

EASTERN CREEK RETAIL CENTRE

OPERATIONAL PLAN OF MANAGEMENT

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1 Overview

The Plan aims to provide a clear, concise and practical framework for the management of the Centre. As such, this Plan provides the community, Blacktown Council and the NSW Police with a clear statement on the future use and operation of the Centre.

2 Plans to which this Plan of Management Applies

This Plan of Management relates to and is accompanied by the plans which accompany the development application.

- Seeks to ensure that the Centre is running at all times in a manner that is consistent with responsible management, in a manner that does not disturb the quiet and good order of the neighbourhood, and in a manner meeting all development consent conditions and the reasonable expectations of Blacktown Council (**the Council**) and the NSW Police.
- Therefore the objectives of this Plan of Management (**the Plan**) are to ensure that:
 - a) The Centre is managed and operated in strict compliance with the Operator's policies and procedures, so as to ensure it operates in an atmosphere of safety and comfort at all times;
 - b) The operation of the Premises does not impact detrimentally upon or detract from the amenity of the surrounding land uses and the neighbourhood in general.
- Where there is any conflict between the provisions of this Plan and the objectives, the conflict will be resolved in such a way so as to best achieve the stated objectives.
- The Plan demonstrates a strong commitment by the Operator to good management of the operation of the business, particularly in relation to managing potential impacts on adjoining and surrounding land uses and premises, as well as the public domain.
- Access will be via the carpark that connects to the internal Access Road.

3 Centre Description

This Plan relates to the Eastern Creek Retail Centre and is accompanied by the plans which form part of the development application. The centre consists of a major supermarket, gym, medical centre, mini-major, food & beverage and various specialty tenancies. It provides carparking for staff and customers and ancillary facilities to enable the efficient and functional operation of the centre.

The centre itself consists of a combination of internal and external mall areas with dedicated food and beverage precincts designed to provide a range of options for the community as well as to provide a place for kid's play and community interaction whether informally or through events.

4 Operator Information

4.1 Signage/Wayfinding

Wayfinding signage will be positioned to direct patrons to the amenities.

4.2 Amplified Sound

There is to be no amplified sound before 10.00am or after 9.00pm in conjunction with any events.

4.3 Bump-in and Bump-out

- Loading is to take place in accordance with the approved loading plan and in accordance with Blacktown Council Construction Noise Code of Practice
- Forklifts may be required to be used for the bump-in of some loading
- Bump-out to be complete by 5.00pm on Sundays.

4.4 Waste Management

General and recyclable waste bins are provided in the loading dock waste room. Eastern Creek cleaning staff routinely empty the bins. Once collected, the waste is stored in the areas provided at basement level of the building until removal off-site in accordance with Council's waste collection controls by private waste removal contractor.

4.5 Management and Supervision

The management team includes the following personnel :

- Centre Manager,
- Marketing Manager,
- Operations Manager
- Asset Manager.

However, the number of personnel on site at any one time will vary depending on anticipated demand and events at the centre.

4.6 Security

Licensed security guards will conduct routine patrols of the publically accessible areas when an Event is to be held. Management controls will be used to manage patron departure at closing times to ensure that patrons leave the Event Area in a prompt and orderly manner.

Lockable gates will be provided at the entry/exit points of the external mall areas.

CCTV is installed throughout the broader development in public areas such as the carpark, courtyards, toilets and shopping centre mall areas as well as to back of house, external and loading areas. A recording process and procedure will be put in place to ensure that footage of any incidents is available and is able to be provided to the relevant authorities if required.

4.7 Crowd Control

The management of event attendees will require Event Management and staff to regularly monitor the situation and take action as necessary e.g. requesting customers to keep the noise at an appropriate level and if necessary asking people to move along. Staff will also ensure that circulation paths are kept free of people and furniture.

