PLAN OF MANAGEMENT

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PART 1 OVERVIEW

This Plan of Management (PoM) is for the premises owned ELS Property Pty Ltd and occupied by Envirolab Services Pty Ltd at 12 Ashley Street Chatswood. Envirolab is a soil, water, air and materials testing facility which also presently operates out of the adjacent premises at 3,4 and 5/3 Warrah Street however this PoM only relates to 12 Ashley Street. The work is carried out over the top two levels of the building and comprises of laboratories, offices, staff amenities, gas bottle storage, a cool room, reception and loading dock. The lowest level of the building is a car park which has 11 staff car parking spaces as well as storage and plant/equipment areas.

The aim of this Plan of Management is to provide a document that outlines the operational constraints of the use and the management measures to be adopted to ensure that the impacts of the use of the site are mitigated and that there are no unreasonable impacts on surrounding residential properties.

1.1 Definitions of terms used in this plan

Landowner	ELS Property Pty Ltd
Consenting authority	Willoughby City Council
Operator	Envirolab Services Pty Ltd
Site	12 Ashley Street, Chatswood
Chief Operations Officer	Ms Jacinta Hurst
Laboratory Manager	Ms Nancy Zhang

1.2 Management of Site

The management of the site will be carried out by the Operator and will comply with this Plan of Management. This Plan of Management can be viewed and downloaded from the Envirolab website, obtained from the operator or sent by email or post.

Contact details for any enquiries are as follows:

Contact	Name	Telephone	Mobile	Email
Business hours 09:00-17:00	Ms Jacinta Hurst	02 9910 6200	0407 003 037	jhurst@envirolab.com.au
After hours	Mr. David Springer	02 9910 6200	0400 884 967	dspringer@envirolab.com.au

1.3 Certifications and Accreditations

ISO/IEC 17025:2018	General requirements for the competence of testing and calibration laboratories
ISO 9001:2015	Quality Management Systems
ISO/IEC 27001:2022	Information Security Management system
ISO 14001:2026	Environmental Management Systems
ISO 45001:2018	Occupational Health and Safety Management Systems
SafeWork NSW	Authorisation to use, handle or store prohibited and restricted carcinogens

1.4 Hours of operation

Monday to Friday	7am-10pm
Saturday	8am-4pm
Sunday and Public Holidays	Closed

Note – as is normal, internal cleaning is undertaken outside hours of operation however noise criteria will still be complied with.

A maximum of ten (10) persons are permitted to be present on the premises at any one time between 6:30pm to 10pm on weekdays.

Couriers delivering handheld samples are limited to weekdays between 8:00am and 7:00pm. Except as provided above, truck loading/unloading, deliveries and waste management

Weekdays only	8am-5pm

1.5 Development Consent

Development Consent	2007/482 as amended by Modifications A, B, C and D
Consent Authority	Willoughby City Council
Date Granted	12.10.07
Relevant Conditions called up in PoM	C2 Approved Plans/Details C18 Hours of operation (in accordance with the above) C19 Vehicular Access C20 Noise Control – Offensive Noise C21 Ventilation – Operation C23 Storage of Liquids C24 Noise Control – Operation C28 Identification of Car Parking Spaces C30 Industrial – Office/Showroom Uses C31 Industrial – No retail Selling C33 Annual Fire Safety Statement C20 After hours parking C25 Line marking near residential driveways

A full copy of the development consent (as modified) is provided at **Attachment A**.

PART 2 NOISE / SAFETY / AMENITY OF THE NEIGHBOURHOOD

2.1 Minimise Noise

Conditions of development consent

Noise will be minimized by achieving compliance with the following conditions of consent.

- C16 and C24 – Continuously operating equipment shall not exceed an intrusiveness criteria of LAeq15min 42.2dB.
- C18 – The hours of operation and for deliveries as noted in Section 1.4 above.
- C20 – To minimise the noise impact on the surrounding environment, the use of the premises, building services, equipment, machinery and ancillary fittings shall not give rise to an 'offensive noise' as defined under the provisions of the Protection of the Environment Operations Act 1997.
- C24 – This condition requires that the recommendations of the most recent Acoustic Report (EMS20 7440-R1, dated 27.02.2020) be implemented. All required measures have now been implemented.
- C20 – All cars used by staff working after 6.30pm weekdays and on Saturdays are to be parked on-site.

