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PLAN OF MANAGEMENT

Anytime Fitness Macquarie Park

Retail Unit 7/1 Griffnock Avenue,
Macquarie Park, NSW, 2113

Lot 101/-/DP1263183

1 March 2024

Prepared by Prestige Town Planning Pty Ltd for submission to Ryde City Council
on behalf of TILT MAC Pty Ltd T/A Anytime Fitness Macquarie Park.

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Introduction

This Plan of Management has been prepared by Prestige Town Planning Pty Ltd on behalf of TILT MAC Pty Ltd T/A Anytime Fitness Macquarie Park to accompany the Development Application for extended 24/7 operations to the use of Retail Unit 7 in Building D of the “Macquarie Exchange” development at 1 Griffnock Avenue, Macquarie Park, NSW, 2113 (AKA 396 Lane Cove Road and 36-40 Waterloo Road Macquarie Park, NSW, 2113) as a “Recreation Facility – Indoor” (24/7 Anytime Fitness Gymnasium).

Purpose of this Plan of Management

The purpose of this Plan of Management is to describe the operational details of the business and outline measures that should be implemented in order to mitigate any potential impacts on adjoining tenancies and properties. Details in the plan include the number and hours of staff that is to be employed on the premises, safety, security and access arrangements as well as noise and patron management.

Anytime Fitness Operation Overview

Anytime Fitness is designed to operate differently to a traditional gymnasium whereby the premises are generally much smaller in nature and scale and are accessible on a 24-hours a day, 7 days a week basis. Members can come and go whenever they please with the implementation of unique security access systems. Members are able to let themselves in with a personal access fob and therefore provides a service to those unable to attend typical gymnasiums during their regular business hours. Due to the size, design and general low intensity operations of the Anytime Fitness club brand, potential environmental impacts are observed to be relatively low when compared to other more traditional gymnasium models.

Hours of Operation

The trading hours of the facility shall be 24 hours a day, Monday to Sunday, including all public and bank holidays.

Staffing

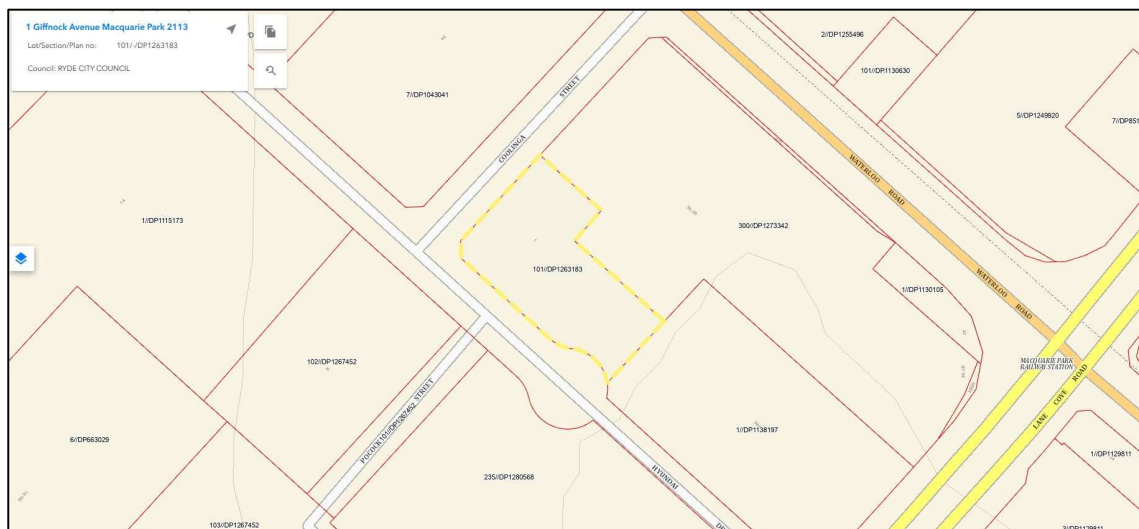
The premises shall generally operate with a maximum of 3 staff members (Manager, Assistant and/or Personal Trainers). and is to be staffed during the following hours as an absolute minimum:

- Monday - Friday: 8:00am – 7:00pm
- Saturday: 8:00am – 1:00pm

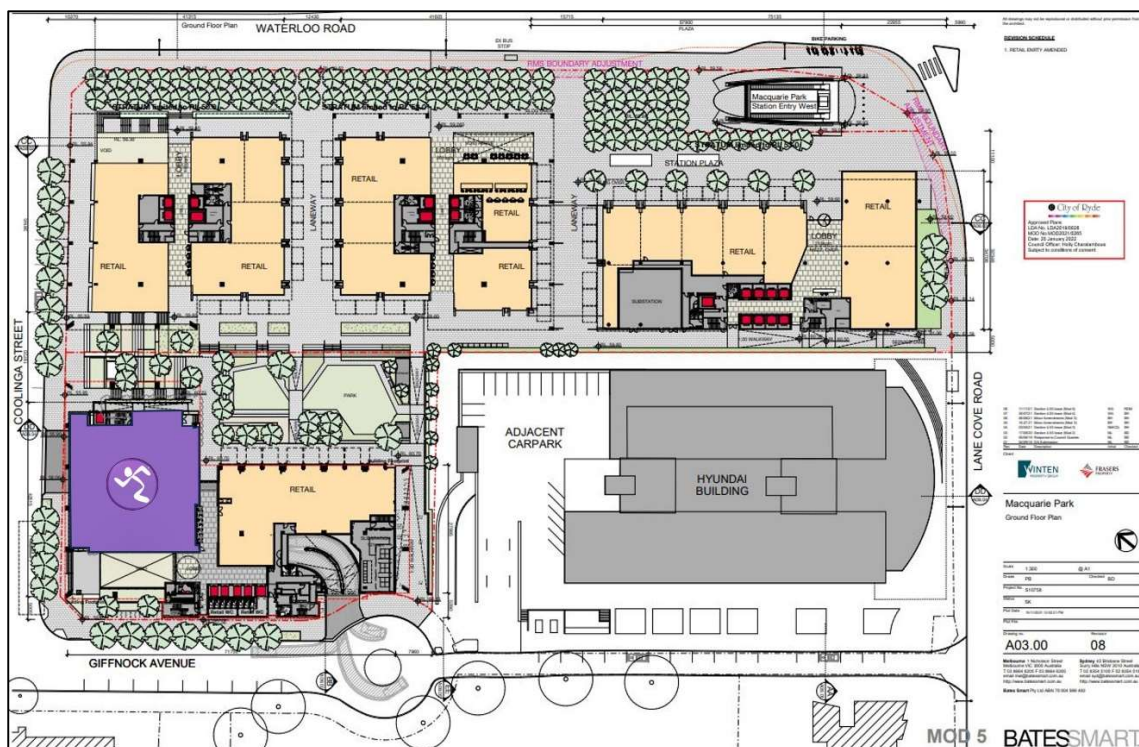
Staffing hours are subject to change as required by market and/or member demand.

The Site

The site address relates to Retail Unit 7 in Building D of the “Macquarie Exchange” development at 1 Griffnock Avenue, Macquarie Park, NSW, 2113 (AKA 396 Lane Cove Road and 36-40 Waterloo Road Macquarie Park, NSW, 2113) – Lot 101/-/DP1263183. The subject tenancy consists of 800m² GFA and is situated on the Ground Floor Level of Building D, which in turn is located on the North-Eastern corner of the Giffnock Avenue, Hyundai Drive and Coolinga Street intersection. The greater development consists of four (4) commercial/retail orientated buildings including a 17 storey gateway building and three 9 storey buildings with a gross floor area of 83,368m² comprising a mix of offices and retail tenancies. The development also features four (4) levels of shared basement parking to accommodate (834) parking spaces and end of trip facilities.



Locality Map – NSW ePlanning Portal – Accessed January 2024



Site Plan – Bates Smart Pty Ltd – City of Ryde eServices – MOD2021/0265 – Downloaded January 2024 – Superimposed

Access, Safety and Security

Personal Access Cards and Safety

Access to the facility by patrons will be granted through the use of personal access fobs, uniquely assigned to each member. Only patrons with an active membership fob will be able to access the club outside of staffed hours. The fob has a unique identity for each member, allowing the tracking of member attendance and preventing access to all non-members outside of staffed hours, with entry being conditional upon an active access fob.

