

# **Plan of Management**

**Eden Gardens Site – (Once redeveloped)**

**307 Lane Cove Road, Macquarie Park NSW 2113**

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## **1 Objective of the PoM**

This Plan of Management (PoM) is for the redeveloped Eden Gardens Site (Eden, Eden Gardens, Site), located at 307 Lane Cove Road, Macquarie Park. This document will form part of the DA submission to provide an understanding of how the Site will operate post development. The PoM is a living document and will be reviewed and updated as changes necessitate.

## **2 Site Introduction**

Eden Gardens will be further developed, within the context of its zone, as a commercial mixed-use precinct. The new Eden Gardens will provide an engaging place for work and experiences. Beautified by the presence of the world-class on-Site display gardens, enhanced with the provision of multi-use spaces and active activity zones, the Site will be culturally interesting with the inclusion of public art and sculpture and the staging of the Eden Unearthed annual art exhibition. Guests and visitors will be supported by diverse dining opportunities, garden retail and needs based shopping.

The Site is a green Site gloriously enhanced by the backdrop of The Lane Cove National Park. It will effortlessly express connection to nature, wellness and health. Additional connection to the businesses on Site and the wider community will deliver a vibrant and interesting Site to work and play.

The Site includes a commercial office tower for an estimated 1,750 workers, with end of trip facilities, car parking and wide third space amenity. Activity, health & wellness will be incorporated into the precinct; guests and visitors may express themselves with quiet contemplation in the Display Gardens, challenging climbing activity or health and improvement via Pilates or Yoga in the garden or on the Active Rooftops.

Eden will activate the Ryde night economy and offer everyday places to dine & drink and offer function spaces and facility hire for evening events; in support the Display Gardens will be open and decoratively lit for a memorable night-time experience.

Eden Gardens will continue to appeal to the wider community with special events, annual art and sculpture exhibitions, artesian & speciality pop-ups, sustainability festivals, education workshops and outdoor activations.

### 3 Hours of Operation

Use	Monday – Friday	Saturday	Sunday	Public Holiday*
Centre Open Hours	6am -12 Midnight	6am -12 Midnight	6am -12 Midnight	6am -12 Midnight
Commercial Office	7am – 7pm Security access available after hours	Security access available after hours	Security access available after hours	Security access available after hours
Eden Gardens & Garden Centre	7.30am – 7pm Thursday until 9pm	7.30am – 7pm	7.30am – 6pm	7.30am – 6pm
Neighbourhood shops	7.30am – 7pm Thursday until 9pm	7.30am – 7pm	7.30am – 6pm	7.30am – 6pm
Café	7am – 6pm Thursday until 9pm	7am – 7pm	7am – 6pm	7am – 6pm
Restaurant	7am – 11pm	7am – 11pm	7am – 11pm	7am – 11pm
Function Centre	6.30am- 11pm	6.30am- 11pm	6.30am- 11pm	6.30am- 11pm
Display gardens	Open hours	Open hours	Open hours	Open hours

### 4 Tenants

With a variety of office space, hospitality venues, neighbourhood retail offers and wellness, fitness and health services, the Site will lease space to corporate businesses & professional operators. Our aim is to facilitate a mix of tenancy businesses that cater for and engage with on Site workers while creating vibrancy on Site by engaging the local community with garden retail, neighbourhood shops, entertainment, hospitality outlets, wellness activities and art and sculpture.

### 5 Centre Management

Thunderbirds Are Go Pty Ltd (Landlord), will be the Centre and Site Managers. Administrative services will include a General Manager, Building Manager, Administration & Finance, Marketing & Events, Security and Cleaners.

Centre Management hours are planned to be Monday to Friday 8.30 am – 6 pm. Weekend hours are yet to be confirmed.

Security and communications will be provided outside these hours. Please refer to section 11.

### 6 Car Parking Management

The Landlord will develop a sustainable transport strategy and encourage businesses and workers to take alternate modes of transport to the Site. A Green Travel Plan will be available and promoted to the commercial office workers, along with other tenants & visitors.

All Site parking will be via electronic controlled entry and exit and conditions of entry will apply to different user groups.

The aim is to minimise any potential delays to ingress traffic by ensuring efficient traffic circulation within the Site. Vehicles turning right immediately upon entry can potentially be delayed while giving way to pedestrians at the proposed pedestrian crossing.

To mitigate any queues backing into Lane Cove Road during the peak periods this right turn movement would be restricted with a boom gate control system, to direct traffic to the left towards the ramps into the basement and upper ground car parks.

Technical security including CCTV and digital number plate recognition (for vehicles) will be installed at critical points of vehicle movements, and points of car interface with pedestrians and critical car park pedestrian entry points.

It is planned for commercial office parking to be available on weekends & after-hours to casual visitors to the Site.

## **7 Loading Dock & Deliveries**

Loading dock will receive deliveries for tenants.

