



# **Plan of Management (PoM)**

Woolworths Metro Store  
29-33 The Corso, Manly

September 2019

## **PLAN OF MANAGEMENT OVERVIEW**

This Plan of Management provides an overview of the operational aspects of the Woolworths Metro Store highlighted as follows

1. General Operational Procedures
  - a. Hours of Delivery
  - b. Staffing Arrangements
  - c. Noise minimization
  - d. Complaint management
  - e. Police Co-operation
2. Delivery Methodology
  - a. General Deliveries
  - b. Waste management

## **General Operational Procedures**

### **Hours of Operation**

- It is proposed to trade between 6am – 11pm as consistent with neighbouring properties on The Corso.

### **Capacity**

- In line with smaller format Metros that have been recently opened the store will be staffed between 2 – 8 people at any given time
- Patronage throughout the day is anticipated to be consistent with a minor peak between commuting hours of 7 – 9am and 5 – 7pm on weekdays and during holiday periods. This would result in an average of 5 – 25 customers going through the store.

### **Noise Management**

- Given the store classification is a low security risk given its size being under 500m<sup>2</sup> and permitted use it is anticipated that the building shall be self contained in terms of the housing and operation of plant servicing the building including this tenancy.
- Soft non-descript background music will be played within internal areas of the store only, typical of other retail outlets. Such background music will not be audible from outside the premises.

### **Trolley Management**

- No trolleys will be used on site as is a basket shop store in line with our small neighbourhood and CBD Metro supermarkets

### **Safety and Security**

- This PoM aims to ensure the safe operation of the supermarket for its staff and customers alike with increased safety to the immediate surrounds by virtue of a low security late night trading operation providing increased pedestrian activity and passive surveillance of the street.

The below subheadings address how this will be achieved.

### **Lighting**

Lighting at the subject site is proposed to ensure security is adequately provided to site users and staff alike by:

- ❖ Providing appropriate internally lighting
- ❖ Providing illuminated signage at site entries to ensure site visibility and accessibility

### **Electronic Security Monitoring**

Electronic security monitoring is provided at the site as follows:

- ❖ The premises shall be monitored externally by private security contractor
- ❖ Concealed panic buttons installed at service locations within the store and portable buttons able to be carried by staff, alerting the contractor and Police.

### **Drop Safes**

The Woolworths Metro Store will provide the following:

- ❖ Such installations that allow cash to be deposited securely within, where opening is only possible by dual key held by cash collection contractor.
- ❖ Time delay feature for cash release to restrict the amount of cash capable of being dispensed in a predefined time period.

### **Card Only Registers**

Many of the self check out registers shall be card only, reducing significantly the amounts of cash utilized and held on the premises.

### **CCTV Systems**

Comprehensive system covering all internal areas with increased concentration around entry/exit doors, register and staff serving areas.

Footage shall:

- ❖ Be digitally recorded;
- ❖ Record at least 6 frames per second;
- ❖ Be retained for a minimum of 28 days;
- ❖ Operate 24 hours and record the time, date and particular camera in use

Staff shall be able to access CCTV system to provide copies of recordings to Police upon request.

### **Behavioural Management**

To ensure any adverse behaviours by Patrons are suitably handled at the site the following operational controls will be in place:

- ❖ Staff extensively trained with how to deal with difficult customers and to detect loitering for reporting to the manager on duty for further surveillance.
- ❖ All staff trained in terms of burglary procedures and how to safely respond.
- ❖ Back of house storage and staff areas to feature restricted access by means of swipe cards/pin codes.
- ❖ At least 2 staff members shall be employed at low patronage times providing superior safety and security to each other and customers alike.

### **Commitment to cooperation with NSW Police**

Woolworths is committed to providing a well designed, safe environment for staff and customers to discourage the opportunities for crime. To ensure this, the following operational controls are in place:

- ❖ Trained staff shall assist Police and provide CCTV footage in a timely manner upon request to assist with Police operations and inquiries.
- ❖ All practical steps are to be undertaken to preserve and keep intact the area where an incident has occurred, retaining all materials and implements associated such incidents in accordance with the Crime Scene preservation Guidelines issued by NSW Police.
- ❖ Make direct contact with NSW Police where necessary.

