

WATERLOO METRO QUARTER OVERSTATION DEVELOPMENT

**Environmental Impact Statement
Appendix R - Freight and Servicing Management
Plan**

**Central Precinct – SSD-79307746
Northern Precinct – SSD-79307758**

Prepared for **WL Developer Pty Ltd**

19 September 2025

Reference	Description
	Central and Northern Precincts
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1. Introduction

This Freight and Servicing Management Plan (FSMP) has been prepared by ptc. on behalf of WL Developer Pty Ltd (the applicant) to accompany the State Significant Development Applications (SSDA) for the detailed Central and Northern Precincts SSD (SSD-79307746 and SSD-79307758)

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.

It should be noted that this report makes reference to the operation of the Southern Precinct of the Waterloo Over-Station Development (SSD-10437), which has been approved and is currently in operation.

2. The Waterloo Metro Quarter Development (WMQ)

2.1 The Development

The development includes the following:

- Northern Precinct: A 29-storey and a 26-storey residential building including affordable housing, retail and commercial space.
- Central Precinct: A 26-storey residential (co-living) building including a childcare facility, retail and community space.
- Southern Precinct: A 25-storey residential building (Building 3, student accommodation), a 9-storey social housing building (Building 4, social housing), a gym and community space. Previously approved as part of SSD-10437.

Two loading docks are provided within WMQ, one located within the Northern Precinct subject to this application and one in the Southern Precinct, preciously approved SSD-10437.

A two-level basement car park is also provided beneath the northern and central precincts which accommodates service vehicle/courier parking for use by the Northern and Central Precincts.

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

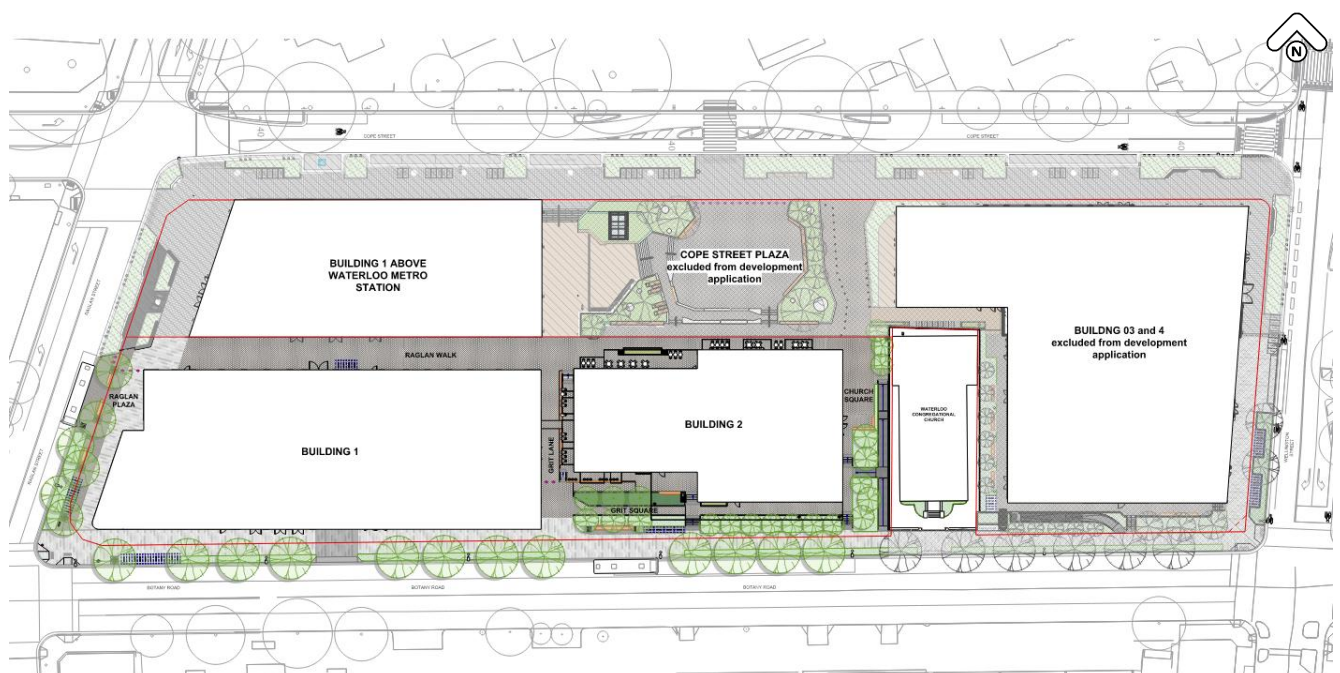


Figure 1: Key Components of the Development

An overview of the development is provided below:

User Type	Units / GFA
Northern Precinct	
Northern Precinct – Market Residential and Affordable Housing	314 units
Northern Precinct – Retail	781m ²
Northern Precinct – Commercial (Offices)	4,915m ²
Central Precinct	
Central Precinct – Residential (Co-Living)	500 rooms
Central Precinct – Retail	634m ²
Central Precinct – Community	76m ²
Central Precinct - Childcare	2,254m ²
Southern Precinct¹	
Southern Precinct – Residential (Social Housing)	70 units
Southern Precinct – Residential (Student Accommodation)	435 rooms (474 student beds)
Southern Precinct – Retail	1,211m ² GFA

Table 1: Summary of Development

2.2 Loading Docks and Service Vehicle Bays

As shown in Figure 1, the loading docks are located within the ground floor of the Northern Precinct, and the basement car park is located beneath the Northern and Central Precincts.

The Northern loading dock is accessed from Botany Road, and the car park is accessed from Church Square as shown Figure 2 and Figure 3.

¹ Southern Precinct approved under SSD-10437

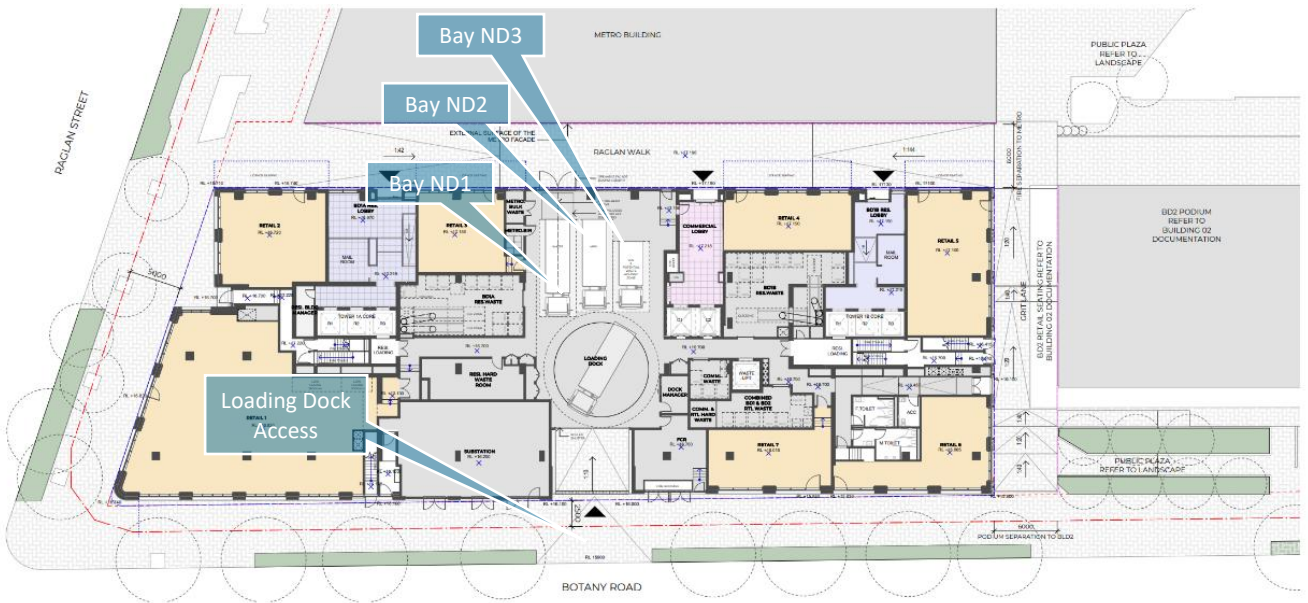


Figure 2: Access to the Northern Loading Dock

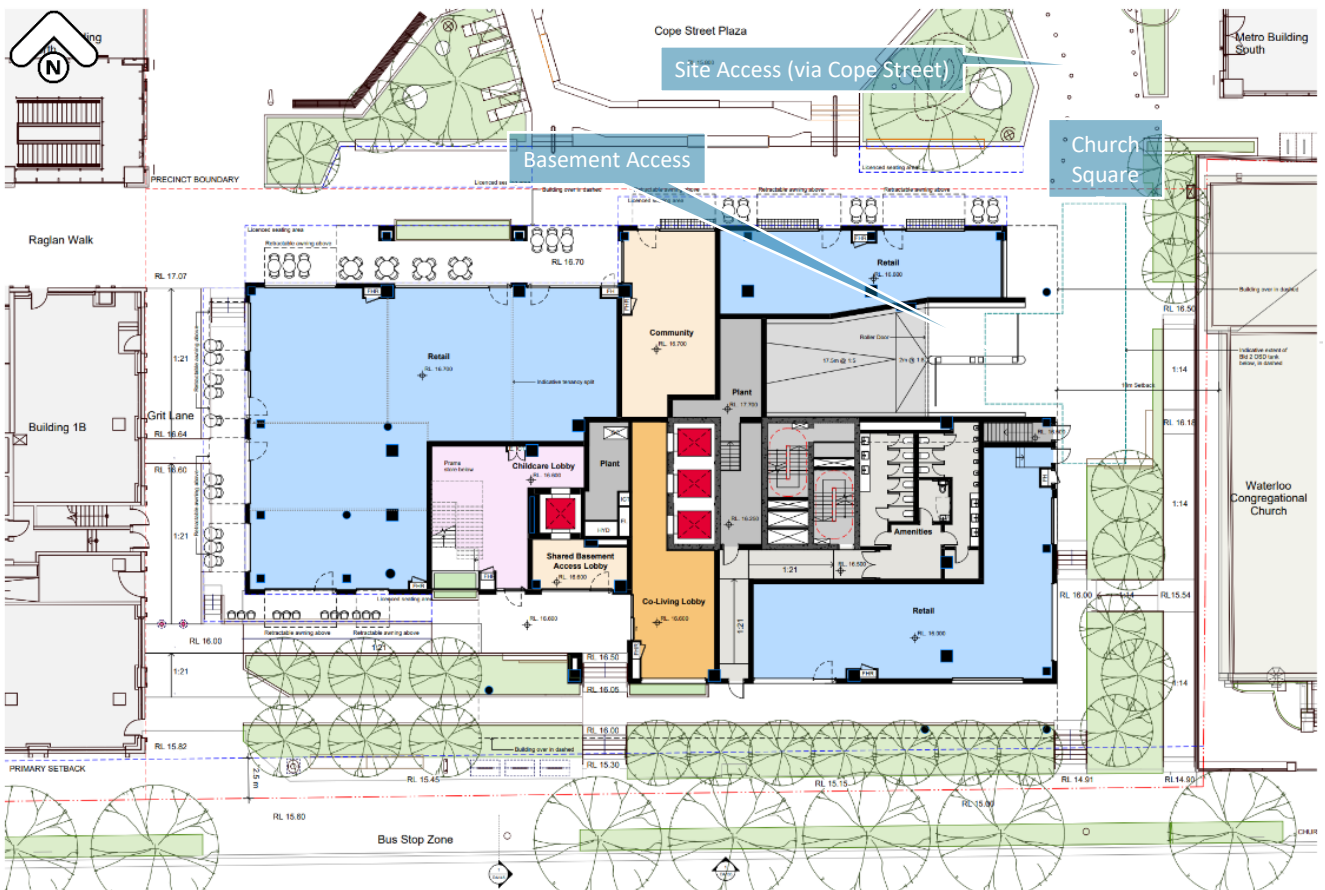


Figure 3: Vehicular Access to Basement Car Park

2.2.1 The Northern Loading Dock

The northern loading dock provides 3 vehicle spaces to accommodate the following vehicles:

- Bay ND1 – 9.25m x 3.5m, suitable for a City of Sydney waste collection vehicle
- Bay ND2 – 6.5m x 3.5m, max vehicle size Small Rigid Vehicle (SRV)
- Bay ND3 – 8.8m x 3.5m, max vehicle size Medium Rigid Vehicle (MRV)

Bay ND1 is to be utilised by delivery vehicles, residential removals, private waste collections vehicles, outside of times when in use by City of Sydney waste collection vehicles as it remains top priority in this space.

Bays ND2 and ND3 are available to be used by all users.

The dock has a height limit of 4.0m, which satisfies Council's waste vehicle requirements and the requirements of AS2890.2.

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 4.

These five bays are suitable for utilities, van and other 99th percentile vehicles and are accessed from the Church Square via the 5.5m wide basement access ramp.

Use of these bays is shared with the childcare drop off and pick up and service/courier access will be limited between 7.00am to 9.00am and 4.00pm to 7.00pm.

The layout of the basement service vehicle bays is shown in Figure 4.



Figure 4: Basement Service/Courier Bays

2.3 Purpose of the FSMP

The FSMP 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
- Removalist vehicles
- Deliveries
- Tradesperson / Couriers

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, Retail and Co-living

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.

It is expected that waste collection will be undertaken two to three times a week and is assumed to be undertaken between 4am and 7am on weekdays. The loading docks will be managed by a booking system which will prevent interference between CoS collection of residential waste and other vehicles using the loading dock.

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

Residents and tenants would utilise the loading dock and service bays for large/bulky deliveries, removalists and waste collection and will be undertaken twice a week and is assumed to be undertaken between 4am and 7am on weekdays.

Removalist activity will mostly be on weekends and out of hours but may be at other times during business hours subject to booking system that will be in place to ensure smooth operation of the loading dock, 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 5*) the Northern and Central Precincts require the following quantum of service 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.

Waterloo MQD (Northern and Central)

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	27
Commercial area, m2	4,931
Residential area, m2	0
Number of apartments	314
Number of hotel rooms	500
Retail area, m2	1,415

Availability of a dedicated goods lift 

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 servcability.

[Suggest Spaces](#)

	No. of spaces provided	No. of spaces suggested
Small (B99, Vans, Utes)	5	5
Medium (SRV, Small Truck)	1	2
Large (MRV, HRV, Large Trucks)	2	1

Figure 5: TfNSW Freight Forecaster

It should be noted that this assessment was undertaken with the co-living units 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 five small bays, two medium bays and one large bay.

The Northern and Central Precincts will be serviced by a single loading dock (located within the Northern Precinct) accommodating two large bays, one medium bay and five small bays located within basement level 1 of the basement car park.

When operated in conjunction with the booking system (outlined in Section 3.3) and the expected service vehicle profiles (outlined in Section 3.2.2) the proposed service bay provision is deemed to be suitable for the size of development.

3.2.2 Expected Loading and Service Vehicle Profile

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

User	Typical Weekly Use	Non-Typical Use
Co-living – 500 Rooms	Waste collection – up to 3 times per week (before 7 am)	Deliveries during capital works, fit outs and upgrades
	Daily General deliveries ² : 2 trucks	
Residential – 314 Apartments	Removalist: 4-hour slots	Deliveries during capital works, fit outs and upgrades
	Daily General deliveries: 4-6 trucks	
	City of Sydney Waste Collection: 2 times per week (between 4am & 7am)	-
Retail / Commercial	Daily General deliveries: 2-4 trucks	Deliveries during fit outs and upgrades
	Waste collection – up to 3 times per week (before 7 am)	
Childcare	Daily General deliveries: 2 trucks	Deliveries during fit outs and upgrades
	Waste collection – up to 3 times per week (before 7 am)	
Grease Arrestor Servicing	Every 3 months	Deliveries during fit outs and upgrades

² Allowance for general deliveries (furniture, white goods etc)

