the building for trolleys and a final sweep of the carpark and surrounding area is required prior to the Contractor’s shift concluding.
Trolley Tracker	Woolworths provides a toll-free number to encourage customers or residents to report abandoned trolleys, known as “Trolley Trackers” (1800 641 497). For reporting a Woolworths trolley, the customer/resident goes into a monthly draw for \$1,000 worth of gift vouchers. The trolleys are collected within 24 hours of a report being filed.
Working with Council	Woolworths encourages the responsible use of trolleys and has set up the above protocol across Australia.
Other agreements	Woolworths is a party to the “Code of Practice for the Management of Shopping Trolleys” as agreed by the Local Government Association of NSW and the Australian Retailers Association dated January 2004. However, some responsibility must be placed on the customer to “do the right thing” and return trolleys to the provided bays.

Table 1 – Trolley Management

3.6. LOADING DOCK MANAGEMENT

The Loading Dock Management Plan will be further refined following determination of the DA and prior to an Occupation Certificate. The Woolworths Operations Team will be responsible for implementing the Loading Dock Management Plan. This will enforce delivery times and if required, stagger deliveries to ensure well-co-ordinated specialty dock access.

Service Vehicle Routes

The loading dock will provide for service vehicles to enter and exit the site in a forward direction. Service vehicles will enter and exit via a separate driveway from Andalusian Way. Service vehicles to the site will include rigid trucks and semi-trailers (up to 12.5 metres long).

Loading Dock Hours of Operation

The loading dock will be operational during the hours as follows:

- Monday to Saturday 6am – 10pm
- Sunday & Public Holidays 6am – 10pm

Woolworths Stockroom Manager

Woolworths have within their operations a position known as the Stockroom Manager. The Stockroom Manager is responsible for the effective management of service delivery and operational outcomes in relation to the loading dock. 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 warehouse.

Woolworths Delivery Patterns

Woolworths plan each stores delivery patterns with great care, in order to provide efficient delivery to our stores to meet customer expectations and allay resident concerns. Deliveries from Woolworths Distribution Centres are controlled by the Transport Manager who has a complete knowledge of all delivery restrictions imposed on every store in the region. The “run sheet” for every truck departing the Distribution Centre is both electronically and manually checked by Woolworths to ensure delivery restrictions are not breached.

Supermarket Direct Deliveries

The supermarket will receive a number of daily deliveries and pickups from companies that deal directly with the Store Manager such as milk, bread, chicken, deli, eggs and general waste.

The Supermarket Store Manager is responsible for liaising with nominated representatives from the direct delivery vendors (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 a daily delivery time, in consultation with the Store Manager.

The store manager will ensure that all direct deliveries and pickups are co-ordinated such that truck movements in and out of the dock will not breach timing restrictions, and do not conflict with regular warehouse deliveries scheduled by the Transport Manager.

Size of Vehicles

Access to dual loading bays is provided from Andalusian Way. The loading docks have been designed to accommodate rigid trucks and semi-trailers up to 12.5m in length, less than the standard size. A 4.5m height clearance will be provided in all areas used by service vehicles, in accordance with the *Australian Standard for Parking Facilities (Part 2: Off-street commercial vehicle facilities)*, AS 2890.2 – 2002.

Pedestrian and Vehicle Safety

The Woolworths Operations Team is to (where possible) manage the delivery windows outside of peak traffic times. The Woolworths Loading Dock area is separated from customer access areas and customers will be discouraged from these areas. Signage will be utilised to ensure that car users and pedestrians are aware that the Loading Dock is for service vehicles only.

Complaint Management Procedures for the Woolworths

The Woolworths store manager is responsible for managing all store-related complaints. In their absence, the assistant store manager will fulfil this function. The following steps will be undertaken:

- 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 action taken.
- The responsible Property Manager or Assistant Property Manager will be notified of any formal complaints to ensure appropriate action.
- In the instance of a distribution centre delivery vehicle problem, the store will ask the transport manager to rectify the matter. Upon rectification, the individual who made the complaint will be advised of action taken.
- Should the resident believe that the store manager has not adequately handled the matter, the resident is to be referred directly to the Woolworths Transport Manager.

3.7. GRAFFITI MANAGEMENT

Graffiti Management is detailed in two sections being the construction of the building and the operation of the store. Please note that as the centre is not yet constructed the normal guidelines we have in place for the construction and management of a Woolworths Supermarket have been detailed below.

Building Construction

The shopping centre construction will be managed by others

Operation of Store

Woolworths traditionally outsources the cleaning to a contractor. This contract will include standard operating procedures and key performance measures that include how graffiti is managed. General graffiti requirements for a Woolworths development include:

- Removal of graffiti within 24 hours' notice of discovery and notification to Woolworths Operations Team.
- Where the graffiti is of a nature that it is not easily able to be removed or accessible by store cleaning staff, then a specialist graffiti consultant is required to attend the site within a reasonable time of notification to the Woolworths Operations Team.

3.8. LITTER MANAGEMENT

Presentation of our stores are of utmost importance to Woolworths and reflects our brands. Whilst the centre is not yet constructed, the general litter requirements include:

Internally

- Standard Operating Procedures where bins are emptied several times a trading day – on an as required basis. Generally, when bins become 80% full they are emptied.
- Litter being picked up throughout the centre by roaming cleaners on their circuits.

Externally

- Will be managed by others as part of the operation of the centre

3.9. WASTE MANAGEMENT

A Waste Management Plan has been prepared by Elephants Foot for the operation of the shopping centre.