

The URBIS logo consists of the word "URBIS" in a bold, white, sans-serif font. To the right of the text is a white square frame that is partially open on the right side, with the top and bottom horizontal bars extending slightly beyond the text.

URBIS

PRELIMINARY OPERATIONAL MANAGEMENT PLAN

Racecourse Road, West
Gosford

Prepared for

WALUYA PTY LTD

15 December 2022 –

DRAFT FOR COORDINATION PURPOSES

Contents

Introduction	1
1. The Site	2
2. Proposed Development	3
3. Objectives	4
4. General operational details	5
5. Hours of operation	8
6. Full time equivalent staff	8
7. Expected Vehicle movements.....	8
8. Site maintenance.....	10
9. Noise control	13
10. Lighting	13
11. Complaints handling procedure	14
12. Security	2

INTRODUCTION

This Preliminary Operational Management Plan has been prepared by Urbis Pty Ltd on behalf of Waluya Pty Ltd ('Waluya') in support of a Development Application (DA) for clearance and demolition works and the construction of a new 'bus depot' at 1-3 Faunce Street, 7a Racecourse Road, 9 Racecourse Road, 9a-11 Racecourse Road, 38 Young Street and 50 Young Street, West Gosford ('the site').

The site will accommodate 95 buses at grade and provide for the cleaning and servicing of Waluya's Central Coast Region bus fleet.

The depot will form part of Waluya's proposed Central Coast Region operations.

This document sets out the proposed management measures that will be implemented during the operation of the depot to minimise its impacts on surrounding properties and the local environment. The document is structured as follows:

- Section 1 describes the site context
- Section 2 describes the proposed development
- Section 3 sets out the objectives of this Preliminary Operational Management Plan
- Section 4 outlines general operational details of the proposed depot
- Section 5 details the proposed hours of operation of the depot
- Section 6 details the number of staff to be employed on site
- Section 7 identifies the key times for vehicular movements into and out of the site
- Section 8 outlines the proposed site maintenance measures (including landscaping maintenance and waste management)
- Section 9 sets out the proposed hours of operation of the external lighting within the site
- Section 10 describes the proposed complaints handling procedures
- Section 11 identifies the security measures that will be installed within the site

Please note: this Preliminary Operational Management Plan has been prepared to support Waluya Pty Ltd's development application. It comprises a live document that will be reviewed and updated periodically. Should development consent be granted, further details and measures will be added to this report, reflecting final conditions of consent etc.

1. THE SITE

The site is known as 1-3 Faunce Street, 7a Racecourse Road, 9 Racecourse Road, 9a-11 Racecourse Road, 38 Young Street, 50 Young Street, West Gosford. The legal description and other key features of the site are summarised in Table 1 below.

Table 1 Site Description

Feature	Description
Street Address	1-3 Faunce Street, 7a Racecourse Road, 9 Racecourse Road, 9a-11 Racecourse Road, 38 Young Street, 50 Young Street, West Gosford
Legal Description	Lot 6 in Deposited Plan 801261 Lots 71-74 in Deposited Plan 810836 Lot 1 in Deposited Plan 651249 Lot 18 in Deposited Plan 110223
Site Area	1.91 Hectares
Accessibility	The site is bounded by Racecourse Road to the west, Faunce Street West to the North, and Young Street to the east. These afford good access to the surrounding highway network, including the Central Coast Highway, Pacific Highway and Mann Street.

Figure 1 Aerial Photograph



2. PROPOSED DEVELOPMENT

The proposed development comprises the clearance and demolition of existing vegetation and all structures on the site and the construction of a new bus depot. The new bus depot will include:

- A two-storey building comprising office/workspace/storage rooms, circulation space, spray booth and panel area, chassis wash area, four pits, six bays and a tyre and parts store.
- A two-storey building comprising office floorspace, reception and foyer and control centre
- A wash bay
- A bus driveway and bus parking (catering for 96 vehicles)
- On-grade car parking
- Refuelling island bowser stanchions and a diesel fuel tank
- Landscaping, Fencing and Signage

The 'Bus Depot' will be used by Waluya to store and service their fleet of buses serving the Central Coast Region.