User	Typical Weekly Use	Non-Typical Use
Sydney Metro	-	If required when called out in an event at the Southern station box

Table 2: Expected Loading & Service Vehicle Usage Profile, Central and Northern Precincts (Northern Dock)

Note: The profile for the Northern and Central precincts is an estimate and subject to change

As stated in Section 3.4 the proposed weekday hours of operation are 7am to 10pm. Use of the dock will be allocated in 30 minute time slots (booked through the online booking system as outlined in Section 3.3), this will provide up to 30 time slots per bay, per day (total 90 times slot across the 3 service vehicles bays), which is adequate for the expected typical 10-14 times slot requirement.

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; noting that use of these bays is shared with the childcare drop off and pick up and service/courier access will be restricted between 7:00am to 9:00am and 4:00pm to 7:00pm.

3.3 Appointments

- The Loading Docks 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; noting that use of these bays is shared with the childcare drop off and pick up and service/courier access will be restricted between 7:00am to 9:00am and 4:00pm to 7:00pm.
- Owners and Occupiers entitled to use the Loading Dock and Service Bays must only use these spaces during those times booked;
- The Building Manager will be responsible for establishing and maintaining the booking schedule;
- 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 to 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 more convenient positioning of the removalist vehicles in relation to the apartments. This will be communicated in the Owner’s Manual issued to 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 6 and Figure 7.

Request Number	Approval Number	Status	Appointment Date	Company	Centre	Carrier	Retailer-Receiver
134532	224532	Approved	Mon 3rd Jul @ 09:30am	Alcoa	Loading Dock	Alcoa	Quid Sydney Opera House
134531	224531	Approved	Wed 5th Jul @ 09:30am	Alcoa	Loading Dock	Alcoa	Quid Sydney Opera House
134528	224528	No Show	Mon 3rd Jul @ 09:30am	EUTRAUS FOOD & WINE NSW	Loading Dock	EUTRAUS FOOD & WINE NSW	Aria Catering
134537	224537	Approved	Tue 4th Jul @ 09:30am	EUTRAUS FOOD & WINE NSW	Loading Dock	EUTRAUS FOOD & WINE NSW	Aria Catering
134539	224539	Approved	Wed 5th Jul @ 09:30am	EUTRAUS FOOD & WINE NSW	Loading Dock	EUTRAUS FOOD & WINE NSW	Aria Catering
134530	-	Refused/Cancelled	Thu 6th Jul @ 09:30am*	EUTRAUS FOOD & WINE NSW	Loading Dock	EUTRAUS FOOD & WINE NSW	Aria Catering
134533	224533	No Show	Mon 3rd Jul @ 09:30am	Lion Dairy & Drinks	Loading Dock	Lion Dairy & Drinks	Opera Bar
134523	224523	Approved	Tue 4th Jul @ 09:30am	Lion Dairy & Drinks	Loading Dock	Lion Dairy & Drinks	Aria Catering
134513	224513	Approved	Wed 5th Jul @ 09:30am	Lion Dairy & Drinks	Loading Dock	Lion Dairy & Drinks	Opera Bar
134790	224790	Approved	Mon 3rd Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134782	224782	Approved	Tue 4th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134783	224783	Approved	Wed 5th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134784	224784	Approved	Thu 6th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134785	224785	Approved	Fri 7th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134786	224786	Approved	Sat 8th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134787	224787	Approved	Sun 9th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134788	224788	Approved	Mon 10th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134789	224789	Approved	Tue 11th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134791	224791	Approved	Wed 12th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134792	224792	Approved	Thu 13th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134793	224793	Approved	Fri 14th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134794	224794	Approved	Sat 15th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134795	224795	Approved	Sun 16th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134796	224796	Approved	Mon 17th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134797	224797	Approved	Tue 18th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134798	224798	Approved	Wed 19th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134799	224799	Approved	Thu 20th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134800	224800	Approved	Fri 21st Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134801	224801	Approved	Sat 22nd Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134802	224802	Approved	Sun 23rd Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134803	224803	Approved	Mon 24th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134804	224804	Approved	Tue 25th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134805	224805	Approved	Wed 26th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134806	224806	Approved	Thu 27th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134807	224807	Approved	Fri 28th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134808	224808	Approved	Sat 29th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134809	224809	Approved	Sun 30th Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134810	224810	Approved	Mon 31st Jul @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering
134811	224811	Approved	Tue 1st Aug @ 10:30am	M&G Seafood Wholesalers	Loading Dock	M&G Seafood Wholesalers	Aria Catering

