



CONTACT

Jim Murray Associate Director jmurray@ethosurban.com 9956 6962

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This document has been prepared by:



Ira Brenner 19 December 2019

This document has been reviewed by:



Jim Murray 19 December 2019

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Ethos Urban Pty Ltd
ABN 13 615 087 931.
www.ethosurban.com
173 Sussex Street, Sydney
NSW 2000 t 61 2 9956 6952

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1.0 Introduction

This Plan of Management has been prepared on behalf of China Centre Development Pty Ltd in relation to the proposed retail tenancies at 338 Pitt Street, Sydney.

This Plan of Management responds to the requirements of the *Sydney Development Control Plan 2012* (SDCP) Section 4.4.8.5 (10). It establishes a framework for how retail operations will be managed on the site.

The retail tenancies are comprised of:

- Lower Ground Level: Bar.
- Ground Floor and Podium: Retail, Food and Beverage.
- Level 32: Restaurant/Bar within the Sky Terrace.

1.1 Overview of the Proposed Development

The development at 338 Pitt Street will comprise:

- Demolition of all existing structures;
- Excavation and site preparation, including any required remediation;
- Construction and use of a new 80 storey mixed-use development, with an iconic two-tower built form above a podium and internal courtyard, comprising:
 - 591 residential apartments, with associated communal amenities and facilities;
 - A boutique hotel, with 158 hotel rooms and associated hotel amenities and facilities;
 - A publicly accessible restaurant and bar on Level 32; and
 - A mixed use podium, accommodating retail uses, hotel uses and building plant.
- Vehicular access from Pitt Street, with an off-street porte-cochere drop off and lobby for the hotel;
- Five (5) basement levels accommodating residential, retail and hotel car parking, motorcycle parking, bicycle parking, loading dock, hotel bus drop off zone, storage, retail uses, and relevant building services;
- Improvements to the public domain, including landscaping, new pedestrian connections, and landscaping; and
- Augmentation and extension of utilities and services.

1.2 Purpose

The purpose of this Plan of Management is to establish performance criteria for the operation of the retail tenancies at 338 Pitt Street. It outlines operational and management processes to mitigate any adverse impacts to the adjoining properties and wider community.

This Plan of Management is prepared for planning approval purposes and is not a Plan of Management for the purpose of the *Local Government Act 1993*.

1.3 Objectives of the Plan of Management

The objectives of this Plan of Management are to:

- Provide an easy to follow document that outlines how the retail tenancies will be managed and maintained in a manner that provides the community and patrons of the facility with a high quality experience.
- Ensure that management policies and procedures support the responsible operation of the retail spaces.
- Ensure that all servicing of the retail tenancies is carried out in a coordinated, safe and managed manner, with minimal disruption to the surrounding area.

- Ensure that vehicle access, traffic and parking associated with the retail tenancies has minimal impact on the local road network.
- Create an environment that is safe, engaging and welcoming for members of the community, staff and patrons.
- Ensure all employees receive training on their responsibilities and have a sound understanding of management procedures set out under this Plan of Management.
- Minimise the impacts of the operation of the tenancies on the community and to respond to community concerns promptly and professionally.

1.4 Implementation

The Plan of Management is a dynamic document which can be updated to respond to changing regulations, procedures and practices.

All staff will be provided with a copy of the Plan of Management and briefed on the requirements as part of the employment induction process. A copy of the Plan of Management will be available on site at all times. Individual Plans of Management will be developed for individual tenancies, where necessary.

1.5 Site and Locality Details

338 Pitt Street is located on the north-eastern corner of Pitt Street and Liverpool Street in the Sydney CBD, in the heart of Global Sydney. The area is characterised by high rise commercial and residential development. The location of the site within this part of the CBD ensures that it is accessible to a wide range of commercial, retail, entertainment and cultural destinations. Council has recently identified the locality as the 'midtown precinct', with a diverse employment profile, good accessibility and more affordable commercial office floor space in comparison to other parts of the CBD.