Two buildings will be constructed within the site. A larger 'workshop' building will be located in the north eastern corner of the site and will provide for the servicing and cleaning of vehicles. A smaller office/admin building is proposed towards the site's western boundary. A separate bus wash bay and bus wash plant will also be provided within the site.

A bus driveway (area of hardstand) will be located in the centre of the site. It will allow for vehicles to manoeuvre within the site and provide direct access to the servicing building. Island bowser stanchions and a diesel fuel tank will also be located within the centre of the site.

A total of 95 bus parking spaces will be provided on the site in separate parking areas. The spaces will be accessed from the bus driveway.

A separate car parking area is proposed to the southern part of the site and will contain 113 car parking spaces

Two driveways are proposed to the site from Racecourse Road. A larger driveway, located towards the centre of the site, will be exclusively for the use of buses entering and exiting the site. A second driveway is proposed further south on Racecourse Road and will provide direct access to the car park.

Pedestrian access to the site will be provided from Racecourse Road.

A landscape buffer is proposed around the perimeter of the site. The buffer will be 5 metres wide along the north, eastern and western boundaries of the site and 3 metres wide along the southern boundary. Soft landscaping will also be provided around the office/admin building. The proposed soft landscaping will comprise a mix of groundcovers, garden bed, shrubs and trees. Electric security fencing is proposed for installation around the perimeter of the site, in conjunction with an outer non-electrified fence, installed as per Australian Safety Standards.

External lighting will be provided within the yard and additional security lighting will also be installed

Further details of the proposed development are set out in the Statement of Environmental Effects (SEE) and shown in the accompanying Architectural Plans.

3. OBJECTIVES

This Preliminary Operational Management Plan describes the proposed measures that will be implemented to ensure the orderly, safe and effective operation of the Bus Depot. Waluya be a 'good neighbour', who are responsive to, and considerate of, the needs of others.

The objectives of this operational management plan are as follows:

- To create a functional, safe and clean environment which facilitates the efficient operation of bus services from the site
- To protect the health and wellbeing of staff, visitors and local residents
- To prevent impacts on, and protect the amenity of, adjoining uses. Where unavoidable, impacts will be minimised as far as possible.
- To prevent impacts on and protect the local environment. Where unavoidable, impacts will be minimised as far as possible.
- To identify a procedure for the effective and efficient handling of complaints

Implementation

The following parties will be responsible for the implementation and monitoring of this Preliminary Operational Management Plan:

- Waluya Pty Ltd (the owners of the site)
- The appointed operational manager of the contracted services

4. GENERAL OPERATIONAL DETAILS

Overview

The proposed Bus Depot will provide a facility for the parking, refuelling, washing and servicing of buses. The depot will contain staff facilities and office/administrative space for bus drivers and other Waluya employees.

Buses will travel between the site and various strategic locations throughout the Central Coast Region bus network.

No bus routes will start or end at the depot. The depot will not be open to the public (except for the reception) and passengers will not be permitted to board or alight buses from the site.

The vehicles that will be parked and serviced on the site will comprise single decker diesel-engine buses only. However, in the future, zero tailpipe emission buses may also be parked and serviced on the site

Depot Manager

The Depot Manager will be responsible for the day-to-day operation and management of the site. The key responsibilities of the site management team will include:

- The oversight of depot security
- Ensuring the safe delivery of diesel fuel, and its proper handling during bus fuelling
- The efficient and safe operation of the bus fleet via correct maintenance and repair procedures
- Asset and infrastructure maintenance
- Processing of any complaints by the public in a formalised process
- Processing of any employee complaints, either between employees or made in relation to the Waluya Pty Ltd
- Regularly scheduled maintenance of fire prevention and extinguishing systems
- Ensuring that bus and other vehicle movement on-site are taking place in an orderly and safe fashion
- Employee rostering and management to ensure timely arrival on-site and performance standards are met including the efficient and safe operation of buses and meeting route schedule commitments
- Developing and facilitating employee training programs
- Organising employee social/recreational events
- Drug and alcohol counselling services
- Drug and alcohol testing apparatus maintenance and program facilitation
- Ensuring the applicable safety standards are adhered to across the depot

The Site Management Team will operate from the office/administrative building located towards the western boundary of the site.

Parking and Access

A total of 96 bus parking spaces will be provided within the site. The bus parking spaces will be accessed from the bus driveway and will be large enough to accommodate buses that are 9 to 12 metres in length. All buses parked on the site will be 2.5m wide.

It is anticipated that the vast majority (90%) of staff will travel to the site alone by car or motorcycle. The remaining 10% of staff members are expected to walk, car share or use public transport.

A separate car parking area will be provided to the south of the site. The car park will contain 113 spaces and will be fully segregated from the bus parking areas to minimise the risk of conflict with buses entering and exiting the site. A total of 15 motorcycle and 10 bicycle spaces will also be provided within the site.

The following measures are proposed to minimise the risk of conflict between vehicles and pedestrians within and around the site:

- Marked pedestrian access areas / footpaths are proposed within the site and all staff walking or working around the site will be required to wear high-visibility clothing.
- Buses will enter and exit the site via a driveway located on the site's Racecourse Road frontage. This site access will be solely for the use of buses and will provide direct access to the central 'bus driveway'. The proposed access driveway on Racecourse Road will be approximately 12.4 metres wide, which will provide sufficient space for two buses to enter and exit the site at the same time.
- Sufficient space is provided within the site to enable buses to turn around and manoeuvre. All buses will enter and exit the site in forward gear.
- A separate staff entrance / exit driveway is proposed further south along the Racecourse Road frontage. The driveway will provide direct access to the staff car park. The driveway will be approximately six metres wide, which will allow cars to enter and exit the site safely at the same time.
- The separate driveways will segregate buses from smaller vehicles entering the site, thereby reducing the risk of any conflict.
- Pedestrian access will be provided to the site via a separate footpath connecting directly to Racecourse Road.
- Public access will only be available to the reception area and limited to the collection of lost property. Any visitors accessing the site will be required to use the pedestrian access or car park entrance.
- Emergency vehicles will enter and exit the site through one of the driveways located on the Racecourse Road frontage. A traffic management plan will be prepared in accordance with the relevant legislation, which will facilitate proper emergency vehicle access into and around the site. Yard Co-ordination employees will manage the access and departure of emergency vehicles to ensure no conflict between buses and other vehicles.

Bus Refuelling

The proposed bus depot will allow for the refuelling of Waluya's bus fleet. Buses will refuel in the central 'Bus Driveway' area of the site using the Island Bowser Stanchions.

Fuel will be delivered to the site on an 'as needed' basis. It is anticipated that this will generally occur once or twice a week. Fuel tanks will be located immediately adjacent to the island stanchions to assist with the storage and safe and effective transfer of fuel. The diesel fuel tank will be capable of holding up to 110,000 litres of fuel.

The following measures will be implemented in regard to the refuelling of buses:

- Buses will usually refuel following their return to the site. This will generally happen after the morning and evening peak periods but may also occur at other times of the day on an ad-hoc basis. Up to two buses will be able to refuel at any one time.
- To prevent spillages of fuel within the site, dispensing equipment will provide for automatic shut-off. Emergency fuel stops will also be provided at strategic locations throughout the site.
- Spill kits will be provided on the site and employees suitably trained to manage spills should they occur. Any spillages will be recorded and reported in accordance with relevant legislation.

