

Annexure B:

Plan of Management

Orangetheory Fitness Brookvale

Use as an Indoor Recreation Facility
(Fitness Studio) and internal fit-out
for the purpose.

Shop 1233/34, Warringah Mall
145 Old Pittwater Road,
Brookvale, NSW, 2100

Prepared by CWG Property Pty Ltd.

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Introduction

This Plan of Management has been prepared by CWG Property Pty Ltd to accompany the Development Application submitted for the change of use of Shop 1233/34 in the Warringah Mall for use as an Orangetheory Fitness Studio (indoor recreation facility) and internal fit-out for the proposed use.

Purpose of this Plan of Management

The purpose of this Plan of Management is to describe the operational details of the business and outline measures that will be taken to mitigate any potential impacts on adjoining properties. Details in the plan include the number and hours of staff that will be employed on the premises at any one time, as well as noise and patron management.

Orangetheory Fitness Operation Overview

Orangetheory Fitness is a unique result driven fitness experience, providing specialised group personal training sessions. The premises are generally smaller in nature and scale while combining strength and cardiovascular interval training. Classes are led by highly skilled coaches and each Orangetheory Fitness workout incorporates endurance, strength and power elements through a variety of equipment including treadmills, rowing machines, TRX® suspension training and free weights. Training sessions are scheduled in advance and generally consist of approx. 20 – 30 patrons per 60-minute training session.

For a full video overview of the business, please visit [orangetheoryfitness.com](https://www.orangetheoryfitness.com)

Hours of Operation

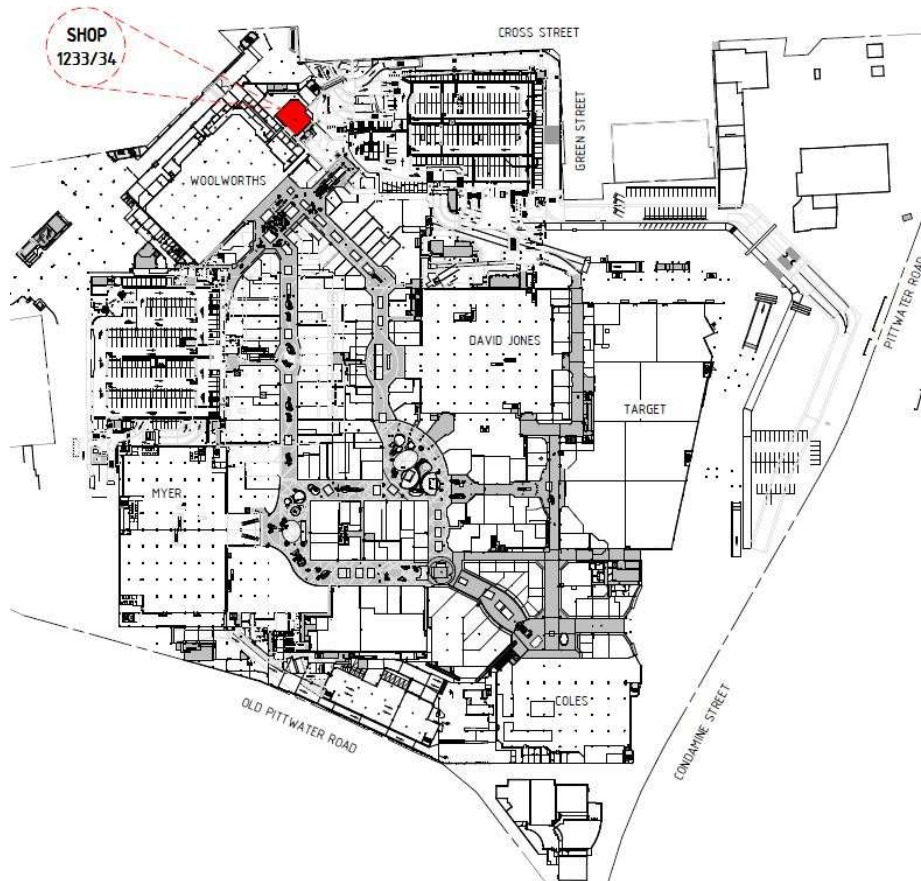
The trading hours of the facility will be 5:00am – 10pm, Monday to Sunday including all bank holidays.

