

PLAN OF MANAGEMENT

Hampstead Road Centre



54-68 Hampstead Road & 276-282 Parramatta Road Auburn Stages 1 and 2

October 2024

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Quality Assurance

This is a live document prepared to support the Hampstead Road Centre (HRC) the HRC is a commercial precinct in Auburn comprising two buildings as well as a central publicly accessible park. The buildings accommodate a hotel, Function space, Specialised retail shops, food and beverage offerings, a Childcare Centre and office spaces.

The document is to be updated to record processes to manage operations of the Centre.

Issue	Date	Description	Prepared	Approved
A	21.4.2023	Initial design	HT	RR
B	14.2.2024	Stage 2 Development Application	HT	RR
C		In house		
D		In house		
E	21/10/24	Updated in response to Council RFI	HT	RR

1.0 **INTRODUCTION**

- 1.1 This Plan of Management (POM) has been initially developed as part of the Development Application prepared for Cumberland City Council detailing the operation of a mixed use premises referred to as “Hampstead Road. Centre” (HRC). The development will comprise; specialised retail premises, office premises, child care centre, food & drink premises, a hotel with function space and a local shop.
- 1.2 The POM is a live document and will be updated for both the development and operation phases of the project. The document addresses management of both buildings A and B as well as the central publicly accessible park.
- 1.3 This POM addresses the relevant matters for consideration as part of the development application assessment by Council. This POM identifies the operational management protocols required to manage the property within the development. Specific uses such as the Child Care Centre will require well considered operational commitments.
- 1.4 The POM is based on plans prepared by Smith and Tzannes. It is arranged in sections, initially dealing with the overall operation of the facility and then sections dedicated specifically to the Child Care Centre and the loading dock.
- 1.5 Section 2 contains the general description of the site, the location and composition of the facility.
- 1.6 Section 3 sets out the operational matters for the facility. It deals with overall site cleanliness and maintenance, security, access/egress, waste management, noise, traffic, graffiti removal, licensed venue procedures, childcare procedures and lighting.
- 1.7 Section 4 sets out operational procedures for the Child Care Centre (CCC) which will form the basis for the operation of the CCC. This includes but is not limited to hours of operation, staffing, acoustic controls, arrival and departure (staff and children), indoor and outdoor activities and supervision, enrolment, terms & conditions, family involvement and grievance, insurances, maintenance, fire safety and emergency protocols, neighbourhood amenity and security.
- 1.8 The document is supported by the following documents:
- Acoustic Report.
 - CPTED report
 - Waste Management Plan.
 - Traffic & Parking Assessment Report
 - Loading Dock Management Plan
 - Green Travel Plan

Recommendations and commitments from these documents have been adopted as part of the POM.

- 1.9 The POM is to be updated with any relevant details from the development consent and extracts of the approved DA plans.

2.0 **GENERAL**

2.1 **Description of Site**

- 2.1.1 The subject site is No. 54-68 Hampstead Road & 276-282 Parramatta Road Auburn.

- 2.1.2 It comprises the following allotments:

- Lot 11 DP 2867
- Lot 12 DP 2867
- Lot 13 DP 2867
- Lot 14 DP 2867
- Lot 15 DP 2867
- Lot 16 DP 2867
- Lot 17 DP 2867
- Lot B DP 26290
- Lot C DP 26290
- Lot D DP 26290
- Lot E DP 26290

- 2.1.3 The site is located adjacent to both residential and industrial sites at a junction between Hampstead Road and Parramatta Road Auburn.

