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Innovation in Urban Planning & Development

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**SECTION 96 APPLICATION
TO VARY CONDITIONS OF CONSENT,
DA 14/0765, STAGE 2
GLENMORE PARK TOWN CENTRE,
LOT 2 DP 865459, 1-11 TOWN TERRACE
GLENMORE PARK**

1.0 INTRODUCTION

Council granted consent to the erection of Stage 2 of Glenmore Park Town Centre, 27 August 2017, subject to a number of conditions.

Village Fair Glenmore Park Pty Ltd now respectfully requests that a number of conditions be varied, removed or deferred. The reasons for such a request are as follows.

2.0 THE CONDITIONS

2.1 CONDITION 6

The operating hours for Stage 2 of the Town Centre are limited to between 8am and 8pm daily and up to 9pm on Thursdays for all facilities except for the Supermarkets and Restaurants which can operate up to 11pm daily. The hours of truck and other large delivery and pick up vehicles are limited to between 7am and 9pm in order to avoid any sleep disturbance to the nearby residences. No more than two Heavy or Medium Rigid Trucks are to arrive in a one hour period to each loading dock. No more than one Semi-trailer is to arrive to each loading dock in a one hour time period.

An area of floor space in Stage 2 is to be allocated for use as a Gymnasium, which will operate as membership key entry on a 24/7 basis.

This effectively means that that part of Stage 2 will be required to be open 24 hours, 7 days per week.

The Security Provisions Report (Appendix I) responds to the issue of security around the operation of the Gymnasium in the following manner.

Stage 2 of the Glenmore Park Town Centre basement car park will be ungated, much alike the existing on-grade car park at GPTC. The Centre security guard(s) will regularly inspect and patrol all car parks. Expected measures such as effective CCTV, adequate all night lighting and various night patrols will be in place to prevent and minimise illicit behaviours.

24 Hour – 7 Day Gym with (24/7) member access

- *Requires close proximity and member safe parking*
- *Requires safe and unrestricted access via external building*
- *Expected overnight numbers range from 10-20.*
- *Gym members have the option to take a security lanyard upon exiting.*
- *The gym has restricted access and 24hr CCTV surveillance. Gym Security can also be alerted via a panic button located inside the gym close to the entry/exit.*

It is considered that the Gymnasium should be able to operate safely and without concern, given the provisions of the Security Provisions Report.

2.2 CONDITIONS 49,51 and 84-88 - ROADS ACT

Council has issued a Roads Act Approval (CCX 16/0012 – Appendix II), pursuant to the provisions of the abovementioned conditions.

Condition 51 provides as follows:

51. A Stage 3 (detailed design) Road Safety Audit (RSA) shall be undertaken on the proposed roadworks by as accredited auditor who is independent of the design consultant. A copy of

the RSA shall accompany the design plans submitted with the Construction Certificate or Roads Act application.

*Prior to the issue of the Construction Certificate or Roads Act approval, **the Certifying Authority shall ensure that the recommendations of the RSA have been addressed in the final design.***

A Road Safety Audit has been prepared in response to Condition 51 and recommends (at page 10) that the two disabled spaces in Luttrell Street be removed. Accordingly, the stamped plans are required to be amended, as they relate to those spaces.

The Applicant respectfully seeks that the construction of the Glenmore Parkway median strip be deferred so as not to be constructed prior to occupation of Stage 2.

The reason for the request is that the deadline for the opening of Stage 2 is November 2018 and cannot be met if the condition isn't altered to accommodate that deadline.

2.3 CONDITION 69

The upper level of the car park is only to be used between 7am and 10pm. Access is to be restricted to this area outside of these hours. The loading docks are only to be used between 7am and 9pm. Deliveries, garbage compacting and garbage removals are only to occur during this time.

It is considered unreasonable to restrict hours of operation for the upper level car park to the hours of 7am to 10pm given the operation of the Gymnasium and the extended hours of operation for the proposed supermarket, 11.00pm. The restricted hours relative to the operation of loading docks and garbage areas could remain as is.

2.4 CONDITION 71

The stone banding in the pavement proposed in the common area between the new building and the Community & Youth Centre is to be continuing into the access area adjacent to the basketball court to have a similar theme and outlook.

Village Fair Glenmore Park Pty Ltd is currently in negotiations with Woolworths, the major tenant in Stage 1 with a view to reconstructing the at-grade car park and the potential for the redevelopment of the Community Centre.

At best the condition could be removed, at worst, simply deferred pending the outcomes of those negotiations.

2.5 CONDITIONS 73 and 79

73. Detailed design of street furniture and lighting with the East Terrace or any other area shall be submitted to Council for consideration and approval prior to the release of the Construction Certificate.

79. The pedestrian crossing proposed along the East Terrace and the new development shall have a clear visual differentiation from the footpath and road appearance to ensure pedestrians are fully aware they are crossing a vehicular road.

For the reasons outlined in 2.4 and 2.8 it is requested that these conditions be deferred pending resolution of the car park and residential issues.

2.6 Condition 90

A detailed Security Management Plan for the whole development site shall be prepared and submitted to Council for consideration and approval along with the Construction Certificate. This Plan shall be prepared in consultant with Council's Community Safety Officer and NSW Police. The followings should be considered indicated in this management plan:

- *Provision of CCTV cameras and identify their locations to indicate that coverage will be in the most suitable areas of the shopping centre and surrounds and in particular where there are potential entrapment areas, loading docks, long corridors and pathways of this development site.*
- *To indicate whether the screens will be monitored at all times or intermittently. If cameras are to be monitored at all times, a security officer should be rostered on duty for this purpose.*
- *Monitoring stations should be in secure locations that are accessible to authorised personnel only.*
- *The cameras shall be located in vandal proof domes, which will assist in deterring cameras from being damaged or tampered with. Cameras should be of a high resolution to enable clear images and facial recognition in the event that footage is required by the police.*
- *Policies should be developed to outline procedures for the retrieval and release of CCTV footage, ensuring compliance with relevant privacy legislation.*

- *Under no circumstances should technical information relation to the CCTV Program including the number of authorised staff, camera capability etc., be provided to any unauthorised person.*
- *Standard operating procedures should be developed to ensure the system is operated in accordance with stated aims and objectives and in accordance with relevant legislation.*
- *“Dummy” cameras should not be used.*
- *Details of the security staff and their numbers including their hours of duty to patrol the shopping centre shall be indicated in this plan. Given that the proposed development is anticipated to increase the scale and patronage at the shopping centre, it is recommended that the security staffing levels be increased. Additional security staff would be required for any special events and during busy trading periods (e.g. periods leading Christmas and Easter trading).*
- *The applicant is to provide appropriate and adequate lighting in the corridors, entrapment areas, loading docks and pedestrian pathways of this development site.*

The approved SMP shall be fully complied with at all times. The applicant/operator of the Centre shall make arrangements to have 3 monthly meetings with Council officers and NSW Police to discuss ongoing security of the development site and within. Any directions given by them for improvement to security of the development shall be implemented within 90 days.

The SMP is embodied in Appendix I).

2.7 CONDITION 91

The applicant is to provide boom gates, roller shutters and ticketing/security machines at all vehicular entrances to this site. Accesses to the Undercroft parking areas should be restricted to customers after hours of operation of the shops.

Village Fair Glenmore Park Pty Ltd is committed to ensuring that access to the undercroft parking areas in Stage 2 will always remain free and easily accessible for its constituency (shoppers/visitors).

To this end Village Fair Glenmore Park Pty Ltd would seek to have Condition 91 removed from the consent.

Village Fair Glenmore Park Pty Ltd is also concerned that its constituency feels safe at all times and to that end, has had its Centre Manager prepare the Security Provisions Report which appears at Appendix I).

Given the lack of security problems in Stage 1, it is considered that the application of the same security management principles should apply to Stage 2.

2.8 CONDITION 96

96. The design of the car park should ensure that passive surveillance is possible and where appropriate, incorporate active measures such as cameras and security patrols. Car parks should be designed to minimise dark areas through the provision of appropriate lighting. Any required substation area shall be located within the subject property and must be screened properly. Any screen is to be designed in a manner that is compatible and consistent with the rest of the

development. Details are to be submitted to Council for consideration and approval prior to the issue of the construction certificate.

For the reasons outlined in 2.6 above, it is requested that condition 96 be deleted from the consent.

2.9 CONDITION 105

The applicant is to construct parking spaces on the eastern side of the Luttrell Street and north of the existing parking spaces within the Council's land as shown on the submitted plans by the applicant. There are to be 2 accessible parking spaces included within this parking area that are to be constructed in accordance with AS 2890.6. All costs associated with the construction of these car parking spaces, line marking, sign posting are to be at no cost to Council. Detailed engineering designs of this area shall be submitted to Council for consideration and approval with the Construction Certificate. Appropriate consent and required agreements shall be obtained from Council's Property Department prior to commencement of any parking space construction works within Luttrell Street.

The Road Safety Audit Report recommended that the two car spaces at the northern end of Luttrell Street be removed for safety reasons. The plan at Appendix II) indicates the removal of those spaces and the plan bears the stamp of Council. The Road Safety Audit (page 10) also recommends the removal of those spaces. Refer Condition 51 above.

3.0 CONDITIONS 34-36

34. *The Landscape plan mentioned below shall be amended to reflect the final site plan.*

Site Plans	DA002, DA002 And DA004		Benier Francis Pty Ltd	25/07/2015
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Details of landscaping are to be generally planted in accordance with the future approved concept landscaping for the site prepared by:

and as amended in red on the plan and must be constructed by a landscape professional.

Landscaping shall be maintained:

- o In accordance with the approved plan, and*
- o In a healthy state, and in perpetuity by the existing or future owners and occupiers of the property.*

If any of the vegetation comprising that landscaping dies or is removed, it is to be replaced with vegetation of the same species and, to the greatest extent practicable, the same maturity, as the vegetation, which died or was removed.

35. *The following reports relating to landscaping are to be submitted at the appropriate time periods as listed below. These reports shall be prepared by a suitably qualified landscape professional or Consultant.*

a) Implementation Report

- *Upon completion of the landscape works associated with the development and prior to the issue of an Occupation Certificate for the development, an Implementation Report must be submitted to the Principal Certifying Authority attesting to the satisfactory completion of the landscaping works for the development.*
- *An Occupation Certificate should not be issued until such time as a satisfactory Implementation Report has been received. If Penrith City Council is not the Principal Certifying Authority, a copy of the satisfactory Implementation Report is to be submitted to Council together with the Occupation Certificate for the development.*

b) Maintenance Report

- *On the first anniversary of the date of the Occupation Certificate issues for the development, a Landscape Maintenance Report is to be submitted to Penrith City Council certifying that the landscape works are still in accordance with the development consent and the plant material is alive and thriving.*
- *3 Year Landscaping Report prepared by a qualified person 3 years after an Occupation Certificate was issues for the development, a suitably qualified landscape professional shall prepare a Landscaping report for Council's consideration and approval, certifying to one of the following:*
 - *The landscaping on site has matured and is in accordance with:*
 - i. the original landscape approval.*
 - ii. the landscaping on site has not matured in accordance with the original design philosophy and requires significant restoration.*

in this case, restoration plans are to be submitted to Council for its consideration and approval. The approved plans shall be implemented at the expense of the property owners.

36. All plant material associated with the construction of approved landscaping is to be planted in accordance with the Tree Planting Specification prescribed in Penrith Council's Development Control Plan 2014 – Section Landscape. All landscape works are to meet industry best practice and the following relevant Australian Standards:

- *AS 4419 Soils for Landscaping and Garden Use,*
- *AS 4454 Composts, Soil Conditioners and Mulches, and*
- *AS 4373 Pruning of Amenity Trees.*

All trees that are required to be retained as part of the development are to be protected in accordance with the minimum tree protection standards prescribed in section F4 of Council's Landscape Development Control Plan 2014 – Section Landscape.

No trees are to be removed, ringbarked, cut, topped or lopped or wilfully destroyed (other than those within the proposed building footprint or as shown on the approved plans) without the prior consent of Penrith City Council and in accordance with Council's Tree Preservation Order Policy.

Village Fair Glenmore Park Pty Ltd has engaged Brett Newbold Architect, to advise on opportunities to introduce a residential component to the site. His preliminary advice is that an opportunity may arise in the vicinity of the Eastern Precinct.

Accordingly, Village Fair Glenmore Park Pty Ltd would seek deferment of compliance with that component of the consent, as it would relate to the Eastern Precinct.

CONCLUSION

The Applicant appreciates Council's endeavours to secure the orderly and timely delivery of Stage 2 of the Glenmore Park Town Centre.

John Mullane
Director

APPENDIX I)



Security Provisions Report Glenmore Park Town Centre



**Raine & Horne
Commercial**

Prepared by Raine & Horne Commercial
for Penrith City Council
on behalf of Village Fair Glenmore Park Pty Ltd

Dated 16th March 2017

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GENERAL SECURITY PROVISIONS

Raine & Horne Commercial is the manager of Glenmore Park Town Centre.

At present, stage 1 of Glenmore Park Town Centre has a Security Management Plan which operates for 80 hours per week. A guard is generally present from 11.30am to 11pm daily and apart from physical checking, the guard utilises a highly sophisticated closed circuit monitoring system.

The guard's general duties include but are not limited to the following;

Inspections

- External Perimeter
- External Building
- External Roof
- External Paths of Travel
- Internal Paths of Travel
- Internal Fire Passageways
- Public Toilets
- Facility Rooms

Patrols

- External Perimeter
- External Building
- Centre Internal
- Public Toilets

These duties will also apply with the redevelopment, being the second stage of Glenmore Park Town Centre.

ADDITIONAL & FESTIVE SECURITY PROVISIONS

During Festive Seasons, Centre Promotions and ad hoc / extra requirements, the Security Management Plan ensures additional guard's duties to include but are not limited to the following;

Inspections

- External Perimeter
- External Building
- Public Toilets
- Facility Rooms

Patrols

- External Perimeter
- External Building
- Centre Internal
- Public Toilets
- Night Patrols 1am & 2am

Inclusive of the above and during all events, the guard would also perform Crowd Control duties. These duties will extend to Stage 2 of Glenmore Park Town Centre.

PURCHASE & CONSUMPTION OF LIQUOR

Stage 1 of Glenmore Park Town Centre currently houses a BWS (Beer Wine & Spirits) as part of its Woolworths Supermarket Tenancy. Strict policies are set in place by Woolworths Limited. Relative staff are RSA Trained & Certified.

Stage 2 of Glenmore Park Town Centre will house a Coles Liquor, x2 Licensed Food based Cafés & x3 Licensed Restaurants. Coles have strict policies with respect to the sale and distribution of alcohol and staff of all these facilities will have same RSA certification & accreditation at the responsibility of the respective business owner & /or Franchisees.

In addition, the Centre Security Guards are at all times alert and are trained to identify and handle intoxicated persons.

CAR PARK & 24/7 GYM SECURITY PROVISIONS

Stage 2 of the Glenmore Park Town Centre basement car park will be ungated, much alike the existing on-grade car park at GPTC. The Centre security guard(s) will regularly inspect and patrol all car parks. Expected measures such as effective CCTV, adequate all night lighting and various night patrols will be in place to prevent and minimise illicit behaviours.