The mid-town precinct is currently in transition, with older style shopfronts, heritage buildings, and modern residential and commercial development. There have been large development approvals recently granted in the vicinity of the site, with the precinct becoming a truly mixed-use neighbourhood.

Elizabeth Street and Castlereagh Street are important north/south CBD bus routes, with Castlereagh and Pitt Street being key pedestrian north/south connections. Liverpool Street is one of the primary east-west links in the southern CBD, connecting Oxford Street and Surry Hills, through the CBD, to Darling Harbour and the Sydney International Convention Centre, Exhibition Centre and Entertainment Centre precinct. The site is walking distance to Town Hall Station and Museum Station, the light rail, and the future Pitt Street South CBD Metro Station.

The site's locational context is shown at **Figure 1**.

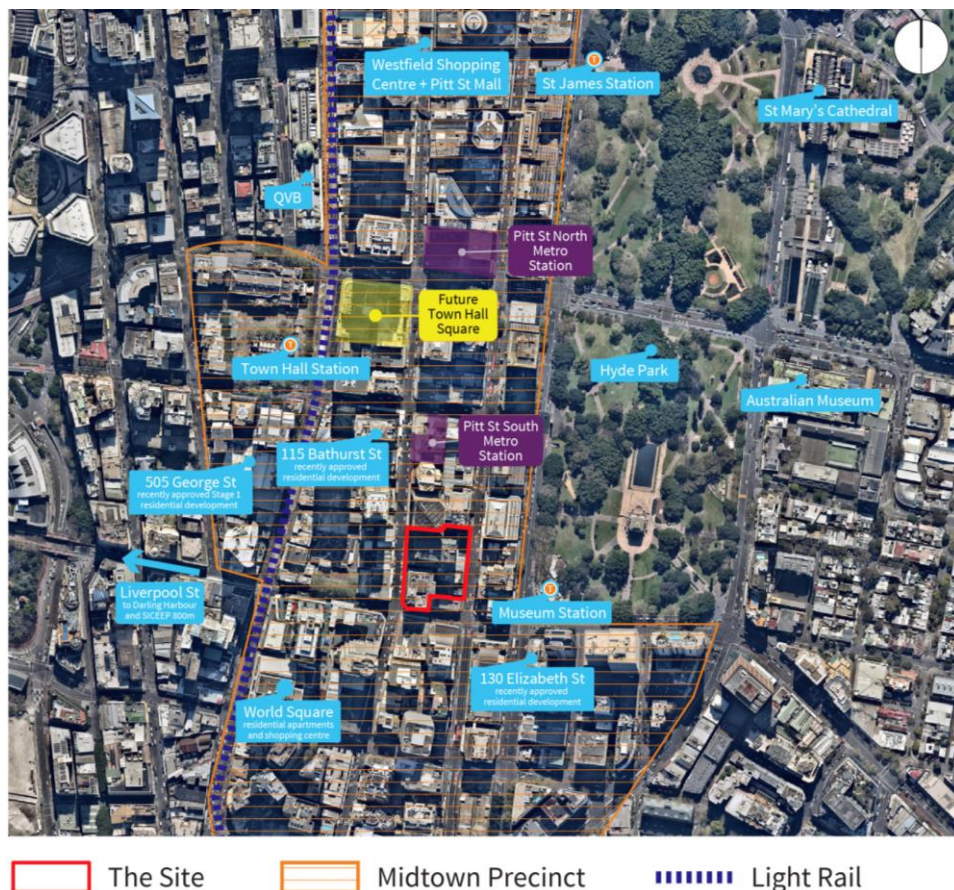


Figure 1 Locational Context [UPDATE]

Source: Ethos Urban

2.0 Operational Management Plan

2.1 Overview

The operation of the retail tenancies is to have regard to:

- ensuring maximum occupancy requirements are not exceeded;
- waste minimisation, storage and collection procedures;
- the approved hours of operation for the retail tenancies;
- staffing arrangements including the number of staff to be employed;
- the maintenance and cleanliness of the premises;
- ensuring the on-going operation of emergency systems including lighting and smoke detectors, sprinkler systems, and air conditioning;
- ensuring staff are trained in relation to the operation of the approved Emergency Management and Evacuation Plan;
- ensuring the placement and composition of furnishing and fittings achieve the appropriate fire safety requirements;
- ensuring premises are regularly checked to ensure fire safety including that all required exits and egress paths are clear and free of locks and obstructions; and
- on-site security.

