

Forestway Shopping Centre Retail Centre Plan of Management

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1 Introduction

This Plan of Management has been prepared to support the operation of the retail centre at 22 Forest Way Frenchs Forest, also known as Forestway Shopping Centre.

The purpose of this Plan of Management is to establish performance criteria for the operation of the retail tenancies at Forestway Shopping Centre. 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. It has been prepared in accordance with Volume 5, Part 2 of the *Warringah Development Control Plan (DCP)*.

2 Site and Locality Details

2.1 Local Context

Located within Frenchs Forest, a suburb within the Northern Beaches Local Government Area (LGA) the subject site provides local shopping services to residents. Frenchs Forest is identified as a Strategic Centre that will evolve into a significant health and education precinct within the Northern Beaches. It is about 13 km from the Sydney CBD and is well serviced by both road and bus based public transport within and external to the LGA.

Situated near the junction of Warringah Road and Forest Way, the site is visually prominent and well suited for expanded operation, taking advantage of its accessibility and proximity to the future town centre. In recent times, Warringah Road has undergone significant upgrades to cater for the new Northern Beaches Hospital, future town centre and associated residential uplift within the area.

The location of the subject site is shown in Figure 1 overleaf.



Figure 1: Subject site (Spatial Viewer)

2.2 Legal Description

The development site is legally described as Lot 20 DP 1209801, No.22 Forest Way, Frenches Forest.

2.3 Site Description

The site is a large irregularly shaped parcel of about 2 hectares with:

- Russell Street the northern boundary, with low-density housing further northwards.
- Forest Way forms the eastern boundary, with residential homes and the future Town Centre further east.
- The southern boundary formed by Frenches Forest Primary School and Sorlie Place, and
- Grace Street the western boundary, with housing and bushland further to the west.

The site is substantially covered by buildings associated with the shopping centre, including a two storey car park that fronts Forest Way. Vehicles access the site via Forest Way, Russell Avenue and Grace Avenue.

An aerial image of the site is provided at Figure 2.



Figure 2: Aerial Map Extract of Subject Site (Six Maps)

3 Operational Management Plan

3.1 Overview

The operation of the tenancies is to have regard to:

- Ensuring maximum occupancy requirements are not exceeded;
- Waste minimization, 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 ongoing 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.

3.2 Hours of Operation

Existing hours of operation of the centre will continue which are between 7 am and 10 pm, with the loading dock operating between 6 am and 10 pm. These hours are the maximum hours that the retail centre will be publicly accessible, however the operation hours of individual retail tenancies will be subject to future separate approvals.

During early morning and late night hours when only a limited number of tenancies will be open, additionally security measures will be in place such as security guard patrols, lighting and CCTV. Operational hours for restocking and other staff activities will occur 24 hours, 7 days a week.

The enclosed loading dock on Grace Avenue is proposed to operate between 6 am and 10 pm, seven days per week. This is an extension of dock operating times by one hour earlier than the existing.

3.3 Operation during construction

The shopping centre is currently an active centre and will continue to operate during construction works to provide services for the community.

The project works will be executed in two stages to minimize construction impact to the existing business. The stages works will also allow on-site car park facility for the shoppers during the construction period.

Construction Stages:

Stage1:

In this stage the existing car wash and associated building will be demolished followed by the construction of Basement 2, Basement 1 and Ground level slab construction. Once complete the Basement 2, Basement 1 and Ground level slab will be dedicated carpark for the shopping Centre. During the construction of stage 1 structure, the existing multi-level carpark on the Forest Way will be fully operational.

