



11th March 2020

Reference: 190226.09FA

OPERATIONAL LOADING DOCK MANAGEMENT PLAN CNR WARLTERS STREET & PARK STREET, PORT MACQUARIE

This Loading Dock Management Plan outlines the procedures to be implemented within the loading / delivery facilities of the Commercial Lots at Cnr Warlters Street & Park Street, Port Macquarie NSW.

1 INTRODUCTION

Deliveries to the Commercial Lots will be controlled by this Operational Loading Dock Management Plan and shall be complied with at all times.

The aim of this Operational Loading Dock Management Plan is as follows:

- Confirm the dock manager and tenant manager responsibilities.
- Provide specifics regarding the operation of the loading dock.

The on-site loading / delivery facilities are provided within the site and are capable of accommodating vehicles up to 12.5m in length (Heavy Rigid Vehicles). Entry only is provided from Warlters Street, with exit provided back onto Warlters Street.

This one-way arrangement avoids any HRV reversing; thereby minimising impacts on traffic flow whilst facilitating safe movement of large vehicles.

2 LOADING DOCK MANAGEMENT

It is the duty of management of the Commercial Lots to supervise the efficient unloading of deliveries and co-ordinate their arrival with dispatch from their suppliers. The management of the Commercial Lots should designate a dock manager to monitor the dock and supervise loading and unloading operations.

Some physical measures shall be implemented to mitigate the impacts of loading operations on Warlters Street including:

- “Watch for Pedestrians” signage at the Warlters Street exit of the loading dock and “Watch for Exiting Vehicles” line marking on footpath on either side of the Warlters Street driveway;
- Convex mirrors within the site at the Warlters Street exit driveway supplementing the sight distances of both pedestrians and truck drivers.

3 CONTACT BY TRUCK DRIVER

The truck driver must contact the dock manager (tenant manager for loading zone use) by mobile phone or radio when the driver is within an estimated 15-minute driving distance from the site.

The dock manager will ensure that the loading dock is vacant or has sufficient available queueing length to accommodate the incoming vehicle.

Delivery and garbage delivery times by different contractors will be coordinated on an agreed schedule so that there will not be any queueing of trucks.

In the possibility that the loading dock cannot accommodate the incoming vehicle, the dock manager must advise the driver to delay their arrival until a specified time when the vehicle can be accommodated. Drivers are not permitted to wait in the vicinity of the proposed development to make a delivery if the loading dock is occupied.

Heavy Rigid Vehicles over 8.8m in length shall not enter the loading dock during the following times:

- Between 10:00 am and 5:00 pm Monday – Sunday;
- Between 8:00 am and 10:00 am Monday – Friday;

The development can be serviced by smaller trucks within these hours, and all trucks outside these hours.

4 OPERATING CAPACITY OF LOADING DOCK & LOADING ZONE

The assigned dock manager will manage the loading dock in order to ensure that the operating capacity of the loading dock is not exceeded. The operating capacity of the loading dock is one (2) 12.5m long vehicles, both of which can load at once.

The first HRV to arrive should always utilise the western loading bay first, with following vehicles utilising the eastern bay.

5 DIRECT DELIVERIES

Commercial Lots management will ensure that all direct deliveries and pickups are coordinated so that vehicle movements in and out of the loading dock and loading zone will not breach timing restrictions.

6 TRUCK MANAGEMENT

Commercial Lots management shall ensure that the Operational Traffic Management Plan is adhered to as far as practicable, in order to ensure that the residential Warlters Street is not adversely affected and traffic movement on the surrounding local street network is not impeded.

All vehicles shall make a left turn only out of the loading dock onto Warlters Street and will be forced to do so by the median in Warlters Street.

7 ADVICE TO DELIVERY SERVICE PROVIDERS

Each direct delivery service provider must be provided with this Operational Loading Dock Management Plan.

