

PLAN OF MANAGEMENT

**SPF Diana Australia
Pty Ltd
Rutherford**

Issue Date: 21st March 2022

Next Review: 20th February 2023

1 PREFACE

This document describes the way in which environmental issues and considerations will be managed by SPF Diana Australia Pty Ltd ("the Facility"). The plan integrates environmental management into daily operations.

The implementation of this document will provide increased levels of amenity to adjoining residential properties through the minimisation and resolution of environmental impacts associated with the operation of the Facility.

Accordingly, this document incorporates complaint reporting and resolution mechanisms and an ongoing review process.

Facility Management is committed to the implementation of this document which strikes a balance between the private interests of residents whose amenity is potentially affected by virtue of their proximity to SPF Diana Australia Pty Ltd manufacturing Facility and the wider public interest of enabling the Facility to compete effectively in the dynamic retail environment which now exists within the sites retail catchment.

This document promotes direct dialogue between Facility Management and its residential neighbours to ensure that concerns raised are documented and appropriately resolved. Such dialogue will ensure that the content of this document remains relevant and is reviewed and updated, as necessary, on a regular basis.

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3 MANAGEMENT AND STAFF

Owner: SPF Diana Australia Pty Ltd

3.1 Facility Management:

Contact Name: Florence Motte

Position: Managing Director Australia

Contact Phone: (02)49644399

The responsibilities of Facilities Management include:

- To ensure compliance with all conditions of development consent and the provisions contained within this Plan of Management (“POM”).
- To ensure that a copy of this POM is readily available to members of the public during normal working hours.
- The implementation of the complaints reporting and management procedures.
- To ensure that an accessible 24 hours (when working and weekend) phone number to contact someone from the facility in relation to non- compliance with the nuisance management of the site. A contact number will be displayed at the entrance of the Facility in an accessible location.
- To liaise with maintenance contractors to the Facility in terms of approved waste management including collection and delivery hours.
- To ensure that general maintenance of the Facility is attended to when required and regularly to ensure the Noise, odour and other emissions from the site are controlled in accordance with the sites legal and statutory obligations.
- To oversee emergency procedures such as the evacuation of the Facility and contacting emergency services.
- The implementation of the ongoing POM review process.
- A copy of this POM is provided to each department and contractor to the Facility.

Copies of the Development Consents that apply to the Facility are attached to this Plan of Management.

4 HOURS OF OPERATION

- The hours of operation of the Facility shall be 7 days a week and 365 days a year.

5 DELIVERIES

- All loading and unloading in connection with the use of the premises shall be carried out wholly within the site and generally utilising the loading docks.
- All vehicles entering or leaving the premises shall be driven in a forward direction.
- Deliveries to the Facility and the collection of garbage shall be 24 hrs per day.

6 LOADING DOCK MANAGEMENT PLAN

Deliveries to the Loading Docks will be controlled by this **Management Plan** that shall be complied with at all times.

The plan contains a series of restrictions and delivery constraints to be imposed upon all vehicles delivering to the Loading Docks that services the Facility.

The aim of the Loading Dock Management Plan is as follows:

- Confirm the Loading Dock Manager's responsibilities
- Provide specifics regarding the operation of the loading dock.
- Impose restrictions and constraints on all servicing carriers.

For the purpose of this Plan the Loading Dock Manager is the manager who is responsible for the relevant deliveries to the Docks for a particular shift that they have been rostered to manage the Docks and receives goods via the loading dock.

6.1 Loading Dock Management

The Loading dock Manager is responsible for the effective management of service delivery and operational outcomes in relation to the arrival and departure of vehicles is managed by the supply chain manager.

The Loading dock Manager will ensure that all delivery trucks are unloaded in an efficient manner.

The Loading Dock Manager shall maintain a record of all delivery dockets.

Drivers are not permitted to park in the streets that form part of the Industrial Subdivision at any time.

A sign shall be placed in a prominent place stating the requirements above.

6.2 Garbage Collection

Garbage Collection shall also be restricted to the loading dock operating hours specified above.