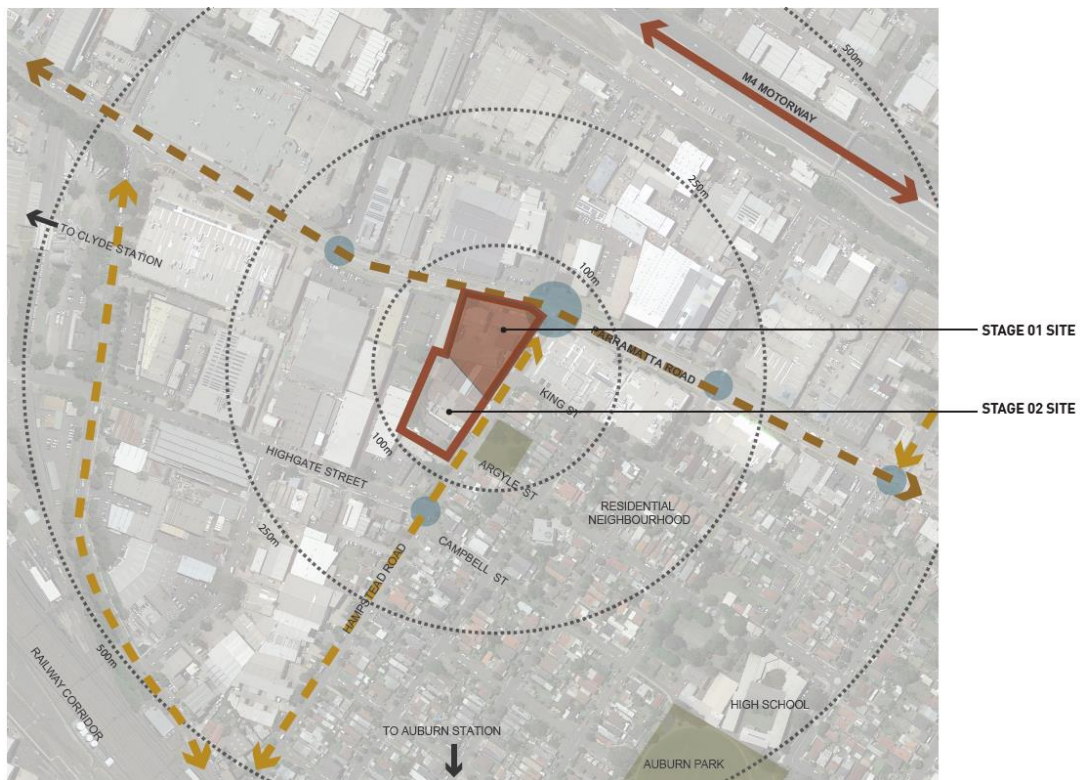


Figure 1 – Location of the site



Figure 2 – Aerial of site prior to redevelopment

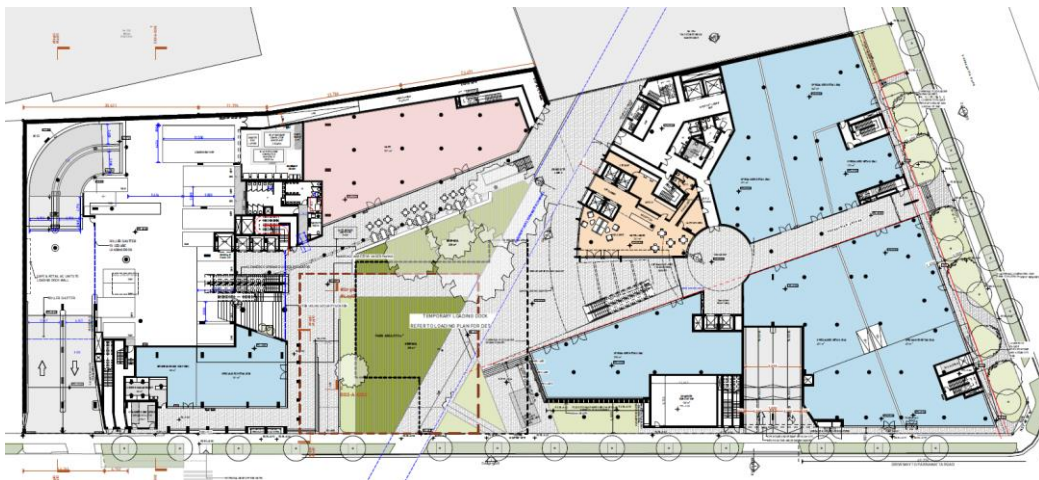


Figure 3 – Site plan

2.2 Description of Development

2.2.1 Hampstead Road Commercial is to support the following uses:

- 489 m² Food and Drink Premises (eg: Restaurants & Cafes)
- 14,517 m² Specialised Retail Premises
- 6,206 m² Office Premises
- 695 m² Child Care Centre (indoor area)
- 8,805 m² Hotel

2.2.2 The Childcare Centre will cater for 106 children and up to 25 staff as per the following breakup:

- director (1)
- prep staff (part time 2)
- cover staff (part time 4)
- ages 0-2 (36 kids) Educators (9)
- ages 2-3 (20 kids) Educators (4)
- ages 3-4 (20 kids) Educators (2)
- ages 4-5 (30 kids) Educators (3)



Figure 4 – Parramatta Road from the North



Figure 5 – view of park and building A

3.0 Hampstead Road Commercial (ALL USES)

3.1 Hours of Operation

3.1.1 The HRC's general hours of operation are between 9am to 7pm Monday, Tuesday, Wednesday, Friday, 9am to 10pm Thursday and 9am to 8pm Saturday & Sunday.

3.1.2 The food and drink premises will trade until 12:00am daily.

3.1.3 The hotel will operate 24 hours a day.

3.1.4 The hotel restaurant and function room will operate 6am to 1am seven days a week.

3.1.5 Outside of the above hours, the HRC is under controlled access via swipe card.

3.1.6 The table below identifies hours of operation and access measures for individual areas.

LOCATION	HOURS OF OPERATION	COMMENT
Building A		
Basement LEVEL 3		
Hotel Parking	24 hours Controlled Access	Access is via hotel intercom or swipe card.
BASEMENT LEVEL 2		