Noise Management

Noise will be further minimized by the following management measures.

All staff are to be made familiar with the requirements of the PoM ;
Staff induction shall include a discussion of the need to comply with the PoM;
All staff driving to work are provided with a green dot sticker so behaviour can be monitored.

A sign is to be erected at the main building exit that will be visible to staff as they leave that provides words to the following effect:

Please respect and protect the amenity of our residential neighbours by:

- *parking in accordance with the law and any line markings near driveways.*
- *not speaking loudly or on mobile phones near residential premises.*
- *not letting cars idle and arriving/departing from parking in a timely and quiet manner.*

Gas refills – The gas refill truck should always carry out refilling within the 12 Ashley St loading dock and use the solid walls of the building envelope and the truck itself to shield noise emissions from the gas delivery (including venting noises from the canister and hose) towards residential properties.
These measures are to be conveyed to the company carrying out gas deliveries.

Cleaning/Landscaping – any external cleaning or garden maintenance is to occur during the approved hours of operation.

2.2 Minimise on-street parking

Conditions of development consent

On-street parking will be minimized by achieving compliance with the following conditions of consent.

- C28 – The 11 car spaces provided are to be maintained free for use at all times by staff and visitors. Under no circumstances are these spaces to be used for the storage of goods or waste products.

- C20 – All cars used by staff working after 6.30pm weekdays and on Saturdays are to be parked on-site

Transport management

- All staff are to be made familiar with the public transport services, cycleways and pedestrian paths in the vicinity of the site.

- Ability to use public transport, cycling or walking to work will be a consideration in hiring new staff.

- Staff induction shall include discussion of the transport options and the need to minimize on- street parking.

- Consider the transport needs of each staff member and encourage car-sharing where possible.

- All staff driving to work are provided with a green dot sticker so behaviour can be monitored.

- Details of staff vehicles will be recorded and if any complaints are made by nearby residents, take appropriate action.

2.3 General impacts

Conditions of development consent

- C2 – The use of the premises shall be in accordance with the approved plans unless otherwise permitted in accordance with the relevant legislation.

- C21 – To ensure adequate ventilation within the building all mechanical and/or natural ventilation systems shall be operated and maintained in accordance with the provisions of:
- The Building Code of Australia

- AS 1668.1 – 1998 – Use of Ventilation and Air Conditioning in Buildings

- AS 1668 2 – 1991 – Use of Ventilation and Air Condition in Buildings
(Reasons: Health Protection)

- C23 – All liquids, including oils and chemicals must be stored within the premises in a bunded area.
The bund is to be made of any impervious material and be large enough to hold the contents of the largest container plus 10% or 110% of the total stored volume.

Where applicable the construction of bunds must comply with the requirements of:

- Australian Standard AS 1940D1993: The storage and Handling of Flammable and Combustible Liquids.
- Australian Standard AS 4452B1997: The storage and Handling of Toxic Substances; and
- Occupational Health and Safety Act 2000 and the Occupational Health and Safety Regulation 2001.
  (Reason: Environmental Protection)

- C30 – The office component of the use is not to exceed 20% of the overall floor space.
- C31 – No retail selling is to take place from the premises.
- C33 – Attention is directed to Clause 177 of the Environmental Planning and Assessment Regulation 2000 regarding the submission of an Annual Fire Safely Statement in relation to each essential fire safety measure implemented in the building or on the land on which the building is situated.
  (Reason: Safety)

Management measures

Small vehicle use – Envirolab is permitted to use a registered small vehicle (ie golf buggy type vehicle) to move goods between the subject premises and 3 Warrah Street. The vehicle is to be used with care and only during the hours of 7am—6pm weekdays.

PART 3 HANDLING OF RESIDENT ISSUES

1. Local residents are to be made aware of the PoM and encouraged to report any issue directly related to the use of the site to the Operator.
2. Issues raised are to be managed in a sympathetic and respectful manner.
3. Ensure that after hours contact phone numbers for are available to all staff members.
4. Keep a logbook of all issues raised including details of:
   a. The name of the person entering the details.
   b. The date, time and nature of the issue.
   c. The name, address and contact details of the person raising the issue, and
   d. The details about how the issue was handled and what action was taken.

