

BRIDGMAN RIDGE WOOLWORTHS

TROLLEY MANAGEMENT PLAN

1. BACKGROUND

This Trolley Management Plan (TMP) is being submitted as part of the DA documentation Woolworths are proposing for the retail development at Bridgman Ridge, North Singleton, NSW.

The TMP seeks to address the ways in which Woolworths will;

- a) Restrict customers from removing the shopping trolleys from leaving the car park/premises;
- b) Restrict customers from leaving the trolleys in the streets and areas surrounding the premises; and
- c) Arrange for timely retrieval of trolleys

2. Trolley identification

The current Trolleys are supplied with a galvanised base and grey basket. The Trolleys will be recognisable by the Woolworths name and logo on the shopping handle as well as the cut out on the base of the shopping trolley. Similar to the Trolleys displayed below.



Shopping Trolley Colour



Shopping Trolley Base



Shopping Trolley – front view

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3. Trolley Bay Signage

Trolley bays will be located at the store entry with trolley corrals and trolley storage also located within the car parking area. The trolley bays / corrals will have the following signage identification for customers.



4. MANUAL SHOPPING TROLLEY COLLECTION SERVICE

4.1 Trolley Collection

Trolley collection will provide a continuous supply of trolleys for the use of Woolworths's customers during site trading hours by collecting trolleys from the site's carpark trolley corrals and feeding them to the store internal trolley bays in compliance with Woolworths' Minimum Service Requirements. Minimum Service Requirements are:

(a) At Internal Trolley Bays

At commencement of trade at site	Full quota of trolleys at a site, counted by the Store Manager on the commencement date
During site trading hours	Not less than 75% of the internal trolley bay(s).
At close of trade or soon thereafter	Full quota of trolleys, fully secured

(b) At Carpark Trolley Bays / Corrals:

At close of trade or soon thereafter	Balance of the full quota, fully secured.
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4.2 Collection Areas

Main Collection Area/Landmarks

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On the commencement date, the Store Manager will provide a site plan that shows:

- (a) the main trolley collection area, which comprises of the area within the perimeter of a 500 metre circle around the site. This area is divided into 3 zones:
 - (i) **Zone 1** Supermarket car park site.
 - (ii) **Zone 2** Areas outside Zone 1 but within a 200 metre radius of the store, along Glass Parade and Bridgman Ridge Road.
 - (iii) **Zone 3** This area extends out from Zone 2 to a radius of 500 metres of the store and roads.

Specific Collection

If a trolley is abandoned outside the main collection area, the contractor must collect and return the trolley to the store within 24 hours of being notified by Woolworths and/or where applicable, by Trolley Tracker or Singleton Council. The contractor must note the details of all trolleys collected from the *Specific Collection Areas* in the Weekly Trolley Count Form.

4.3 Frequency of Trolley Collection

Trolley collection frequencies for each of the Zones are as follows:

- Zone 1** Within this zone, there will be continuous recovery and return of trolleys during trading hours.
- Zone 2** Within this zone, major roads will be patrolled from time to time (but not less than 2 times per day) during store trading hours.
- Zone 3** Within this zone, major roads will be patrolled from time to time (but not less than 2 times per day) by means of a street run with a van and at the end of store trading to recover and secure trolleys overnight.

Street Collections

As at the commencement date, the Store Manager will provide a map setting out the areas to be covered by the contractor when carrying out routine street runs. The trolley collectors must:

- (a) at a minimum conduct street runs 14 times per week;
- (b) comply with all requests from the Store Managers, Trolley Tracker and or Singleton Council to retrieve trolleys from specific addresses within 24 hours of receiving such a request; and
- (c) record the details of all street collection runs on the weekly trolley count form for submission to the Store Manager.

Peak/Extended Trading Hours

During peak trading periods at the site, including but not limited to Easter and Christmas, the trolley collector must provide additional trolley collection services during the extended site trading hours and increase the relevant trolley collection frequencies as notified by Woolworths.

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4. COMPLAINT AND CALL RECORDING SYSTEM

There are two methods by which complaints or information about abandoned trolleys can be notified to Woolworths.

- i) Telephone call directly to the Woolworths Bridgman Ridge store;
or
- ii) Telephone call to Trolley Tracker free call **1800 641 497**

Woolworths is committed to Trolley Tracker and has used the Trolley Tracker system for over 10 years to assist in locating the whereabouts of abandoned shopping trolleys, to facilitate their timely collection and return to the store where they belong.

Trolley Services Australia works in cooperation with the Retail Traders Association, Local Governments and Shire Associations. Woolworths use the system widely throughout Australia.

The paging operation centre transmits a message to the trolley contractor via SMS text message to the trolley collectors' nominated phone or fax or email address.

Customers, residence and Councils are encouraged to use the freecall number so they can report trolleys which have come to their attention in out of the way places, so the trolley can be collected quickly and without involving Council staff or equipment.

Trolley Tracker is an effective back up system designed to:

- Improve public safety as fewer trolleys are left abandoned;
- Reduce demand on the time of Council Rangers;
- Reduce complaints from rate payers;
- Provide better information on location of trolleys to trolley collection contractors and in store collection staff;
- Reduce the number of lost trolleys;
- Improve community image as a responsible company concerned about the community and the environment.

5. TROLLEY PRESENTATION

Presentation

The trolley collector will remove all rubbish and debris from the trolleys prior to feeding trolleys to the internal trolley bays. Rubbish removed from the trolleys must be disposed of in the allocated bins and all trolley bays are to be kept clean and free from rubbish at all times. Wet trolleys must be dried as much as possible prior to feeding the internal trolley bays.

Securing trolleys

At the end of each trading day, the trolley collector must, secure trolleys in the internal trolley bays and carpark trolley corrals or areas nominated by the Store Manager.

Traffic Rules

The trolley collector must at all times strictly adhere to all traffic rules within Woolworths car parks and surrounding streets.

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6. PERFORMANCE

Weekly Trolley Count Form

At the end of each trading week, the Trolley Collector will complete and submit to the Store Manager the weekly trolley count form for that week. The Trolley Collector and the Store Manager will then confirm the counts recorded in each weekly trolley count form, agree on the current trolley numbers and together sign the weekly trolley count form.

Misuse of trolleys

The Trolley Collector must notify the Store Manager of all instances of misuse of trolleys. If another retailer has Woolworths trolleys in its use, then the contractor must identify themselves as "Woolworths Trolley Collector", request permission to retrieve the trolleys and if there are any problems, notify the relevant Store Manager

Contractor Performance

The Trolley Collector will enter a service to Woolworths pursuant to a formal "Service Agreement". This agreement incorporates Minimum Service Requirements acceptable to Woolworths and we rely on the integrity of our contractor to perform the service efficiently and effectively.

GAP Check

The Store Manager completes a performance assessment (GAP check) of the Trolley Collector on a fortnightly basis and any deviations by the collector are performance managed.