Retail parking	Controlled Access	Access is via ticket machine or swipe card.
BASEMENT LEVEL 1		
Mixed use	Controlled Access	Access is via ticket machine or swipe card.
TEMPORARY LOADING DOCK		
Loading Bays	Controlled Access 7am – 7pm outside of hours by special arrangement only	Access is via loading dock management.
GROUND FLOOR		
Hotel lobby	24 hours	Access by concierge and swipe card Entries from Parramatta Road and the park will be open from 7am until 11pm

LOCATION	HOURS OF OPERATION	COMMENT
Building A		
Hotel café	6:00–am - 7:00pm	Open door
Specialised retail	9am to 7pm Monday, Tuesday, Wednesday, Friday 9am to 10pm Thursday 9am to 8pm Saturday & Sunday.	Access outside these hours is via swipe card.
Amenities	Café users out of hours	Access provided by venue
LEVEL 1		
Specialised retail and amenities	9am to 7pm Monday, Tuesday, Wednesday, Friday 9am to 10pm Thursday 9am to 8pm Saturday & Sunday.	Access outside these hours is via swipe card.
Amenities	Café users out of hours	Access provided by venue
LEVEL 2		
Specialised retail and amenities	9am to 7pm Monday, Tuesday, Wednesday, Friday 9am to 10pm Thursday 9am to 8pm Saturday & Sunday.	Access outside these hours is via swipe card.
Amenities	Café users out of hours	Access provided by venue
LEVEL 3		
Hotel	24 hours	Access by concierge and swipe card
Hotel restaurant	6am – 1am	Access by concierge
Function room balcony	6am – 12am	Access by concierge 30 people max.
Function room	6am – 1am	Access by concierge
LEVEL 4		
Hotel	24 hours	Access by concierge and swipe card
LEVEL 5		
Hotel	24 hours	Access by concierge and swipe card
LEVEL 6		
Hotel	24 hours	Access by concierge and swipe card

