

Operational Plan of Management

**Lease Area 2, 37A-39 Grand Avenue,
Camellia**

Streamline Container Services Pty Ltd

OCTOBER 2022

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1. Introduction

This Operational Plan of Management has been prepared to establish performance criteria and operational details for the shipping container storage depot at 37A-39 Grand Avenue, Camellia (the Site).

The development on the Site includes a hardstand area for the temporary storage and loading of shipping containers. This Operational Plan of Management applies to the operation of the whole site.

The provisions within this Operational Plan of Management aim to ensure the ongoing operation of the Site manages safely vehicle movements and noise, satisfies all regulatory requirements set out by the City of Parramatta Council and other Statutory Authorities and ensures the Site use does not pose any unacceptable impacts to the local community.

2. Operational Plan of Management use

All staff and truck drivers for the site will be provided with a copy of this Operational Plan of Management and are required to comply with its provisions at all times.

A copy of this Operational Plan of Management shall be stored on the Site and shall be made available for inspection by request of any Authorised Officer of the Council, NSW Police or other such Authority.

The operations in this Plan of Management are to be implemented by the staff which is to be monitored by the Site Manager.

3. Site Activities and operations

The Site is identified as 37A-39 Grand Avenue, Camellia located on the north-eastern edge of Grand Avenue and between the Parramatta River. The site is legally described as Lot 2, DP539890.

The site comprises Lease Area 2 with the broader site known as 37A– 39 Grand Avenue, Camellia, as illustrated in Figure 1 below.



Figure 1 – site plan

4. Overview of Site Operations

The Site is to operate as a 'freight transport facility' which includes the following operations at a high level:

- Shipping containers are collected from the Port by trucks after they are dropped off by a transport ship.
- The containers are brought back to the site for temporary storage and subsequent distribution to the next destination
- The shipping containers retrieved from the Port contain goods that belong to third parties
- Once collected from the Port, the containers are delivered by trucks that enter the site via Grand Avenue
- Trucks access the hardstand loading area (Area A, see figure 2 below) where a large forklift removes the shipping container from the truck
- The containers are temporarily stored on, and adjoining, the hardstand area (Area A) depending on container numbers
- All trucks enter and leave the Site in a forward direction



Figure 2 – site operations

5. Hours of Operation

The hours of operation for the Site are as follows:

- Monday – Saturday: 7am – 10pm; and
- Sundays and Public Holidays 8am – 10pm.

6. Implementation of the Operational Management Plan

The Site or Operations Manager is responsible for the implementation of this Operational Management Plan, which includes the duties outlined in the plan generally and at a high level summarised as follows:

- Implementation and review of the plan –
- Arranging for site works to be carried out in accordance with this plan –
- Undertaking site maintenance works

7. Vehicle Movements and management

7.1. Truck movements

All vehicles will enter the site from Grand Avenue. Trucks will travel along the concrete driveway to the hard stand area (Area A in **Figure 2**) to load or unload containers. Trucks then perform a U-Turn following the concrete hardstand (Area B in Figure 2) before exiting the site through the same driveway to Grand Avenue.

7.2. Heavy vehicle management – general

All staff, truck drivers and forklift operator are to comply with the following requirements (as applicable):

- Undertake a site induction
- Hold a valid driver's licence for the class of vehicle that they operate;
- Operate the vehicle in a safe manner within and external to the site;
- Comply with the direction of authorised site personnel when within the site;
- Comply with our policy and procedures in regards to drug use and alcohol consumption; Speeding, Fatigue, mass, loading and dimension;
- Comply with the Australian Road Rules and HVNL external to the site; and
- Complete the COR and driver safety assessment

7.3. Heavy vehicle management – vehicle movement on site

Truck drivers entering the site must observe and comply with the following requirements at all times:

- All heavy vehicle drivers are to observe the posted speed limits, with speed adjusted appropriately to suit the road environment and prevailing weather conditions, to comply with the NSW Road Rules & Heavy Vehicle National Law. The vehicle speed must be appropriate to ensure the safe movements of the vehicle based on the vehicle configuration.
- The speed limit along Grand Avenue is 50 km/hr until entry to the site where the speed limit reduces to 10 km/h.
- Trucks are to communicate via 2way radio to the forklift operator who will advise when it is safe to enter the premise.
- As there is only one entry and exit gate only 1 truck will be allowed into the premise at a time. trucks will follow the concrete hardstand.
- Truck Drivers should remain in their cabins at all times when containers are being loaded or unloaded. No children are permitted on site without prior permission from the Site Manager.
- Drivers must be wearing adequate PPE such as high visibility clothing and safety boots.
- To alleviate public concern and increase road safety, heavy vehicles leaving the premise should be separated by a 1.5 minute interval whenever practicable.
- Upon entry into the site container pins are to be unlocked in the designated area for safe removal of the container. No driver is to climb into or onto the back of truck bodies or trailers.
- Drivers must ensure that container pins are locked in the designated area before leaving the site to ensure load is secure.
All care is to be taken to ensure that all loose debris from the vehicle body and wheels are removed prior to leaving the site.
- All drivers are to show respect for our neighbours in the local area. Take care around high pedestrian and traffic areas, give pedestrians a wide berth and be aware of their safety and