Closed Circuit Television Cameras

A CCTV system will be utilised with continual 24-hour digital video recording and remote viewing capabilities. High resolution cameras will be positioned at the member's entrance with a number of cameras strategically positioned throughout the facility to maximise the observation of access points as well as reasonable locations within the premises. The facility has been designed with the security of members, staff and guests as a top priority and have been designed to securely operate as a 24-hour facility, not requiring staff to be present. This is done by a state-of-the-art system encompassing the use of CCTV cameras, intrusion detection system, remote monitoring, tail-gate detectors and Crime Prevention through Environmental Design (CPTED) design principles. There will be a number of high-resolution CCTV cameras installed throughout the facility. These cameras will cover all areas of the gymnasium - apart from the bathrooms - including the immediate entrance.

These cameras will be continuously recording, and all video recorded will be stored for a minimum of 28-days for review if an incident occurs and needs to be reviewed for investigation. The CCTV footage will also be available to the hired security company as well as the owner of the facility from any computer via a secure log-in over the internet. This offers a great deal of immediacy, be there a security or safety issue at the gymnasium. During un-staffed hours, it is important to note that the facility can be accessed by signed members only who are in possession of an active swipe fob.

People who do not hold a membership to an Anytime Fitness club are not able to access the gymnasium outside un-staffed hours. To ensure that active members of Anytime Fitness are not 'tail-gated' by intruders trying to use the facility, or trying to sneak non-members in, a state of the art 'tail gate detection' system will be installed at the member's entrance. This system monitors the entrance to ensure that only one person enters per member swipe. The facility uses laser sensors placed at each side of the doorway to detect the number of people entering.

This works in conjunction with a dedicated high-resolution camera facing the entrance. If a 'tail-gate' is detected the system will set off a soft beeping alarm to alert the member that they have been followed, the security camera is then triggered to record at a higher framerate to capture clearer video. The security company is then also alerted and will make a visit to the site if and as required. This system is in place to ensure the safety of members, and information can be recorded as to show who is in the facility at any given time.

Lanyards equipped with emergency buttons are also available for use by members during all hours of operation. The emergency button on these lanyards triggers an alarm and response from the security company to assist a patron with safety or health issues. It is company policy that members must wear one of these devices if they are in the gymnasium alone during un-staffed hours. Members are made aware of this through the induction process as well as signage present through the front entrance. Staff will ensure that these lanyards are always working through routine tests and battery replacement.

There will further be a number of emergency points installed throughout the gym where patrons will be able to activate an alarm and call for help. These stations in conjunction with the personal lanyards, continual CCTV monitoring and recording, the tail-gate detection and the CEPTED principles incorporated into the facility's design, all work in conjunction with one another, ensuring the facility is safe and secure at all times, whether it be staffed or un-staffed. This facility too will offer the latest in all these security technologies.

Safety

The subject proposal is deemed to contribute positively to the local environment by providing a safe and secure premises which minimises opportunities for criminal and/or anti-social behaviour. The proposed facility has been designed in accordance with the 'CPTED' principles to maximise casual surveillance opportunities and cause no obstructions that could limit visibility. All entries and exits would remain clearly visible, completely unobstructed and easily identifiable from the public domain and other developments. The proposed facility is not considered to require any independent on-site security guards during and/or after the proposed staffed hours and all staff will be required to commit to ensuring the safety and security of all patrons during all staffed hours.

Staff members will at all times be proactively monitoring patrons as to identify any potential problematic behaviour and the proposed facility would invest in adequate management procedures and staff training who will be proactively reminding patrons to behave in a courteous and respectful manner at all times. Should patrons be found to cause amenity disturbance through loud or obnoxious behaviour, staff would immediately refuse entry to the facility and ask them to leave the premises. If deemed necessary, the NSW Police will be notified and engaged as appropriate.