LOCATION	HOURS OF OPERATION	COMMENT
Building B		
Basement LEVEL 3		

LOCATION	HOURS OF OPERATION	COMMENT
Building B		
Office Parking	24 hours Controlled Access	Access is via swipe card.
BASEMENT LEVEL 2		
Retail parking	Controlled Access	Access is via ticket machine or swipe card.
Childcare Centre	Controlled Access	Access is via swipe card.
BASEMENT LEVEL 1		
Mixed use	Controlled Access	Access is via ticket machine or swipe card.
GROUND FLOOR LEVEL		
Ramp down to Basement	Controlled Access	Access is via ticket machine or swipe card.
Rubbish room	Controlled Access	Access is via swipe card or loading dock management.
Loading Bays	Controlled Access 7am – 7pm outside of hours by special arrangement only	Access is via loading dock management.
GROUND FLOOR		
Food and beverage indoor	6:00am - 1:00am	Managed by venue
Food and beverage outdoor	8:00am - midnight	Managed by venue
Neighbourhood shop	6:00am - 1:00am	Managed by venue
Amenities	Café users out of hours	Access provided by venue
Escalator	9am – 7pm	Access blocked with screen after hours
LEVEL 1		
Specialised retail and amenities	9am to 7pm Monday, Tuesday, Wednesday, Friday 7am to 10pm Thursday 9am to 8pm Saturday & Sunday.	Access outside these hours is via swipe card.
Amenities	Café users out of hours	Access provided by venue
LEVEL 2		
Specialised retail and amenities	9am to 7pm Monday, Tuesday, Wednesday, Friday 7am to 10pm Thursday 9am to 8pm Saturday & Sunday.	Access outside these hours is via swipe card.
Amenities	Café users out of hours	Access provided by venue

LOCATION	HOURS OF OPERATION	COMMENT
Building B		
LEVEL 3		
Childcare centre	7am - 6pm Weekdays	Access is via swipe card or doorbell.
Office space	7am to 6pm Weekdays	Access outside these hours is via swipe card.
End of Trip Facilities	Controlled Access	Access is via swipe card.
LEVEL 4		
Office space	7am to 6pm Weekdays	Access outside these hours is via swipe card.
Amenities	Office users only	Access provided by swipe card
LEVEL 5		
Office space	7am to 6pm Weekdays	Access outside these hours is via swipe card.
Amenities	Office users only	Access provided by swipe card
LEVEL 6		
Office space	7am to 6pm Weekdays	Access outside these hours is via swipe card.
Amenities	Office users only	Access provided by swipe card
<p>Entry to car park facilities:</p> <p>A roller shutter at the ground floor entry to the parking and loading areas will be open from 7am until midnight. Outside of these hours the entry will be operated either manually, by loading dock staff or pass key.</p> <p>Access to the lower levels will not be restricted. A numberplate scanner will operate at the top of the ground floor ramp. A boom gate will operate at the top of the Ground floor ramp. Egress will then be provided by a swipe card or paid parking ticket.</p> <p>Loading dock operators will manage problems.</p>		