Bus Washing

Buses will be cleaned and washed on site in the workshop building. This will happen on an 'as needed' basis.

As a minimum, it is anticipated that the bus wash will be operated daily to allow for the cleaning of the bus fleet on a rotating basis.

Bus washing may occur at any time during the operational hours of the depot.

Bus servicing

Waluya's bus fleet will be serviced on the site in the workshop building. Servicing will take place in one of the dedicated bays and will be undertaken on an as-required basis.

The workshop will generally operate between the hours of 06:00 and 19:00.

Deliveries

It is anticipated that there will be daily deliveries to the site. Deliveries will include vehicle parts, materials and fuel and will be managed by reception staff.

To minimise the impact of deliveries on the operation of the site and the surrounding environment, the following measures will be implemented:

- Fuel will be delivered to the site on an 'as needed' basis. It is anticipated that this will generally occur once or twice a week via a tanker truck delivery.
- As far as possible, deliveries will be arranged to occur during standard business hours.
- Delivery vehicles will enter the site via one of the driveways on Racecourse Road. The driveway used will depend on the nature of the delivery and the size of the delivery vehicle. The bus driveway is suitably sized to allow larger delivery vehicles to enter and exit the site. Yard Co-ordination employees will manage the access and departure of delivery vehicles to ensure no conflict between buses and other vehicles.

5. HOURS OF OPERATION

Approval is sought for the bus depot to be able to operate 24 hours per day, seven days per week. The site will operate 365 days per year. Permission is sought for all of the site functions to be able to operate throughout the day and night-time (as required). However, the workshop will generally operate between the hours of 06:00 and 19:00.

6. FULL TIME EQUIVALENT STAFF

The proposed number of full-time equivalent staff to be employed on site is set out in Table 1 below.

Table 1 Full Time Equivalent Staff

Role	No. of Staff
Bus Drivers	95
Workshop Staff	14
Office Staff	10
Total	119

Shift patterns of the staff will be staggered as detailed further in section 7 below. This will mean that staff arrive at different parts of the day and not all staff are expected to be on site at any one time.

7. EXPECTED VEHICLE MOVEMENTS

Buses

The key times for vehicular movements into and out of the site are as follows:

- The first buses to depart the depot will leave at 5am
- The last buses to return to the depot will be at 2am
- There will be no bus movements to and from the site between 2am and 5am

The peak hour for departures from the site will generally be between 06:30 – 07:15 and 14:00 – 14:45. Between 40 – 70 % of the fleet will depart the site during these times.

The peak hour for returning buses to the site will generally be between 09:00 – 09:45 and 16:30 – 18:00. Between 40 – 70 % of the fleet will arrive at the site during these times.

During the night-time / early morning bus vehicle movements will be limited to a frequency of less than one vehicle arrival and departure every 15 minutes.

Staff

As set out in Section 6 above, staff shift patterns will be staggered throughout the day. This means that staff will arrive and depart the site at different times and it is unlikely that all staff will be on site at any one time.

Staff hours will be dependent on operational requirements, which may include the requirement for shift-work. All staff, with the exception of bus cleaners, will be required to work 8.5 hours per day (excluding overtime).

The anticipated arrival and departures times for the workshop and office and yard staff are set out below:

Workshop Staff

- Approximately 10% of staff will arrive at 05:00 and leave at 13:30
- Approximately 10% of staff arrive at 06:00 and leave at 14:30
- Approximately 40% of staff will arrive at 07:30 and leave at 15:30
- Approximately 20% of staff will arrive at 09:00 and leave at 14:30
- Approximately 20% of staff will arrive at 13:00 and leave at 21:30

Office and yard staff

- Approximately 10% of staff will arrive at 03:00 and leave at 11:30
- Approximately 10% of staff will arrive at 04:30 and leave at 13:00
- Approximately 10% of staff will arrive at 06:00 and leave at 14:30
- Approximately 30% of staff will arrive at 07:00 and leave at 15:30
- Approximately 20% of staff will arrive at 08:30 and leave at 17:00
- Approximately 20% of staff will arrive at 13:00 and leave at 19:30

Driver's shifts will be dependent on network service requirements.