- ❖ Comply with any directions given by NSW Police to preserve or keep intact any area

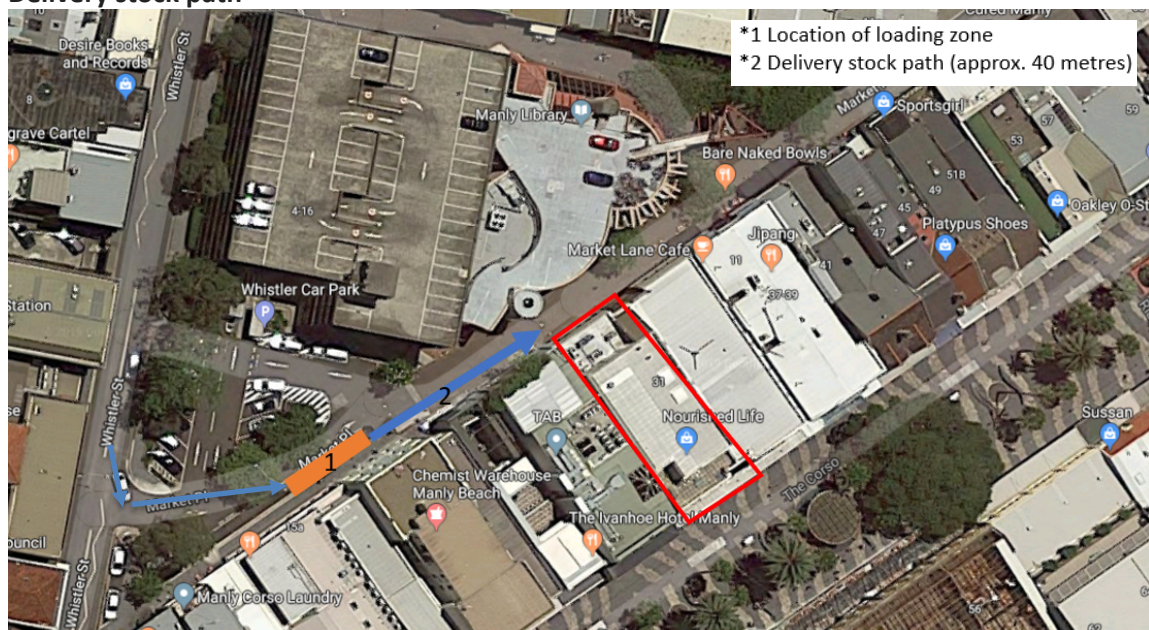
### Complaints Handling Process

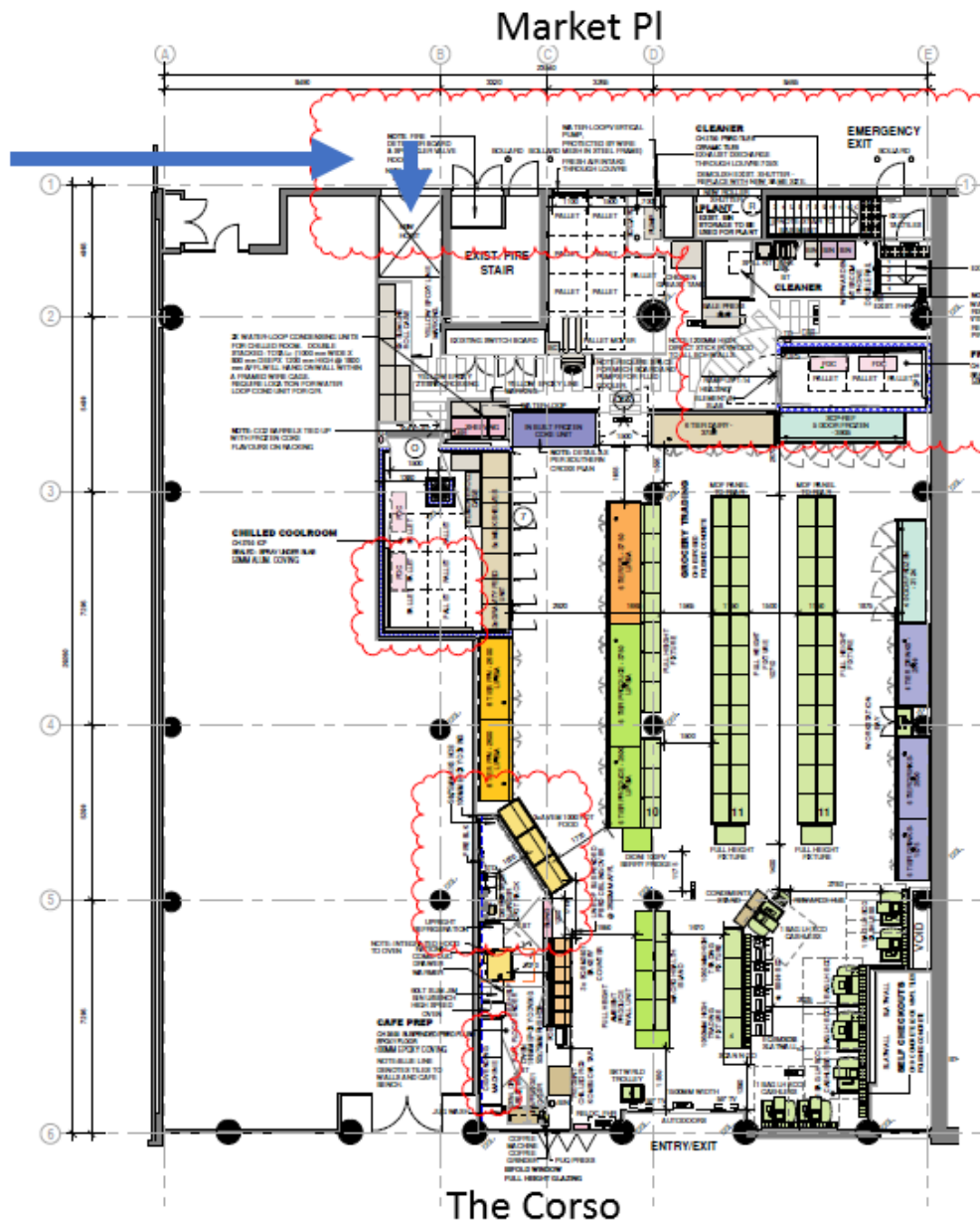
- ❖ Woolworths operates over 1000 supermarkets throughout the country and has rigorous complaint handling procedures across the network.
- ❖ To ensure the appropriate and responsible management of citizen and customer complaints regarding the operation of the supermarket, e.g. noise complaints
- ❖ Staff will be trained in existing company Complaints Management Procedures, allowing them to appropriately log and respond to phone call, letter and email complaints regarding the operation of the supermarket.
- ❖ Complaints shall be responded to in a timely manner by management.

### DELIVERY MANAGEMENT

- ❖ Stock Loading and Delivery Management
  - Major deliveries are proposed from the existing loading zone located at the rear of the property, on Market Pl. Stock will then be transported along Market Pl by electric pallet jacks and directly into the premises, as represented in the below loading management plan.
  - Appropriate safety management for the use of electric pallet jacks by both delivery drivers and staff from the truck via the rear lane will be managed to ensure minimal impact to pedestrians with appropriate pedestrian traffic management being undertaken by store staff ensuring access is not blocked.
  - Location of primary loading zone utilising an existing loading zone on Market Pl is to be used as per the images below. Further image shows the delivery stock path showing the path from truck to rear entry door.