24 Hour - 7 Day Gym with (24/7) member access

- Requires close proximity & member safe parking
- Requires safe & unrestricted access via external building
- Expected overnight numbers range from 10 – 20.
- Gym members have the option to take a security lanyard upon exiting.
- The gym has restricted access and 24hr CCTV surveillance. Gym Security can also be alerted via a panic button located inside the gym close to the entry/exit.

CONCLUSION

To conclude this report, we propose the following general security provisions and management practices over both stages of Glenmore Park Town Centre.

Proposed Security Provisions & Management Practices

- An additional x1 Security Guard for Stage 2 from 11.30am to 11pm daily, therefore additional 2 guards in total daily.
- Mobile Night Patrols daily at 1am & 2am.
- Cleaners to arrive at 5am & open the buildings at 7am.
- Guards to lock the buildings at 11pm & leave at 11.30pm.
- All fire exits are/will be under surveillance & inaccessible from outside of both buildings.
- Sufficient CCTV installed throughout both buildings with access via mobile device.
- Adequate lighting with high attention to the area surrounding the gym.
- Adjacent Skate Park – PCC & Centre Management to work closely together to maintain & improve expected behaviours & reduce unwanted behaviours.
- PCC to improve Skate Park aesthetics & lighting to integrate with GPSC building.

Raine & Horne Commercial recognises that Glenmore Park Town Centre is a significant cornerstone in the community of Glenmore Park and accordingly, effective management of the Town Centre is critically important to the community.

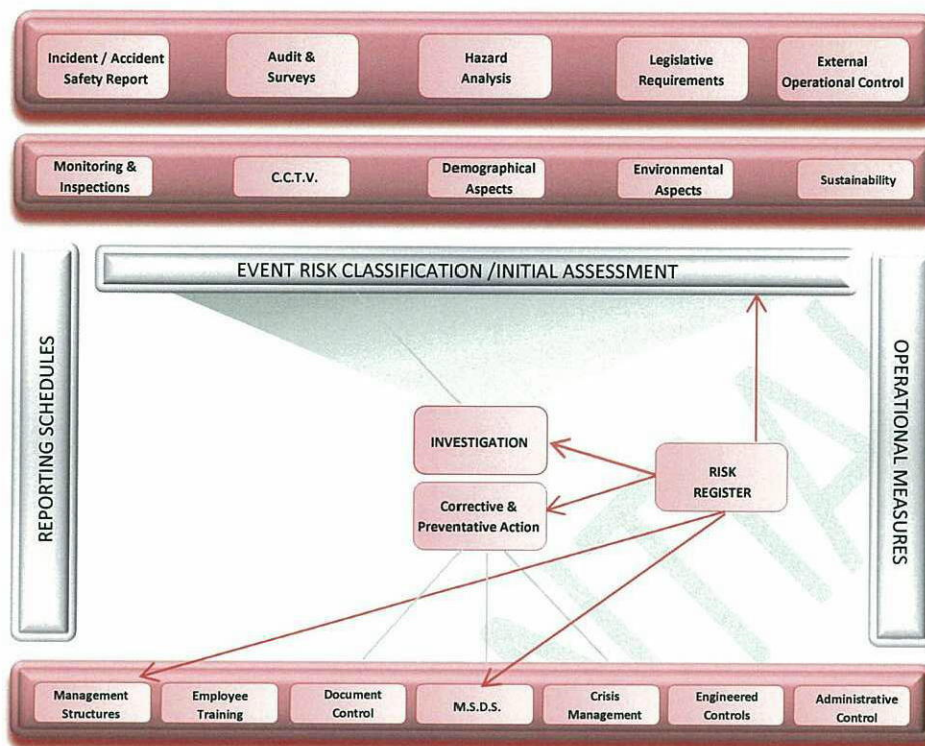
Raine & Horne Commercial also manages a number of similar centres for Village Fair and accordingly, a special relationship exists between the two entities. Raine & Horne Commercial is committed to maintain that relationship.

SECURITY & RISK AUDIT – November 2016

Glenmore Park Town Centre – Glenmore Park



18 November 2016



Incident, Accidents & Safety Reporting

Safety Management plays a key role within any given complex, and it is only due to the consistency of those who are engaged at the complex that possible risks and hazards are identified and dealt with through Engineered Measures secondly, by through Administrative Measures initially.

Safety matters that are observed, either proactively or reactively should always be recorded into a Risk Register, along with actions taken to eliminate their reoccurrence.

Failure, Mode and Effect Analysis (FMEA)

Management or the designated controller should set up a FMEA worksheet, containing the various types of control measures for each action or initiative taken, or to be taken.

The FMEA works in conjunction with Hazard/Risk Analysis records which indicates what actions should or have been taken and what were the conclusive reactions and results to the implemented measures.

Emergency and Crisis Management Preparations

It is most important that ECMP are in place for each organisation, be it in retail, industrial or commercial

taken by appointed personnel in each incident.

Further, it also contains relevant information on the varying types of emergencies and crisis situations which may occur, that may specifically relate to the building, the industry or the operational status you are in. Confirming that if you are in a quiet and secluded portion of the country, the crisis and emergency situations that you may encounter are going to be certainly different to those based in a High Alert zone of a major city.

Action Plans are a must and management should ensure that each of the employees are aware of the existence of the ECMP and its location, for ease of recapping and compliance.

Regular training in this field should be observed by management, setting aside times and dates to when the scenarios will take place, and not always, but at times involving Emergency Services to take part.

At least once every few years, it is advisable to have a re-enactment scenario of an event, involving as many key personnel from the organisation as possible, along with the Emergency Services.

Record the events findings, by having a few observers on

hand to ensure that records are concise, and Administrative Measures can be adjusted for greater and better results in the future. You may wish to involve a member of Emergency Services in your analysis team, so as you obtain professional view of the re-enactment.

Job Safety Analysis (JSA)

A JSA is just one of the Risk Assessment tools used to identify controllable workplace hazards.

To prevent injury or harm to those within a workplace environment and in various industries are known under numerous titles.

Each job should have a breakdown of what the tasks are to consisting of, and each task then inserted into an FMEA worksheet which, at its conclusion will give clear objectives, risks, adjustments and conclusions to the given tasks.

Objectives, risks and hazards associated with the tasks can include the lack of Personal Protective Equipment (PPE) or the insufficient training associated with the task.

The FMEA for the Job Safety Analysis should be continuously updated to adjust immediately for any changes in given tasks and the management of risks associated with the same.

Administrative Controls are in place to assist with not only the identification of risks and hazards, but also in the preparation of pro-active adjustments to the required and desired conclusions.

Document Control

The Administrative Controls govern the documents of each complex, building or asset and this control contains numerous points of information with regards to all aspects of operation.

Document Control works in conjunction with numerous other aspects of the government of the asset, and produces a great achievable outcome when utilised to its greatest potential.

Quality Management System

Your Quality Management System (QMS) assists with numerous factors of Document Control, Engineered Controls, Administrative Controls and all jointly serve as

a purpose within the control of risks and hazard reduction or elimination.

Organisations may wish to conduct annual 'Benchmark' Audits on their QMS in order to remain abreast of changes in the operational deficiencies or economic changes.

External Emergency Operational Control

In conjunction with the FMEA an External Emergency Operational Control (EEOC) should be established, in which all BMS (Building Management Systems), CCTV (Closed Circuit Television) systems are able to be accessed through remote operational sequences.

Monitoring and Inspection

The purpose of these important tasks is to ascertain if the risks and hazards within an asset and its immediate demographic counterpart are in a current state of being SAFE.

Safety can be attributed to several dynamics which may, if breached, cause a considerable domino effect on not only the asset currently being monitored and inspected, but also on those demographic counterparts.

Regular inspections and thus monitoring of the asset and its surrounds should be a programmable task for the management or appointed consultants. This would then attribute to remaining a breadth of changes which may result in endangering asset, life or trade.

Audit and Surveys

Internal Audit and surveys of the operational procedures and asset in general should be conducted by those persons who are aware of varying influences, both economically and demographically.

Surveys are also important to gather information on how others see the asset or the operation the same.

Audits should be conducted internally by Asset Management staff to include regular checks on tenants, or residents to ensure that all Fire Services etc. are in place and will comply with external auditors if checked.

Risk Register

In order to calculate risks using a variation of modus operandi, the register if utilised to its greatest ability by the input operator, it will offer an insight into mitigating

circumstances which can change dramatically the outcome of incidents if not checked and rectified within a varying time frame.

It is a tool which can be utilised to offer a picture as to where you have come from in risk management, what is the current status and where the asset should be tomorrow.

Sustainability

In order to reduce the impact of operational aspects on the environment, a great deal of organisations within any industry or service now feels they have an obligation to sustainable measures.

Sustainability allows a more effective measure of tracking, reporting and implementing initiatives to reduce its impact on the environment.

Security matters plays a part in sustainable measures, as it is the security of vital elements of an operation that may result in reduction of the impact, such as ensuring various plant operations are safe and secure, MSDS are in place where chemicals are stored or mixed, or if containers of gas, liquid or fume are stored away from harm's way, so as not to cause a contamination effect.

The monitoring and advising of similar products should be carried out with any person or tenancy within the asset to ensure compliance with a Sustainability Policy.

Legislative Requirements

An organisation is governed either directly or indirectly by regulatory bodies, some have a great deal of authority with dealing with matters of concern, and one such body is Security Licensing & Enforcement Directorate – NSW (SLED).

Such an organisation regulates the Security Industry, and through such ensures that all Security Officers in all aspects of the industry remain compliant within the requirements of the law.

Security, a cost which in general mannerisms is not a recoverable cost to an organisation, but plays a vital role in the security, safety and risk free aspect of an asset.

Corrective & Preventative Actions

Through Administrative Controls a CAPA should be developed in order to record, review, investigate and determine appropriate measures taken or to be taken for preventative actions. It further should monitor costs

for rectification of faults and long term effects if reoccurrences.

The CAPA should be designed to operate in conjunction with Audits, Inspections and surveys of the asset, and at times wise to involve an auditor to offer simple cost efficient solutions to problems observed or discovered.

Monitoring CCTV

Asset Managers and the like are now relying more and more on the ability 'to see what has happened' rather than put measures in place 'to stop what is to happen.'

Closed Circuit Television is now highly sophisticated, but still is unable to physically stop an intruder by its mere presence, if the intruder wishes to get into a building or complex.

CCTV does what it supposed to do, watch and record the event in order to offer some identification of the incident or event which may later be relied upon in court to bring the offender to justice.

However, generally in a complex such as retail, CCTV cameras and DVR's are there to record evidence of a liability nature, such as a slip and fall, which without may result in a higher claim being sought and granted by a court. So CCTV systems in this case are well worth the tens of thousands of dollars required for their installation and upkeep.

AUDITOR FINDINGS

New Complex Development & Specific Tenants

Having been given relevant information with regards to the allocation and lease of various tenants within the new development, the document following, relates to the previous mentioned measures, and how they are implemented during the operational hours, (including closure times) within the tenancies.

After dealings with the individual tenants, mentioned below, and the specific Control Measures that have been discussed with Centre Management and the Tenant Principals, as well as recommendations by the Risk Analysis Team of Panacquire Risk Management Pty Limited.

Liquorland

Under control of Coles Limited, Liquorland has a pre-requisite to ensure that all aspects of company policy

and 'laws of the land' are adhered to by all employed at the relevant stores.

The auditor understands the operational and monitoring abilities of Coles Limited and Liquorland and knows that the Policies and Control Measures are continually monitored and checked by Regional, State and National appointed Managers to ensure compliance.

With regards to the location of Liquorland at Glenmore Park Town Centre, (still to be opened at time of report), the Control Measures for ensuring that alcohol is restricted to those persons over the legal age of eighteen years, as reported by representative of Coles and Liquorland at time of report is currently in place at all Liquorland outlets and the new Liquorland at Glenmore Park will follow in the same manner.

As normal practice is to ask for I.D. (Identification) if the sales assistant believes that the person seeking to purchase alcohol is under twenty-five (25) years of age, the Control Measures in place at Liquorland is to seek identification of a person seeking to purchase alcohol if the sales assistant believes they are under forty (40) years of age.

Closed Circuit Television System will be installed into the Liquorland internal tenancy, which will be controlled by Liquorland and/or Coles employees and which will have a recording facility of up to thirty (30) days.

Staff employed within the Liquorland Glenmore Park tenancy will have accreditation in R.S.A. (Responsible Service of Alcohol) as normal practice.

Security – Tenancies and Centre

Following normal practices found at Liquorland, there was found to be Security Operatives assigned to the tenancy, (not yet appointed to Glenmore Park Liquorland) and all were duly licensed under the regulative body known as Security Licensing & Enforcement Directorate – NSW (SLED).

The Security Operatives who will be engaged at Liquorland Glenmore Park under contract, following normal practice, will be employed by an external Security Company.

To obtain and retain a Security License in New South Wales, a person must submit to vigorous training, competencies and personal checks, including criminal. Checks are conducted not only in Australia, but if residency or work has taken a person overseas for a

period, checks are conducted through those countries law enforcement authorities.

Therefore, the security officers engaged at Liquorland are deemed to be fit, proper and trusted persons to hold a NSW Security Licence, (in accordance with the checks that are required of them through S.L.E.D.).

It should be noted, that checks are conducted at application and renewal of a security license and only if criminal activities are suspected will investigation and checks be conducted, other than this time and generally carried out by New South Wales or Federal Police.

Inductions

Inductions are carried out by Liquorland or the authorised representative of the contractor, in this case, the determined and appointed Security Provider.

Further site inductions and orientation are carried out by Raine & Horne Commercial, Management Agents of Glenmore Park Town Centre.

The inductions combine the requirements of the complex management, the orientation and specific task needs for the security officer to successfully and safely conduct their duties.

Restaurants

With only limited information available on the type of restaurants, which are to be tenants within the new Glenmore Park Town Centre, it is however known that the three restaurants will have late trade licences, as well as having the provision to serve alcoholic beverages to patrons whilst dining.

There has been no instruction or discussions between Raine & Horne Centre Management of Glenmore Park Town Centre and the proposed tenant principals with respect to the installation and operation of Closed Circuit Television (CCTV) within the tenancies, and this has not been classed as a priority, yet will be left for the individual tenant to decide.

As normal practice, there will be staff engaged at the restaurants with accreditation in Responsible Service of Alcohol (R.S.A.).

Alcohol will be stored in an appropriate area of the tenancies in accordance with the approved design of the fitouts.

Gymnasium - Tenancy

To be operating 24/7, with only restrictions imposed on trading times governed by law or lease, the gymnasium will operate generally for the full period as mentioned.

Due to the operating period, it was recommended that Closed Circuit Television System (CCTV) be installed to monitor specific areas, such as the main entrance and reception, as well as points of interest within the main floor exercise areas.

This has not been a condition of the lease, though has been put as recommendation to the Tenant Principal.

There is no current license issued, nor application made for the consumption of alcohol within the gymnasium tenancy.

Centre's CCTV

The existing Closed Circuit Television System (CCTV) in the current operating centre, will be interfaced with a new state of the art CCTV system for the newly developed and operating centre.

The CCTV cameras will be both internal of the malls, monitoring entry and egress of patrons and visitors, as well as have external CCTV Cameras monitoring areas of interest.