- other road users.
- Heavy vehicle drivers are to carefully plan their routes by undertaking the approved transport route and so that State and regional roads are given priority for route selection.
- Drivers must always wear seat belts and never text or use a hand held phone whilst driving.
- All injuries, incidents and hazards are to be reported to the Site Manager. Failure to comply with the above will result in immediate removal from site.

7.4. Forklift operations

The forklift used for loading and unloading shipping containers off the trucks will operate primarily on the concrete hardstand in Area A, illustrated in **Figure 2**. The forklift may access other areas adjoining the hard stand area to transport and store shipping containers, if required.

The forklift is only to be used by an appropriately licensed staff member who is to ensure noise is minimised through the loading and unloading of containers.

7.5. Staff and visitor vehicles

Staff and visitor vehicles accessing the Site will park in the designated car parking spaces to the south of the hardstand area (see **Figure 2**).

7.6. Pedestrian access

All staff and visitors are to remain behind the fence and follow the fence around to access the Kitchen and toilet facilities. A Hi Vis Vest must be worn at all times when walking in the depot.

8. Noise Mitigation Measures

8.1. Management Measures

As outlined in this plan, there are a number of noise management policies and procedures implemented across the Site. The following general noise mitigation measures are to be followed on site at all times:

- The Site Manager will plan operations to identify which containers will be transported from the site to allow the forklift operator place them ready for loading and dispatch to avoid any unnecessary container handling.
- Minimal movements should be made and containers should be placed in the stacks as quietly as possible. Containers are not to be dropped.
- All heavy vehicle drivers are to minimise the use of compression brakes, so as not to create excessive noise that could disturb local residents,
- All communication is to be made over the 2 way and no beeping is to occur from the trucks or forklift operator
- All forklift operators will obey speed signs of no more than 5km per hour.

8.2. Acoustic Barrier

The site operator is to maintain an acoustic barrier in accordance with the below:

- The barrier is to comprise 2 shipping containers stacked on top of each other (5m high) for the length of the northern boundary of the site, in accordance with **Figure 3**.
- If a container that forms part of the acoustic barrier is required to be moved, a replacement container may be provided during the daytime only. A short period of time during the day when the acoustic barrier is interrupted is acceptable.
- Containers that form part of the acoustic barrier are not permitted to be moved during the evening to ensure the acoustic barrier is not interrupted during evening operation. A 2 container high barrier must be maintained for the whole of the evening period 6-10 pm