* See figure 6 below for identification of the building entries

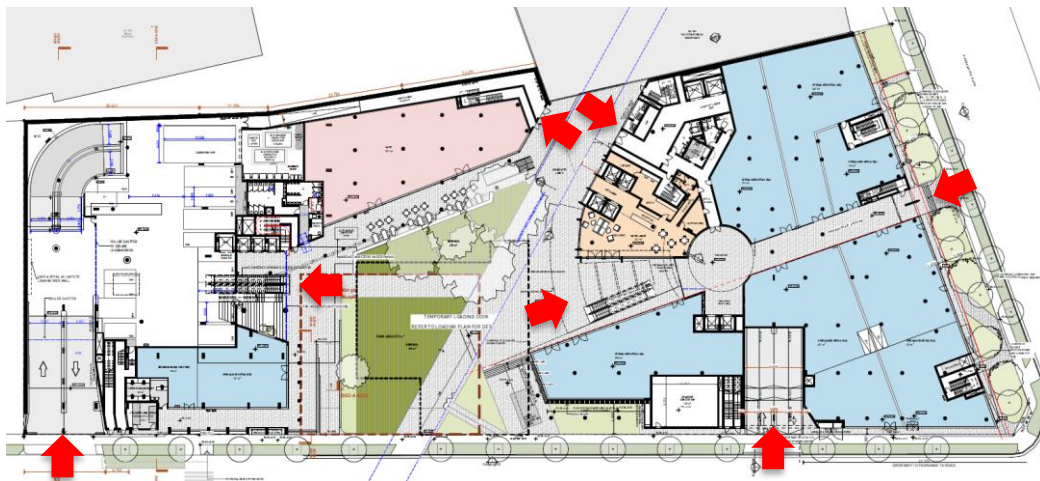


Figure 6 - access points

3.2 Site Management and responsibilities

The following staff are responsible for management and upkeep of HRC:

- 3.2.1 Centre Manager (CM) - responsible for the overall management of the HRC, including coordination of the loading dock, click and collect and waste management. They are based in the HRC's Management Office on the ground floor of building B.
- 3.2.2 Cleaning staff – responsible for the cleanliness and maintenance of all public areas of the HRC. Cleaners' rooms are located on all levels.
- 3.2.3 Security staff – responsible for maintaining security throughout the HRC and ensuring the closing and opening of the floors and bathrooms at the beginning and end of each trading day. They are based in the Management Office.
- 3.2.4 Gardening staff – responsible for the maintenance of the public and private lands, including the footpath and nature strips along Hampstead and Parramatta Road frontages. They will also maintain and upgrade the garden beds and planters on each level, except within the CCC.
- 3.2.5 Working Group - The Centre Manager (CM) shall chair the Working Group (WG), comprising representatives of the tenants, landowner, neighbours and the Local Area Command shall be invited to participate.

3.3 Cleanliness and Maintenance

The following procedural commitments are made:

- 3.3.1 All public areas directly outside the building to be cleaned weekly.
- 3.3.2 All internal areas to be cleaned daily.
- 3.3.3 All internal walls and floors plus external walls to be maintained with no defects or trip hazards.
- 3.3.4 All surfaces to be maintained in good order.
- 3.3.5 All blown light fittings shall be replaced within 48 hours.
- 3.3.6 All graffiti shall be removed within 48 hours.
- 3.3.7 All landscaping and planting shall be maintained weekly. This shall ensure, apart from maintaining a clean and tidy appearance, that the planting does not present opportunities for concealment and entrapment.
- 3.3.8 Maintenance is to be carried out consistent with the CPTED report.

3.4 Site Security

- 3.4.1 No unauthorised entry to doors marked 'Staff Access Only'.
- 3.4.2 Centre Manager will issue all swipe cards and control the access system.
The – CCC will not issue their own swipe cards.
- 3.4.3 A record of swipe cards issued to the CCC are to be submitted to the CM.
The list is to be updated every three (3) months.
- 3.4.4 Swipe cards are not to be shared or 'loaned' with other staff or patrons.
- 3.4.5 All doors and entry points to be alarmed with back to base monitoring.
- 3.4.6 CCTV to be provided to all public areas

- 3.4.7 CCTV footage to be kept for 28 days and made available to Council or NSW Police as may be required.
- 3.4.8 Decals, signage and graphics should not cover windows (internally and externally) as these could reduce passive and active surveillance throughout and around the outside of the Centre.
- 3.4.9 Security procedures are to be prepared in detail with consideration of the CPTED report.