Food & Beverage deliveries will be delivered directly to the outlet.

Centre management will monitor performance and WHS of the loading dock. Policies including waste management, receipt and management of flammable or dangerous goods and operation hours and conditions of use will be drafted and issued.

## **8 People Capacity (Estimation)**

The Site comprises 24,680m<sup>2</sup> of space comprising building, outdoor areas, and over 1ha of dedicated display gardens. At any point in time, and in keeping with the plans to maintain vibrancy, people will freely be able to visit cafes, the tenants retail, the gardens and associated art installations and exhibitions during open hours.

In addition, we have built spaces, particularly function, event and facilities hire venue/spaces that will cater for multiple configurations of Cocktail, Theatre, Banqueting and Conferencing styles.

Importantly, it is unlikely all the spaces available for people to attend will be visited or occupied at the same time at highest densities.

As a guide we expect, at full occupancy, 1750 people during business hours Monday to Friday.

All food and beverage indoor capacities and expected attendance to the Climbing facility will be subject to individual applications.

Technical surveillance will be installed across the Site and during events, event organisers will be required to deal with the issues of crowd control, risk management

and public security. Such measures will also be effective for Health Order at the time of the events.

## 9 Function Centre and Facility Hire

Business and community functions, events, meetings, conferences and exhibitions may be held at any time 7 days. The function centre peak event periods will be predominately weekends and evenings, it is expected that smaller style corporate events will be held midweek.

### Function Centre room capacities

Room & level	Banquet Seating	Cocktail Style
Function Room 1. (GF)	50	105
Function Room 2. (GF)	50	105
Function Room 3. (GF)	55	110
Function Room 4. (LGF)	115	200

Parking for Function Centre guests will focus on the ground and basement levels, with wayfinding in place to guide guests to the arrival/registration area for the event.

Noise controls will be in keeping with Licensing requirements. Activities are generally facing east, and the buildings create a barrier to noise west to residential areas. For larger events security guards are generally engaged and will monitor guests to ensure orderly departure.

## 10 Responsible Service of Alcohol

Eden Gardens holds Liquor Licence No# LIQ0624013620. Application will be made to tailor this licence for the new premises and areas. This will be subject to an additional application.

Leasehold hospitality operators will be responsible for complying with the conditions of their approved licence determined by the Office of Liquor, Gaming & Racing. As part of their Lease Agreement, they will be requested to submit a copy to Centre Management of their Plan of Management and RSA House Rules.

The Site will adopt and promote the NSW Liquor Industry code of practice for the responsible promotion of liquor.

## **11 Safety & Security**

To ensure the smooth operation of the entire Site we anticipate there be security presence 7 days per week while open. Electronic surveillance will be installed and operational at all times.

After hours we expect to operate secure and electronically controlled barriers at entry points. Technical surveillance will be enhanced with active back to base monitoring and live visual control.

After-hours access to the Commercial Building will be restricted to the floor of the individual tenancies. Access will be via a security pass to access approved floor from the lift. Hours of access will depend on their individual work requirements.

First Aid kits and defibrillators will be centrally located in the high use areas.

## **12 Noise Control**

It will be the responsibility of the Tenant to ensure there is no significant noise and adverse customer behaviour being generated from their businesses that may affect the wider neighbouring areas. All noise complaints will be monitored by Centre Management & handled in accordance with City of Ryde Council & Local Police regulations to ensure that issues are resolved immediately.

## **13 Waste Management**

In the Commercial Office, general and comingled waste will be collected within mobile garbage bins and taken to the waste holding room in the basement. When the bins are full, they will be transferred to the Waste Room via the basement waste lift. Where required Cleaners will arrange waste compaction ready for pick up from an authorised waste contractor.

Individual tenancies will be responsible for taking their general waste and recyclables to the main waste room directly for collection.

In line with our sustainability objectives, centre management will encourage the use of commercial worm farm bins for all tenancies particularly food tenancies.

A separate Site Waste Management Plan will be available for more detail.

## **14 Neighbourhood retail and Garden Centre**

To provide for the day-to-day needs of the onsite workers and local community a range of tenancies will be lettable by appropriate neighbourhood retail shops. The landlord will issue policies and procedures reviewing the operation of the Site, their entitlements, and responsibilities.

The Garden Centre retail will continue to provide to the wider community for their garden and lifestyle needs.

## **15 Cleaning**

Centre Management will manage the Cleaners, employees or contractors, responsible for cleanliness and waste removal in all the public areas, which includes, Eden Square, car parks, commercial office lobby and display gardens areas.

Individual tenancies will be responsible for their own cleaning and removal of waste under procedures and policies to be provided.

## **16 Emergency Procedures, Fire and Bomb Threat**

Centre Management will issue Policies and Procedures for emergency situations and will maintain training for staff. Emergencies may include building fire, explosion, medical emergency, rescue, incidents with hazardous materials, bomb threats, armed confrontations, and natural disasters.