6.3 Advice to Delivery Service Providers

Regular delivery service provider and principal suppliers must be provided with a copy of the Loading Dock Rules, see Section 7.

Irregular delivery providers will be provided with the Rules as necessary.

6.4 Driver Conduct

The Facility Manager will ensure that a sign displaying the site rules for vehicles is always displayed at the site entrance (see **Dock Rules**). The drivers servicing the Facility are required to adhere to the following rules:

- No vehicle is to wait on the yet to be named street of the subdivision prior to arrival on site.
- Delivery vehicles must not block the footpath or the Road carriageway at any time.
- Vehicles must **not** queue in the yet to be named street of the subdivision
- Loading and unloading will only be conducted in the loading dock and designated areas.
- No public address system shall be used in the loading docks except for emergency fire-evacuation and testing purposes.
- The driver shall apply all possible skill and care when driving into the loading dock and during the subsequent departure from the loading dock, to minimise the noise emission from the vehicle being driven.
- The driver shall ensure that when alighting from the truck, when unloading the truck or relocating the truck, that reasonable precautions are taken to minimise unnecessary noise emission.
- The drivers and workers within the Loading Docks shall not shout or use language that could be considered offensive or generate other sources of noise which may be audible or disturbing.
- The Dock Manager shall be provided with appropriate access to the Dock Rules.
- The Dock Manager shall instruct its employees, contractors and/or agents to observe care in the use and control of equipment in the loading dock and access areas so as not to cause or allow to be caused any unreasonable noise during the hours of operation of the loading dock and access areas. They will also instruct the safe handling of all products being delivered and taken away from site, in accordance with the relevant ISO accreditations and legislations.

6.5 Complaint Management Procedures

The Facility is to encourage active participation from the community in the ongoing operation of the premises. The Facility has a Complaints Management System specifically designed to help in its relations with the community, identified in section 13 of the Facility Plan of Management.

7 DOCK RULES

Loading Dock is operational 24 hrs per day, 365 days per year.

All delivery drivers must abide by the following conditions:

ENTRY In a forward direction via the yet to be named street of the subdivision and onto the southern driveway. Delivery vehicles cannot queue on nearby streets.

EXIT In a forward direction from the northern driveway. Delivery vehicles must not block the footpath or the yet to be named street of the subdivision carriageway at any time.

7.1 No Waiting

Delivery vehicles must not wait or park in nearby local streets.

- Noise emissions from trucks & unloading operations must be kept to a minimum.
- Delivery vehicles cannot queue on nearby streets.
- The Loading dock manager is the driver's initial point of contact for all transport concerns.

These conditions must be met or exceeded as part of SPF Diana Australia Pty Ltd commitment to working with the community.

Your ongoing co-operation and thoughtfulness in these matters (that are critical to the Facility and surrounding community) is greatly appreciated."

8 CARPARK MANAGEMENT

- Provision shall be made within the Facility for 45 clearly marked vehicular parking spaces each to meet typical parking standard size.
- The parking spaces are to be designated staff spaces and Visitor spaces. This area is under CCTV surveillance and gates will secure the area after normal hours.
- Carparking spaces for visitors, disability permit holder and bio-security officer shall be marked accordingly.
- Management of the Facility shall use their best endeavours to ensure that all staff employed within the Facility, park in the designated areas and do not park on surrounding industrial streets.

9 NOISE

- There shall be no music played in the car parking areas.
- Any noise attributable to the use and operation of the Facility, including air conditioning and refrigeration units, shall be controlled so as to comply with the noise levels determined for the immediate environment in compliance with the requirements of the relevant noise control legislation.
- Signs are to be placed in conspicuous locations to remind workers in loading dock areas to be aware of the noise of their works.
- All machinery installed externally shall be located and or attenuated so as to comply with the Noise Assessment report.