ATTACHMENT A

Copy of Development Consent and Modifications

WILLOUGHBY CITY COUNCIL
City of Diversity

PLANNING & INFRASTRUCTURE
Planning Unit

Notice of Determination to Modify a Consent

Issued under the Environmental Planning and Assessment Act 1979

Section 4.55 No. DA-2007/482/D (WLPP)

(Original Development Consent No. DA-2007/482 is modified by this approval)

Description of Land: **12 ASHLEY STREET, CHATSWOOD NSW 2067.**
LOT 55 DP 9378

Willoughby City Council, pursuant to Section 4.55 of the Act, hereby **MODIFIES THE CONSENT** to the abovementioned land being used for the following purposes and as further prescribed in the schedule hereto.

Description of Proposal:	**Occupation of the building for analytical testing laboratory for environmental investigations, with associated fitout.**
Description of Modification:	**Modification of Condition 18 regarding hours of operation after expiry of the trial period.**
Modified Consent date:	**16.07.2021**

NOTE:

1. **If the development has not commenced the lapse date noted on the original consent will still apply.**
2. **If a Construction Certificate has been issued for the works included in the original Development Consent, then you will need to apply for a new Construction Certificate which reflects the modifications approved under this Section 4.55 modification.**

Debra Just
CHIEF EXECUTIVE OFFICER
per:



Reference: DA-2007/482/D

Enquiries: Chi Wai Kong

Phone: 02 9777 1064

Willoughby City Council I 31 Victor Street, Chatswood NSW 2067 I P (02) 9777 1000

PO Box 57, Chatswood NSW 2057 I **F** (02) 9777 1038 I **E** email@willoughby.nsw.gov.au

www.willoughby.nsw.gov.au I ABN 47 974 826 099

SCHEDULE

Development Consent DA-2007/482 is modified as follows:

A. Condition Nos 2B, 18 and 24 are amended to read as follows:

2B. Plan of Management

The Plan of Management submitted to Council in May 2021 is to be, updated at least annually, maintained and adhered to for the operation and management measures to be adopted to ensure that the impacts of the use of the site are mitigated and that there are no unreasonable impacts on the neighbouring residential properties and must contain (but is not limited to) actions in regard to:

(a) Eleven (11) car parking spaces are to be available at the premises for the staff who work from 6:30pm to 10pm weekdays.
(b) A maximum of ten (10) staff present at the premises at any one time after 6:30pm weekdays,
(c) Loading/unloading, deliveries and waste collections are conducted wholly at the loading/unloading area within the subject premises,
(d) Booking/managing of appointments including information advising the customer where the on-site car parking is located, and
(e) Complaint handling procedures.

A copy must be kept at the premises at all times and made available to Council upon request.
(Reason: Operation management, amenity and car parking)

18. Hours of Operation

The hours of operation of the use are to be restricted to those times listed below:

Weekdays	7:00am to 10:00pm
Saturdays	8:00am to 4:00pm
Sundays & Public Holidays	Nil

A maximum of ten (10) persons are permitted to be present in the premises being operated by Envirolab at any one time between 6:30pm and 10:00pm on weekdays. All persons present at the premises during this period of time must park their vehicles within the premises.

Couriers delivering handheld samples on weekdays between 8:00am and 7:00pm and their vehicles must be parked within the premises.

Loading/unloading and deliveries are limited to weekdays	8:00am to 5:00pm
Waste collection is limited to weekdays	8:00am to 5:00pm

Any variation of these hours and/or operator is to be subject to prior consent of Council.
(Reason: Amenity)

24. Noise Control – Operation

To minimise the impact of noise and vibration of the development on the amenity of the adjoining properties, the business shall be operated in accordance with the Acoustic Report, prepared by Environmental Monitoring Services Pty Ltd, Report No.: EMS21 8644-R1, dated 31.03.2021, at all times.
(Reason: Amenity and health)

B. Comply with all other conditions of the original development consent.

Envirolab Sydney street parking – areas to avoid

We are located near residents, so be mindful not to cause any inconvenience to our neighbours. If you are driving and have not been allocated a parking bay, please see the map below and avoid parking your vehicle in these locations.

- Do not park along Ashley Street in front of the houses (near Penhurst Street)
- Do not park on Barambah Street (near the little park mid-way)