Closed Circuit Television Systems are used for Public Liability matters as a primary, yet can be utilised to monitor and capture images of unwanted activities or persons.

All CCTV imagery captured on CCTV drives by the cameras are the sole property of Raine & Horne Commercial (Centre Management). However, through normal protocol practices, the images are available to Law Enforcement Agencies, such as State and Federal Police.

External cameras which are on Glenmore Shopping Centre property and are in the visual vicinity of the playing fields, and the Skate Board Rink, are only there for the purpose to which they are intended. Public Liability and Risk Reduction.

Images captured on any CCTV Systems are held in the strictest of confidence, as stipulated and governed by The Privacy and Personal Information's Protection Act 1998 (NSW), and Workplace Video Surveillance Act 1998 as well as Information Protection Principles (IPPs).

Further it is compliant with the Act, The Surveillance Devices Act 2007 (NSW).

Administrative Aspects

In Centre Management Officer, numerous documents were observed, which included;

Sign In Register – indicating that when a visitor or contractor enters the complex, he or she is required to complete details, such as Name, Reason for attendance, contact number, Time In, Time Out and Signature.

It was found numerous entries had signed in, signed out, in following protocol such as ensuring this register in completed, it offers a guarantee that all visitors etc. attending observe the security and safety of the complex and those who are within it. If a Person of Interest was to seek to gain attendance, obtain an access key or access card, and not return it. For emergency reasons, the Sign In Register is one of the items during Crisis Control to be taken out of the Centre Management Office to an External Emergency Control Centre, or Evacuation Point in order to vouch that all persons signed in, have signed out or been accounted for.

Failure to sign out, may now be a serious matter which would need to be rectified urgently as it may result in a Risk during an Emergency and the loss of life.

Copies of Master Licence, Public Liability and Workers Compensation Certificates of Currency should be held in Centre Management Office for all Security Personnel operating on the complex.

Auditor was informed that Certificates of Currency in electronic form would also be for Cleaning Company, though no physical copy or electronic copy received by Auditor.

Crisis Management Plans, etc. were shown to auditor, and amendments and inclusions were noted and advised by auditor to Centre Management staff at viewing.

Building Management System was fully operational at the time of viewing.

Mobility Impaired / Male / Female Toilets

Security Risks occur when an area has easy access by a criminal element, or a hazard becomes a risk. The case of Disabled Toilets is there are numerous hiding places for Persons of Interest to hide illicit drug paraphernalia,

discarded items or other items obtained by unlawful activities within the complex.

Toilet Roll Holders, Hand Towel Dispensers and Fem-hygiene bins are all areas of vulnerability, and if PPE is not utilised when dealing with these items, the risk of 'needle stick injury' is at a medium level.

Fire Door from the store room was choked open, as there was a recent delivery through this egress point, and cartons and boxes stacked in, around and in front of the door.

Access into the store room would be undetected, and the ease of hiding undetected would be equally as easy until staff left and the complex was closed.

The Person of Interest would have access to a great deal of tenancy goods, with outside the fire door, service corridor with operational cupboards.

CCTV cameras are installed in various locations outside this tenancy and would record any unlawful or unwanted access, however cameras are recorded to DVR's in Centre Management and would not be viewed until Centre Management Staff attendance the ensuing working day.

This would be the case on all CCTV cameras collecting imagery of unauthorised and unwanted activities at night.

New Centre's Loading & Receiving Docks

This is an area to which Persons of Interest may attend, it is the responsibility of the Centre Management to ensure that Security regularly patrol these areas to ensure that they are clear, clean and free from persons congregating.

New Centre's Fire Fighting Equipment

Fire Control Measures are a must, in any aspect of a building, and especially within a retail environment where tens of thousands of people attend weekly, if not daily.

It is essential that under AS1850.1:2005 all Fire Fighting Equipment be checked within six month frequencies. This does not mean leniency is given to extend beyond this period as if maintenance checks go beyond the six-month period. Compliance is a must and Security Personnel are to continue to observe and report findings to Centre Management.

Centre's Roof Area

There is currently and will be a greater vast spread of roofing, spanning from one end to the other.

Anchor points for working at height are observed at the existing centre, and it is known that compliance in the new development will see anchor points also established.

Air conditioning units, cooling towers etc. are all required to operate uninhibited and endlessly when required for the comfort of those within the complex.

The threat of tampering is HIGH RISK in today's current environment.

Undetected Person of Interest would have no interruption in this unhospitable area of the complex, as there are no CCTV Cameras, no PIR's Passive Infrared Detectors in any roof location and therefore there are no physical or electronic perimeter barriers.

This area and the lack of Security Systems make this complex at HIGH RISK in our current environment.

Counter-terrorism is now known to be not two single hyphenated words, but the threat of actual terrorist activity is real, and can occur at any time, at any place.

Glenmore Park Town Centre is demographically out of the main areas of concerns.

If a high threat was imminent then it would be suggested that Passive Infrared Sensors (PIR) are a common low maintenance motion detection device, which can work wirelessly using digital radio technology and can be utilised to trigger either a voice enhanced sounder and blue strobe light which is a visual and audible deterrent for any possible intruder to retreat from their current location, or it may also wish to activate a PTZ camera which will swing around to view the location of intrusion/breach.

P.I.R. for the perimeter or roof has the ability to detect body heat, and therefore differentiates between blowing leaves, animals and a person/intruder, thus reducing if not eliminating the false alarm aspect of the particular system utilised.

P.I.R. is able to be crisscrossed over or around the area giving maximum coverage to the asset's roof, and thus reducing the immediate threat and further ability is that the system can be linked through to an external monitoring room for review and action if required.

Roof access is HIGH risk, and the ability to enter the complex is also HIGH with walls made from metal sheeting, easily breached, glass lantern lights, skylights and access doors all available to be worked on to gain access through into the either the main centre, or individual tenancies.

Contractors or Visitors Attendance

With the Sign in Register observed at Centre Management Office, it was noticed that there were a number of persons walking around the car park and centre, of whom were contractors having signed into Centre Management on their arrival, walked around free and easy, getting on with their business.

However, how do Security, Centre Management and other know, that the person walking around did in fact sign in? They do not know, and therefore it is recommended that a different approach to Visitor and Contractor Sign in be adapted, using a Zion type sign on sheet, in which the Visitor or Contractor obtains an Identification Tag, which is worn when in the complex.

This will reduce the risk of not knowing who is working on key and vital elements of the complex.

It will further assist with the monitoring of contractors and visitors easily through the CCTV system.

Further advanced Identification Systems are available, which will fade as the date of issue expires, so as they are not reusable if unreturned.

"Security" Visitors Pass & Fire Register (250 passes)
Zions CVSFR

DATE	NAME	COMPANY	REASON FOR ENTRY	START/END	ISSUED BY
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p style="text-align: center;">VISITOR</p> <p style="text-align: center;">THIS PASS MUST BE WORN AT ALL TIMES WHILE ON THE PREMISES</p> <p style="text-align: center;">PLEASE RETURN TO RECEPTION AND SIGN OUT BEFORE LEAVING THE PREMISES</p> <p style="text-align: center;">PASS No. 100001</p> </div> <div style="width: 50%;"> <p>IMPORTANT NOTICE TO ALL VISITORS</p> <p>Your signature above indicates understanding of the following conditions of entry into the premises:</p> <p>HEALTH & SAFETY Your safety is important to us. Please remain in the company of the person you are visiting. You have a responsibility to care for your own and others health and safety.</p> <p>EMERGENCY PROCEDURES In the event of an emergency, leave the building by the nearest safe exit and report to the evacuation point as directed.</p> <p>INCIDENTS & ACCIDENTS Any incident or accident whilst on the premises must be reported immediately.</p> <p>SMOKING Smoking is not permitted anywhere on the premises.</p> </div> </div>					

Hazard Control Hierarchy

Below is a diagram of the hierarchy of hazard control, with the most effective methods at the top and the least effective at the bottom.



Elimination

Eliminating the Hazard by physically removing it is the most effective method to control it. An example if a loose and worn mat has been left at the top of a staircase, removing it would eliminate a trip hazard.

Substitution

Substitution is the second most effective method of hazard control; the substitution is when something that is or can become a hazard is replaced with something that is or cannot.

Engineering Controls

This is the third most effective control; however, these controls do not eliminate hazards but rather engineered controls isolate the hazard from people and potential harm. Engineered controls are not a cost-efficient way to eliminate a hazard, but rather an immediate and temporary measure which would have to be readdressed in a long-term control.

Administrative Controls

These are controls which include procedural changes, such as signs, warning labels, training of employees and the written document governing the changes.

Personal Protective Equipment (PPE)

These limit exposures to hazards, and thus reduce or eliminate the risk factors associated with the same, such as the use of protective footwear, hard hats, sun-cream,

high-visibility clothing and latex gloves. Some PPE require medical checks prior to their use within a given task, which is ongoing, such as the use of respirators. This ensures good health, both mental and physical when conducting the tasks set down.

The Risk Matrix

There are numerous factors that have been considered when assessing the risks associated with the complex in general, and two of those factors are that there is limited security presence through a normal operating day, and limited barriers are in place as deterrents.

Even though the complex is one of 'blue ribbon' status, this does not eliminate the current elevation Nationally of Security alert status, which reflects on every person, organisation and asset.

Preventative, or proactivity measures are means to reduce or eliminate risk factors with regards to security risks and issues, and though The Management of GP-TC have reportedly commenced the sourcing and installation of further CCTV cameras on various parts of the complex, namely the car parking areas, this still leaves the complex vulnerable to unwanted activities, or rather the lack of detection of unwanted activities which is due to further mechanical and administrative measures having not been implemented.

The Risk Matrix can be used to identify hazards and risk factors associated with numerous occurrences, and in this case has been utilised to highlight risks in security, including terrorist acts, barrier breaches, unwanted activities, risks associated with injuries, accidental or implemented implosions/explosions and tenant neglect/observation to regulations.

All should remember that a Risk Matrix is only a tool which can give an estimated review or indication of what the desired activity is, with a positive or negative outcome, and therefore is to be used as a means of identification for rectification.

Cost of Rectification

Operational an Accountancy staff should consider Matrix usage when calculating risk factors against costs to rectify, as well as costs involved if rectification is not observed where required an claims are made for incident occurrences within and beyond the normal control of the Asset Management Team or Owners.

THE RISK MATRIX RESULTS

Following are the findings of the audit; -

Breach of Asset

GP-TC		Consequences				
		Minor (5)	Moderate (4)	Major (3)	Critical (2)	Extreme (1)
Likelihood	Almost Certain (A)					
	Likely (B)					
	Possible ©	B3				
	Unlikely (D)					
	Rare (E)					

Terrorist Activity (Actual)

GP-TC		Consequences				
		Minor (5)	Moderate (4)	Major (3)	Critical (2)	Extreme (1)
Likelihood	Almost Certain (A)					
	Likely (B)					
	Possible ©					
	Unlikely (D)					
	Rare (E)	E5				

Incident Re Emergency Evacuation

GP-TC		Consequences				
		Minor (5)	Moderate (4)	Major (3)	Critical (2)	Extreme (1)
Likelihood	Almost Certain (A)					
	Likely (B)	B5				
	Possible ©					
	Unlikely (D)					
	Rare (E)					

Injury Re Emergency

GP-TC		Consequences				
		Minor (5)	Moderate (4)	Major (3)	Critical (2)	Extreme (1)
Likelihood	Almost Certain (A)					
	Likely (B)					
	Possible ©	C5				
	Unlikely (D)					
	Rare (E)					

Legislative Breach

GP-TC		Consequences				
		Minor (5)	Moderate (4)	Major (3)	Critical (2)	Extreme (1)
Likelihood	Almost Certain (A)					
	Likely (B)					
	Possible ©					
	Unlikely (D)	D5				
	Rare (E)					

General Security Breach

GP-TC		Consequences				
		Minor (5)	Moderate (4)	Major (3)	Critical (2)	Extreme (1)
Likelihood	Almost Certain (A)					
	Likely (B)					
	Possible ©	C5				
	Unlikely (D)					
	Rare (E)					

Monitory Loss Due To Event

GP-TC		Consequences				
		Minor (5)	Moderate (4)	Major (3)	Critical (2)	Extreme (1)
Likelihood	Almost Certain (A)					
	Likely (B)					
	Possible ©		C4			
	Unlikely (D)					
	Rare (E)					

Rectifications & Recommendations

1/ General concern for the safety of an asset and those within is always at the forefront of any auditor's mind, and the existing complex and new development when open at Glenmore Park Town Centre is no exception to the rule.

Rectification of matters indicated in both Risk Matrix and pre-written report may be addressed by re-examination of tenancies, giving clear instruction and advice as to the requirements associated with potential issues, especially dealing with Young Person's and underage attendance.

This may not be a costly experience for the owners of the asset, nor should it be for the Management Organisation, but will require distribution of literature and instruction from a person of authority, such as a member of Management, Security or Consultant.

2/ Terrorist Activity are, unfortunately beyond the control of any individual or organisation, and we have already been witness, globally to the inhospitable way these activities take place.

Organisations, their counterparts, being tenants, contractors and staff alike all play a major role in observing any matter or event which is out of the normal within and around them.

It is at times difficult to examine are environment and demographic location because we are focused on ensuring our jobs are carried out as per our task analysis, but all KPI's now should have an element of counter terrorism observation and report it them.

Security Operatives, now have begun training in counter terrorism and observational techniques, to ensure that to their best ability, the assets to which they are appointed remain safe (Physical Asset & Life Form).

3/ Security Systems are most wonderful when they are utilised to their utmost efficiency, but when there is no one around, these systems need to be monitored externally.

Costing should be obtained in external monitoring of vital aspects of the asset, in order that Centre Management can rest assured that in their absence a professional is 'taking care of business', and will immediate react through escalation of authority, to bring the matter in question and observed, under control.

4/ Closed Circuit Television Systems utilised for Public Liability issues can have a duel role, and will play a vital part in the ongoing observation, detection and apprehension of Persons of Interest who breach the security of the asset.

Further, costing should be obtained to have CCTV systems monitored by an external entity in the absence of Centre Management Staff.

5/ Lockdown of any asset is important, and understanding the vulnerabilities of an asset is equally as important, and therefore Orientation and Induction process of key personnel, such as Cleaners, Security, Office Staff and Operational Staff is recommended to be

carried out initially with intermittent training sessions conducted.

The cost of this should be negotiated with the contract service providers, yet in contract renewals or tenders, allowances should be stipulated for at least two orientations sessions per annum.

It is understood, that with late trade of proposed restaurant tenancies, and the 24/7 operation of the gymnasium, special procedures should be compiled and implemented to ensure that these areas are constantly observed by professional personnel, such as Security to ensure the safety of all.

Liquorland, is part of the above scenario, however having internal security officers on site, Centre Management would be wise in their decision to make sure that the security provider on site in the centre regularly visits to ensure the safety and welfare of the officer there.

Further it would be wise to follow what the Auditor and Centre Manager discussed, to have a mutual connection through two-way radio, to Centre Management, Security and Liquorland Security, so as assistance may be at hand when required.

6/ Chemical matters and events in a retail environment are common occurrences, yet though of a generally minor event no great urgency is placed on safety factors.

Mechanics of event management through Administrative Controls with regards to chemical spills should be considered, especially in our current National Alert Status.

