February 2020

Operational Plan of Management

Beverley Park Golf Club

Maintenance & Staff Amenities Building

No. 87a Jubilee Avenue, Beverley Park

OPERATIONAL PLAN OF MANAGEMENT

For: Beverley Park Golf Club Maintenance & Staff Amenities Building

Location: 87a Jubilee Avenue, Beverley Park, NSW, 2217

Date: February 2020

CONTENTS

INTRODUCTION..... 2

OPERATIONAL MATTERS..... 2

PART 1 – Hours of Operation..... 2

PART 2 – Staff Numbers..... 3

PART 3 – Noise Management Measures..... 3

PART 4 – Storage of Chemicals and Hazardous Materials..... 3

PART 5 – General Cleanliness and Waste Management..... 4

PART 6 – Wash Down Bay..... 4

PART 7 – Fuel Storage Area and Fuelling Bay..... 4

PART 8 – Course Maintenance Material Storage Bins..... 4

PART 9 – Complaints Management..... 5

***ATTACHMENT A*:** Beverley Park Golf Club – Early Morning Start Policy

***ATTACHMENT B*:** Complaints Register

INTRODUCTION

This Operational Plan of Management relates to the use and operation of the new Maintenance & Staff Amenities Building for the Beverley Park Golf Course at No. 87a Jubilee Avenue, Beverley Park.

The Objectives of the Operational Plan of Management are:

a) To detail the nature of the operations at the Maintenance & Staff Amenities Building.

b) To ensure that the premises is properly maintained and operates in a manner which maintains a high level of safety and amenity.

c) To minimise any adverse impacts arising from the operation of the premises on any adjoining properties or the neighbourhood.

d) To detail a methodology for complaints handling, including the keeping of a Complaints Register.

OPERATIONAL MATTERS

PART 1 – Hours of Operation:

1. The standard hours of operation of the Maintenance & Staff Amenities Building, as previously acknowledged by (the former) Kogarah City Council are:

   - 4am (arrival of staff) to 2.30pm Monday to Friday; and
   - 3.30am (arrival of staff) to 8am Saturdays and Sundays.

2. Because golf games / competitions often start at first light, there is a need for course staff to begin work in the early morning hours in order to have the course ready for the days play in accordance with the 'Rules of Golf'. Beverley Park Golf Club recognises and values the neighbouring residential properties and therefore, aims to minimise any adverse impacts to neighbours that may arise due to early morning starts. Accordingly, an Early Morning Start Policy has been prepared by the Course Superintendent and all green keeping staff and volunteers will be required to read, sign and adhere to the requirements of this Policy.

   A copy of the Policy is provided at ***Attachment A*** of this document.

PART 2 – Staff Numbers:

1. There are currently six (6) full time staff, including the Course Superintendent, as well as four (4) volunteers, who generally assist on Mondays, but may attend the course on other days as well.

PART 3 – Noise Management Measures:

1. Early morning operations both at and originating from the Maintenance & Staff Amenities Building are to be carried out in accordance with the Beverley Park Golf Club – Early Morning Start Policy contained at ***Attachment A*** of this Operational Plan of Management.

2. All operations at or in the vicinity of the Maintenance & Staff Amenities Building are to be carried out in accordance with the noise control recommendations set out in Chapter 5.0 of the Environmental Noise Impact Assessment report prepared by Day Design Pty Ltd and dated 16 October 2019.

3. All vehicular ingress/egress to the building is to occur from the western side of the building only. This also applies to pedestrian movements to and from the building prior to 7am.

4. All staff arriving at the site prior to 7am are to utilise any available parking space that is furthest from the residential premises that adjoin the eastern boundary adjacent to the building.

5. Where green keeping equipment/vehicles leave the building prior to 7am, they are to commence work at a point furthest from any residential premises. No green keeping work using noise generating machinery is to be undertaken within 70m of a residential premises prior to 7am.

