



## OPERATIONAL PLAN OF MANAGEMENT

### Flower Power Garden Centre – Terrey Hills

#### PURPOSE

The purpose of this Operational Plan of Management is to put measures in place to protect the amenity of the surrounding uses located near the Flower Power Garden Centre at Terrey Hills.

This Plan of Management is to be issued to all contractors, suppliers, delivery drivers and staff of the Flower Power Terrey Hill store.

The purpose of this Plan of Management is to put measures and procedures in place to minimise the impact of the expanded business on the surrounding residential area.

This Operational Plan of Management addresses the following requirements:

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3.0	Lighting.....	2
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5.0	Staff Parking .....	3

## **1.0 HOURS OF OPERATION**

### Garden Centre

- 1.1 The garden centre shall operate between the hours of 7:00am and 7:00pm, 7 days a week during the months of September to May.
- 1.2 The garden centre hours may reduce between June to August to between 7:00am and 5:30pm.

### Fruit Shop and Pet Shop Tenancies

- 1.3 These tenancies shall operate between the hours of 7:00am and 7:00pm, 7 days a week.

### Waste Collection

- 1.4 Waste Collection shall be undertaken between the hours of 7am to 6pm, Monday to Friday.

## **2.0 DELIVERIES, TRUCK MOVEMENTS AND UNLOADING**

- 2.1 All truck movements will occur during normal operating hours on week days only. No truck movements will occur outside the proposed hours of operation. This will minimise impacts on the residential properties located opposite and nearby.
- 2.2 Staff are required to manage deliveries to minimise disturbance to the neighbours and limit truck reversing prior to 8.30am.
- 2.3 Access to the loading dock in the south-western corner of the site shall be via Myoora Road. All heavy service vehicles will be required to enter the site from Myoora Road.
- 2.4 All heavy service and light service vehicles servicing the garden centre will be required to exit the site via Myoora Road or Cooyong Road.
- 2.5 No service vehicles will be permitted to enter the site via Mona Vale Road.
- 2.6 All loading and unloading of goods shall take place in the nominated loading docks associated with each use on site.

## **3.0 LIGHTING**

- 3.1 The garden centre includes lighting at night within the car park and internally within the proposed signage throughout the site. The car park lighting is required to maintain security and safety for customers accessing car parking areas.
- 3.2 The lighting intensity shall comply with the approved LUX lighting plans and specifications prepared by DNS Lighting.
- 3.3 The restriction on lighting is required to ensure that the light spillage does not impact on nearby neighbours and passing traffic.

#### **4.0 SITE OPERATIONS**

- 4.1 All activities on site shall be undertaken in accordance with the approved acoustic report prepared by Acoustic Works dated 22 February 2022.
- 4.2 The Management of Waste shall be undertaken in accordance with the requirements of the Waste Management Plan prepared by Environmental Earth Sciences dated 17 December 2021. The ongoing use shall be undertaken in accordance table 5 to the report that follows at Appendix 1.

#### **5.0 STAFF PARKING**

- 5.1 Staff are not permitted to park in the adjacent residential areas or within road reserve.
- 5.2 A notice will be placed in the lunchroom and all employees advised.

## 7 IMPLEMENTATION

The WMP provided in **Table 5** below should be applied through all site work phases. This plan is a working document and should be reviewed and superseded based on specific work method statements (such as a Construction Environmental Management Plan) produced throughout the various stages of the site's life span.

**Table 5: Waste management plan**

Aspect	Responsible	Timing
<b>General control measures</b>		
Location of all key environmental controls, including waste management controls (e.g. location of skip bins, sediment control measures) included in site induction.	Construction project Manager (CPM) Site workers	Throughout
All waste streams to be routinely removed from site, with appropriate documentation noted by the CPM.	CPM Site workers	Throughout
All waste materials must be disposed of at an appropriately licensed facility in accordance with State requirements, accounting for the type of waste (such as whether it is regulated or not).	CPM Site workers	Throughout
Separate material generated by waste streams into their designated waste area/receptacle. General, and hazardous waste materials are contained and separated to prevent the migration of contaminants to surrounding areas or downstream environments.	CPM Site workers	Throughout
Waste generation that cannot be avoided, recycled or reused onsite are collected by a licensed waste transporter and disposed of in an appropriately licensed facility. Transportation of this waste is documented in accordance with the EPA waste tracking requirements	CPM Site workers	Throughout
Waste bins should be properly sealed to secure food wastes and keep them inaccessible to vermin / wind.	CPM Site workers	Throughout
All waste bin lids and other waste objects shall be secured or weighted down to ensure that waste objects do not become windblown.	CPM Site workers	Throughout
No waste is to be burned or buried on site.	CPM Site workers	Throughout
Site and the surrounds are to be kept free of litter. (i.e. no litter is left onsite).	CPM Site workers	Throughout
Waste transport is to be undertaken by a licensed contractor.	CPM Subcontractor	Throughout
Only the minimum essential stocks of items such as chemicals, fuels and paints are to be stored on site at any one time.	CPM	Throughout
Before hazardous waste is removed from site, the site project manager must be informed of the: <ul style="list-style-type: none"> <li>Type and quantity of waste to be disposed</li> <li>The name of the licenced transport contractor; and</li> <li>The landfill operator that is accepting the waste.</li> </ul>	CPM	Throughout