8. SITE MAINTENANCE

Landscape Maintenance

The general appearance and presentation of the landscape and the quality of the plant material at the date of practical completion is to be maintained for the planting establishment period.

The Landscape Contractor shall rectify defects during installation and that become apparent in the works under normal use for the duration of the contract Defects Liability Period. Unless contracted otherwise, the Landscape Contractor shall maintain the contract areas by the implementation of industry accepted horticultural practices for 52 weeks from Practical Completion of the works. The landscape maintenance works shall include (but not be limited to):

- Replacing failed plants
- Pruning
- Insect and pest control
- Fertilising
- Maintaining and removing stakes and ties
- Maintaining mulch
- Mowing and top dressing
- Irrigation and watering
- Erosion control
- Weed and rubbish removal

A maintenance log book will be kept and used to record when and what maintenance work has been undertaken, as well as the materials, actions and decisions that have been used, implemented and concluded to ensure that the landscape is effectively maintained. Data will be entered on a daily basis and the log book reviewed every two weeks. Trends will be observed and a maintenance regime developed around seasonal and observed event occurrences.

During the defects maintenance period the following activities will be scheduled to occur on a timely basis:

- **Plant replacement** – Plants that have failed to mature, die or are damaged will be replaced. Replacement plants shall be in a similar size and quality and identical species or variety to the plant that has failed. If the cause of the failure is due to a controllable situation this will be rectified prior to the replacement of the plants. Plants will be observed and replaced within 2 weeks of observation.
- **Pruning** – Dead wood, broken limbs and dead or infected foliage will be pruned to develop strong, healthy plants. Plants will be observed daily and pruned on a needs basis. Any major tree pruning or lopping is to be carried out by a suitably qualified tree surgeon / arborist.
- **Insect, disease and pest control** – pests and diseases that may affect plants are to be controlled by natural or approved chemical method. Spraying will be avoided: if ever possible; in wet weather or if wet weather is imminent; if target plants are still wet after rain; if there is windy weather; and if non-target species are too close. Any evidence of intensive weed infestation, insect attack or disease amongst plant material will be immediately reported. Proposals to apply chemicals will be submitted and approval obtained prior to starting any such work. Following the receipt of approval, herbicide, insecticide or fungicide will be sprayed as appropriate in accordance with the manufacturer's recommendations. Observations will be undertaken daily and any necessary action taken to control any infestation or disease. All relevant details of spraying activities will be recorded in the maintenance log book, including product brand / manufacturers name; chemical / product name; chemical contents; application quantity and rate; date of application and location; results of application; and use approval authority.
- **Fertilising** – Approved fertiliser is to be applied in accordance with plant type and seasonal growth requirements. The gardens will be fertilised with a proprietary slow release fertiliser applied in accordance with the manufacturer's directions and recommendations. Fertilising will be undertaken every

6 – 12 months and recorded in the maintenance log book. Details to be recorded include: Product brand / manufacturer's name; Fertiliser / product name; Application quantity and rate; and date of application and location