6. The use of the bobcat and any noise generating tools such as chainsaws in the vicinity of the building are only to occur between the hours of 7am and 6pm Monday to Friday and between 8am and 6pm Saturdays, Sundays and Public Holidays. The only exception would be in the case of an emergency or unforeseen circumstances such as a fallen tree or a burst water pipe.

7. The use of the mechanical workshop and maintenance of green keeping equipment is only to occur between the hours of 7am and 6pm Monday to Friday and between 8am and 6pm Saturdays, Sundays and Public Holidays. The only exception would be in the case of emergency repairs.

8. All truck deliveries to the site are to occur between the hours of 7am and 6pm Monday to Friday and between 8am and 6pm Saturdays, Sundays and Public Holidays.

PART 4 – Storage of chemicals and hazardous materials:

1 With the exception of diesel and unleaded petrol stored in the self-bunded storage tanks, no chemicals or hazardous materials are to be stored within the premises. (N.B. all chemicals and hazardous materials are to be stored in the secure storage facility located in the centre of the course).

PART 5 - General Cleanliness and Waste Management:

1 The $3m^3$ waste bin is to be located on the western side of the building at all times and is to be kept in a tidy manner.

2 Waste material is to be placed in the waste bin on a daily basis and waste materials that have not been transferred to the bin are not to accumulate within or outside the building.

3 A minimum weekly collection of waste and recycling by the appointed waste contractor.

PART 6 – Wash Down Bay:

1 The hosing / cleaning of all machinery / equipment is only to occur within the wash down bay to ensure that all organic material / sediment and waste water drains to the collection pit and then passes through the Oil Water Separator prior to discharge to the sewer.

2 All wastewater discharge to the sewer is to be in accordance with the conditions set out in the Permit to Discharge Wastewater issued by Sydney Water on 16 October 2019.

3 Waste Oil and sludge from the sludge outlet and waste drum will be collected on an 'as needed' basis by Waste Oil Collection, ABN: 72 619 195 765 (www.wasteoilcollection.com.au).

PART 7 – Fuel Storage Area and Fuelling Bay:

1 The designated fuel storage area (tank chamber), has been designed and is to be constructed in accordance with Section 8.6 of *AS 1940-2017 – The storage and handling of flammable and combustible liquids*.

2 A fire extinguisher (Class B) is to be installed inside the fuel storage area and the inside of the external access doors are to be fitted with single movement push bars to eliminate the potential for entrapment.

3 All vehicles/machinery/equipment is to be refuelled within the fuelling bay.

4 The fuel spill pit located in the centre of the fuelling bay is to be checked on a regular basis (minimum twice weekly) and is to be pumped out as necessary. All spilled fuel is to be collected and disposed of by a licensed contractor on an 'as needed' basis.

5 Refilling of the fuel storage tanks is to be carried out by a registered fuel supply contractor.

PART 8 – Course Maintenance Material Storage Bins

1 The two sand and soil storage bins are to be covered with a suitable soft cover at all times other than when in use, in order to minimise the potential for dispersion of the material through wind and water erosion.

PART 9 – Complaints Management

To ensure that all complaints are appropriately recorded and acted upon, a Complaint Monitoring System has been established as part of this Operational Plan of Management.

In the case where a resident or land owner/occupier adjacent to the premises believes that they have cause to make a complaint, it may be made in writing to the Senior Manager of Beverley Park Golf Club by one of the following means:

- Email
- Mail
- Letter (delivered by hand)

The Senior Manager of Beverley Park Golf Club (or other nominated person) is to take all necessary and timely action to rectify the matter and is to notify the complainant in writing of the action taken to rectify the problem.

To assist in the investigation of the potential problem, it is suggested the following information be obtained by / provided in writing to the Senior Manager:

- The exact nature and details of the incident;
- The date and time of the incident; and
- The full name and address of the complainant.