8 DRIVER CONDUCT

Commercial Lots management will provide every visiting driver a one-page Notice to Drivers (see **Attachment 1**). The drivers servicing the loading dock and loading zone are required to adhere to the following rules:

1. Heavy Rigid Vehicles over 8.8m in length shall not enter the loading dock during the following times:
 - Between 10:00 am and 5:00 pm Monday – Sunday;
 - Between 8:00 am and 10:00 am Monday – Friday;
 - The development can be serviced by smaller trucks within these hours, and all trucks outside these hours.
- Direct delivery vehicles must arrange a delivery time with the dock manager and be punctual.
- All loading or unloading will only be conducted in the loading dock, with no loading/unloading to occur outside of these areas.
- A sign shall be erected in the loading dock stating, *“For the comfort of nearby residents, please make as little noise as possible”*.
- No public address system shall be used in the loading dock except for emergency fire evacuation;
- The driver shall apply all possible skill and care when driving into the loading dock and loading zone and during the subsequent departure from the loading dock/zone, to minimise the noise emission from the vehicle.
- The driver shall ensure that when alighting from the truck and when unloading the truck or relocating the truck, that reasonable precaution is taken to minimise unnecessary noise emission.
- Drivers shall ensure that any radio and music systems are deactivated, or do not generate sound which may be audible to nearby residences.
- The driver shall ensure that neither he/she, nor the people with whom he/she may need to liaise or work within the loading areas, will shout or use language that could be considered offensive or generate other sources of noise, which may be audible or disturbing for nearby residents.
- Commercial Lots management shall ensure that all drivers under its control or drivers who work as contractors or suppliers, who are instructed to make deliveries, or are likely to make deliveries shall be provided with a copy of the conditions referred in **Attachment 1**.

- Commercial Lots management 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, loading zone or access areas.

9 COMPLAINT MANAGEMENT PROCEDURES

A complaints management email address and phone number will be set up and displayed at the driveway entry to the commercial lots.

Please contact the undersigned or Mr Craig M^CLaren on (02) 8355-2440 should this management plan require any amendments.

Yours faithfully
M^CLaren Traffic Engineering

A handwritten signature in black ink, appearing to read 'Daniel Fonken'.

Daniel Fonken
Supervising Traffic Engineer
Bachelor of Science Civil Engineering
RMS Accredited Traffic Management Plan Designer (Cert No. 004 910 0455)

NOTICE TO DRIVERS

The loading dock is located within the Commercial Lots and Residential Flat Building with entry from Arnott Avenue and is proximate to nearby residents. Drivers must conduct themselves in a manner that respects the nature of the surrounding area.

You are advised that the following delivery constraints have been imposed upon the Commercial Lots and Residential Flat Building:

1. Heavy Rigid Vehicles over 8.8m in length shall not enter the loading dock during the following times:
 - a. Between 10:00 am and 5:00 pm Monday – Sunday
 - b. Between 8:00 am and 10:00 am Monday - Friday
2. The development can be serviced by smaller trucks within these hours, and all trucks outside these hours
3. Delivery vehicles to the loading dock must not exceed 12.5m in length.
4. All loading or unloading will only be conducted in the loading dock.
5. Drivers shall ensure that any radio and/or music system is deactivated, or does not generate sound which may be audible to the nearby residence.
6. Arrange a delivery time with the dock manager and STICK TO IT.
7. The Commercial Lots dock manager is the driver's initial point of contact for all transport concerns. They may be contacted on the following telephone number (#).
8. The loading dock is within close proximity to nearby residences. Please make as little noise as possible.
9. No vehicle is to wait in the vicinity of the Commercial Lots or queue within the site or on surrounding streets if it is early or if the loading dock or loading zone is full. In those circumstances, the driver must leave the area and arrange a new delivery time.

CONTACT BY TRUCK DRIVER

The truck driver must contact the assigned dock manager by mobile phone or radio (where appropriate) when the driver is within an estimated 15 minute driving distance from the site. The driver must inform the assigned dock manager of the vehicle's length.

The Commercial Lots considers the above constraints to be our MINIMUM “good citizen” responsibilities towards nearby residents.

Commercial Lots staff will closely monitor the loading dock and loading zone usage, and will report all incidents.

Driver failure to observe the above instructions will result in that driver being prohibited from entering the Commercial Lots for a period of time determined by Commercial Lots management.