Staffing

The premises will generally operate with 3 - 4 staff members present (Manager, Personal Trainers and/or Assistants)

The Site

The site address pertains to Shop 1233/38 in the Westfield Warringah Mall located at 145 Old Pittwater Road, Brookvale and is located entirely within a B3 – Commercial Core zone.



Health and Safety

Orangetheory Fitness fully recognises the two issues of health and safety and have put in place several measures to minimise the occurrence of such issues and to cater for the needs of a member if an incident were to arise.

In the case of a medical emergency, either through injury or a health complication, there is equipment placed within the facility to deal with these emergencies. There is a first aid kit on site and all members of the studio will be informed of the location of it when they sign up.

There is also an Automatic External Defibrillator installed at each Orangetheory Fitness studio, including the subject facility. All fitness trainers and studio managers are required to be certified on proper AED usage and CPR administration. This is a universal safety protocol to ensure that all staff is prepared to care for another employee or guest in case of an emergency. At least one person on site will be trained on the proper usage of AED at any time, and franchise owners are required to provide and organise annual AED training for all fitness trainers and studio managers.

There will further be simplified instructions on the wall adjacent to the defibrillator detailing how and when to use the machine on a patient with heart ailments.

In the event of a medical emergency, employees are to call 000 immediately and notify studio management/ownership of an emergency as soon as possible. Each studio is further responsible for maintaining their own emergency contact lists for employees. In the event of an emergency, employees must always follow proper reporting procedures. Once the incident has been attended to, employee(s) must also complete a Studio Incident Report Form and submit the form to the owner.

All employees are required to fill out an incident report if a client is injured or an event occurs in the studio with a client. In the case of a medical emergency, and emergency personnel has been dispatched, the employee would attend to the emergency first and once the patient has been attended to, the employee will complete a Studio Incident Report Form and submit the form to the owner. All incident reports will be submitted to the Studio Management and Ownership immediately. The employee would then follow the client's progress with phone calls and record them on the incident reports.

Noise

The facility will implement measures as to accord with LA10 Noise emission levels as well as the *Protection of Environment Operations Act 1997*. Further acoustic testing and assessments have been performed by Acoustic Dynamics and the Operational Noise Emission Assessment Report, 4635R001.JM.190614, including relevant recommendations is attached hereto.

Operational

With regards to the audio system, it is confirmed that the studio will not produce music at a level that is offensive to neighbouring uses or unacceptably loud. The fit-out of the studio will include the installation of acoustically absorbent rubber sports flooring in the workout area as well as acoustically resistant ceiling tiles which will both help to absorb the sound. The walls of the studio would further be insulated with appropriate sound attenuation materials as to ensure that no undue noise is set free from the facility.

All windows to the facility are to be non-openable with an air conditioning system to filter the air and keep a constant flow of fresh air entering the facility.

Member Orientation:

In accordance with the Membership Contract, new members will undergo a member orientation session as specified under the Membership Contract. The following points are covered during this orientation session:

- Members are made aware of the need to remain respectful when entering and leaving the facility, especially during the early and late hours.
- Education on the appropriate use of each piece of equipment on the floor. This includes the way equipment is used in a controlled manner to maintain a quiet and respectful environment.
- Full overview of Studio Rules and Regulations including penalties, should any rules not be adhered to.

Studio Rules:

In accordance with the membership contract, patrons must abide by the Terms and Conditions of the Membership Contract at all times. Orangetheory Fitness Brookvale will also set out their own studio rules and regulations. Should any member breach these rules, then an immediate Membership Termination may apply.

These rules and regulations include but is not limited to:

- Members must respect the amenity of nearby uses when entering and leaving the facility, especially during the early and late hours.
- Members must at all-times ensure that all equipment is used in a correct and controlled manner.

Internal and external signage:

Orangetheory Brookvale will invest in adequate signage, both internally and externally for the attention of all members. The signage would reinforce the need for entering and exiting in a quiet and courteous way including the appropriate use of the facility and its equipment.