3.5 Deliveries and Pick-ups

- 3.5.1 All loading and unloading shall occur within the dedicated loading – bays provided on site access via building management in accordance with the Loading Dock Management Plan prepared by Lyle Marshall & Partners.
- 3.5.2 The loading dock remains open between 7am and midnight with access outside of these hours coordinated and booked in through the HRC Management Office.
- 3.5.3 All deliveries shall be coordinated to minimise standing vehicles within the surrounding road network.
- 3.5.4 Where a delivery has been booked in, the HMO shall grant access to the loading dock once a representative of the relevant tenant arrives at the loading dock to take delivery.
- 3.5.5 Delivery drivers shall not be left alone within the loading dock.
- 3.5.6 Customer use of the loading dock is not encouraged. Where customers require the use of the loading dock the Management Office shall be informed. The Management Office shall grant access to the loading dock once a representative of the relevant tenant arrives at the loading dock.
- 3.5.7 Customers shall not be left alone within the loading dock.
- 3.5.8 Vehicles entering the loading dock without a booking will be directed to turn around and leave the premises in a forward direction.

3.6 Waste Management

The following procedures to be followed:

- 3.6.1 All bins to be removed by licensed private contractors.
- 3.6.2 Bins to be collected on site and no bins are to be placed on Council footpath at any time.
- 3.6.3 All bin store areas to have hot/cold water with suitable floor wastes connected to sewer with epoxy floor, sealed doors and ventilated.
- 3.6.4 Bin areas to be kept in a clean state free from debris and odour.

3.7 Shopfronts

- 3.7.1 Lease agreements to require tenants to maintain shopfronts predominantly free of decals, signage, and graphics to maintain surveillance.

3.8 Fire Safety and Emergency

The following procedures:

- 3.8.1 AFSS to be erected at entry and is to be clearly visible.

- 3.8.2 All essential services to be annually checked (or as required by BCA/NCC) and maintained in good working order.
- 3.8.3 Defective fire services to be repaired within 24 hours. CCC - will be required to issue copies of all inspections of Essential Service.
- 3.8.4 CCC - operators to obtain owners consent for all work regardless of CDC or DA. CM to co-ordinate all synergies between essential services between tenants.
- 3.8.5 All building works to be approved by Centre Manager to ensure fire services are coordinated and no fire engineered solutions are compromised.

3.9 Insurances

- 3.8.6 The tenant will hold Public Liability Insurance with a minimum 20 million coverage.

3.10 Plant and Equipment

- 3.10.1 Operate in accordance with manufacturer specifications.

3.11 Grease trap operation

- 3.12.1 The grease trap will be emptied from the loading dock. The extraction pipe is situated for convenient connection by the removal truck.
- 3.12.2 The grease trap will be emptied every 90 days or earlier if necessary. It is the responsibility of centre management to coordinate emptying the grease trap.
- 3.12.3 Grease trap emptying is to occur outside of core business hours.
- 3.12.4 A spill kit is to be maintained on site at all times.
- 3.12.5 Loading dock management is to be trained and appropriately accredited to manage grease spills.
- 3.12.6 If a spill does occur loading dock management team is to follow the following procedures:
 - 1. Ensure all staff, visiting workers and members of the public are removed from the site of the spill and made safe.
 - 2. Stop all vehicle movements into and out of the loading dock.
 - 3. Contain the spill and begin clean up activities.
 - 4. Inform centre management. In the case of a severe spill contact Safe Work NSW to obtain advice.
 - 5. Clean the site of the spill and arrange inspection by a hygienist.
 - 6. Return to operations.
- 3.12.7 Loading dock management and Centre management are responsible for odour management. In the event of unusual odour detection, loading dock management is to investigate and determine the cause of the odour.

3.12 Café noise management

3.12.8 The control of noise volume is the responsibility of the café operators. Noise limits are included in the leasing agreement.

