

PLAN OF MANAGEMENT

731 – 741 MILITARY ROAD, MOSMAN

Partial demolition and redevelopment of existing structures and the construction and fit out of the buildings for the purposes of a Woolworths Metro supported by an on-grade car park.

JULY 2020

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1. INTRODUCTION

This Plan of Management (**POM**) has been prepared on behalf of Fabcot Pty Ltd (**Applicant**) and accompanies a development application (**DA**) submitted to Mosman Council (**Council**) for the partial demolition of existing structures and construction of a convenience style Metro store (**Metro**), cafe and parking at the rear of 731-741 Military Road, Mosman.

This POM demonstrates how the proposed Metro 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 store and ensure the day to day co-ordination of the store so that it runs efficiently. The Metro and supporting cafe will be managed by the Woolworths Dedicated Operations Team and the Store Manager.

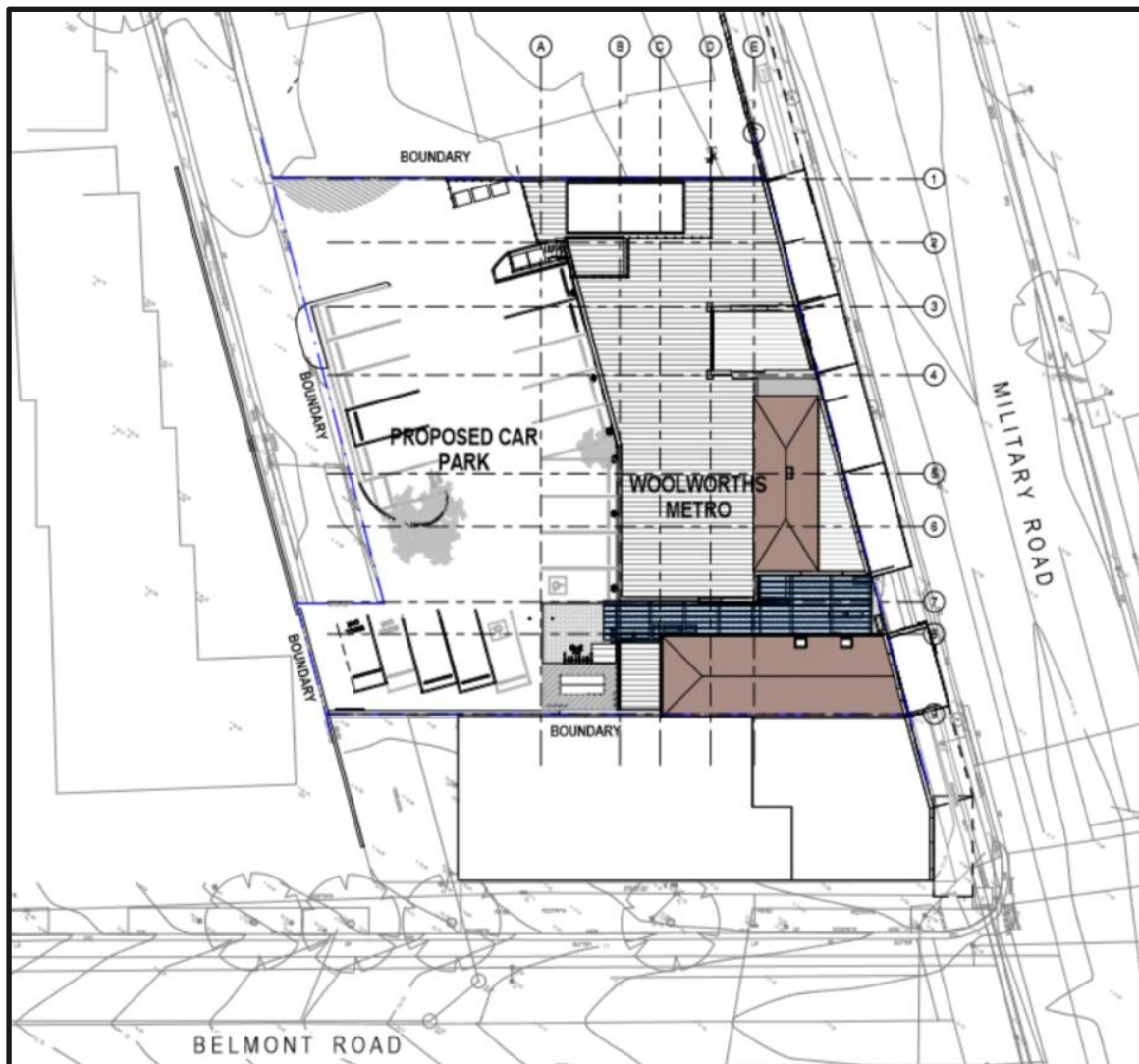
This POM will be an operational guide for the centre and will be updated over time. It will be subject to review and further refinements following determination of the DA.