Figure 6: Booking System Web Based Example
Source: Bestrane MobileDock™

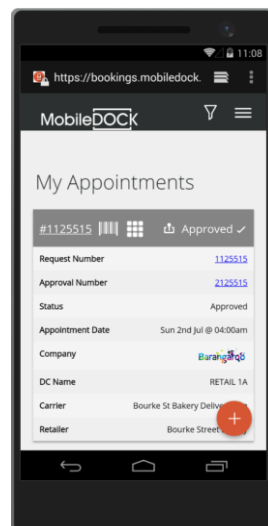


Figure 7: Booking System, Mobile Based Example
Source: Bestrane MobileDock™

3.4 Proposed Hours of Operation

- Waste Collection – 4am to 7am Monday to Friday (limited to waste collection only)
- 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

The management of the Loading Dock shall be the responsibility of an appointed Building Manager.

The Building Manager shall be stationed within the loading dock area, during business hours to allow them to monitor and maintain the general operation of the Loading Dock and ground floor area. Outside of these hours the dock will be managed when required, in line with regular and scheduled appointments/deliveries. This includes, but is not limited to Metro, residential / commercial garbage collection, commercial delivery / collection and removalist vehicle loading and unloading.

The Building Manager will also be responsible for the residential servicing requirements. This includes the supervision of removalist vehicle loading and unloading within the Loading Dock, as well as establishing and maintaining the booking schedule for the Service Bays.

As outlined in Section 3.3, an on-line management system is to be adopted to assist in this coordination.

The Freight and Service Management office is located within the loading dock area south of the turntable. It is anticipated that the loading dock attendant and / or security guard will be positioned in the loading dock. A 24/7 security control room will be provided onsite, and a guard will be positioned in the loading dock during peak operational times for the building. The site will be manned by 24/7 security who will assist with the management of the loading dock outside peak times.

The Loading Dock area will be under 24-hour CCTV surveillance. In addition to any standard managerial tasks, the Building Manager will be responsible for:

- Maintaining separate booking schedules for the use of the Loading Dock and Service Bays, and ensure all users have reasonable access respective to their needs, monitoring any changes in demand over time;
- Maintaining communications between each other, ensuring the needs of each building component is being satisfied;
- Ensure all equipment and traffic-control features (signage, line-marking, mirrors) are appropriately maintained and functioning;
- Ensure that the Loading Dock and Service Bays are being utilised in accordance with the procedures recommended within this FSMP;
- Keep a register of visitors to the Loading Dock area that will include vehicle details, contractor details and delivery details;

- Monitor major events or construction works in the local area, and plan services accordingly;
- Maintain the relevancy of the FSMP over time, updating it as required to maintain the principles of the FSMP stated in the previous section.

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;
- The basement service/courier bays are shared with the childcare drop off and pick up and service/courier access will be limited between 7:00am to 9:00am and 4:00pm to 7:00pm.
- Only carry out the loading and unloading of goods wholly within the Loading Dock and Service/Courier Bay areas;
- Vehicles must be positioned within the designated areas to avoid obstructing other functions within the facility;
- 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 Building 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, Building 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 Northern Loading Dock

The Northern loading dock has a headroom clearance of 4.3 metres which is sufficient for accommodating the 9.25m Council refuse vehicle and standard 8.8m MRVs with a body height up to 4.0m.

The Northern loading dock has a driveway width of 7.6m and generally meets requirements of AS2890.

A roller shutter is located at building frontage and another one is located at the entry to the loading dock. The outer roller shutter will be open during the peak hours of operation with the inner shutter controlled by the Building Manager.