Aspect	Responsible	Timing
At the completion of each work stage the Managing contractor shall ensure that all wastes have been removed from the project site or otherwise lawfully disposed. No wastes shall be buried onsite.	CPM	Throughout
Vegetation Waste from clearing and grubbing may be used in conjunction with soil erosion and sediment measures such as brush matting.	CPM Site workers	Throughout
Mulch stockpiles shall be separated from drainage lines and waterways by distance or management measure to inhibit discharge. Mulch stockpiles shall be a maximum of 2.5 m in height where air temperature is < 30° and humidity < 70%.	CPM Site workers	Throughout
<b>Hazardous materials / product control measures</b>		
All staff should be trained in the appropriate storage and handling of chemicals and fuels, the identification of a spill hazard and spill procedures. Spill kits must be readily available on site in the vicinity of storage areas and all workers trained in their implementation.	CPM Site workers	Throughout
Regulated dangerous / hazardous goods, and waste materials to be listed on a manifest register maintained by CPM.	CPM	Throughout
Appropriate signage shall be placed at the storage area for products and associated wastes providing warning/instructions as per respective MSDS.	CPM	Throughout
Storage areas for hazardous substances and waste are to be sited no closer than 50 m from the nearest watercourse, drainage channel or diversion channel in an impermeable / bunded area.	CPM Site workers	Throughout
Fuels and chemical products stored onsite are to be kept within bunded area(s), containing space for 110% of stored volume.	CPM Site workers	Throughout
All drums which are kept in a horizontal position for the purpose of filling other containers will have a drop pan or bucket placed under the discharge point in order to catch small leaks. All faulty valves used on dispensing drums will be replaced immediately and all valves will have automatic shut-off capabilities.	CPM Site workers	Throughout
<b>Recyclable material management</b>		
Recyclable materials and products shall be proposed for works wherever these can be utilised. i.e. reuse of mulch onsite from vegetation clearing	CPM Site workers	Throughout
Site to include separate covered bins for the disposal of recyclables and general waste	CPM Site workers	Throughout
Recyclable waste streams should be stored separately according to the specific type, with routine removal from site. Appropriate documentation should be noted by the CPM.	CPM Site workers	Throughout
<b>Pollution control incidents</b>		
All staff should be trained in the appropriate storage and handling of chemicals and fuels, the identification of a spill hazard and spill procedures. Spill kits must be readily available on site in the vicinity of storage areas and all workers trained in their implementation.	CPM Site workers	Throughout
Daily inspections of the site shall be undertaken by the site CPM to identify any spillage. Should spillage be identified, the project manager should be informed as soon as practicable and details of the spill (volume, chemical, location etc) reported on an incident reporting form.	CPM Site workers	Throughout
Any spills identified should be cleaned up and remediated. Absorbent materials used in spill clean-up should be placed and sealed in an appropriate	CPM	Throughout

Aspect	Responsible	Timing
container marked “regulated waste” and disposed offsite by a suitably licenced waste contractor.	Site workers	
Separation of Hazardous and Industrial waste from any incompatible materials. Any Hazardous or industrial waste shall be stored in an environmentally safe manner by being properly banded and >50m from drainage lines or water courses.	CPM Site workers	Throughout
General litter is to be disposed of in bins at site common area, fitted with lids and serviced regularly	CPM Site workers	Throughout
Provision of portable self-contained toilets onsite. Toilets are to be kept clean and contents are collected regularly.	CPM	Throughout
Provision of Spill kits. Spill kits shall be located with close proximity to designated waste areas.	CPM	Throughout
<b>Monitoring</b>		
Regular site inspections are undertaken and documented to monitor waste handling process, and pollution incidents (e.g. product spills) and validate that appropriate waste handling procedures are being followed.  This should include a weekly inspection of spill kits (stock levels and placement with respect to ongoing high-risk site activities) should be undertaken to ensure the spill kit inventory does not run low and kits are positioned within the site area, appropriately.	CPM Site workers	Throughout
Waste tracking provisions, including record keeping, are completed to ensure the correct disposal methods of waste are undertaken.	CPM	Throughout
Routine daily site inspections are to include monitoring capacity of waste storage facilities and arranging collections as required, monitoring for the presence of vermin or odours in association with waste storage or handling and monitoring for the presence of litter and general worksite tidiness.	CPM	Throughout
<b>Reporting</b>		
The CPM should record any incidents in a logbook or form and report on corrective actions taken before the recommencement of site work.	CPM	Throughout
A registry of wastes will be kept onsite and will identify: <ul style="list-style-type: none"> <li>Type of waste/material.</li> <li>Amount (volume).</li> <li>How identification of waste has taken place (estimation or based on dockets/records).</li> <li>Amount (volume) of waste sent to landfill. <ul style="list-style-type: none"> <li>Date taken to landfill.</li> <li>Contractor used.</li> <li>Type of material sent to landfill.</li> </ul> </li> </ul>	CPM	Throughout
Details of any complaints should be recorded in a site register.	CPM	Throughout
<b>Corrective Actions</b>		
If any complaints are received regarding excessive dust the incident will be reported in accordance with an Incident and Complaint Form. The issue will be investigated, and steps taken to prevent reoccurrence, including additional training and/or update of procedures if required.	CPM Site workers	Throughout