In a major or life, threatening situation, chemical spills or exposure can and will take lives and technical assistance should be obtained by Operational Manager's to look at isolation of Air-condition systems in zoned areas of a complex, with the added ability (if Code permits under Building & Fire Regulations in area of operation) to isolate Smoke Exhaust System Fans.

It is these fans which will assist to release possible toxic fumes into the atmosphere if chemical exposure has occurred. A delay mechanism may be available for Emergency Services to assess the situation to prolong the release of toxins.

7/ Procedures for contaminated mail should be updated and posted to not only Centre Management

Staff, but tenancies to ensure the safety of all if unwanted mail activities are encountered.

8/ Breach of the asset is only a matter of time, and the ease of the breach depends on how eager a Person of Interest is to gain access.

The Centre Management has already implemented in the existing centre procedures to eliminate breach of asset, and it is understood that this will be mirrored into the new centre when completed.

9/ Access through doors can be overcome through monitoring and orientation of staff, and is of near zero cost to the Asset Management or owners.

Roof Access can be a costly exercise, as it may require Closed Circuit Television and /or Passive Infrared Barrier Systems to be installed, with back to base monitoring abilities.

These systems are not fail proof, but they will add sufficient ability to detect or deter the would-be perpetrator from attempting to enter the asset by illegal means.

At this stage, it is not believed that PIR and CCTV is required at roof level in existing or newly developed centre at Glenmore Park Town Centre.

10/ Signage in any asset, or in fact anywhere is placed for advisement, yet numerous times signage within any asset will be ignored.

Ignorance is no excuse, and observation of surroundings is required for not only direction from point A to B, but to ensure the safety of those within the area.

Non-compliance to signage can and will cause injury, harm and possible fatalities but many are still not understanding the consequences of ignoring them.

Instruction, advice and teaching of those within the asset, who use Loading Docks, Service Corridors, Fire Exits etc., why Management have placed signs in prominent places.

Advise the consequences of not complying with the direction of that signage. Management, Security and Cleaners have to be non-tolerant of breaches, as it will cause concern to all of injury occurs.

A breach by an authorised person into a restricted area, and injury occurs will have the same monitory demands on the Asset Management and Owners as those who are authorised.

Centre Management, through Security Personnel should ensure that signage is placed in responsible positions and are complied to, by all.

11/ In all risks within any asset, it is seemingly that lack of acknowledgement, understanding and training which will be the downfall of a negative outcome.

Knowledge plays a vast part in protection of any asset or person, and knowing what to look for, understanding why to look and what manner would be best to deal with it becomes a natural ability after training.

Glenmore Park Town Centre has some great personnel within the Centre Management Team and within each of the tenancies, all of whom should and do can observe.

Observation through many eyes has a far greater achievable and positive outcome, than just the person who spends the day thinking what if.

Utilise the abilities of those within the asset if there is no other avenue for Management or owners to take at this stage, then review the outcomes in one, two or three months to consider if further action is required, or can be delayed again until funding becomes available.

Delaying can cost more money than not, so ensure all the risk factors are observed and risk matrices are utilised correctly.

12/ Contractor & Visitor Sign In should be changed, as the antiquated way Contractors and Visitors sign in and are observed within the asset is, in present circumstances, dangerous.

Zion Systems have a cost-efficient way to identify Contractors and Visitors, and takes a similar time span to issue as the current system, but will have far greater security ability.

13/ Car Parking Areas are currently unmonitored to the extent that they should be within as asset such as Glenmore Park Town Centre, with numerous critical infrastructures in both current and new development, surveillance systems should be utilised to the best of their abilities, utilising for Public Liability, Trespass and Antisocial and Unlawful activities.

Gas Intake Valves, storage areas for tenants, Communication and Electrical Systems are all sitting targets and should be constantly observed and monitored for tampering.

With the new development, carparking areas are mainly undercover, and discussions with Centre Management and Auditor, recommendations are to have an electric buggy for utilisation in these areas.

Summary: -

Glenmore Park Town Centre is a prime and well-loved complex, which by all accounts has a demographical location away from any major iconic landmark, or major infra-structure.

However, with its location unlawful activities do not seemingly become apparent, and may or may not be apparent in the near future, but with ever growing global concern, and nearer to home, concern for Australian assets, infra-structures and iconic landmarks, all areas of mass gatherings should be determined as potential areas for threat.

Risk factors can pulsate from asset to asset, day to day and country to country but a risk factor which may be determined as LOW today may tomorrow be called as CRITICAL, and therefore all Asset Management should be aware of both demographical, climate and national fluctuations in alert status.

It is hoped that the risk factors found and mentioned within this report assist with the exploration of Administrative and Mechanical Control mechanisms which, in turn will assist in the reduction of any risks currently mentioned.

With the development of the new Shopping Centre, and the demographic of play areas outside of vulnerable and attractive tenancies such as Liquorland, it was pleasing to find, that all precautionary measures have been and are to be implemented by Coles Limited/Liquorland/Security Personnel and Centre Management staff alike.

These implemented procedures will not only stop unlawful activities but will offer deterrent to those who are thinking about the unlawful activities in the future.

If further assistance is required in this or any other matter, please contact the Australasian Office of PanaClaire Consultants Pty Ltd

Regards

Paul Stephens

International Security Risk Consultant

PanaClaire Risk Management Pty Ltd


7 Cable Street, Greenhills Beach NSW 2230
Ph; +61 2 9522 3764
Mob; 0421 118 088
ABN 79 610 517 354

GLENMORE PARKWAY

GLENMORE PARKWAY

LEVEL UC 1 LEGEND:

CAMERA 
fixed day/night cameras POE to base

PTZ 
pan, tilt, zoom day/night cameras

All cameras connected to the security monitoring room, equipped with DVR archiving equipment and multiple monitors

SECURITY-CENTRE MANAGEMENT:
monitoring and archiving
all fire stairs to be fitted with access card externally, free handle internally, and directional signage on each level.

LUTTRELL STREET

GLENMORE PARKWAY

GLENMORE PARKWAY

aldi loading dock

CARPARK

ALDI
in house cctv

RETAIL

LUTTRELL STREET

entry

entry

LEVEL UC2 STREET LEVEL LEGEND:

CAMERA 
fixed day/night cameras POE to base

PTZ 
pan, tilt, zoom day/night cameras

All cameras connected to the security monitoring room, equipped with DVR archiving equipment and multiple monitors

SECURITY-CENTRE MANAGEMENT:
monitoring and archiving
all fire stairs to be fitted with access card externally, free handle internally, and directional signage on each level.

GLENMORE PARKWAY

GLENMORE PARKWAY

coles loading dock

COLES SUPERMARKET
in store CCTV system

MAIN RETAIL MALL

MAIN MALL LEVEL LEGEND:

CAMERA 
fixed day/night cameras POE to base

PTZ 
pan, tilt, zoom day/night cameras

All cameras connected to the security monitoring room, equipped with DVR archiving equipment and multiple monitors

SECURITY-CENTRE MANAGEMENT:
monitoring and archiving
all fire stairs to be fitted with access card externally, free handle internally, and directional signage on each level.

LUTTRELL STREET

GLENMORE PARKWAY

GLENMORE PARKWAY

LEVEL UC 1 LEGEND:

CAMERA 
fixed day/night cameras POE to base

PTZ 
pan, tilt, zoom day/night cameras

All cameras connected to the security monitoring room, equipped with DVR archiving equipment and multiple monitors

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LUTTRELL STREET

GLENMORE PARKWAY

GLENMORE PARKWAY

aldi loading dock

CARPARK

ALDI
in house cctv

RETAIL

LUTTRELL STREET

entry

entry

LEVEL UC2 STREET LEVEL LEGEND:

CAMERA 
fixed day/night cameras POE to base

PTZ 
pan, tilt, zoom day/night cameras

All cameras connected to the security
monitoring room, equipped with DVR
archiving equipment and multiple monitors

SECURITY-CENTRE MANAGEMENT:
monitoring and archiving
all fire stairs to be fitted with access card
externally, free handle internally, and
directional signage on each level.

GLENMORE PARKWAY

GLENMORE PARKWAY

coles loading dock

COLES SUPERMARKET
in store CCTV system

MAIN RETAIL MALL

MAIN MALL LEVEL LEGEND:

CAMERA 
fixed day/night cameras POE to base

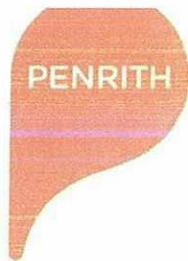
PTZ 
pan, tilt, zoom day/night cameras

All cameras connected to the security monitoring room, equipped with DVR archiving equipment and multiple monitors

SECURITY-CENTRE MANAGEMENT:
monitoring and archiving
all fire stairs to be fitted with access card externally, free handle internally, and directional signage on each level.

LUTTRELL STREET

APPENDIX II)



Our reference: DA14/0765.01
Contact: Mark Cremona
Telephone: 4732 8192

30 May 2017

Village Fair Shopping Centre
108 Arabella Street
LONGUEVILLE NSW 2066

Attention: Mr Harold Marshbaum

Dear Mr Marshbaum

**Re: CCX16/0012 Roads Act Approval for 1-11 Glenmore Parkway
Glenmore Park**

Please find enclosed Roads Act Approval No. CCX16/0012 for the above development together with two copies of the stamped plans.

Prior to the commencement of works, a pre-construction meeting is to be held between the applicant, the appointed contractor and Council. Please contact the person below to arrange a suitable date.

All works for the development are to be constructed in accordance with Penrith City Council's Engineering Construction Specification for Civil Works. During the construction stage, your contractors are required to arrange inspections in accordance with this guideline and as required by Council's inspector.

Your contact person for inspections will be Garth Russell. He can be contacted on 4732 8145 or alternatively on his mobile 0408 116 147. You will need to keep one set of stamped plans plus the Roads Act Approval on site at all times.

Yours sincerely

Mark Cremona
Senior Engineer – Major Developments

Penrith City Council
PO Box 60, Penrith
NSW 2751 Australia
T 4732 7777
F 4732 7959
penrithcity.nsw.gov.au



Our reference: DA14/0765.01
Contact: Mark Cremona
Telephone: 4732 8192

30 May 2017

Village Fair Shopping Centre
108 Arabella Street
LONGUEVILLE NSW 2066

Attention: Mr Harold Marshbaum

Dear Mr Marshbaum

**Re: CCX16/0012 Roads Act Approval for 1-11 Glenmore Parkway
Glenmore Park**

Under Section 138 of the Roads Act 1993, approval is granted for works in the road reserve of Glenmore Parkway Glenmore Park as detailed by Condition No. 49 of DA14/0765.01 and in accordance with the stamped approved plans (as amended in red) prepared by Lanigan Civil and Cardno listed in the following schedule.

Plan No.	Revision No.	Date	Sheet Title
LC715-2-R1	R	23/05/2017	Face Sheet
LC715-2-R2	R	23/05/2017	Proposed Levels Luttrell Street and Glenmore Parkway Site Plan
LC715-2-R3	R	23/05/2017	Luttrell Street Cross Section (1 of 2)
LC715-2-R4	R	23/05/2017	Luttrell Street Cross Section (2 of 2)
LC715-2-R5	R	23/05/2017	Glenmore Parkway Proposed Footpath Cross Sections
LC715-2-R6	R	23/05/2017	Glenmore Parkway Proposed Vehicle Crossing Cross Sections 1 of 2
LC715-2-R7	R	23/05/2017	Glenmore Parkway Proposed Vehicle Crossing Cross Sections 2 of 2
LC15-2-R8	R	23/05/2017	Luttrell Street Proposed Vehicle Crossing Cross Sections
LC15-2-R9	R	23/05/2017	Glenmore Parkway Bus Shelter Detail
LC715-2-R10	R	23/05/2017	Luttrell Street Drainage Works Detail Plan
LC715-2-R11	R	23/05/2017	Luttrell Street Drainage Works Longitudinal Section and Pit Schedule

Penrith City Council
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**PENRITH
CITY COUNCIL**

Penrith City Council Roads Act Approval No. CCX16/0012

J130114 S13-001	1	24/05/2017	Luttrell Street Retaining Wall Plans & Detail
CG140307-TR-DG-7002	1	25/05/2017	Signage and Line Marking Plan
CG140307-TR-DG-7003	1	25/05/2017	Signage and Line Marking Plan
LC715-2-TP20	J	23/05/2017	Turning Template 1 19.0m Truck
LC715-2-TP21	J	23/05/2017	Turning Template 1 19.0m Truck Access and Egress
LC715-2-TP22	J	23/05/2017	Turning Template 1 12.5m Truck Near Substation
			Turning Template 1 12.5m Truck Near Substation Coles Compactor
LC715-2-TP23	J	23/05/2017	Turning Template 1 12.5 Truck Coles Compactor
BA105	A	16/05/2017	Bus Shelter Detail

Approval is subject to the following conditions:

1. All works shall be undertaken in accordance with the approved plans, Penrith City Council's Engineering Construction Specification for Civil Works and at the direction of Penrith City Council.
2. The applicant is to provide Penrith City Council with written notice of intention to commence works a minimum of two days before any construction activity on site.
3. The notice of commencement shall be accompanied by the following documentation:
 - a) Traffic control plan certified by a Roads & Maritime Services accredited Traffic Controller.
 - b) Sediment & Erosion Control Plan.
 - c) Contractor's license and details of public liability insurance with a limit of not less than \$20,000,000.00 (twenty million dollars) indemnifying Penrith City Council from all claims arising from the execution of works.
4. Prior to the commencement of works, a dilapidation report shall be undertaken over the full extent of works including road pavement, kerb and gutter, footpaths, street trees and private vehicular crossings. Any damage shall be rectified at the applicant's cost prior to the issue of Council's final signoff of the works.
5. The contractor is to notify all affected residents in writing two (2) days prior to the commencement of construction. Vehicular access to all properties is to be maintained throughout the construction. The contractor's contact details are to be included in the letter.

Penrith City Council Roads Act Approval No. CCX16/0012

6. Inspections are to be undertaken in accordance with the requirements of Penrith City Council's Engineering Construction Specification for Civil Works and at the direction of Penrith City Council Officers.
7. A final inspection will not be undertaken until full Works-As-Executed plans and compliance documentation have been submitted to Penrith City Council for review.
8. A letter of completion for works under this approval will not be issued by Penrith City Council until all defects identified in the final inspection have been completed and a maintenance bond has been lodged with Penrith City Council.
9. The Principal Certifying Authority shall not issue any Occupation Certificate for the building development to which this Roads Act Approval relates until such times as a Compliance Certificate for works under this approval has been issued by Penrith City Council.
10. The approved engineering plans that are associated with this Roads Act Approval are subject to any recommendations that are made during either the Local Traffic Committee or Council's Ordinary meeting.
11. Construction Traffic Management Plan & Traffic Control Plan for the road works shall be prepared to address and manage the works to be undertaken associate with this Roads Act Approval. The documents require the endorsement of Local Traffic Committee and subject to any recommendations.
12. The proposed pavement construction associated with the works within Luttrell Street (on-street parking bays) shall match the existing pavement profile.
13. All footpaths and shared paths shall be in plain concrete.
14. The splitter island that was removed on the southern leg of the roundabout shall be reconstructed to Penrith City Council's satisfaction.
15. The open shed in Penrith City Council's reserve adjacent to the proposed retaining wall shall be relocated to Council's satisfaction.
16. Fencing type along Luttrell Street adjacent to the proposed parking bays shall be approved by Penrith City Council and comply with the relevant Australian Standards and guidelines.
17. The crown in Luttrell Street shall match the centreline of the road. This may require minor pavement adjustments and shall be constructed in consultation with Engineering Services.
18. Prior to acceptance of the road works and/or Occupation Certificate the lighting of any road works or pedestrian facility must be in accordance with AS/NZ 1742 and AS/NZ1158. Confirmation of this requirement must be submitted and accepted by Penrith City Council.