Music in cafe indoor areas is to be limited as follows:

- 65dB(A)L10 if trading with windows open or after 12am.
- 75dB(A)L10 if trading with windows closed.
- Music in cafe outdoor areas to be limited to 65dB(A)L10 at 3m from any speaker (cease at 12am).

Annexure A – Environmental Maintenance Plan

This Plan is an annexure to the Plan of Management for the Hampstead Road Centre. It has been prepared based on the Crime Prevention Through Environmental Design report prepared for the project by the Design Partnership.

1. Tenancy Expectations - Building Guide

The management entity will create a Building Guide that we will provide to all tenants at the start of their tenancy. This will detail expectations around tenancy and property management rules, regulations and requirements and will cover use of common areas, mail, rubbish, bike storage, lifts and other facilities.

The management entity will also display key messages in common areas via appropriately placed signs.

The building guide will also establish the framework for tenant participation and representation in a number of committees.

2. General Maintenance

The management entity will engage a multi-trade contractor to perform building service works. The detailed schedule of services will incorporate reactive maintenance, scheduled maintenance, and regular cleaning services to be carried out in line with agreed service specifications and schedules (i.e. weekly, fortnightly and monthly) to ensure a high standard of maintenance and cleanliness is achieved. This includes landscaping and cleaning of outdoor areas and common areas.

The management entity will undertake periodic inspections of the common and shared spaces to ensure contractors are meeting their obligations. Trained property services and repairs and maintenance staff will be located at the centre management office.

Maintenance will be proactive to ensure the development maintains a high level of presentation.

Where repairs are required, they will be carried out within an expedited timeframe.

3. Hotel spaces

Hotel reception is to be manned 24 hours a day.

The hotel will operate under its own Plan of management.

4. Safety and Security Measures

Safety and security measures have been integrated within the design of the buildings and open spaces. The design has been informed by detailed Crime

Prevention Through Environmental Design Reports (CPTED). A range of safety and security measures will be available within the building. These include:

- automatic lighting in hallways, stairs, and external areas
- secure entries and exits located at the foyer to each building
- individual secure access for each tenant to their unit. Tenants will only be able to access floors during hours of operation or with access control devices.
- surveillance cameras located in the common and shared areas, exits and entries including the lobbies and hallways on each level, car parking and driveways, bike stores and communal open spaces
- back of house areas will only be accessible to the management entity staff and commercial tenants.
- The application of decals, signage and posters on the commercial glazing should not to obstruct sight lines. Signage and decals are to cover no more than 10% of the glazed area.
- The complex management will facilitate a working group comprising the commercial tenants to identify issues and incidents and to identify possible solutions.
- The complex management will facilitate a reporting system that allows users and visitors to quickly report damage or anti-social behaviour.
- The public amenities are for controlled access by tenants and commercial customers only in the evening. Access is to be by way of a swipe card which is controlled by the commercial premises.

5. Waste Management

There is a waste management room in the ground floor of building B. this area is for waste pick up by collection agencies.

Waste in buildings A and B is disposed of in waste rooms in the basement. There are separate waste rooms for use during stage 1. Following the completion of stage 2 all waste will be managed from the waste room in building B.

The hotel will manage waste through independent waste facilities in level C3 of building A.

Each tenant will be responsible for depositing their waste in in the waste room. Access to the waste room areas will be limited to management entity's staff and commercial tenants.

Waste will be sorted into recycling, general and green waste. Waste will be collected from the waste room twice a week.

The management entity will be responsible for making the bins available for collection by a private contractor at the waste room.

A separate area will be available for the storage and collection of bulky items. The management entity will be responsible for arranging disposal / collection of bulky items at regular times throughout the calendar year.

A contracted cleaner will clean the waste room three times a week.

Facilities management staff will erect and maintain suitable signage in the waste storage areas. The waste collection area will be secured and access only available to retailers, facilities managers and collection contractors.

Monitoring and Reporting

Monitoring will ensure waste and recycling management arrangements and provisions for the Development are functional, practical and are maintained to the standard outlined in this plan, at a minimum.