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

Once in the loading dock, vehicles will proceed onto the turntable and the appropriately trained user will operate the turntable to rotate the vehicle to the allocated spot to access the allocated loading bay.

Exiting vehicles will use the turntable in a similar manner.

Access and egress onto Botany Road will be restricted to left in and left out.

The access and egress arrangements for the loading dock are shown in Figure 8.



Figure 8: Northern Loading Dock - Access & Egress (Waste Collection Vehicle)

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 9.

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

- 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.
- The basement service bays are shared with the childcare drop off and pick up and service/courier access will be limited between 7:00am to 9:00am and 4:00pm to 7:00pm

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 SD1 and ND1- 9.25m in length and 2.6m in width (Council's waste collection vehicle),
- Bay SD2 and Courier bays - 5.0m in length and 1.9m in width in courier/service bays (Car derived vans or utes),
- Bay ND2 6.5m in length and 2.33m in width (SRV)
- Bay ND3 8.8m in length and 2.5m in width (MRV)

The northern loading dock has a headroom restriction of 4.3m.

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 have been referenced from the Operational Waste Management Plans, prepared by WSP.

5.1.1 Residential Waste

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 and recycling being collected twice weekly.

Bins are to be serviced directly from the residential waste holding rooms. 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 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 waste room in the Loading Dock.

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 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 waste room in the Loading Dock.

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.

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 from Loading Dock staff during these manoeuvres.
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.

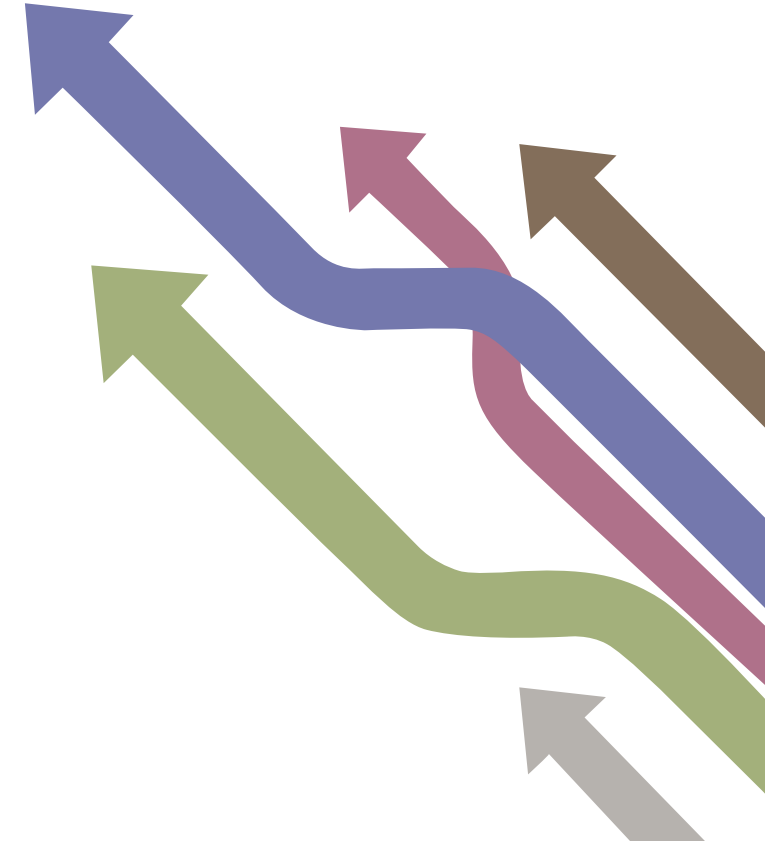
Incidents and emergencies

All incidents, near misses, hazards, faults, building or equipment damage must be reported to the Loading Dock Manager.

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



Waterloo Metro Quarter



Loading Dock Users
Information Sheet

Pedestrian regulations

1. ALL first-time users of the site must report to the Loading Dock Manager's Office for a Site Induction.
2. All staff must complete the online Loading Dock Induction.
3. All pedestrians are to travel along the designated pathways and crossings (painted, fenced etc).
4. 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.

5. 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 obey all instructions from Loading Dock staff.
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.