The details are to be recorded once a complaint has been actioned and a record kept on site and made available on request to demonstrate compliance in what is labelled as the "Complaints Register".

A pro forma providing an example of the information required to be kept is provided at ***Attachment B***.

Following the receipt of a complaint, the Complaints Register is to be tabled at the next available Golf Club Board Meeting and the legitimacy of the complaint is to be investigated and/or discussed. Details of each complaint are to be recorded in the Board Meeting minutes and together with the Complaints Register, this information is to be submitted to Georges River Council on an annual basis.

In receiving a complaint from a neighbouring resident/land owner, the Senior Manager is to adhere to the following guidelines:

1. If the comment/complaint is about a problem that is actionable immediately, appropriate action is to be taken to alleviate the problem immediately.

2. If the problem is not actionable immediately, the resident/landowner is to be contacted in writing by the Senior Manager of the Golf Club and informed of the progress and anticipated timeframe for action of their complaint.

3. Once all actions are completed, the matter is to be recorded and filed in the Complaints Register to be held by the Senior Manager.

Attachment A:

Beverley Park Golf Club – Early Morning Start Policy

Beverley Park Golf Club Ltd
ABN 60 000 051 383
87 Jubilee Avenue
Beverley Park NSW 2217
Ph 02 95873424 F: 95538977
www.bpgc.com.au

Beverley Park Golf Club- Early Morning Starting Policy

Beverley Park Golf Club recognises and values the neighbouring properties that surround the Golf Course. Beverley Park Golf Club employees have a responsibility to the community to conduct themselves in a manner that is appropriate and free from reckless actions that would harm the relationship of our neighbours and the community.

Entrance to the Maintenance Shed car park:

- By vehicle will be quiet and slow
- All radios turned down
- Driving lights to be dimmed
- Minimise the amount of talking until employees have entered the shed compound

Starting Machinery:

- Follow the machine start up procedure as outlined in the Operator's Manual
- Keep the machine on low revs whilst moving the vehicle out of the shed and parking
- When using a particular machine for course maintenance, the machine is to be idled out of the shed and kept on idle until you reach the tree line on the western side of the sixth (6th) fairway.
- At this point, the machine can then gradually be moved to higher revs before full operation to commence

Areas of Concern:

- Course staff are to be very mindful of the areas of maintenance that are directly adjacent to the following:
  - Putting Green
  - Second (2nd) Green
  - Sixth (6th) Green
- Course staff still have a commitment to the golfing community to have the course set-up prior to competition play however do need to be considerate of our neighbours

Weekend Overtime Work:

- Machines are to be located in the middle compound on a Friday afternoon so that they can be accessed by employees on Saturday and Sunday mornings.
- Due to the earlier than normal start times, employees are to be more vigilant in their work practices and the noise that they make. Ensure that no undue noises are made whilst going about your work.

Course Superintendent will undertake to:

- Consult with all employees regarding any issues that may arise
- Provide machinery that are in good working order and comply with this Policy

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Employees are responsible for:

- Adhering to all set Policies of Beverley Park Golf Club
- Adhering to all procedures and work practices as directed

This policy will be reviewed in the light of club changes. We believe that the success of this policy depends upon the commitment of all employees towards maintaining a satisfying workplace throughout Beverley Park Golf Club.

Failure to observe this Policy:

- Will result in Disciplinary Actions being taken against the employee responsible
- Dismissal from employment at Beverley Park Golf Club.

Senior Club Manager:	Signature:	Date:
Course Superintendent:	Signature:	Date:
Employee:	Signature:	Date:
Witness:	Signature:	Date:

Attachment B:

Beverley Park Golf Club – Complaints Register

Beverley Park Golf Club Complaints Register		
Date:	**Time:**	**Register Form No.:**
Nature of Complaint:		
Name, Address and contact number of person / Police / Council reporting complaint:		
Name of staff on Duty:		
Action Taken:		
Outcome / Further Actions:		