2.2 Hours of Operation

The following hours of operation apply:

- Monday: 6am - midnight
- Tuesday: 6am - midnight
- Wednesday: 6am - midnight
- Thursday: 6am - midnight
- Friday: 6am - midnight
- Saturday: 6am - midnight
- Sunday: 6am – midnight

The operation hours of each retail tenancy will be subject to future separate approvals.

2.3 Noise

Noise emissions generated by retail uses to external receivers are expected to be low due to their location. Noise from retail use from the rooftop bar is likewise anticipated to be a low risk as it is in an enclosed space. Retail uses will be subject to separate approvals, which will include additional acoustic assessment based on the detailed design.

2.4 Access

- The primary entrance to the ground floor retail tenancies is provided from the through-site-links from Pitt Street, Castlereagh Street and Liverpool Street.
- The primary accessible entry will be on Pitt Street, with flat, at-grade access available.
- Retail tenancies on the upper levels will be accessed via lifts located on the ground floor.
- Retail parking is available on the Lower Ground with access from the porte cochere
- Bicycle parking and end-of-trip facilities are available in the mezzanine level of Basement 1.

2.5 Use of External Areas for Customers

Use of the courtyard seating area will be available 24 hours a day, seven days a week.

2.6 Bathrooms

- Sanitary facilities are provided on Level 1 and 2.
- The toilets will be available for patrons of the retail tenancies.
- Sanitary facilities will be well managed and regularly cleaned by appointed contract cleaners.

2.7 Ventilation and Odour

All food and beverage tenancies have been designed to allow for suitable exhaust. Ventilation and odour details will be provided as part of future approvals for each retail tenancy, where relevant.

2.8 Pest Control

Pest control will be managed as part of the facilities management and operations protocols in place by Council.

The retail operator will be responsible for ensuring appropriate pest control practices are applied to the tenancies in accordance with relevant food safety standards and regulations.

2.9 Safety and Security

A Crime Prevention Through Environmental Design (CPTED) assessment has been prepared and found that Crime Risk Assessment Rating of the development is moderate.

The following measures will be incorporated to ensure safety and security is maintained:

- Clear signage will be provided to ensure customers are able to find their way around the centre.
- Entry points to the tenancy and centre will be well lit.
- All lighting will be maintained and cleaned regularly.
- CCTV surveillance will be in operation throughout the centre. 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 and when required.
- Security personnel will be employed throughout the centre to undertake regular patrols.
- Mechanisms will be in place to ensure ongoing maintenance of the centre, including vandalism repair and removal of graffiti.
- Appropriate materials will be utilised to minimise opportunities for vandalism.
- Back of house storage and staff areas will be controlled through restricted access measures.

2.10 Waste Management

Waste collection, storage and removal from the site will be managed in accordance with the following principles:

- Each retail tenancy will retain bins in the back-of-house area for storage of waste
- Retail waste storage is split into two rooms: one for the north tower and one for the south tower
- A 1,100L bin has been selected for the retail waste storage due to its capacity and relative manoeuvrability.
- There will be minimum three collections of food waste a week
- Cleaning and removal of waste for commercial spaces will be conducted by contracted site cleaners. This will involve the transport of waste from each tenancy to the retail waste rooms through the Basement 1 level.

Figure 2 demonstrates the flow of waste from unit generation through several steps.