Penrith City Council Roads Act Approval No. CCX16/0012

This approval has not endorsed any landscaping details. A separate approval for landscaping is required.

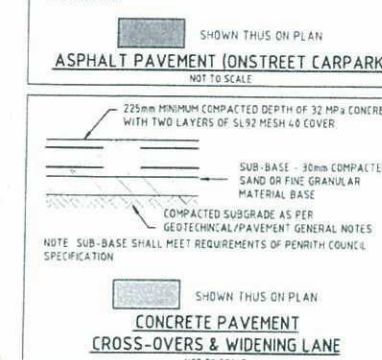
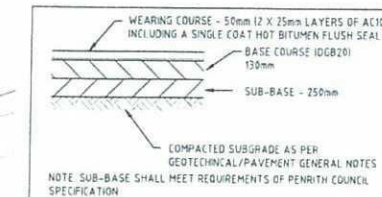
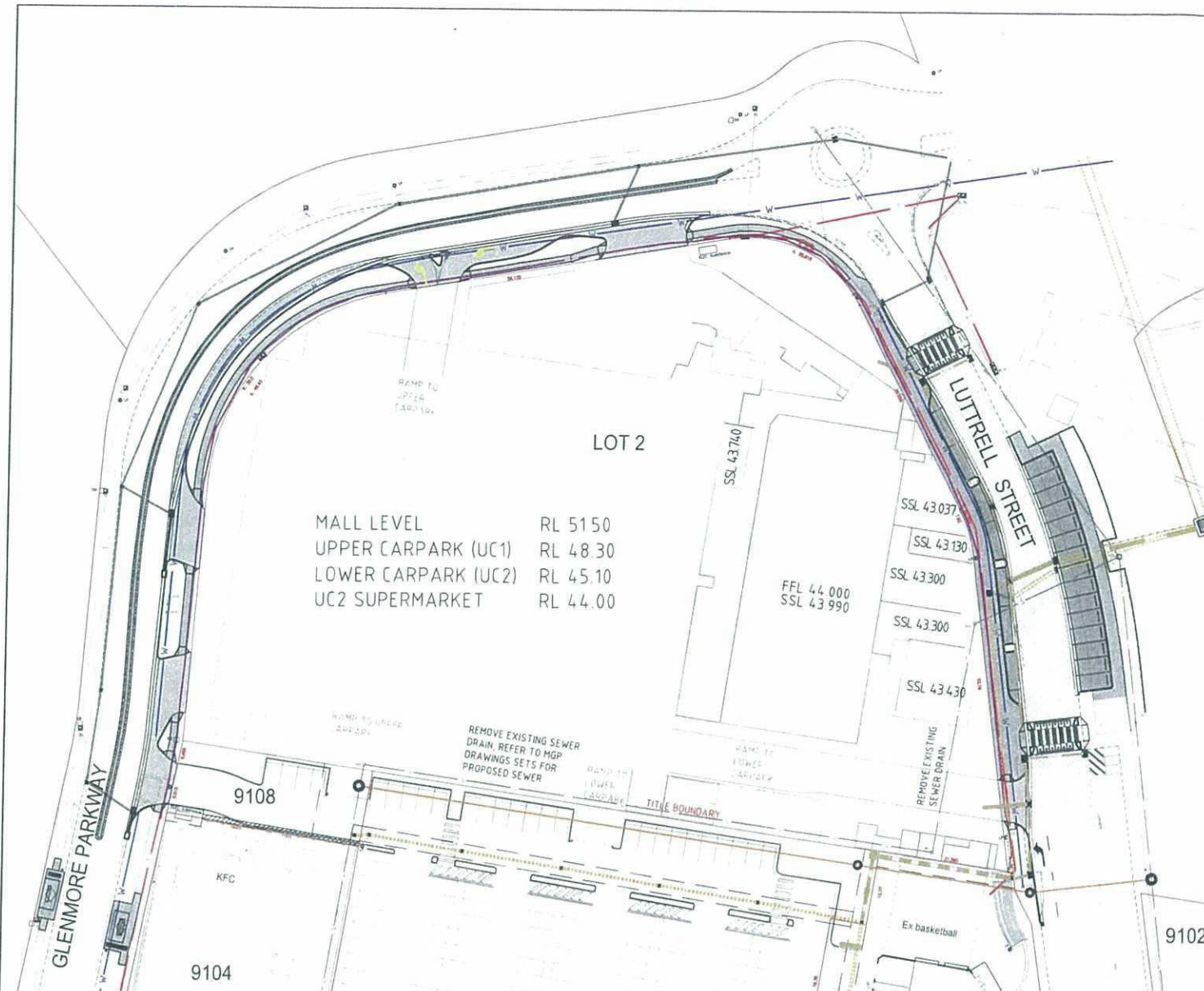
For further information in respect of this approval, please contact Mark Cremona
Senior Engineer – Major Developments on 4732 8051.

Yours sincerely



Mark Cremona
Senior Engineer – Major Developments

GLENMORE PARK SHOPPING CENTRE



GEOTECHNICAL/PAVEMENT GENERAL NOTE

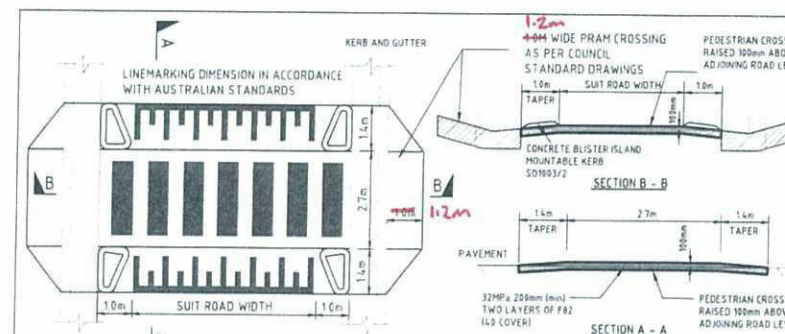
PRIOR TO PAVEMENT WORK REFER TO LATEST GEOTECHNICAL REPORT PREPARED BY QUALIFIED ENGINEER

- The proposed pavement should be constructed in accordance with good engineering principles and the following recommendations:
- Excavate to design sub-grade levels. Where any existing fill or loose/soft material is encountered, the lateral and vertical extent of the area should be either removed or improved by compaction in order to increase the strength of the material.
 - Where minor filling is required to achieve sub-grade level (on street carpark in particular), layers not exceeding 200mm loose thickness, should be compacted to achieve a minimum density ratio of 100% of the Standard Maximum Dry Density, at a moisture content within the range of -2% to +2% of the optimum for the material adopted.
 - Compact exposed (subgrade) natural surfaces with a minimum of 7 passes of an 8 to 10 tonne static weight smooth drum roller, then proof roll the compacted subgrade to detect potentially weak spots (ground heave). Excavate areas of localised heaving to a suitable depth and replace with suitable granular fill, such as non-reactive well graded materials (eg crushed sandstone), with maximum particle size not exceeding 75mm, compacted to a Minimum Dry Density Ratio (MDDR) of 98% Standard, with a moisture content within 2% of Optimum Moisture Content (OMC).
 - The proof rolling should be supervised by a suitably qualified Geotechnical Consultant.
 - On certification of proof rolling, placement of the pavement materials may proceed. The following minimum dry density ratios (AS1289 5.4.1) must be achieved during pavement construction:
 - Base Course 98% Modified
 - Sub-base 95% Modified
 - Sub-grade 100% Standard

The new pavements will require compaction testing at subgrade, sub-base and base course levels in order to confirm the required density values have been attained

COUNCIL NOTE

A MINIMUM DEPTH OF 225mm THICK WITH TWO LAYERS OF F82 MESH, WIRED ON CHAIRS ON A 30mm COMPACTED SAND OR FINE GRANULAR MATERIAL BASE, KEYED INTO LAYBACK WITH 20mm GALVANISED PINS STARTING 500mm FROM EACH SIDE THEN 900mm CENTRES. CROSSOVERS AND LAYBACKS MUST BE POURED SEPARATELY WITH A MOVEMENT CONTROL JOINT AT THE PROPERTY BOUNDARY AS WITH RESIDENTIAL LAYBACKS. IF THE GUTTER IS TO BE REMOVED, THE ROAD IS TO BE SAWCUT.



SPEED HUMP DETAIL

Section 138 of the Roads Act

This Plan document relates to:

DANo: 14 0 7 6 5 CCxNo: 16 0 0 1 2

REFER TO STRUCTURAL DRAWINGS FOR RETAINING WALL DETAIL

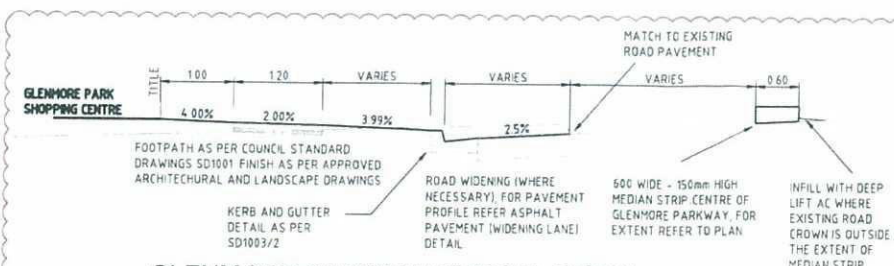
PENRITH CITY COUNCIL

LEGEND	
ITEM	DESCRIPTION
△	TEMPORARY BENCH MARK
---	TITLE BOUNDARY
---	EXISTING SURFACE CONTOURS
---	PROPOSED CONCRETE KERB AND CHANNEL
---	EXISTING STORMWATER DRAIN - DRAINING OTHER LOTS
---	PROPOSED STORMWATER DRAIN - DRAINING OTHER LOTS
---	PROPOSED INTERNAL STORMWATER DRAIN
---	PROPOSED STORMWATER PIT
---	EXISTING HOUSE DRAINS
---	EXISTING GAS
---	EXISTING TELSTRA
---	EXISTING WATER
---	EXISTING ELECTRICITY
---	EXISTING SEWER
---	STORMWATER PIT NUMBER
---	STREET SIGN
---	TREES TO BE REMOVED
---	TREES TO BE PROTECTED

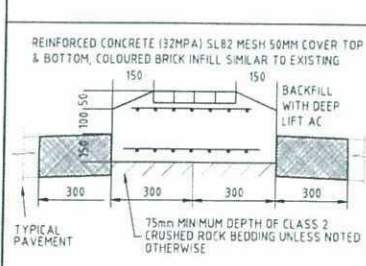


CONTRACTOR MUST DIAL 1100 TO CONFIRM LOCATION OF EXISTING SERVICES AND COMPLY WITH ANY AUTHORITY REQUIREMENTS REGARDING EXISTING SERVICES PRIOR TO COMMENCEMENT OF ANY WORKS

LUTTRELL STREET TYPICAL DETAIL



GLENMORE PARKWAY TYPICAL DETAIL



DRAWING INDEX

NO.	DRAWING TITLE
R01	FACE SHEET LUTTRELL STREET AND GLENMORE PARKWAY
R02	PROPOSED LEVELS LUTTRELL STREET AND GLENMORE PARKWAY SITE PLAN (1:250)
R03	LUTTRELL STREET CROSS SECTION (1 OF 2)
R04	LUTTRELL STREET CROSS SECTION (2 OF 2)
R05	GLENMORE PARKWAY PROPOSED FOOTPATH CROSS SECTION (1 OF 2)
R06	GLENMORE PARKWAY PROPOSED VEHICLE CROSSING CROSS SECTIONS 1 OF 2
R07	GLENMORE PARKWAY PROPOSED VEHICLE CROSSING CROSS SECTIONS 2 OF 2
R08	LUTTRELL STREET PROPOSED VEHICLE CROSSING CROSS SECTIONS
R09	GLENMORE PARKWAY BUS SHELTER DETAIL (1:100)
R10	LUTTRELL STREET DRAINAGE WORKS DETAIL PLAN (1:200)
R11	LUTTRELL STREET DRAINAGE WORKS LONGITUDINAL SECTION AND PIT SCHEDULE

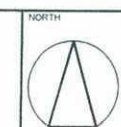
SUBJECT TO COUNCIL APPROVAL

Lanigan Civil

Patama Pty Ltd (ABN: 79 108 035 463)
Trading as Lanigan Civil
Consulting Civil Engineers
Unit 4, 7-9 Hall Street, Braeside VIC 3195
Tel: 03 9558 4380 Fax: 03 9587 9707
Email: admin@lanigancivil.com.au