10 LIGHT SPILL

- All site illumination shall be provided so as to not adversely impact on the amenity of adjacent rural-residential properties. In this regard all illumination of external areas shall cease after 11:00pm except:
 - ① For lighting required for security purposes.
 - ① For illumination necessary for the typical operation of the facility.
- All security lighting shall be positioned and directed so as to prevent light spill into adjacent areas
- Where possible sensor activated lights shall be installed to reduce the ongoing effect of light spill.
- Generally, all light spill will be in accordance with the Lighting Impact Assessment.

11 LITTER MANAGEMENT

- It is in the Facility's interest to maintain a clean and presentable premises, and this extends to the immediate environment. Cleaning staff are trained to regularly patrol the site boundaries to ensure that litter is appropriately managed
- The Facility Manager shall ensure that litter within the following is collected and appropriately disposed of.

12 ENVIRONMENTAL MANAGEMENT

The site shall maintain an up-to-date environmental management plan that complies with the conditions of consent, the EPA guidelines and the relevant operational licences held by SPF Diana Australia.

This includes ongoing maintenance to the protected zone at the western end of the site. To this end, maintenance will include repair of perimeter fencing as required, management of grass heights along the fence lines and clearing of dead scrub to reduce bushfire loads.

13 COMPLAINTS & REPORTING MANAGEMENT

SPF Diana Australia will encourage *active* participation from the community in the ongoing operation of the premises. The Facility has a Complaints Management System specifically designed to help in its relations with the community.

13.1 Complaints Department

The contact person in respect of all enquiries or public complaints in relation to this plan or the operation of the Facility is:

Contact Name: Florence Motte

Position: Managing Director Australia

Email: (Will be confirmed on completion of site)

Contact Phone: (02) 49644399 (Will be confirmed on completion of site)

An 'incident' includes:

- a. Any breach of this Plan; or
- b. Any complaint by any person about the operation of the Facility; or
- c. Any event that may cause alarm or concern to residents or persons passing or in the vicinity of the Facility as a result of the conduct or act of any person identifiable as a staff member or contractor to or client of the Facility at that time

Facility Management maintains a "Complaints Register" recording details of any Incident that occurs including the time of the Incident, a detailed description of the Incident and any actions taken by the management of the Facility in response to the Incident.

When an Incident is reported the person recording details of the Incident will be advised that an Incident may be reported on a confidential or non- confidential basis and that confidential records will be made available to Maitland Council and or NSW Police and any other person required by law and that non confidential complaints will be made available to Maitland Council, the NSW Police, and any other person required by law.

The Complaints Register must be updated within 24 hours of any Incident.

Facility Management must request contact phone numbers to record in the Complaints Book so concerns can be followed up if necessary.

Facility Management shall be available at all times during manufacturing hours to deal with any Incident as to the operation and management of the premises. Any such Incident shall be dealt with as soon as possible.

The complaints telephone number shall be clearly displayed at all public entrances to the Facility. Facility Management shall contact the complainant within 24 hours of receipt of the

telephone complaint unless the message was left on an answering machine. If the Facility management office is unattended, a contact number for the relevant security company will also be displayed.

If an Incident relates to noise, the Manager must:

- a. rectify the situation immediately.
- b. contact the individual who reported the Incident to verify that the problem has been addressed.
- c. take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences.

Facility Management must review the Complaints register regularly and where appropriate amend operating procedures to eliminate the possibility of the Incident recurring or to minimise the impacts of the incident should it recur.

All complainants shall be informed by Facility Management of action taken to remedy the source of the complaint within 24 hours of such action being taken.

14 PLAN OF MANAGEMENT REVIEW

This POM will be reviewed on an annual basis. Facility Management will be responsible for overseeing each annual review and making changes to the POM as necessary.

The review process will include liaison with the relevant Authorities and incorporate any operational changes which have been adopted throughout the preceding year. At the time of preparation of the review consideration will also be given to the environmental controls in place to ensure that each is still relevant to the activities being conducted on the premises.

15 AMENDMENT OF PLAN OF MANAGEMENT

This POM may be amended with the approval of the Facility Manager and the Facility Operations Manager.



Approved By:

Florence Motte
Managing Director Australia
SPF Diana Australia Pty Ltd

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