### Delivery stock path

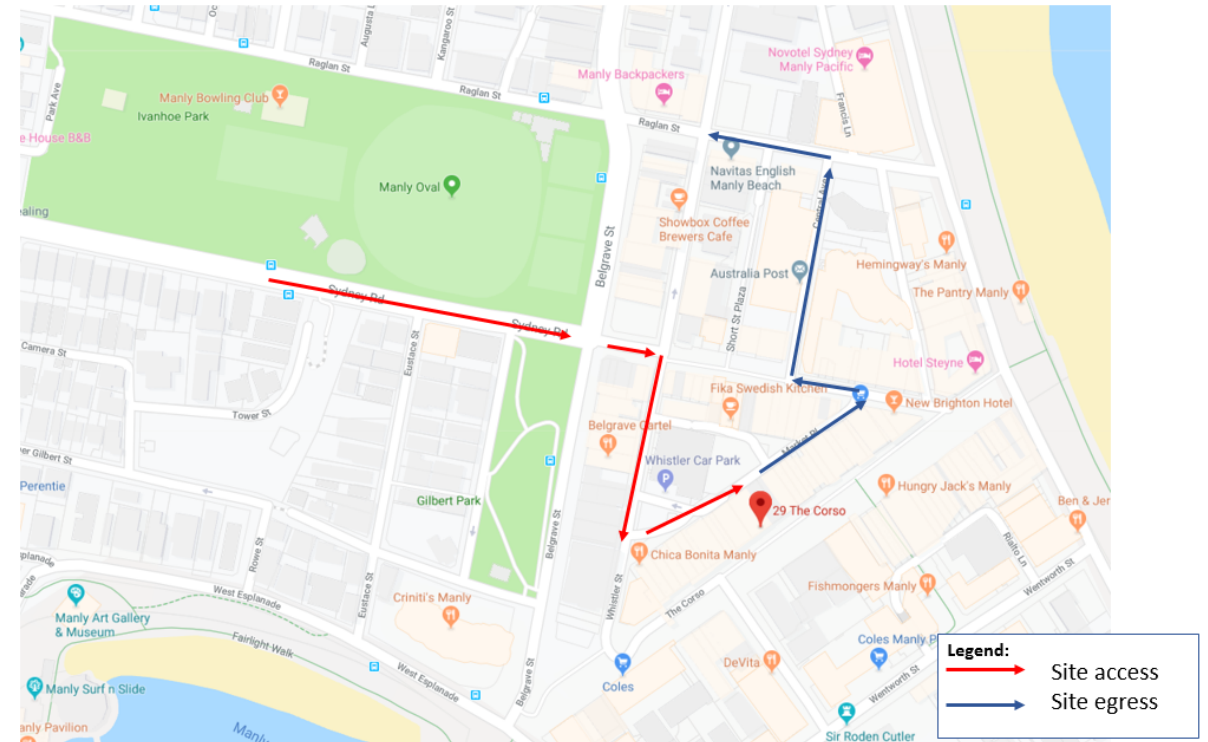




- Truck size is to be up to 11m (8.8m + 2m tailgate) in length and required twice daily with proposed delivery times between 5am – 8am 7 days a week. Time taken to unload would be between 30 – 45 minutes per delivery
- Suppliers doing smaller deliveries in vans can happen within 5 minutes and would also work within the loading zones permissible on Market Pl and surrounding loading zones that service The Corso.
- The Truck Delivery Path has been reviewed in line with the approved delivery route contemplated throughout the construction program ensuring that no reversing manoeuvres are undertaken. This being the path of travelling East on Sydney Road, South on Whistler Street, North East on Market Place, West on Sydney Road, North on Central Avenue and then travelling West up Raglan Street as contemplated per below map plan.



## Truck Delivery Path



## Waste Management

- 4 - 5 x 660L bins (general, recycling) to be located in a dedicated retail waste room 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 ground floor tenancy plan with bales to be collected 2 - 3 times a week via Market Pl in the existing loading zone.