This includes:

- Appropriate manner in which to use equipment.
- Way finding signage.
- Emergency stations.

Complaint Resolution

Management will also maintain a complaint register to record any complaint made by Police, Council, surrounding business owners, other members or local residents and will endeavour to fully address any reasonable concerns expressed by such persons.

Management further endeavours to fully address all reasonable concerns people have in the surrounding area or any other third parties without the unnecessary involvement of Council or the New South Wales Police Service and will meet with any complaints and endeavour to completely address all reasonable concerns. Details of the owner will also be made available to the local community for complaints to be directed to.

Recommendations as per Section 4 of the Operational Noise Emission Assessment provided by Acoustic Dynamics (4635R001.JM.190614):

- It is herewith confirmed that all windows and doors to the facility would remain shut at all times (apart from when patrons enter or exit the premises).
- Clearly visible signage is to be installed at all entries and exits of the facility as to advise patrons that they must not generate excessive noise when entering or exiting the premises.
- Staff is to continually monitor patron behaviour and ensure that noise emissions are kept at an absolute minimum, especially when entering or leaving the facility.
- The use of low frequency speakers (sub-woofers) is to be restricted and any full range speakers are to be isolated from building services.
- Noise levels of background music within the facility are to be kept at an appropriate level as to enable speech intelligibility and to ensure that patrons are not required to raise their voices to communicate.
- Impact sound absorbing floor materials are to be installed in the facility to reduce regenerated noise and vibration throughout the building.

- All staff, personal trainers, members and management are to be properly educated and trained on the appropriate use and placement of free weights without dropping.
- Clearly visible signage is to be erected throughout the facility as to advise members not to drop weights or allow weights to drop on the floor, nor to use weights outside of the designated weight areas.
- Appropriate penalties are to be imposed on staff and members identified to be guilty of weight dropping such as membership warnings, suspensions, lockout restrictions and membership terminations where applicable.

Maintenance, cleaning and waste management

It is anticipated that the volume of waste generated by the studio will be minimal. Bins will be provided for patrons within the premises. All waste will be stored in appropriate containers placed inside the premises before being removed for disposal by council or private contractors. Studio equipment will be maintained and kept in good working order by means of regular servicing. Any equipment identified as faulty or requiring repair will be removed from use or clearly identified as 'Out of order'.

Each studio is responsible for maintaining its fitness equipment and ensure that all equipment is in good working condition. Studios are required to maintain an equipment preventative maintenance (PM) contract with a local fitness equipment maintenance company, to regularly maintain, service, and rotate fitness equipment as necessary. If a treadmill or rowing machine is going to be down for longer than 48 hours, it will be moved to a low usage area of the studio and coned off until it's fixed. Treadmills and rowers, in particular, would be rotated bi-quarterly in order to extend the equipment lifespan. It is the responsibility of the Studio Manager/Owner to track equipment rotation throughout the year and to assure that all fitness equipment is in full working order at all times.

Cleaning of the premises and equipment will be carried out daily including the cleaning of all equipment, machines, showers, toilets and the general workout area. A register will be maintained on the premises keeping a schedule of cleaning times. Signage will also be placed on the premise indicating to patrons that they must use personal towels; cleaning fluid and disposable wipes which will be provided throughout the facility for use in general cleaning.

Conclusion

In order to satisfy Council that the facility can operate without causing any undue negative impacts on the surrounding land uses, the following mitigation measures are to be undertaken on a daily basis to ensure that the development will not adversely affect the surrounding premises at Shop 1233/34 in the Westfield Warringah Mall, 145 Pittwater Road, Brookvale:

- In the case of a health and safety emergency, either through injury or a health issue, there is equipment placed within the facility and mitigation measures in place to deal with these emergencies
- The facility will implement measures as to accord with the recommended design sound levels of the Australian Standards depicted in AS2107, the Noise Policy for Industry (2017) and the Warringah Development Control Plan (DCP) 2011.
- Appropriate operational management systems are in place.

Through the implementation of the aforementioned mitigation measures, the studio will not create any negative impacts for any neighbourhood nor the surrounding areas.