Centre Management will maintain fire services to Australian Standards and the landlord will issue the Annual Fire Statement required. Fire drills will be undertaken on a planned basis commensurate with Policy.

## **17 Bushfire**

During the bushfire danger period, Centre management will monitor information sources for bushfire conditions via the NSW Fire Services App & via the RFS Bush fire Information Line.

A full Bushfire Management Plan will be prepared and distributed. This will include evacuation procedures and locations for all visitors and tenants on Site, and cover Policy for lessee trading and activities on declared Catastrophic and Extreme fire danger rating days.

The following Bushfire Danger Rating table will be used as a guide for monitoring and actions.

Observation/Situation	Fire Danger Rating					
	Low/Moderate	High	Very High	Severe	Extreme	Catastrophic
Out of control fire <1km from site	- Move to on-site shelter location - Seek instruction from emergency services - Situational awareness	- Move to on-site shelter location - Seek instruction from emergency services - Situational awareness	- Move to on-site shelter location - Seek instruction from emergency services - Situational awareness	- Move to on-site shelter location - Seek instruction from emergency services - Situational awareness	- Close facility - Shelter in Place - Seek instruction from emergency services - Any evacuation to be escorted by emergency services	- Facility Closed
Out of control fire within Lane Cove National Park	- Normal operation - Seek guidance from emergency services - Situational awareness	- Normal operation - Seek guidance from emergency services - Situational awareness	- Move to on-site shelter location - Seek instruction from emergency services - Situational awareness	- Be ready to initiate a move to on-site shelter location - Seek instruction from emergency services - Situational awareness	- Close facility - Move to on-site shelter location - Seek instruction from emergency services - Situational awareness	- Facility Closed
Fires within Sydney Basin but not within Lane Cove National Park	- Normal operation	- Normal operation - Situational awareness	- Normal operation - Situational awareness	- Normal operation - Situational awareness	- Normal operation - Situational awareness - Be ready to initiate a move to emergency assembly area - Situational awareness	- Facility Closed
No Fires within Region	- Normal operation	- Normal operation - Situational awareness	- Normal operation - Situational awareness	- Normal operation - Situational awareness	- Normal operation - Situational awareness	- Facility Closed

## 18 End of Trip (EOT) Facilities

Use of EOT will be governed by Policy and Procedures issued by Centre Management. Located on basement level the EOT Facilities will be available to the commercial office workers via access control. The facilities include showers, lockers, bike parking, ironing facilities and toilets.

## 19 Mail Room

Mail and small courier deliveries will deliver to the Mail Room (Located on Basement Level). This room will be secured with access control and technical surveillance. Office tenants will pick up their delivered items directly from this room.

## **20 Special Events**

Centre Management will be the Events coordinator for some events and festivals on-site for the wider community. This will include the annual Eden Unearthed Arts Trail in association with University of NSW, Sustainability Festival, educational workshops and the Annual City of Ryde Garden competition. Additionally, charity events for Father Chris Riley Youth Off The Streets and Cancer Council of NSW will continue. Plan of management will cover these events.

## **21 Special Event Parking**

In the case of special charitable events held on Site, such as HeartKids events, any overflow car parking will be co-ordinated with the City of Ryde Council's local car parks in Fontenoy Road if required.

## **22 Public Washroom Facilities**

Publicly accessible Site facilities will be available, during open hours, in the Neighbourhood Retail building and the Function Centre. Facilities include, toilets, baby change table and accessible toilet. Wayfinding Site maps will be available at suitable locations across the Site.

## **23 Pest Control**

Centre management will monitor and implement pest control across common areas. Centre management will monitor pest control measures within tenancies as may be detailed under lease arrangements.

## **24 Smoking Control**

The Site will be a smoke free Site. However, in consideration of the balance of risk in our natural area and being near the National Park deeply forested areas, there will be a need to install designated smoking areas for the Function centre and restaurant areas. Centre Management will issue Policy and health guidelines about smoking and vaping. Policy will be consistent with the Smoke-free Environment Act 2000.

## **25 Pet Policy**

The Site will be a no pet dogs Site. Policy concerning other pets and allowances will be drafted with reference to the Companion Animals Regulation 2018. Animals which are not accredited Assistance Animals, will only be permitted in Site if trained to assist a person with a disability and meet hygiene and behaviour standards for an animal in a public place.

## **26 Complaint and Crime Handling**

Centre management will receive and manage complaints and crime matters and take corrective action as required. Complaints concerning lessee business will be discussed with and passed onto that lessee.

Centre Management will maintain a register which will note crime and complaints.

The Register will include the following information.

- Complainant details
- Date, time and location of complaint or crime event
- Reason & nature of complaint or nature of crime event
- Third party details, e.g., lessee, persons involved
- Duty staff details
- Notification to necessary parties e.g., Police
- Rectification action taken by Centre Management
- Follow up & outcomes.