- **Stakes and ties** – To be adjusted and replaced as required to ensure plants remain correctly staked. Stakes and ties not required at the end of the planting establishment period (defects liability period) will be removed. Stakes and ties will be inspected (and action taken) at least every two weeks
- **Maintaining mulch** – The surface will be maintained in a clean, tidy and weed free condition and mulch reinstated as necessary to ensure correct depth. To be observed weekly and mulch replenished as necessary,
- **Mowing and top dressing** – Turf will be mowed to maintain a grass height of between 30-50mm. Not more than one third of the grass height will be removed at any one time. Grass clippings will be removed from the site after each mow. Top dress will be to a maximum of 10mm to fill depressions and hollows in the surface. Mowing will be undertaken weekly/fortnightly in warmer months and monthly or as required in cooler months. Top dress will be undertaken at approximately 6 monthly intervals.
- **Irrigation and watering** – The irrigation system will be maintained to ensure that each individual plant receives the required amount of water to maintain healthy and vigorous growth. Additional watering will be undertaken if necessary. Irrigation will be inspected weekly and repairs made as necessary. Damaged components will be repaired or replaced with parts from the same manufacturer and all dirt or foreign matter are to be flushed from the system and any blockages cleared.
- **Erosion control** - Where necessary, the erosion control fabric will be maintained in a tidy and weed free condition and reinstated as required to ensure control measures are effective where deemed necessary. To be inspected every 2 weeks and any damage repaired as soon as possible.
- **Weeding and rubbish removal** - During the plant establishment period rubbish and weed growth that may occur or re-occur throughout all planted, mulched and paved areas will be removed by hand. The contractor shall target weeds that are capable of producing a major infestation of unwanted plants by seed distribution. Whenever possible, weed removal will be timed to precede flowering and seed set. Constant observation and removal of weeds will be undertaken.

Trees and planting beds in feature landscape areas are to be irrigated by an automatically controlled drip irrigation system, or similar approved system. The irrigation system is to be adjusted to suit the water requirements of plant types; the infiltration rate of the soil as well as seasons, exposure, topography and any local authority restrictions; adjustment or shut down during and after periods of prolonged heavy rain.

Additionally, leaves, mulch and organic debris are to be removed from pavement and drains. Any defective pavements are to be made good.

Yard employees and a contracted landscaper will maintain landscaping after the defects liability period.

Waste Management

Waste generated from the site operations will be managed in accordance with the waste management plan as summarised below:

- Two General Waste Bins (1,100L) and two recycling bins (1,100L) will be provided on site to service the development.
- The general waste and recycling waste will be collected weekly by a private contractor. On collection days, the private collection vehicle will enter the site and park in the loading bay in front of the bin storage room and empty the bins. A designated staff member will ensure bins are accessible and that they are returned to resume operational use afterward
- For the office building and workshop, general waste and comingled recycling receptacles will be located centrally on each level. On completion of each trading day, or as required, nominated staff or contracted cleaners will collect general waste and recyclables and deposit them into the appropriate collection bins located in the bin storage room near the office building.
- Generally, a bus parking bay near the workshop will be used as a loading bay. These are 3.5m x 13.5m and can easily accommodate all standard parts and goods delivery vehicles, including the area required to unload them safely. The parking of the delivery vehicles and the unloading process is all supervised by Yard Co-ordination employees.

- Separate bins will be provided in food preparation areas, bathrooms and printing and photocopying rooms. Cleaners or nominated staff will be responsible for monitoring these bins and emptying them as required.
- A 240 MI MGB will be provided in the bin storage room for the collection of E-waste. Collection of e-waste will be required infrequently and is to be arranged by site management.
- Any industrial and hazardous waste will be managed in accordance with the Protection of the Environment Operations Act 1997. Hazardous waste management measures will be put in place by the site management prior to the operation of the development in accordance with the type of hazardous or industrial waste produced.
- The tenant will be responsible for storing any industrial or hazardous waste within designated areas and disposing of the industrial or hazardous waste in accordance Protection of the Environment Operations Act 1997. Any hazardous waste storage areas will be located away from food and cleaning storage areas; will not be accessible to the public; and will have a lockable door and rigid impervious flooring. Clean up facilities, spills kits, appropriate drainage and bunding will be provided. Where wastes are stored in bins the bin will be locked and a specific area, with adequate drainage, for washing equipment will be provided.
- Management will ensure that all staff comply with the correct production, storage and disposal controls associated with industrial and hazardous waste. At no point will hazardous waste be mixed or disposed of with general or recycling waste streams.
- Hazardous and industrial waste will be collected directly from the storage areas by a specialised waste contractor.
- Space will be provided in each building for the storage of re-useable commercial items.
- Educational materials encouraging correct separation of general waste and recyclables will be provided to each staff member and appropriate signage installed to clearly identify what type of waste is to be placed in each bin.
- Site management will promote adequate waste disposal and be responsible for securing all bin rooms; preventing overfilling; taking action to prevent dumping or unauthorised use of waste areas; and requiring collection contractors to clean any spillages.