GLENMORE PARK SHOPPING CENTRE
EXTERNAL ROAD WORKS

FACE SHEET

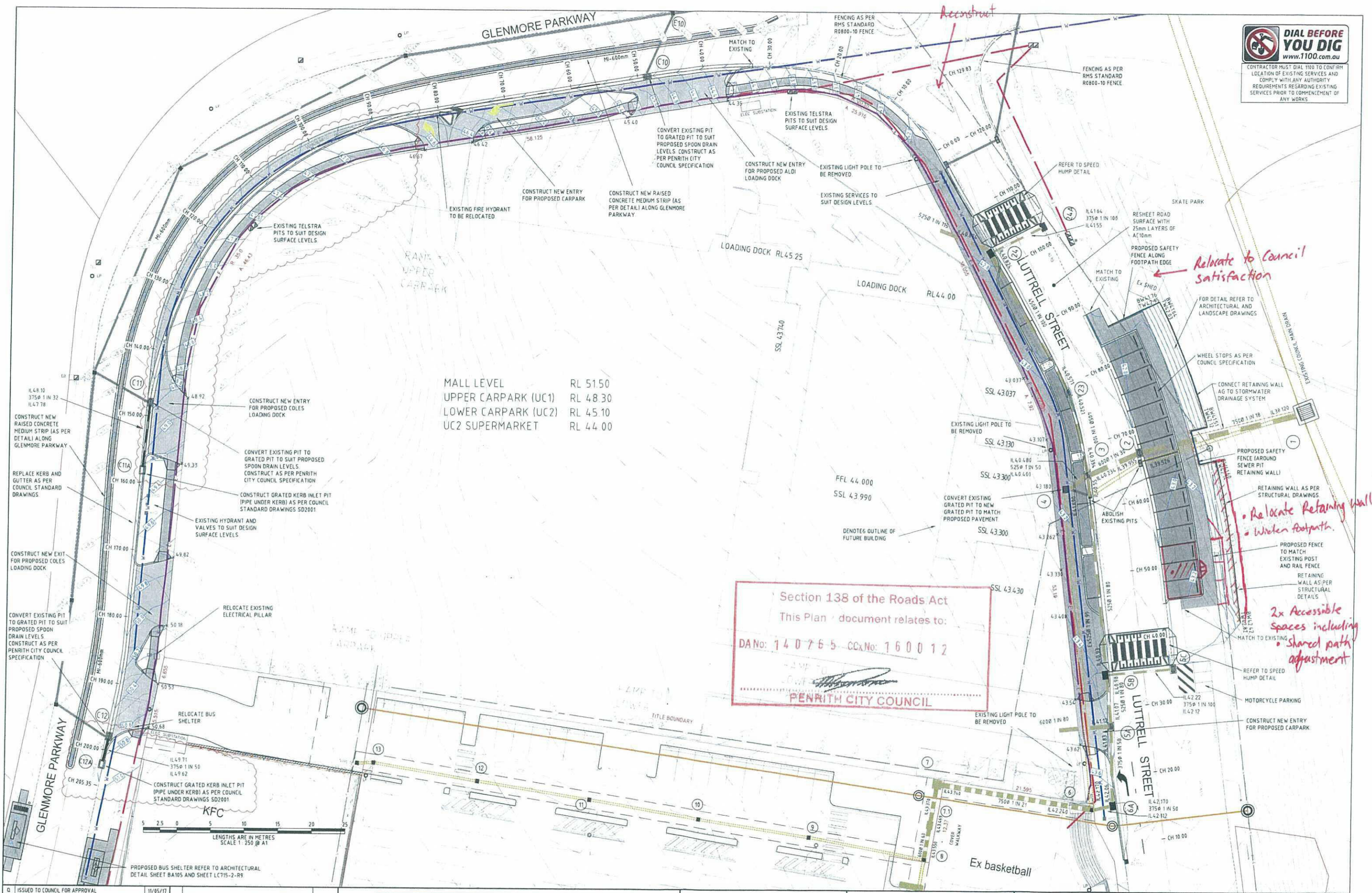


DESIGNED	DRAWN	CHECKED
MK	MK	GCL
DATE	SCALE	AS NOTED
21-10-2015	AS NOTED	
DRG NO	ISSUE	
LC715-2-R1	R	

NO.	REVISION	DATE	NO.	REVISION	DATE
P	ISSUED TO COUNCIL FOR APPROVAL	09/05/17			
O	ISSUED TO COUNCIL FOR APPROVAL	02/05/17			
N	ISSUED TO COUNCIL FOR APPROVAL	29/04/17			
M	ISSUED TO COUNCIL FOR APPROVAL	27/03/17			
L	ISSUED TO COUNCIL FOR APPROVAL	17/03/17			
K	UPDATED TO SUIT TRAFFIC DRAWINGS	16/03/17	R	ISSUED TO COUNCIL FOR APPROVAL	23/05/17

DIAL BEFORE YOU DIG
www.1100.com.au

CONTRACTOR MUST DIAL 1100 TO CONFIRM LOCATION OF EXISTING SERVICES AND COMPLY WITH ANY AUTHORITY REQUIREMENTS REGARDING EXISTING SERVICES PRIOR TO COMMENCEMENT OF ANY WORKS



MALL LEVEL RL 51.50
UPPER CARPARK (UC1) RL 48.30
LOWER CARPARK (UC2) RL 45.10
UC2 SUPERMARKET RL 44.00

Section 138 of the Roads Act
This Plan / document relates to:
DANO: 14 0 7 6 5 CC&NO: 1 6 0 0 1 2
PENRITH CITY COUNCIL

Q	ISSUED TO COUNCIL FOR APPROVAL	11/05/17			
P	ISSUED TO COUNCIL FOR APPROVAL	09/05/17			
O	ISSUED TO COUNCIL FOR APPROVAL	02/05/17			
N	ISSUED TO COUNCIL FOR APPROVAL	20/04/17			
M	ISSUED TO COUNCIL FOR APPROVAL	27/03/17			
L	ISSUED TO COUNCIL FOR APPROVAL	17/03/17	R	ISSUED TO COUNCIL FOR APPROVAL	23/05/17
NO	REVISION	DATE	NO	REVISION	DATE

SUBJECT TO COUNCIL APPROVAL

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GLENMORE PARK SHOPPING CENTRE
EXTERNAL ROAD WORKS

PROPOSED LEVELS
LUTTRELL STREET AND
GLENMORE PARKWAY
SITE PLAN

DESIGNED	MARK	DRAWN	MARK	CHECKED	GCL
DATE	21-10-2015	SCALE	AS NOTED		
DRG NO	LC715-2-R2	ISSUE			R



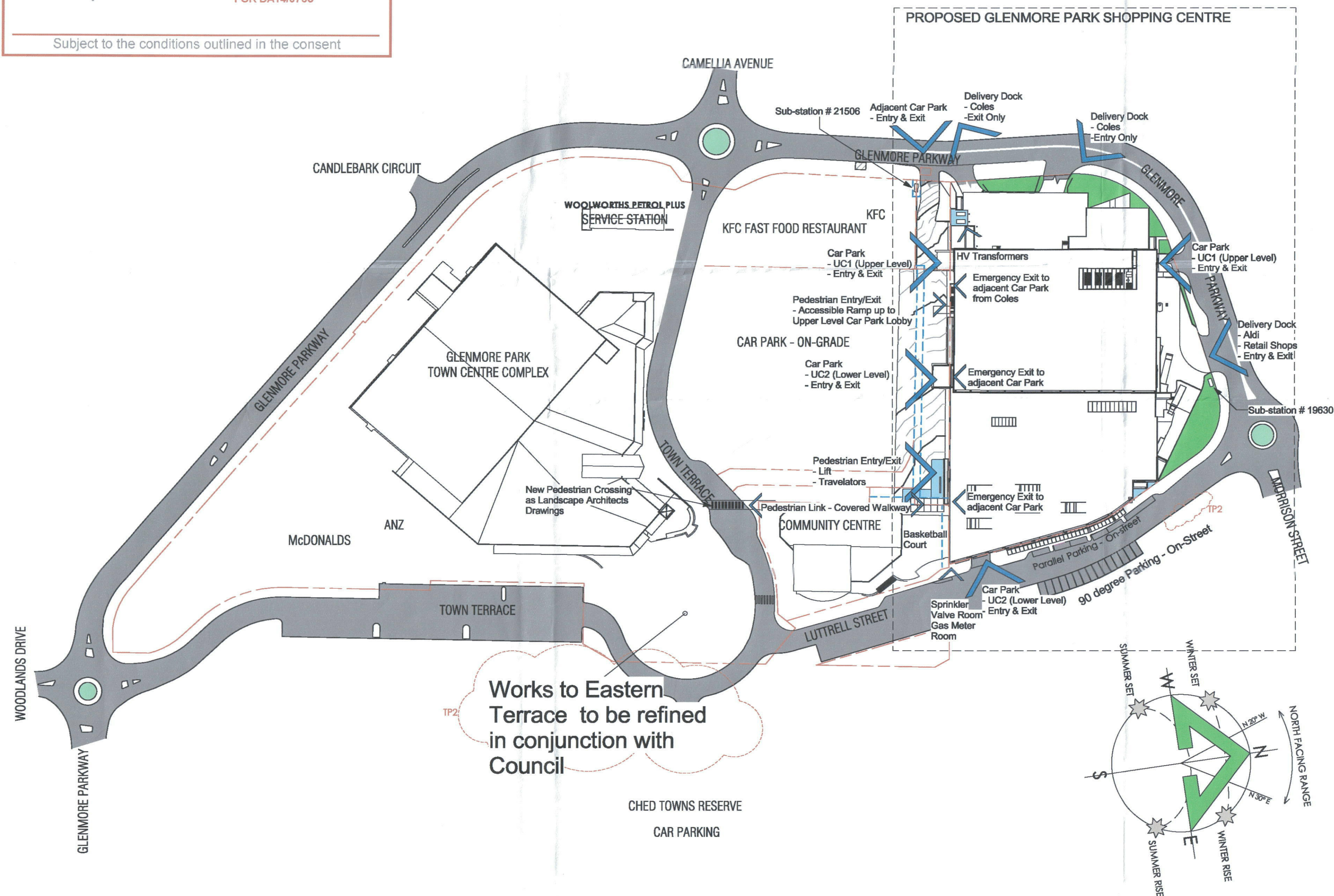
**PENRITH
CITY COUNCIL**

COUNCIL DOES
NOT ATTEST TO
THE ACCURACY
OF DETAILS
IN PLANS

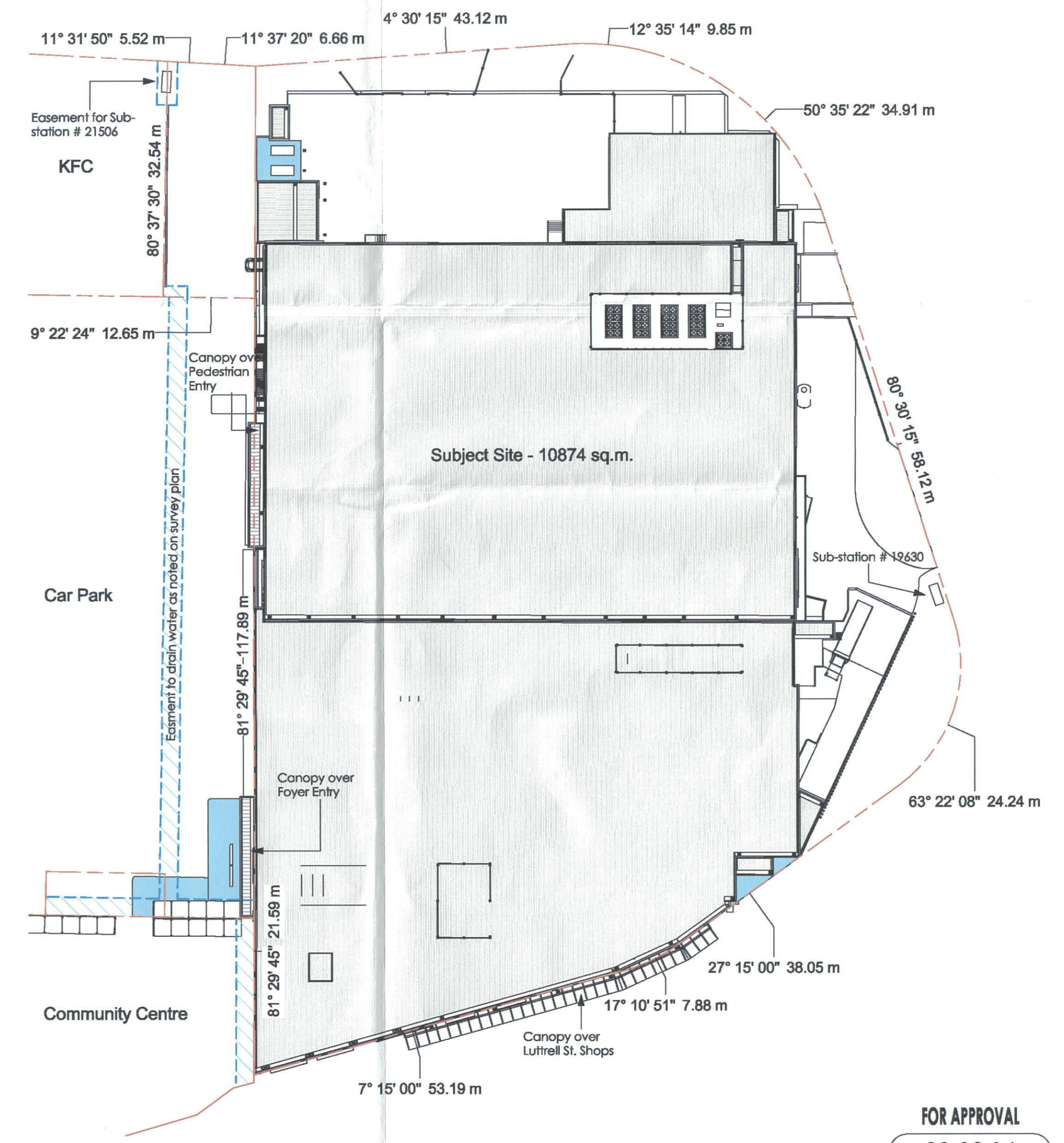
This plan / document relates
to Development Consent: **ENDORSED AMENDED PLANS
FOR DA14/0765**

Subject to the conditions outlined in the consent

PROPOSED GLENMORE PARK SHOPPING CENTRE 2014



① 9. Site/Location Plan - General Overview
1:1000



② 8. Site Plan - Title Boundaries
1:500

BENIER FRANCIS Pty Ltd
17 Prince Patrick Street, Richmond, VIC, 3121

Ph: 0407 829 719

Village Fair Glenmore Pty. Ltd.
Proposed Glenmore Park Shopping Centre,
Penrith, NSW

Revision:	Date:	Description:
TP2	21.03.16	March 2016 Amendments Issue
TP3	28.06.16	June 2016 Amendments Issue
TP4	03.08.16	August 2016 Amendments Issue
Site Plan - General Overview / Location Plan		
Project number	220/14	
Date	OCT 2015	
Drawn by	PB	
Checked by	JB	

FOR APPROVAL
03.08.16
NOT FOR CONSTRUCTION

DA002 TP4



Glenmore Park Shopping Centre

Proposed Development



Road Safety Audit Type: **Detailed Design Stage**

Client: **Village Fair Glenmore Park Pty. Ltd.**

Report Date: **17 March 2016**

Road Safety Audits Pty Ltd

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info@rsaudits.com.au

Suite 8, 79 Manningham Road
Bulleen, Victoria 3105 Australia



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12. SUMMARY AND CONCLUDING STATEMENTS	28

DOCUMENT ISSUE

Filename	Report Date	Revision	Auditors	Contact
RSA-04485	17 March 2016	1	Peter Harris Raj Muthusamy	Peter Harris

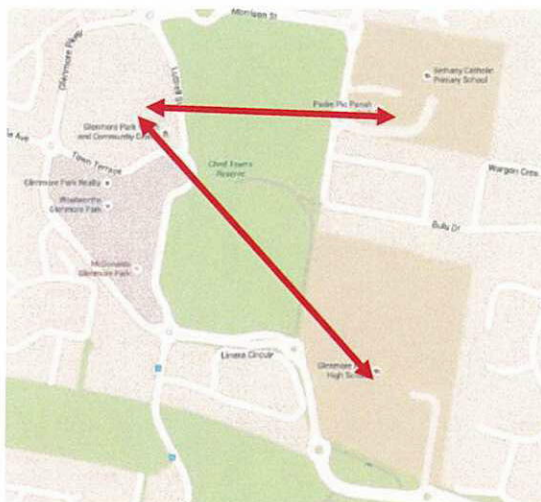
1. INTRODUCTION, PROJECT AND SCOPE

This is a detailed design stage road safety audit of the proposed shopping centre development at Glenmore Park and its effects on road users. This audit report does not extend to internal circulating areas within the centre but does make some suggestive comments.

The location is approximately one hour from central Sydney. There is an existing shopping centre and community centre, and 50km/h surrounding roads with roundabouts being common in the area.



There is a bus route on Glenmore Parkway. There is a primary school just east of the site, and a high school just south-east of the site.



2. AUDIT TEAM

The road safety audit was carried out by Peter Harris and Raj Muthusamy, both professional road safety auditors and accredited Senior Road Safety Auditors in all states of Australia with an accreditation scheme and Level 3 lead auditors under the NSW scheme.