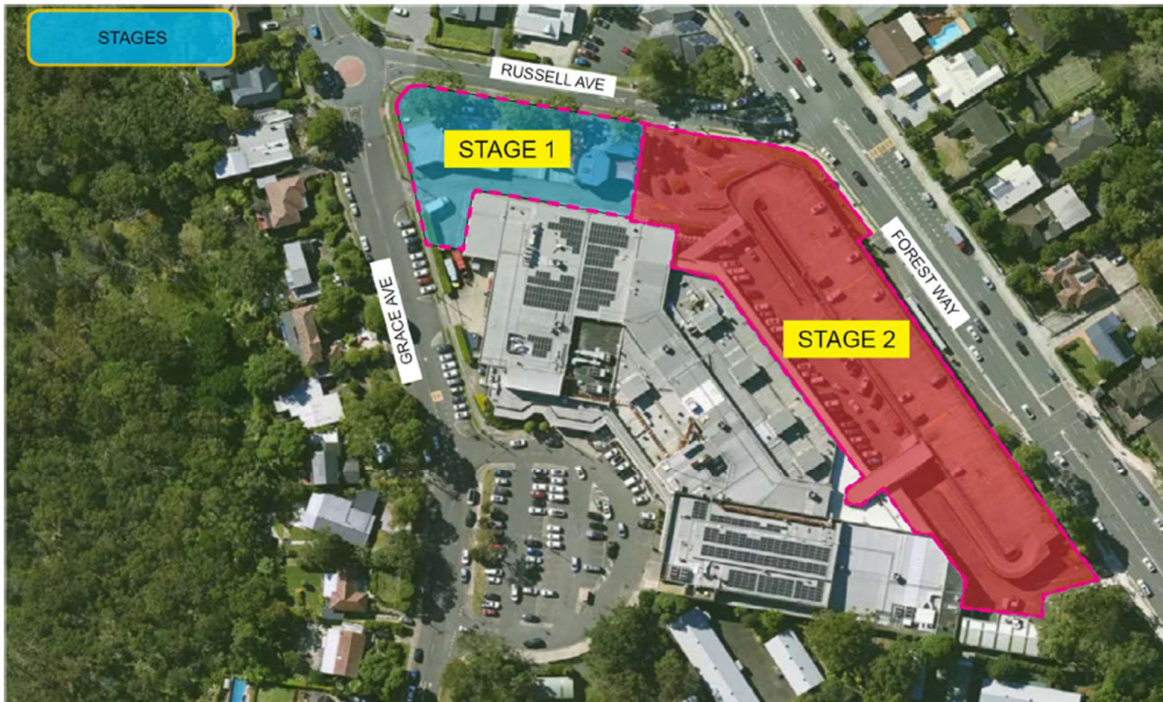
Stage 2:

In this stage the existing multi-level carpark will be demolished to construct new Basement 2, Basement 1 and Ground Level car park. Once completed the newly built stage 1 carpark and stage 2 carpark will act as a single multi-level car park.

During the construction of stage 2, the newly built stage 1 carpark will be fully operational and provide car park space for the Shopping Centre.

Once the car park floors in both stages are completed construction of the retail shop “Mini Major” will commence.

Construction of the Pedestrian Bridge over the Forest way, Forest Way Bus Stand relocation and upgrading Forest Way to create new intersections will progress concurrently with the Stage 2 works.



Carparking during construction works

During the construction of stage 1 structure, the existing multi-level carpark on the Forest Way will remain fully operational and provide car park space for the Shopping Centre.

During the construction of stage 2, the newly built stage 1 carpark will be fully operational and provide car park space for the Shopping Centre.

3.4 Noise

Noise emissions generated by retail uses to external receivers are expected to be low due to their location and have been assessed as part of the planning approval. Soft music will be played within the internal areas of the enclosed mall and within tenancies and will not exceed compliant levels outside the premises.

3.5 Safety and Security

The following safety and security measures will be implemented:

- Clear signage will be provided to ensure customers are able to find their way around the centre;
- Entry points to the tenancies and the 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;
- Back-to-base monitoring will be provided and security personnel will be contracted by the retail centre operator to undertake patrols;
- Mechanisms will be in place to ensure ongoing maintenance of the centre, including vandalism repair and removal of graffiti;
- Appropriate materials will be utilized to minimise opportunities for vandalism;
- Back of house storage and staff areas will be controlled through restricted access measures.

3.6 Waste Management

Centre waste will be located in the Waste Management Area in the loading dock. Waste will be stored within bins at the source within each tenancy and transferred (expected 3 – 5 times per week) to the waste management area within the loading dock. This includes areas for recycling. Recycling Streams may include comingled waste (bottles, cans, etc.), cardboard organics and soft plastics. Waste will be removed from this area by an authorised contractor at regular intervals, in accordance with the DA approved hours.

Refer to the Operational Waste Management Plan prepared by Elephants foot.

The supermarket will operate under a separate waste management plan to be subject to future development application approval.

3.7 Staffing

Staff numbers for each retail tenancy will be determined as part of separate approvals. The Retail Centre Operator will employ staff to regularly inspect the centre and assess operations, cleaning and security matters.

3.8 Signage

External signage is provided. Signage zones have been nominated as reference only. Internal signage, including wayfinding signs, will be coordinated with the retail centre operator.

3.9 Pedestrian Access

The main entry is near the bus stop on Forest Way, which can be accessed via the pedestrian crossing and the footbridge crossing Forest Way. Besides, access can be made at ground level via Council's carpark on Grace Ave. These pedestrian routes will be open to the public between 7am – 10pm, 7 days a week, in accordance with the approved hours of operation.

3.10 Car Parking

Car parking servicing the Centre is in basement and at grade, access from Forestway and Russell Avenue. The carpark is accessed via travellators and a lift from the basement and ground floor level.

3.11 Trolley Management

Measures will be installed to prevent customers removing shopping trolleys from the Centre by magnetic trolley management system. Dedicated staff will collect and return trolleys to the trolley storage area throughout the centre.

3.12 Emergency and Evacuation Procedures

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

3.13 Complaints Handling

Complaint Management Procedures will be implemented. Complaints shall be responded to in a timely manner by the retail centre operator and details of any serious incidents that occur on the premises will be recorded and kept on site.