

# **Plan of Management**

**Proposed 7-Eleven Service Station**

**601-605 Great Western Highway, Greystanes NSW 2145**

**February 2019**

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## 1. Introduction

This Plan of Management (PoM) has been prepared for the proposed 7-Eleven Service Station located at 601-605 Great Western Highway, Greystanes NSW 2145. 7-Eleven Stores Pty Ltd recognises the need to ensure the safety and security of customers, staff, workers, residents and the greater community in which the proposed service station will reside. Safety and security issues of the proposal have been considered carefully to ensure the utmost safety of staff and patrons.

## 2. Purpose of Plan of Management

The PoM is consistent with the principles of Crime Prevention through Environmental Design (CPTED) as described in the *Crime Prevention and the Assessment of Development Applications* guideline prepared by the former NSW Department of Urban Affairs and Planning (now Department of Planning and Environment).

The policies and procedures outlined in this PoM will help to make the premises a safe, efficient and pleasant environment in which to work and visit. Additionally, the safety and security issues addressed in this PoM have been devised to ensure the amenity of neighbouring properties is maintained at all times during the operation of the premises.

All staff at the Greystanes 7-Eleven Service Station, as part of the induction process, will be required to be familiar with this Management Plan.

## 3. The Site

The site is located at 601-605 Great Western Highway, Greystanes NSW 2145. Lot and DP details are: Lot 11 in DP 1233454. The site is to be developed for three uses, including one fast food premises, one kiosk and a 7-Eleven Service Station. The site has an area of approximately 5,850m<sup>2</sup> and will be accessed via Great Western Highway, restricted to left-in and left-out turns only.

## 4. Operational Hours

The 7-Eleven Service Station (including convenience store) will operate 24 hours a day, 7 days a week.

## 5. Staff Training

All staff will be trained in relevant security measures. Staff training days will be held on a regular basis to reinforce safety and security procedures for the service station. Training will ensure that in the event of a robbery, theft or anti-social behaviour, staff act in a manner to best protect themselves. Employees will be encouraged to report any suspicious activity or persons in and around the area to the Management and / or Local Police.

All staff will adhere to the 7-Eleven Store Emergency Procedures Book for Fuel Stores.

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## 6. Incident Report

An incident register will be held on site. This will monitor any complaints and will be made available to police when requested. All incidents including vandalism and graffiti will be recorded, together with the response time taken to repair or remove the property affected or offending material. The frequency of incidents together with the respective response will be included in the regular site performance reviews to ensure the maintenance of acceptable standards.

Staff will have the use of a 'back to base panic button' at all times for emergency situations if the staff member feels that their life or another person's life may be in danger. Staff must not resist a robbery and are required to deploy the duress alarm after the person(s) has left the shop, at which time doors are locked and the Police are called. The service station must stop trading until emergency services arrive.

After a security incident, staff will complete the appropriate form within the 7-Eleven Store Emergency Procedures Book for Fuel Stores and will be provided to 7-Eleven Head Office with copies of the CCTV footage of the security incident.

Management will supervise all of the above practices and make sure all measures are adhered to.

## 7. Delivery and Service Vehicles

The loading and unloading of service and delivery vehicles will occur within the designated shared loading area.

Fuel deliveries and waste collection will be restricted to between 7am and 10pm.

Deliveries for consumables may be carried out 24 hours 7 days a week. Deliveries for consumables made between 10pm and 7am must be carried out via a maximum 12.5m delivery truck.

## 8. Noise Management

Staff will be encouraged to minimise noise whilst on site and always report any negative behaviour. Reports of all noise complaints will be documented in a register and kept on site. Staff will be encouraged to ensure that customers behave in an appropriate manner whilst on the site and do not disturb the neighbourhood when exiting the premises late at night.

The installation of signage requesting all patrons to respect the local residents when exiting the building in a quiet and orderly manner will be incorporated to encourage patrons to consider the wellbeing of local residents.

## 9. Litter Management

Staff will ensure that the footpath, gutter, building entry and surrounds are kept clean and clear of litter at all times. Bins will be located through-out the premises. This will help mitigate the potential litter impact upon the surrounding environment.

Vandalism and graffiti will be removed (where possible) within 24 hours.

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Noting the site contains two other uses, it is expected that each of the premises on the site will unite to manage litter within the shared car parking area.