3. METHODOLOGY

The audit was carried out in accordance with "Austroads Guide to Road Safety, Part 6: Road Safety Audit 2009" guidelines and NSW "Guidelines for Road Safety Audit Practices" (July 2011).

The purpose of the audit is to raise issues or deficiencies from a road safety perspective, and while it may do so at times, the purpose of the report is not to point out compliance with standards.

A site visit was carried out on 14 March 2016 during the day and night. The weather was hot, humid and sunny, and then cool with torrential rain and high wind. The site was carefully and methodologically driven and walked, with road user behaviour carefully observed.

4. AUDIT TYPE

This is formally a detailed design stage road safety audit. Austroads has the following to say on detailed design stage audits:

"This audit occurs on completion of the detailed road design but before the preparation of construction contract documents and finalisation of any land acquisition. This stage is the last opportunity to change the design before construction commences. The audit reviews the plans that will be used to build the project.

Drawings need to be at 1:500 or 1:200 scale (or larger), covering not only the general road layout and alignment, but also intersection layout details, signing, linemarking, drainage, lighting, fencing, landscaping, roadside objects, barriers, details of any signals, etc. The audit team considers how these aspects of the design will affect the operation of the scheme for all the different road user groups likely to use it.

This audit is very much concerned with the details especially of the road layout and the traffic arrangements. Attention to detail at this design stage can do much to reduce the costs and disturbance associated with last-minute changes that may otherwise occur if problems are not identified until the pre-opening stage. Thus it is important that the auditors are provided with drawings that contain the required details".

However, there are some fundamental issues raised in this report that are more of a 'preliminary' or 'functional' design nature. RSA P/L can not simply ignore these issues and agree to design aspects that have safety implications. Therefore, these issues have been raised.

5. PLANS SUPPLIED

- Cardno Traffic and Transport Assessment dated 29 May 2014
- Lanigan Civil 7 page plan set LC715-R1-R5, R10, R11, R12 all Rev A.
- Benier Francis plan BA102
- Landscaping plans by Wallbrink Landscape Architecture 1698-L11 Issue P2 (7 pages)
- No signs and line marking plans were supplied.

6. COMMENCEMENT MEETINGS

Due to logistics and timing issues, commencement meetings were held by telephone (several) to discuss the development.

7. AUDIT FOCUS

Based on this being a detailed design stage audit, and on the level of detail provided in the plans, the focus of the audit was on:

- Visibility and sight distance
- Vulnerable road users and crossings
- Lighting
- Hazards
- Access to property and development
- Parking
- Drainage
- Landscaping

8. REPORT LAYOUT

Due to the level of detail and number of images, this report explains the points one by one in Section 9 'Audit Points' and then provides a summary table allowing the design team to respond.

9. AUDIT POINTS

1. Luttrell Street: Pedestrian Crossings and Operating Speed

Part 1a – Speed Zone. Luttrell Street was surprisingly busy and vehicle operating speeds were 40-60km/h. The 'shared Zone' sign is clearly inconsistent with the operation of the road and fundamental shared zone design principles. This length of road is not suitable as a shared zone and it certainly is not acting like one. **Recommendation 1a:** The area shown in red below will be well suited to '40 Area' or '40km/h' signage in its current form but especially once the shopping centre development is complete.



Part 1b – Pedestrian Crossings. When on site it was felt that the youth centre would be better serviced with a crossing south of the new shopping centre access as shown below in yellow.



This is because of the nearby park and high school are in that direction, and evidenced by the well-trodden goat-track.

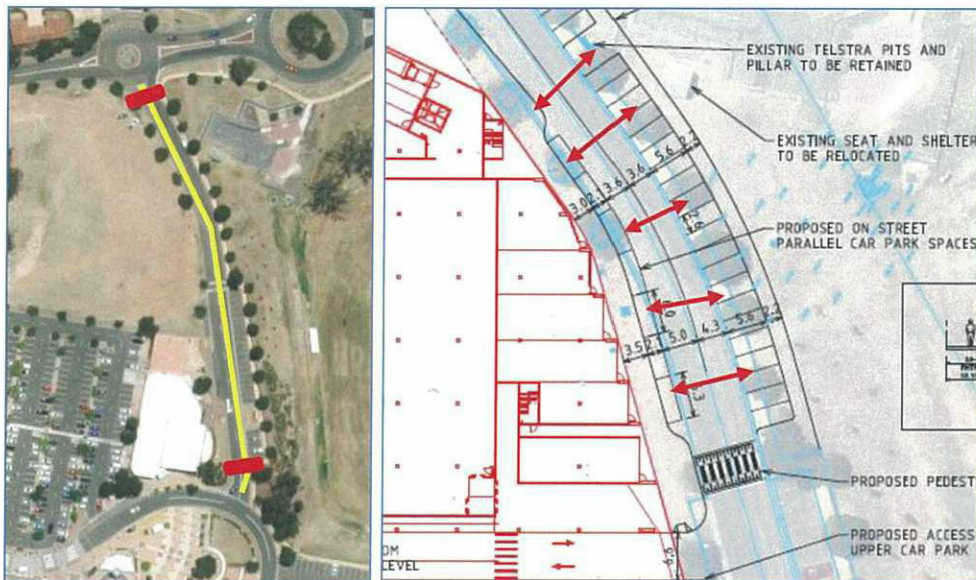


Also, with the new 90-degree parking on the east side, and the shop frontages on the west side, there will be a large increase in pedestrian crossing movements (red arrows below).

Therefore, a more strategic approach to speed-calming on this road length would see raised platform humps at both ends as well as the current one in the middle. This would keep speed low though this whole section and 'set the scene' immediately for motorists as they turn south into Luttrell Street.

It would also provide the following benefits:

1. A safety in design issue with the proposed pedestrian crossing at the roundabout (refer point 6).
2. An existing safety issue at the Luttrell Street/Town Terrace intersection (refer point 14).
3. Servicing the route from the youth centre to the park/school discussed on the previous page.



Recommendation 1b: Install raised platform hump crossings at both ends ('Wombat crossings').

Part 1c – pedestrian management. The channelised deceleration lane into the access cuts into the existing crossing rails at the front of the Community and Youth Centre as shown in red below, right in front of the steps. **Recommendation 1c:** Install light (crashworthy) pedestrian fencing along the kerb line in this area.

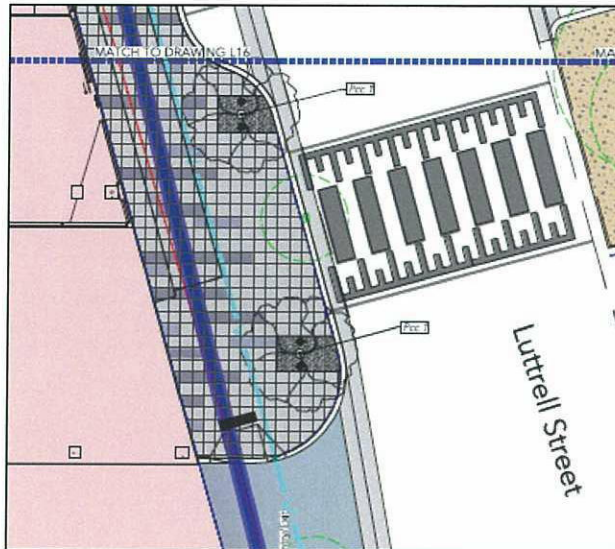


Part 1d – lighting. The nearest light to the proposed pedestrian crossing is 15m away. The general level of lighting at night was low. **Recommendation 1d:** Update lighting to standards and ensure that there is good lighting above any pedestrian crossings, especially any crossings without flashing warning lights.



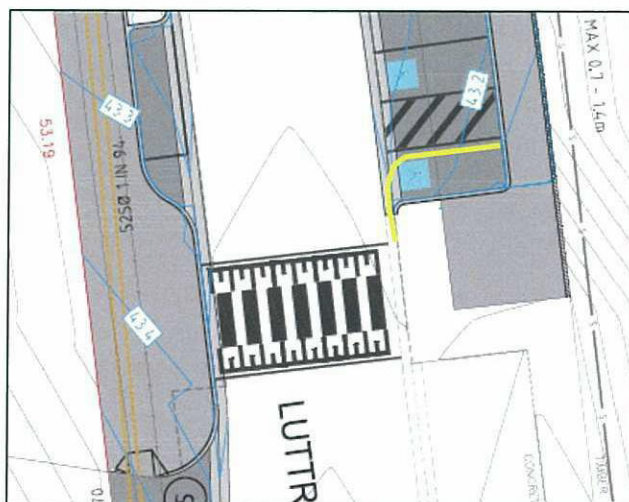
2. Luttrell Street: Shopping Centre Access

The two trees proposed near the pedestrian crossing are likely to interfere with sight lines from two perspectives; 1. To pedestrians about to step out onto the crossing, and 2. Drivers exiting the shopping centre. **Recommendation 2:** Omit these trees.



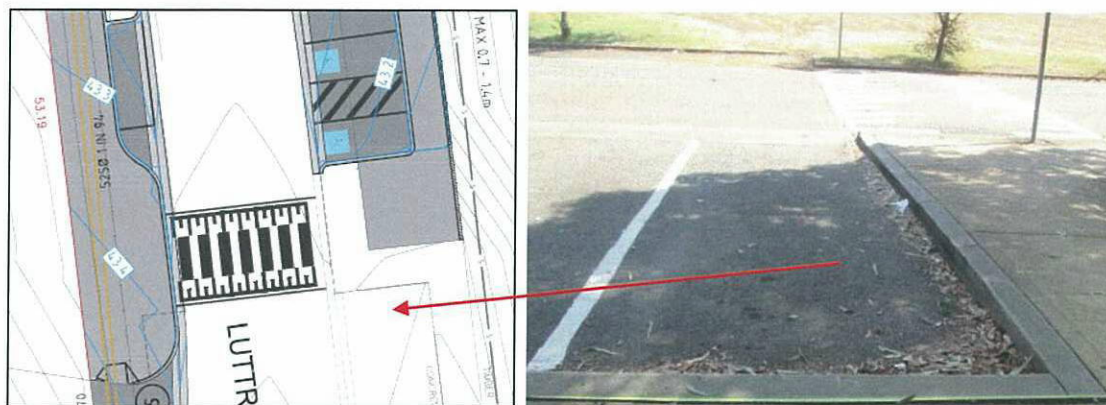
3. Luttrell Street: Safety in Maneuvering

Reversing maneuvers near pedestrian crossings should always be avoided where possible, especially disabled bays (where elderly drivers struggle to turn their head around). The proposal to have a disabled bay hard up against this crossing is considered to be high risk and should be avoided. Also, pedestrian crossings such as these typically have kerb outstands longer than what is shown on these plans. **Recommendation 3:** Omit this bay and lengthen kerb outstand.



4. Luttrell Street: Safety in Maneuvering

The existing bay just south of the proposed pedestrian crossing is substandard at 2.0m wide. Similar to the previous point, at an absolute minimum the kerb should be extended here to absorb this bay. **Recommendation 4:** Extend kerb to absorb the 2.0m bay at a minimum, but two bays preferred.



5. Luttrell Street: Fencing

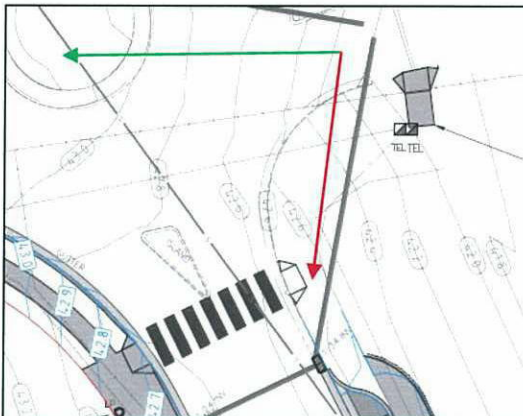
Recommendation 5: It is suggested that the existing fence openings be fixed as part of this upgrade to the road (there were several sections with missing rails).



6. Luttrell Street North – Pedestrian Crossing

When drivers on Morrison Street arrive at the roundabout about to turn left into Luttrell Street, much of their concentration is required to check for oncoming traffic. This is made challenging due to the signs and shadows (below-left). Their main focus is ahead-right, not hard-left towards pedestrians about to step onto the road. Even if they have the awareness to make this careful check, their visibility is obstructed by the fence and bollards.

Recommendation 6: Install this pedestrian crossing on a raised platform hump as per earlier point (or not at all). Relocate fencing to clear the sight line.



7. Morrison Street / Luttrell Street Intersection – Pedestrian Crossing East Side

Drivers were seen travelling east through the roundabout at relatively high speed, assisted by the down-hill approach and good sight lines to the south, and the wide and open road design (7m pavement width on the departure side).

It is considered inappropriate to encourage pedestrians to cross here with the formation of the kerb ramps and cut-through, especially when there is a good-quality facility already in place 15m east where sight lines are good and speeds are lower (image below-right).



Also, there is a goat-track that school children were seen using to cross at this unsafe location.



Recommendation 7: Do not install the ramps here. Install frangible fencing to channel pedestrians to the existing crossing.



8. Morrison Street / Luttrell Street Intersection – Swept Path

There is an existing swept path issue at this corner (from Morrison into Luttrell). This can be seen by the tyre tread, road damage and is probably why the bollards are in place. It is noted that this kerb line is not being modified as part of this project. It would seem to be a good opportunity to address this issue. **Recommendation 8:** Define the intent (e.g. "restrict the turn to Xm long vehicles)". Adjust the kerb line to accommodate the design vehicle. Install necessary measures to stop larger vehicles (e.g. larger bollards and a sign).



9. Morrison Street / Luttrell Street Intersection – Hazards

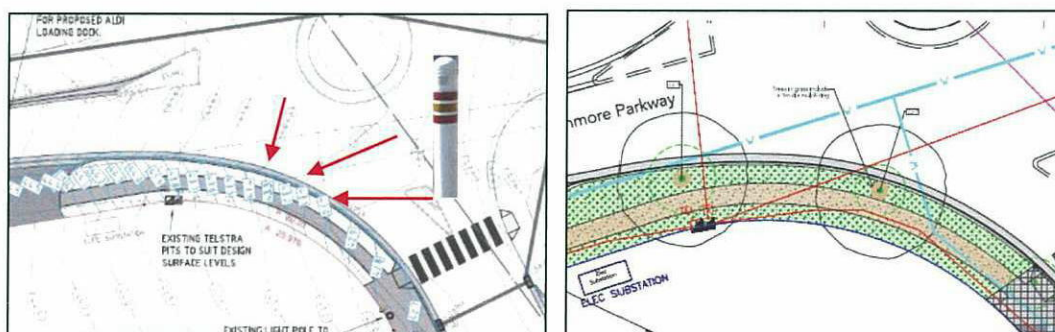
Drivers were seen travelling west through the intersection at relatively high speed, probably partly due to the wide pavement and the ability to be able to drive through in a straight 'drive-line' (mock up below-right).



Accordingly, the risk of loss of control is considered to be relatively high.

Recommendation 9a: Omit the two trees proposed in the errant vehicle runout area.