9. NOISE CONTROL

As outlined in Section 7.2.4 of the Acoustic Assessment Report for the development application, the following measures will be implemented to minimise noise disturbance within and outside of the site:

1. Roller doors to the workshop, panel shop and spray booth and bus wash bay shall be closed when these spaces are in use before 7am or after 10pm
2. Buses parked adjacent to the driveway shall commence pre-departure checks and depart the site after 7am and return by 10pm. The location of these parking spaces is shown in the architectural plans.
3. Buses leaving and departing the site will generally be dispersed across the hardstand areas to distribute noise emissions to surrounding noise-sensitive receivers to the east. Where possible, early morning bus activities will be undertaken beneath the solid awning.
4. Buses will depart within two minutes from reaching the air and oil pressure requirements to satisfy the operator's pre-departure checks

Noisy works will generally (as far as possible) be undertaken in the day time and vehicle movements into and out of the site will be limited during the night-time period. It is expected that a maximum of one bus will leave and arrive at the site every 15 minutes during this period.

Idling of buses will also be limited as far as possible. All buses will require a minimum of two minutes to idle prior to departure. However, longer idling periods will be required for buses with insufficient air pressure. It is anticipated that approximately 50% of the bus fleet will require an 8-minute warm up period prior to departure.

Additionally, staff will be discouraged from congregating outside of the site or in the car park during the night-time period.

10. LIGHTING

Outdoor lighting for the yard area and security lighting will be installed within the site.

The lighting will be used 24 hours per day and will not have a dimming function.

All lighting will be directed towards the site and away from any neighbouring properties.

This information to be provided by Goldfish and Bay electrical consultants.

11. COMPLAINTS HANDLING PROCEDURE

Complaints relating to the operation of the site can be registered via a dedicated phone number and email address, which will be advertised on Waluya's website and on signage located near to the site entrance.

All complaints will be reported to the Depot Manager as soon as possible. The Depot Manager will record the complaint in the site's Complaints Register. An indicative Complaints Register for the site is set out below. The register will include:

- details of the complainant;
- the nature of the complaint;
- the date the complaint was lodged;
- the method of contact;
- the proposed actions;
- the outcome; and
- any other relevant information.

The Depot Manager will be responsible for investigating the complaint. This will take place as soon as reasonably possible following the receipt of the complaint. The complainant will be notified by the Depot Manager of the investigation and the likely timescales involved.

Following the conclusion of the investigation, the Site Management team will determine the level and type of remedial actions required and inform the complainant of the decision and the reasons for it. The Complaints Register will subsequently be updated.

If the complainant is satisfied with the outcome of the investigation, the complaint will be officially closed.

In the event that the complainant is unsatisfied with the investigation and / or the proposed remedial actions, further engagement will be undertaken by a senior member of the Site Management team to satisfy their concerns.

Table 2 Standard Complaints Register

Ref.	Date	Summary of Complaint	Name of Complainant	Contact details	Summary of Complaint	Outcome of Investigation / action undertaken	Date Resolved
1							
2							
3							
4							
5							
6							
7							

12. SECURITY

CCTV will be installed across the site for security purposes. This will be managed by off-site by trained security personnel located at the Waluya Py Ltd head office.

New security fencing, comprising an outer fence and an electrified inner fence, will also be installed.

Access control measures will also be put in place throughout the site to prevent unauthorised access to the depot. All visitors to the site will be required to report to the reception area.