Visual assessments of bins and bin storage areas will be conducted by the building manager, at minimum Weekly.

Day to day management:

- Ensure that when the traveller/stairs security gate is closed to prevent access to the first floor atrium, that it does not impede sight lines to the lifts on level 0.
- Establish a reporting system that allows users and visitors to quickly report damage or anti social behaviour.
- Provide security patrols of the ground floor public amenities when the centre has closed and while food & beverages remain trading.

6. Fire Safety

The building will meet all fire regulations and standards under the Building Code of Australia. The management entity will inspect all essential fire safety measures including all units, each year and will submit an annual Fire Safety Statement to council which certifies that the property meets current standards. As part of the management entity's Fire Safety Program, the entity or its fire safety contractor will regularly test and maintain fire equipment and ensure it is working correctly. Additional fire safety measures will include:

- sprinkler system throughout the entire building
- automatic fire alarm systems including smoke alarms, to facilitate notification of staff, tenants, and Fire Services NSW
- sprinkler booster and hydrant pump system
- fire rated doors
- egress paths from the building
- site specific Fire Safety Management Plan

- Fire Safety Factsheet provided to all tenants at the start of their tenancy.

7. Emergency Signage

The following emergency signage will be located throughout the site:

- the management entity's contact details for any urgent repairs or emergency
- emergency contacts including NSW Police, Ambulance and Fire and Rescue
- emergency evacuation map

along with any other emergency signage requirements set out in the concept development consent or subsequent consents.

8. General Signage

Well designed and consistent identification and wayfinding signage is to be provided throughout the site. Signage may also outline rules or expectations of behaviour or the appropriate use of space. Signs will clearly demarcate areas that are restricted or where access to unauthorised persons is prohibited.

9. Maintenance Plan

Maintenance of the precinct is the responsibility of site management. The public spaces and grounds are to be kept clean and tidy. Public areas form part of the Plan of Management. Materials and plant species have been selected to be durable and not require extensive maintenance.

General

Repair or replace broken or damaged furniture/bins/signs quickly.

Ensure the site remains clean and well maintained.

10. Public amenities

- Adopt a rapid graffiti removal program for the site.
- maintain landscaping to preserve sight lines between building entries and footpaths.
- plant die off and needs to be monitored and dead plants replaced.

Paved area

- Paved areas are to be kept clean and free from litter and plant waste.
- Management will inspect all areas daily for damage or excessive litter.
- Paved areas are to be swept twice a week.

- Paved areas are to be cleaned every three months.

Rubbish storage areas

- Rubbish storage areas are to be inspected daily with badly stored waste removed.
- Rubbish storage areas are to be washed weekly.
- Damaged bins are to be replaced within 24 hours.

Gardens

- Gardens are to be kept tidy and free from rubbish.
- Dead plants are to be removed and replaced within a week.
- Pruning of plants to prevent areas for concealment is to occur weekly to areas as required.
- Mowing of lawns is to occur weekly in summer, every two weeks in spring and autumn and every four weeks in winter.
- Garden beds are to be kept tidy and free from weeds at all times.
- The creation of pockets which facilitate concealment should also be avoided by consistent planting and replacing dead plants which can result in gaps.
- Undertake a regular review of the vegetation and landscaping to ensure that it has not grown to create new or re-establish former spaces of concealment and entrapment.

Basements

- Basement areas are to be inspected daily with waste removed.
- Basement areas are to be cleaned weekly.
- Damage and graffiti to be rectified within 48 hours.
- Security boom gates and roller shutters are to be maintained in accordance with manufacturer's recommendations and tested weekly.
- Centre management is to monitor and enforce Child care centre only parking
- Ensure the loading dock remains tidy. Loose items such as deliveries and bins can be used for concealment.

Annexure B – Loading Dock Management Plan

Annexure C – Child Care Centre Plan of Management