



Plan of Management

Petrest Crematorium

Unit 2, 4 Taronga Place, Mona Vale

1. Location

Unit 2, 4 Taronga Place, Mona Vale NSW 2103

2. Purpose of the Plan of Management

The purpose of this Plan of Management (POM) is to establish performance and operational criteria for the animal crematorium known as Petrest, located at Unit 2, 4 Taronga Place, Mona Vale. This Plan of Management has been prepared to ensure the safe and successful operation of the animal crematorium ensuring there are no adverse impacts on the amenity of surrounding industrial uses and the immediate neighbourhood.

3. Hours of Operation

Monday to Sunday 7.00am to midnight

4. Staffing Details

4.1 Number of Staff

A maximum of two (2) staff members are required for the operation of the crematorium. One (1) person is required to operate the furnace at any one time.

4.2 Staff Training

All staff are trained in the safe operation of the furnace system, including:

- The primary and secondary incineration chambers, the control module, the gas supply infrastructure, and the pre-start and start-up procedures;
- The operational details provided in this Plan of Management.

Furnace operating details are provided in a hard copy manual, kept on the premises at all times to allow for staff training and troubleshooting any potential issues that may arise from the operation of the furnace.

4.3 Staff Amenity

An office space is provided on the ground floor of the premises. This area will be air conditioned and be used as a staff breakout area. The main area of the premises used for the crematorium will experience a high room temperature and therefore the office area is essential for the use by staff members.

5. Volume/Number of animals to be cremated

Daily: Approximately 20-30 animals to be cremated per day. The furnace has a capacity for approximately 480kg

Weekly: Approximately 1,500kg of bulk to be cremated per week.

6. Handling of animals

All animals are delivered in thick plastic bags (AMS Products – Premium Animal Body Bags). The animals are able to be cremated in the plastic bags, eliminating the need for direct contact with the deceased animals.

Animals under 20kg are carried by personnel from the refrigerator/fridge facilities to the furnace, animals over 20kg are put on a trolley and moved to the furnace.

Animals are stored in the cool room/refrigerator at all times, excluding when animals are moved to the furnace for cremating.

7. Deliveries

7.1 Deceased Animals

There will be an average of two (2) deliveries per day. These deliveries will occur at approximately 11.00am and 3.00pm.

There will be a maximum of two (2) small delivery vehicles on-site at any one time.

7.2 Crematorium Supplies

Stock deliveries are received every 1-2 weeks, on an as needed basis.

8. Waste Collection and Storage

The premises will create minimal waste, other than ashes produced from the furnace that are most often placed in urns to be returned to the relevant veterinary clinics. Any ashes not required to be kept will be placed in a dedicated bin (660L bin) for weekly collection by a certified contractor (Sita/Suez).

General waste is collected once a week (Fridays) with a small truck that has a capacity of 8x 240L bins. The general waste bin is located adjacent to the roller door and loading and unloading area. Refer to architectural plans for further details.

9. Vehicular Access and Parking

The site has ten (10) car parking spaces for use by the three (3) tenancies on the property. Unit 1 and 2 will be operated in conjunction and have five (5) dedicated car parking spaces for staff of the crematoriums.

Service and delivery vehicles will be loaded/unloaded in the designated loading area inside the premises. The garage door will remain closed when deceased animals are being unloaded to ensure no adverse impacts to the amenity of neighbouring businesses or personnel.

10. Cleaning and Maintenance Practices

10.1 Cleaning

The furnace is cleaned out with a metal rake after each cycle of cremation. Any remaining ash residue (primarily from group cremations), these are removed and disposed of in the 660L bin and removed by a dedicated contractor (Sita/Suez). The furnace is then wiped down with a damp cloth (once cooled).

A professional cleaner will attend to the site weekly. The cleaner will vacuum and mop the floor and clean benches and other surfaces. No contaminated liquid waste will be disposed of into the drainage system.

10.2 Maintenance

The primary and secondary incineration chambers are regularly maintained as part of an efficient operation. Regular maintenance of the key parts of the cremator is carried out by an external qualified technician and the crematorium operators, depending on the level of qualified expertise required during each maintenance cycle.

11. Use and Storage of Chemicals

The operation of the crematorium does not involve the use of any specific chemicals. For cleaning purposes, only standard household cleaning products such as bleach and disinfectant will be used.

12. Odour and Air Quality (Furnace Details)

The furnace to be installed is known as the BPL 500-M3 Pet Cremator. The furnace will be provided by HCS Industrial, Australian agents for B&L Cremation Systems, USA and ATI Incinerateurs, France.

The furnace comprises two (2) chambers, known as the primary and secondary chamber. The primary chamber is where the animals are placed for cremation. The purpose of the secondary chamber is to incinerate any combustible matter carrying over from the cremation process. The secondary chamber operates at 850°C, which is sufficient to eliminate any smoke and odour carry over from the primary chamber.

The furnace is fitted with an opacity monitor that is continually monitored during the operation of the furnace. In the unlikely event any smoke is detected in the exhaust system, the primary burners will turn off for a set period of time (2-3 minutes), and additional air is introduced to the furnace to assist with the process. If the emission has cleared after this time, the burners will be re-enabled, and cremating will continue.

Odour emissions from the cremator only occur if smoke is released from the unit. During normal operation, no smoke or odour will be emitted from the unit.

13. Emergency/Backup Power Supply

An uninterrupted power supply (UPS) will be located on the site. The UPS is located within Unit 1 and has the ability to cater for a malfunction of both furnaces, simultaneously if required. The UPS is a battery backup which provides enough power for the computer of the furnace to run for the duration of the current cremating process if an outage occurs. Once the cycle is complete, the furnace will be turned off until power is restored.