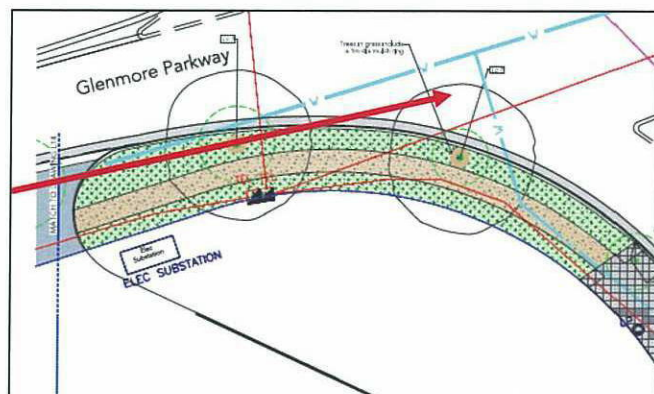
Recommendation 9b: Consider installing some energy absorbing bollards (Omni-Stop bollards) in the typical errant vehicle departure area to improve pedestrian safety.



10. Main truck loading access

It is critical that the sight line for truck drivers exiting the loading dock is kept clear.

Recommendation 10: Keep this area clear of possible obstructions, including the trees as per point 9.



11. Central Island

The median will have a significant impact on the swept path of vehicles. **Recommendation 11:** Check swept paths for the design vehicles.

12. Central Island

The presence of the central island median will mean that residents at the housing estate will have to do u-turns at the roundabout to travel east. Although this is legal, it increases the likelihood of conflict with Luttrell Street traffic who are likely to often assume that the vehicle is turning into Luttrell Street, not u-turning.



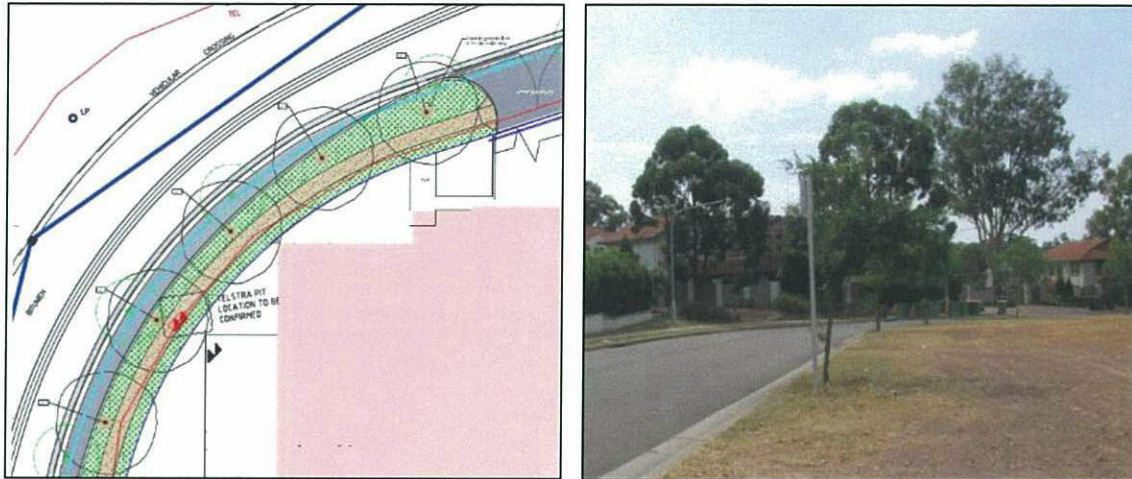
Recommendation 12: Nil

13. Raised Median

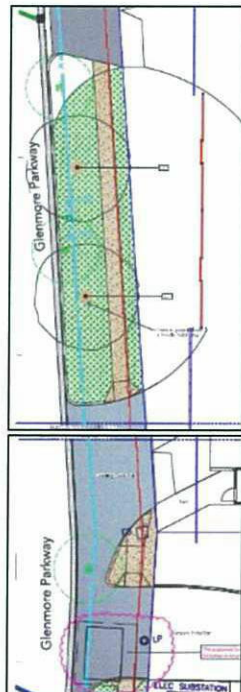
Although the 300mm raised median is an unusual height, given that this is a low speed area no safety concerns are raised with its shape. However, this continuous median shape will mean that drivers won't be able to pass a broken down vehicle. **Recommendation 13:** Consider this issue.

14. Sight lines - West Side

The trees proposed around the corner have a strong potential to interfere with sight lines for the loading dock.



This is also the case for the main public access on the west side. **Recommendation 13:** It is critical that sight distance is not obstructed by these trees. If there is a possibility of this occurring, then they should be omitted (consider installing them in the 900mm wide median where they are relatively shielded as hazards by the 300mm high kerb).



15. Luttrell Street / Town Terrace Intersection

Drivers were seen cutting across from Luttrell Street into Town Terrace (towards the shops) too fast. **Recommendation 15:** Install speed hump as per earlier point, or a splitter island.



16. Pedestrian Crossing

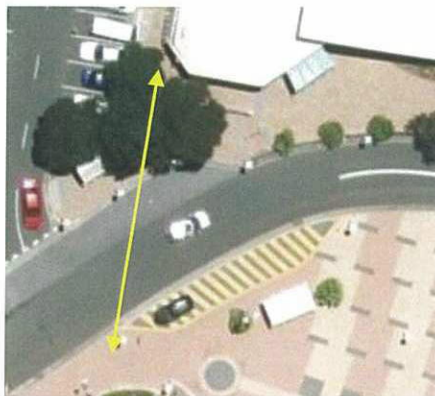
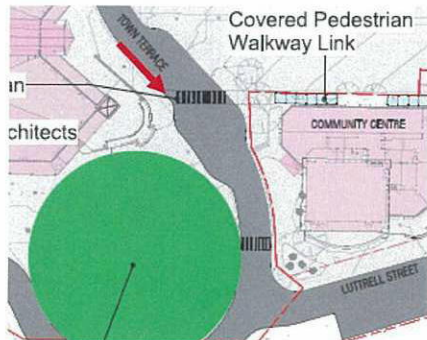
The proposed crossing shown below on one of the plans is a significant safety risk. It is positioned around a curve with poor sight lines. **Recommendation 16:** Omit this crossing.



17. Pedestrian Crossing

The proposed crossing shown below is across 15m of pavement and parking/loading areas.

Recommendation 17: Review the design and consider how this will work.



18. Documentation

There are no signs and line marking plans or a clear set of typical traffic engineering 'general arrangement' plans. **Recommendation 18:** Typically these would be available at detailed design for a project with a footprint of this scale.

19. Existing Car Park Deficiencies

This section highlights some deficiencies in the existing car park. Although it is slightly beyond the immediate scope of assessing the new access points, it is raised for consideration because it appears that design elements of the current car park are being replicated into the new car park where they interact at the northern end.

Signs are badly faded.



Although the signs are in place, it is not functionally a 'shared zone'. On one approach the faded sign is far off on the left and there is little to make it feel like a shared zone. Operating speeds are well above 10km/h.



The painted marking across the car park is an old fashioned non-functional and ambiguous feature. There is no origin-destination line east-west in this orientation. All car park users are travelling to-from the shops and are forced to walk along the aisles.



These markings do not denote a 'zebra crossing' which makes them ambiguous (some pedestrians might step out thinking it is a zebra crossing). Also, sight lines are very poor. At best these strips are a waste of space. At worst they are a safety and liability risk.



Modern well-designed car parks have pedestrian spines at kerb level linking origins and destinations. Examples below.



The parking bay lengths are 4.8m which is incorrect. 4.8m long bays assume 600mm is available for vehicle overhang which is not the case here (due to trees and poles). This can result in vehicles overhanging into the aisles as shown below-right.



Sight lines were poor at some of the intersections including the large main pedestrian crossing on the west side (image below-right).



Pedestrians are led out from the crossings / 'shared zone' into a main circulation aisle with vehicles turning towards them around corners.





Pathways lead to nowhere.





10. SUMMARY TABLE

Glenmore Park Shopping Centre

Design Stage Road Safety Audit

This is a summary table only to provide a response area. Refer Section 10 for audit findings and reasoning.

	Audit Point	Comment / Suggestion	Design Team		Status
			Response		
1a	'Shared zone' signage at the existing hump is not correct.	Review speed strategy and consider 40km/h signage. Other: Urgent / Important / Minor / Consider / Compliance			
1b	There is no speed-calming along Luttrell Street.	Provide wombat crossings at both ends. Risk Rating: Occasional + Serious = High Risk Rating with Recommendation: Occasional + Minor = Medium Other: Urgent / Important / Minor / Consider / Compliance			
1c	Deceleration lane being cut into the frontage of the youth centre.	Provide pedestrian fencing. Risk Rating: Occasional + Serious = High Risk Rating with Recommendation: Occasional + Minor = Medium Other: Urgent / Important / Minor / Consider / Compliance			
2	Trees will interfere with sight lines at Luttrell Street access.	Omit trees. Risk Rating: Probable + Minor = High Risk Rating with Recommendation: Occasional + Minor = Medium Other: Urgent / Important / Minor / Consider / Compliance			
3	Parking bays too close to crossing.	Omit bay and lengthen kerb outstand. Risk Rating = Probable + Serious = Intolerable Risk Rating with Recommendation: Occasional + Minor = Medium Other: Urgent / Important / Minor / Consider / Compliance			
4	Parking bays too close to crossing and currently wrong width.	Omit bay (2 preferred) and lengthen kerb outstand. Risk Rating = Probable + Serious = Intolerable Risk Rating with Recommendation: Occasional + Minor = Medium Other: Urgent / Important / Minor / Consider / Compliance			



	Audit Point	Comment / Suggestion	Design Team	
			Response	Status
5	Luttrell Street fencing is falling apart in places.	Fix damaged fence. Other: Urgent / Important / Minor / Consider / Compliance		
6	Luttrell Street north at-grade crossing is a hazard.	Install this as a wombat crossing or not at all. Risk Rating = Probable + Serious = Intolerable Risk Rating with Recommendation: Improbable + Minor = Low Other: Urgent / Important / Minor / Consider / Compliance		
7	Luttrell Street pram ramps encourage crossing at unsafe location.	Omit from design and install pedestrian fencing. Risk Rating: Occasional + Serious = High Risk Rating with Recommendation: Improbable + Minor = Low Other: Urgent / Important / Minor / Consider / Compliance		
8	Swept path issue at Luttrell Street roundabout.	Design the turn for the design vehicle. Other: Urgent / Important / Minor / Consider / Compliance		
9a and 9b	Morrison Street to Luttrell Street westbound – hazards.	9a: Omit trees. 9b: Consider pedestrian protection. Risk Rating: Occasional + Serious = High Risk Rating with Recommendation: Occasional + Limited = Low Other: Urgent / Important / Minor / Consider / Compliance		
10	Sight lines critical at main truck access.	Ensure sight lines are good when viewing to the east. Risk Rating = Probable + Serious = Intolerable Risk Rating with Recommendation: Occasional + Minor = Medium Other: Urgent / Important / Minor / Consider / Compliance		
11	Central island will limit the swept path of vehicles.	Check that all necessary turn can be made by the design vehicle. Other: Urgent / Important / Minor / Consider / Compliance		
12	Central island will force more u-turns.	Nil. Risk Rating: Occasional + Minor = Medium Other: Urgent / Important / Minor / Consider / Compliance		
13	Central island will not allow for passing of a broken down vehicle.	Consider this issue. Other: Urgent / Important / Minor / Consider / Compliance		



Audit Point	Comment / Suggestion	Design Team	
		Response	Status
14	Sight lines at west side might be obscured by trees.	Ensure sight line is clear. Consider relocating trees to median. Risk Rating = Probable + Minor = High Risk Rating with Recommendation: Occasional + Limited = Low Other: Urgent / Important / Minor / Consider / Compliance	
15	Speeding at Luttrell Street / Town Terrace Intersection.	Install raised hump as per previous, or a splitter island at a minimum. Risk Rating = Probable + Minor = High Risk Rating with Recommendation: Occasional + Limited = Low Other: Urgent / Important / Minor / Consider / Compliance	
16	Proposed pedestrian crossing at community centre not safe.	Omit. Risk Rating = Probable + Serious = Intolerable Risk Rating with Recommendation: Improbable + Serious = Medium Other: Urgent / Important / Minor / Consider / Compliance	
17	Proposed pedestrian crossing at community centre closer to shopping centre ambiguous.	Review design. Other: Urgent / Important / Minor / Consider / Compliance	
18	No signs and line marking and general arrangement plans supplied.	Normally these would be available at detailed design. Other: Urgent / Important / Minor / Consider / Compliance	
19	Existing car park deficiencies.	Take into consideration for the new design. Other: Urgent / Important / Minor / Consider / Compliance	

11. RISK RATINGS

Where applicable, a risk rating was assigned using the Austroads Road Safety Audit risk rating system, as follows:

How often the problem is likely to lead to a crash

Frequency	Description
Frequent	Once or more per week
Probable	Once or more per year (but less than once a week)
Occasional	Once every five or ten years
Improbable	Less often than once every ten years

Likely severity of the resulting crash type

Severity	Description	Examples
Catastrophic	Likely multiple deaths	High-speed, multi-vehicle crash on a freeway. Car runs into crowded bus stop. Bus and petrol tanker collide. Collapse of a bridge or tunnel.
Serious	Likely death or serious injury	High or medium-speed vehicle/vehicle collision. High or medium-speed collision with a fixed roadside object. Pedestrian or cyclist struck by a car.
Minor	Likely minor injury	Some low-speed vehicle collisions. Cyclist falls from bicycle at low speed. Left-turn rear-end crash in a slip lane.
Limited	Likely trivial injury or property damage only.	Some low-speed vehicle collisions. Pedestrian walks into object (no head injury). Car reverses into post.

Resulting level of risk

	Frequent	Probable	Occasional	Improbable
Catastrophic	Intolerable	Intolerable	Intolerable	High
Serious	Intolerable	Intolerable	High	Medium
Minor	Intolerable	High	Medium	Low
Limited	High	Medium	Low	Low

Treatment Approach

Risk	Suggested treatment approach
Intolerable	Must be corrected.
High	Should be corrected or the risk significantly reduced, even if the treatment costs is high.
Medium	Should be corrected or the risk significantly reduced, if the treatment cost is moderate, but not high.
Low	Should be corrected or the risk reduced, if the treatment cost is low.

If a risk rating is not applicable to the audit point, a more relevant assessment of importance may have been assigned such as 'compliance' / 'important' / 'urgent' / 'minor'.

12. SUMMARY AND CONCLUDING STATEMENTS

No major concerns were raised with the access points themselves other than the potential for sight line interference by trees.

However, significant issues have been raised with the proposed pedestrian crossings, the absence of speed reduction measures along Luttrell Street, and some of the parking bays hard up against the wombat crossing.

The audit has attempted to balance the safety needs of all road users within the site/design constraints. As per Austroads guidelines, the suggestions provided have attempted to be realistic/feasible and commensurate with the actual risk posed. Although it attempts to raise all potential safety risks, this is generally not practicable due to a limited knowledge of the site and the design. Agreement to the issues and/or suggestions does not necessarily eliminate risk.

A road safety audit is fundamentally a subjective qualitative process highly influenced by the experience and views of the individual team members. It is expected that the project team has competence to incorporate any audit findings into the broader design-risk decision process and to ask the audit team further questions where necessary.

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17/03/2016

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