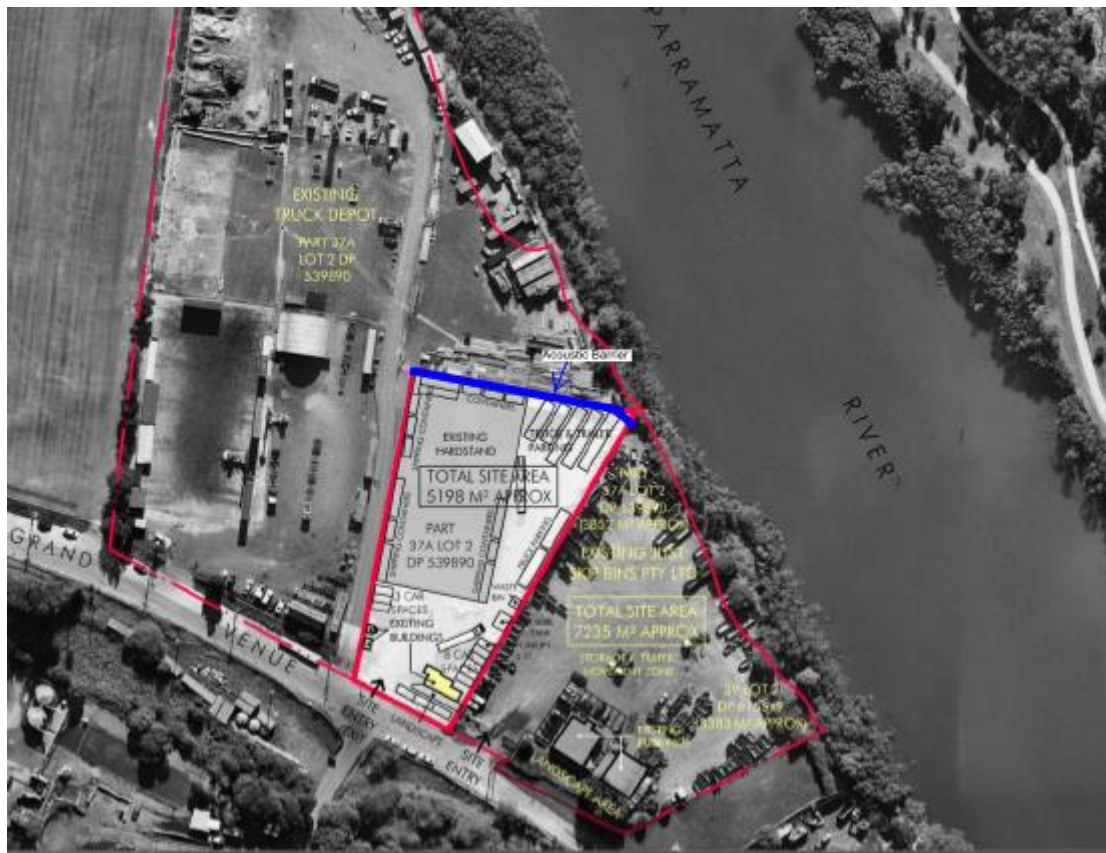


Figure 3 – Acoustic barrier

8.3. Noise monitoring

Should a noise complaint be received by the site operator concerning the use of the Site the site operator is to undertake the following:

- Noise monitoring shall be conducted within one (1) week of the complaint being provided to the Applicant to determine compliance with the Project Trigger Noise Levels (**PTNLs**) determined in accordance with the NPI. Noise monitoring is to be carried out by an appropriately qualified person, being a member of either the Australian Acoustical Society (AAS) or Association of Australasian Acoustic Consultants (AAAC), and a Noise Monitoring Report submitted to Council within 7 days of the testing.
- The noise monitoring shall be undertaken during the worst-case period, being the evening period.
- Noise monitoring shall be undertaken at the nearest sensitive receivers as identified in the Acoustic Report and the complainant's property to determine compliance with the PTNLs.
- Noise monitoring shall be undertaken during maximum operations of the Site during the relevant period.
- If noise levels exceed the PTNLs during the noise monitoring period, additional noise mitigation or management measures (including further noise restrictions) shall be implemented.
- Recommendations relating to additional noise mitigation and/or management measures from the acoustic engineer are to be provided to the Council for approval within 7 days of receipt of the Noise Monitoring Report.

9. Complaints Handling

9.1. Process for handling complaints

Should a complaint be received, the details of the complaint are to be taken by the responding staff member and will include.

- Date of the complaint;
- Time of the complaint;
- Name of the complainant (if available);
- How the complaint was received
- Detailed description of the complaint (including location, driver/heavy vehicle details);
- What / when actions were taken to resolve the issue; and

Complaints received shall be acknowledged within 2 business days in writing by either email or letter to the person making the complaint. The acknowledgement shall include the following:

- Contact details of the nominated person that will be managing the complaint; and
- The timeframe expected to resolve the complaint

A complaints register shall be established and kept on-Site at all times. The register shall, at a minimum, record the following information:

- The contact details of the person making the complaint
- The nature of the complaint
- Details as to times of an incident to which the complaint relates and
- Action taken to resolve the complaint

The Site Manager shall ensure that the register is kept in a secure place and made available for inspection at the request of any Authorised Officer of the Council or the NSW Police or other authorised party.

9.2. Complaints resolution

An investigation of the location and causes of the complaint will be undertaken and be completed within 7 days of receiving the complaint. It is important to note that in some situations the nature of the complaint could require more than 7 days of investigation, if this occurs the Site Manager will notify the complainant with an update on the progress within 7 days of receiving the complaint.

Immediately following the completion of the investigation, the Operations Manager or will provide feedback to the complainant that details the investigations undertaken, the result of the investigation and measures implemented to ensure that operations remain compliant. A description of any follow-up investigations and the response provided to the complainant will also be recorded in the Complaints Register upon closure of the issue.

10. Security

The site provides 4 CCTV cameras that record the entry gate and the depot operation. In addition, the perimeter fence will be maintained around the Site to restrict public access.

11. Cleaning and site maintenance

Site cleaning and maintenance activities will be undertaken in accordance with the Interim Site Management Plan prepared by Streamline Container Services Pty Ltd dated 21 October 2022.

12. Amendments to this Plan of Management

This Operational Plan of Management shall be reviewed on a regular basis occurring at least once every 12 month period to determine the effectiveness of the provisions contained within and identify any changes or additional provisions that may be necessary for the better management of the premises.

If amended, a copy of the plan will be provided to the City of Parramatta Council for record.