#### 10. Money Handling

An independent security company will be employed to undertake all movement of cash to and from the premises. There will be no cash movements from the premises by the staff at any stage. There will be no movement of monies from the premises by Security Personnel at night. All appropriate safety alarms will be installed at the building including back to base security which involves the Intruder Alarm System being linked to the security company.

#### 11. Weapons

Weapons of any type, i.e. knives, firearms, etc., will not be permitted at any time, unless in the hands of authorised security personnel or Police.

#### 12. Theft

In the event that theft occurs involving a customer, every effort must be made to assist the customer in any way possible, i.e. forms, police report, telephone calls. All personal information must be recorded on the Incident Report Form in case any items are recovered at a future time.

Incidents involving staff members must also be documented on the Incident Report Form and any necessary policy reports must be completed. A list of all items missing must be recorded.

The theft of any property on the premises must be reported to the police for insurance purposes. All thefts must be documented clearly and concisely on an Incident Report Form.

#### 13. Security and Safety

The security and safety of employees and the general public are highly valued by management and staff of the premises.

#### 14. Surveillance

A sign will be placed in a prominent location in the shop advising that the shop is under 24-hour camera surveillance and that any anti-social behaviour will be reported to the NSW Police Service.

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## 15. CCTV Camera

Management will install CCTV surveillance cameras in and around the premises in strategic places including within the store and fuelling areas. All cameras will operate 24 hours a day. CCTV Cameras will remain in working condition at all times. If damage to CCTV Cameras occurs repairs will be undertaken as soon as practicable. CCTV footage of any security incident on the site will be copied and provided to 7-Eleven Head Office and made available to NSW Police Service as required.

Management will also ensure that the coverage will be operated with due regard to the privacy and civil liberties of all persons within the development.

Staff will be encouraged to assist with passive surveillance of all areas of the development by providing efficient reporting systems for any security or safety concerns on a 24-hour basis.

## 16. Lighting

External lighting will be provided around the building and fuelling area to enable clear vision and will be designed in such a manner so as to prevent concealment and shadowing. The standard of lighting will not only reduce the fear of crime in accordance with Australian lighting standards, but also serves to provide clear identification of activity using the high technology CCTV cameras proposed.

Broken light fixtures and bulbs within the premises and car park will be replaced within 24 hours.

## 17. Clear Sight Lines

The service station has been designed to and takes into account the need to maximise clear sight lines. The building incorporates the maximum use of natural surveillance and minimises potential obstructions such as physical barriers to ensure clear sight lines.

## 18. Access Control

The service station will utilise an intruder alarm, access control and CCTV system to monitor access within the site and building.

## 19. Restricted Areas

Access will be restricted particularly in relation to nominated "secure areas" such as the office, back of house areas, and the loading bay. This will be achieved by the installation of movement detectors and security hardware (locks, etc.).

## 20. Signage

Clearly identifiable signage will be installed in and around the building to indicate which areas are open to customers and members of the public and which areas are restricted.

Signage and clear sight lines will assist with the anticipated vehicle and pedestrian flows within the associated car park and fueling bays.

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## 21. Space Management

Routine maintenance checks and reporting will be carried out by personnel employed at the service station to ensure the property is maintained and to reduce the likelihood of crime or vandalism. Landscaping will be maintained in a manner that communicates an alert and active presence.

Furthermore, robust materials are proposed to be used where possible, including graffiti resistant materials and fixed rubbish bins to mitigate against potential malicious damage. Any vandalism or graffiti should be repaired and removed promptly by staff or contractors.

## 22. Toilets

Toilets for staff and customer use will be clearly sign posted. The toilets are well lit and located where the entrance can be seen from the front counter and general retail area.

## 23. Landscaping

The proposed landscaping is designed not to create pockets or enclosures whereby victims could be entrapped but to help integrate the built form into the site and surrounds. The proposed landscaping scheme avoids vegetation that impedes the effectiveness of outdoor lighting. It will be maintained regularly to communicate an alert and active presence.

## 24. Waste Management

Staff will separate general waste and recyclables; this will occur within the garbage yard of the service station where a minimum of two separate bins will be located. Waste and recycling bins will be clearly labelled and identifiable. The bins and waste storages areas will be cleaned by staff with protective gloves. Refer to the Waste Management Plan for further details on waste management.

## 25. Consultation

7-Eleven are committed to ongoing consultation with adjoining property owners, Police and Council to foster a better understanding of relevant operational issues that may arise at the Greystanes site and would be available to be contacted to discuss potential issues as they may arise.