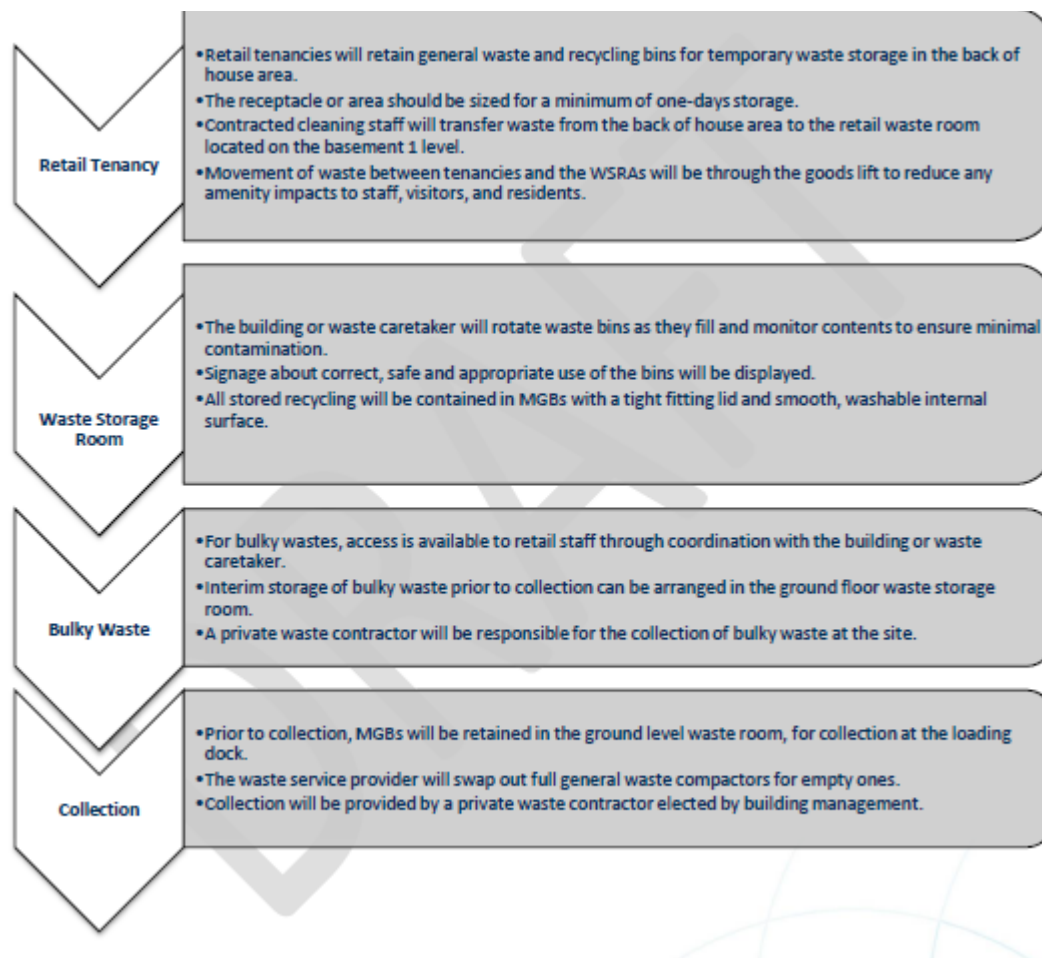


Figure 2: Retail waste flow

MRA Consulting Group

2.11 Transportation

Due to the highly accessible location of Sydney's CBD, there are several transport options available including:

- Museum railway station is located approximately 250 metres to the east and Town Hall Station is located approximately 350 metres to the north.
- The site is highly accessible with respect to walking and cycling. As is typical in the CBD, existing well-established pedestrian networks are provided around the site, which ensure safe and legible networks for the site as both a destination and origin for people trips. Formal crossing points are provided at local signalised intersections.
- CBD and South East Light Rail will deliver services every two or three minutes during peak periods with continued high frequency services throughout the day. The nearest stop is located at World Square, approximately 250 metres (a three minute walk) to the south-west on George Street
- The future Pitt Street Metro station will also be approximately 150 metres north of the site and will further enhance the site as a highly accessible location.
- Provision for 50 car parking bays for retail users and one car share option is available.

2.12 Emergency and Evacuation Procedures

In an event of an emergency, staff will be trained to ensure all patrons exist the premises in an orderly manner.