2. PROPOSED DEVELOPMENT

2.1. Description of Development

The proposed development involves the amalgamation and refurbishment of existing buildings with rear parking for approximately 20 cars. The loading dock is to be located at the northern side of the site.

Entrance to the store will be either from Military Road or from Lennon Lane that links customers to the rear carpark.



2.2. Staff

Based off other smaller format Metros that have been recently opened, the store will be staffed between 2 – 8 people at any given time. Like other similar Metro's, the store Manager may require a permanent car space (located in adjacent to the car park exist) however all other staff working at the proposed store will be encouraged to use public transport as their common mode of transport.

2.3. Hours of Operation

The proposed trading hours of the Metro are:

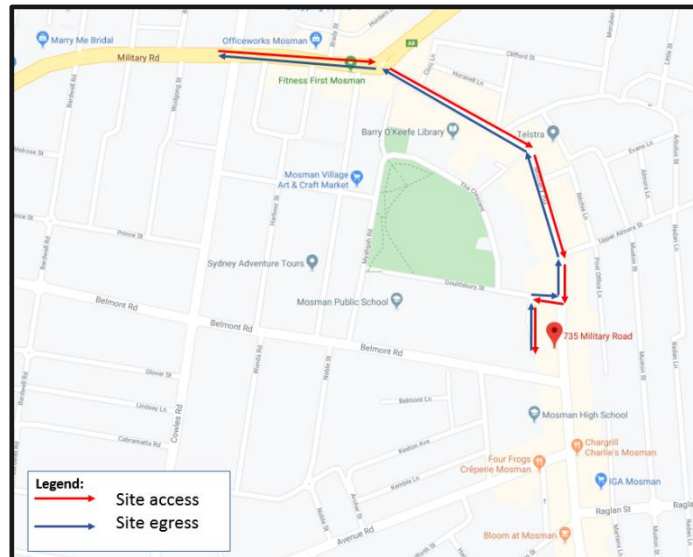
- Monday to Saturday – 6am to 11pm
- Sunday – 6am to 10pm

2.4. Café

A café is planned to operate within the Hours of Operation and aims to provide much the same types of products that you would find in a traditional café, being hot drinks, sweets, sandwiches, and toasties. The service area will be operated by staff within the store and will seat up to twelve customers at a time. The operation of the café will be reviewed regularly based on customer demand and feedback.

2.5. Loading Dock Management

- Deliveries will occur:
 1. Monday to Friday between 9am and 2pm; and
 2. Saturday and Sunday between 8am and 10am and between 5pm and 7pm (**Delivery Hours**)
- Deliveries arrive from a Woolworths Distribution Centre with a truck size of up to 8.8m in length and is required twice daily within the proposed delivery hours. The time taken to unload the trucks will be approx. 30 – 45 minutes per delivery.
- In addition to the truck deliveries above, suppliers will also be undertaking deliveries (**Direct Deliveries**) in vans. The time taken to unload the vans is approx. 5 minutes and will also be contained within the dedicated dock.
- The truck delivery path proposes that deliveries travel East on Military Road and continue to travel South East on Military Road after Spit Junction, then travel west down Gouldsbury Street and finally travel South on Lennon Lane, which is located at the rear of the property (see map below).