The cool room/fridge used to store and refrigerate the deceased animals does not utilise the UPS. The cool room stays cold for approximately 24 hours before the contents would start to degrade. While it is unlikely there will be a power outage for this amount of time, if there is, the deceased animals can be moved to a refrigerated van for temporary storage or the animals can be transported to nearby veterinary hospitals or another Petrest facility in the Sydney region.

14. Acoustic Amenity

As per the Acoustic Report prepared by Wilkinson Murray, the use of the crematorium is compliant with the NSW EPA Noise Policy for Industry (NPfI). The operation of the crematorium will have no impact on the acoustic amenity of the surrounding industrial and commercial uses.

Furthermore, the garage door will remain closed when the cremator is in operation, ensuring no additional acoustic impacts.

15. Complaints, Incidents and Usage Logs

15.1 Complaints and Incidents

If a staff member detects an odour or receives an odour complaint during normal business activities, the odour entry form, as shown in Appendix B is to be completed as soon as possible. The animal crematorium has two primary reporting forms for the management of incidents and complaints, and they are as follows:

1. An environmental incident report; and
2. An environmental complaint form.

If a member of the public wish to lodge a complaint regarding the operation of the facility, the manager is required to complete an Environmental Complaint Form (Appendix B).

15.2 Usage Logs

A log is kept of all cremations undertaken on the site. The log includes the staff member(s) operating the furnace, the weight of the bulk being burnt, the time of the cremation (start and finish), any malfunctional or environmental incidents that occur and any complaints made during the cremation (Appendix C).

This log is filled in before each cremation to ensure the safe practice of the crematorium and to ensure there are no adverse impact on neighbouring properties and businesses.



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16. Amendments to this Plan

If in any circumstances where it is reasonable or desirable to modify any provision of this plan for the better management of the premises, that modification shall be made to the plan and a copy shall be provided to Northern Beaches Council.

This document has been prepared by Tomasy Planning on behalf of Petrest (Greencross Ltd).

This Plan of Management is approved by:

Name: HANNAH JULIUS

Position: DEVELOPMENT APPROVALS MANAGER / TOWN PLANNER

Signature: 

Date: 11/6/19

Appendices

Appendix A – Example image of cremator to be installed. Model No. BPL 500-M3 Pet Cremator



Source: B&L Cremation Systems

Appendix B – Incident and Complaint Forms

1. Environmental Incident Report



ENVIRONMENTAL INCIDENT REPORT		
INCIDENT LOCATION:		
NATURE OF OCCURRENCE:		
<input type="checkbox"/> Spill <input type="checkbox"/> Leak <input type="checkbox"/> Unightly / offensive accumulation of waste, litter etc. <input type="checkbox"/> Other (describe):-	<input type="checkbox"/> Excessive Noise / Vibration <input type="checkbox"/> Dust / smoke / odour <input type="checkbox"/> Fire / Flood / Natural Disaster	
FURTHER DETAILS:		
Origin of Incident:		
From (date/time):		
To (date/time):		
DESCRIPTION OF INCIDENT		
RESULTING IMPACT: <i>(what Environmental Harm was caused or threatened?)</i>		
EXTENT OF IMPACT: <i>(area affected)</i>		
PROBABLE CAUSE: <i>(what caused the incident?)</i>		
CORRECTIVE ACTION TAKEN: <i>(immediate actions, date/time etc)</i>		
PREVENTATIVE ACTION TO BE TAKEN: <i>(to prevent occurrence/eliminate root cause of the incident)</i>		
MAINTENANCE SERVICE REQUEST NUMBER:		
ANY COMMUNITY/MEDIA ATTENTION: <i>(give a brief description)</i>		
INCIDENT REPORTED TO PARAMATTA CITY COUNCIL: YES NO		
Date:	Time:	EPA Officer:
OTHER COMMENTS/ATTACHMENTS:		
REPORT COMPLETED BY:	SIGNED:	DATE:
ENVIRONMENTAL MANAGER:	SIGNED:	DATE:
PLANT MANAGER:	SIGNED:	DATE:



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2. Environmental Complaint Form



ENVIRONMENTAL COMPLAINT FORM

DATE & TIME COMPLAINT REPORTED: _____

DETAIL OF COMPLAINT:

(If Odour, please describe)

NAME & ADDRESS OF COMPLAINANT:

(if permitted)

DATE & TIME OF EVENTS GIVING
RISE TO COMPLAINT:

AT THE TIME OF THE EVENT AN ESTIMATE OF:

TEMPERATURE:

WIND SPEED:

WIND DIRECTION:

RAINFALL:

LIKELY CAUSE OF EVENTS GIVING
RISE TO COMPLAINT:

ACTION TAKEN IN RESPONSE TO THE COMPLAINT, AND TO PREVENT A REOCCURRENCE OF THE EVENTS
GIVING RISE TO THE COMPLAINT:

SERVICE REQUEST NUMBER:

REPORTED TO: _____



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Appendix C – Daily Cremation Log

Pet Rest - Daily Crem Sheet

[illegible]

Incident Type

Minor Incident: outside normal operating parameters, investigated by the Operator, root cause identified, corrective action taken

Major Incident: significantly outside normal operating parameters, investigated by the Operator but root cause not identified, external support engaged, root cause identified, corrective action taken

Emergency Incident: normal operating parameters not sustainable

External Support Contact Details	Name	Phone	email
Environment Manager:	Hannah Julius	0438 942 791	HJulius@gxlttd.com.au
Furnace Engineer:	Scott Paton	0402 500 697	ics.scottp@gmail.com
Business Manager:	Gab Ribeiro	0432 106 680	gab.petrest@gmail.com