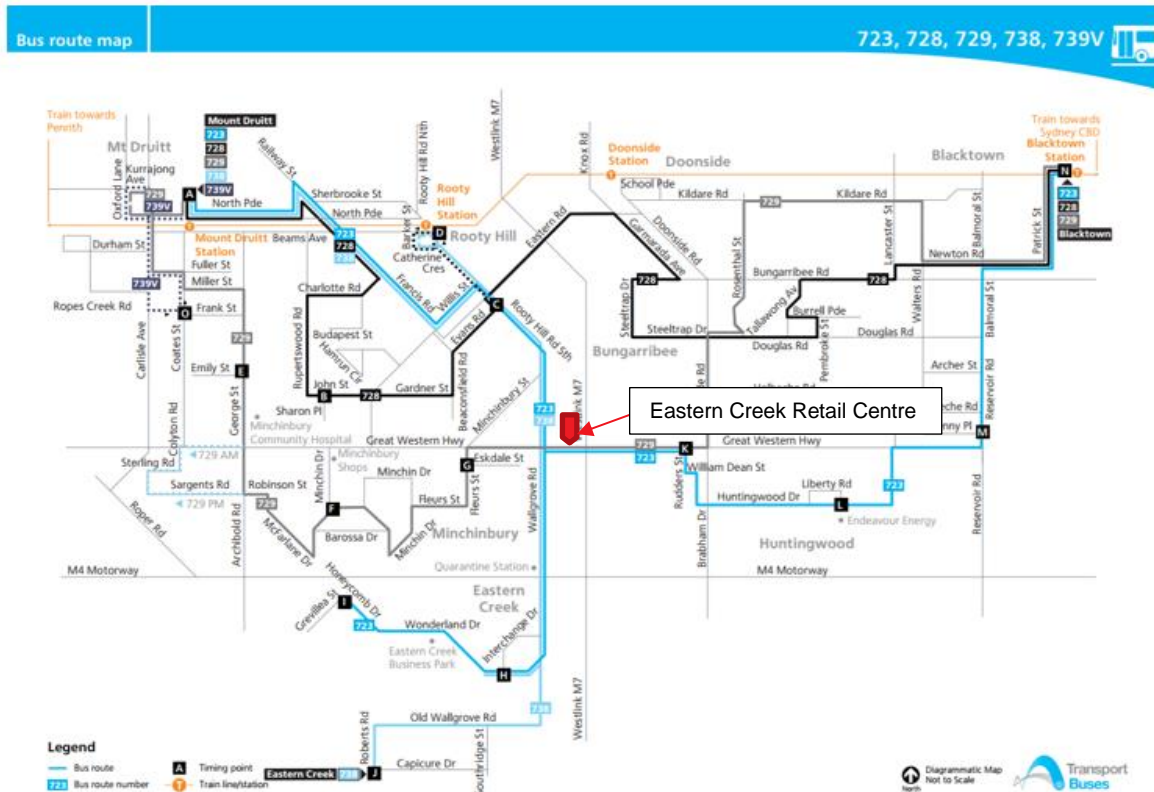
5 Facilities

The public toilet amenities located in Central Shopping Centre will be available to visitors/patrons.

Common shower and change facilities will be available for all staff.

6 Transportation

Due to the highly accessible location of Eastern Creek Retail Centre to the route 723 and 738 bus stop (1 minute walk) to travel to and from Rooty Hill Train Station, it is not considered that a significant number of measures are required to increase patron awareness of public transport. Management and staff will be knowledgeable of the public transport linkages in the area, and be readily available to inform patrons of these options which include train and bus stops at Rooty Hill Station and bus stops alongside of the Retail Centre (Rooty Hill Road South).



Bike parking facilities will be provided for both staff and public use.

7 Cleaning

Cleaning of the Centre and public areas will be undertaken on a daily basis. This will involve simple tasks such as removing any waste from the public areas and inside the Centre.

The waste generated from the Centre and public areas will be stored in the areas provided in the centre until removal off-site in accordance with Council's waste collection controls by private waste removal contractor.

Also, refer to the Waste Management Plan.