- When a delivery vehicle arrives to site and needs to access the dock, the following management process will take place:
 1. On approach to the site the truck driver contacts the store and advises that arrival is expected within the about 10 minutes.
 2. A staff member (in a high vis jacket) goes to the car park entry and waits for the truck to arrive.
 3. Once the truck enters the car park, the staff member places witches' hats across the car park entry and stops cars entering the car park with a sign (please wait while truck reverses into dock). This should take less than a minute.
 4. Once the truck is parked in the dock the staff member removes the witches and cars can enter the car park.
- As the truck exits the dock in a forward direction no additional measures are required for the truck exiting the site.

3. PROPOSED MANAGEMENT

3.1. Access and Security

The following security measures are proposed to improve the safety of shoppers, store employees, management staff and physical assets within the premises:

- Parking will be monitored as a means of preventing vehicles from staying in the car park for long durations.
- The loading dock will be closed and secured outside of the delivery hours.
- The store has a number of entry and exit points which will be closely and continuously monitored by CCTV. These cameras will be installed in public areas to reinforce natural surveillance.
- All areas of the car park and building entrances will be well lit, providing a clear line of sight for shoppers.
- The buildings will be well maintained as a means of discouraging vandalism and crime.
- The car park will be closed from 10pm to 7am Monday to Saturdays and 10pm to 8am on Sundays.

3.2. Pedestrian Access

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

- **Military Road entrance:** The main pedestrian access and where the entry is planned to be located will be along Military Road.
- **Lennon Lane entrance:** Level pedestrian access to the store is also available from the rear Lennon Lane carpark.

3.3. 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.

An Acoustic Impact Assessment has been prepared and submitted with the DA. The report concludes that the noise emission from operation of the Metro including loading dock, car park, café and traffic noise generated can satisfy the requirements of the EPA Noise Policy for Industry, EPA Road Noise Policy, Australian Standard AS2436:1981 *“Guide to noise control on construction, maintenance and demolition sites and EPA - Interim Construction Noise Guidelines.”*

Operation hours for the loading dock, deliveries, garbage removals will not be allowed outside of the Delivery Hours being, 9am – 2pm Monday to Sunday and Public Holidays.

3.4. Trolley Management

No trolleys will be used on site. This will be a basket shop store only, catering for customers customer who increasingly prefer more frequent shops, for fewer items and therefore less reliant on trolleys.

3.5. Loading Dock Management

The Loading Dock Management Plan will be further refined following determination of the DA and prior to an Occupation Certificate. A copy of the final loading dock management plan will be submitted to council prior to OC. 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.

Loading Dock Hours of Operation

The loading dock will be operational during the Delivery Hours.

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.

Direct Deliveries

The store will receive a number (up to 5 per day) 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 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 vehicle movements in and out of the site will not breach timing restrictions, and do not conflict with regular warehouse deliveries scheduled by the Transport Manager.

Pedestrian and Vehicle Safety

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.

3.6. 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 store is not yet constructed the normal guidelines we have in place for the construction and management of a Metro have been detailed below.

Building Construction

Woolworths has a style guide that quantifies the key requirements in its retail development projects. It provides a set of default design parameters which are expected to be achieved. Please note this is an evolving document.

Part of this style guide is the requirement for the lower 3m of any accessible wall to be treated with an anti-graffiti treatment. Subject to detailed design development, the actual treatment will be confirmed depending on the type of building material that is used.

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.

3.7. Litter Management

Presentation of our stores is of utmost importance to Woolworths and reflects our brands. Whilst the store 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.
- Litter being picked up throughout the store by roaming cleaners on their circuits.

Externally

- Litter being picked up within the site by roaming cleaners on their circuits.
- The centre car parks are patrolled daily and as required.

3.8. Waste Management

- 6 x 1,1000L bins (general and recycling) to be located in a dedicated retail waste area located at the rear of the premises. These bins will be secured and used solely by Woolworths
- Waste collection to be undertaken three times a week through utilisation of small rigid vehicles through the Truck Delivery Path.
- For cardboard collection, bale press is located within the tenancy, with bales to be collected 2 - 3 times a week within the loading area on the property.