The proposed design would further ensure that all lobbies, stairwells, hallways and corridors would remain clearly visible at all times and therefore enable greater passive surveillance. The proposed facility would also incorporate a state-of-the-art security system to maximise the safety of patrons and the greater community. The security system will be fully integrated with onsite security features, including closed circuit television (CCTV) with 24-hour digital video recording, high resolution cameras positioned by the entrance and a number of other cameras strategically located in and around the proposed establishment as to ensure that supervision is maximised. The coverage of these cameras will be thorough both internally and externally and will provide excellent surveillance of the premises for the safety of all patrons. The on-site carpark is further already adequately illuminated as to enable facial recognition of patrons and a clear path of travel to entrances and exits.

To enter the proposed facility, a member will be required to swipe a valid access key fob which triggers a release mechanism in the door. If another person enters at the same time an audible beeping alarm is triggered by a tailgate system which alerts members and management. The member will exit the premises through the same doors via a free-exit mechanism. The exit mechanism will not prevent a member from leaving the premises in the event of a fire or other emergency.

Each user will further have access to a personal emergency button on a lanyard that when utilised will result in the security monitoring company immediately contacting the police (and subsequently the manager) should an incident arise. Fixed emergency buttons will also be located in appropriate locations inside the facility. A first aid-kit, "in case of emergency" signage with instructions, and an Automated External Defibrillator will be located in appropriate locations throughout the facility.

The operation of a gymnasium without staff present can lead to perceptions regarding personal safety from injury and health related issues during or post-exercise. Anytime Fitness fully recognises the two issues of health and safety and have put in place a number of measures in order to minimise the occurrence of such issues and to cater for the needs of a member if an issue were to arise. During late night or early morning hours, it is not uncommon for there to be a single member using the facility. Anytime Fitness caters for people such as shift workers or students who have irregular working hours. Because of this, all fitness equipment has been designed to be operated by its user without the need for a 'spotter' or supervisor. This is a unique feature of all Anytime Fitness gymnasiums and minimises potential issues of personal safety and or injury.

The facility would further be equipped with air-conditioning keeping the gym at a constant temperature, with fresh air entering the facility at all times. The controls for the air-conditioning system will be located within the manager's office and cannot be accessed by members during unstaffed hours.

In the case of a medical emergency, either through injury or a health problem, there is equipment within the facility to deal with these emergencies. There is a first aid kit on site and all members will be shown the location of this kit during the induction session when they sign up to the facility, as well as internal security arrangements as depicted in the internal security arrangements in Annexure A.

There is also an Automatic External Defibrillator installed at each Anytime Fitness facility, including this one. There will be simplified instructions on the wall adjacent to the defibrillator detailing how and when to use the machine on a patient with heart ailments. An emergency phone will also be installed in plain view on a wall of the facility. This phone will automatically call the security company when picked up for members to explain the situation and the security company will then engage the appropriate response. This phone will be labelled "EMERGENCY".

Noise

Operational

This section should be read in conjunction with the attached Operational Noise Emissions Assessment Report provided by Acoustic Dynamics and dated 30 January 2024. With regards to the audio system, it is confirmed that the proposed facility will not produce particularly loud music, not internally nor externally, with no large speaker system to be installed.

The fit-out of the facility will include televisions with office style ceiling mounted speakers to support the visuals, generating low level background music only which is to be pre-set to an acceptable volume. The internal layout of the facility has also been designed in such a manner as to keep areas with potential for noise generation as far away from neighbouring tenancies and any sensitive land uses as possible.

In addition;

- Access to the facility outside of staffed hours is limited to members only.
- Data from similar and surrounding Anytime Fitness Facilities during the hours of midnight-0400hrs suggests likely usage to be as low as 1 visitor per hour.
- The data also suggests that numbers are so low that groups of visitors coming and going together, a scenario much more likely to give rise to disturbance, is not likely.

Member Orientation:

In accordance with the Membership Contract, new members will undergo a member orientation session as specified under section 5.3 of the Membership Contract. The following points are covered during this orientation:

- Members are made aware of the need to remain respectful when entering and leaving the gym, especially during the early hours.
- Education on the appropriate use of each piece of equipment on the gym floor. This includes the way equipment is used in a controlled manner as to maintain a quiet and courteous environment.
- Weight training is restricted to areas allocated for such use i.e. where appropriate acoustic impact absorbing rubber flooring has been installed.
- Introduction to security systems including education on 24-hour video surveillance for all gym areas both internally and externally as specified under section 6 of the Membership Contract. Members shall be made aware of allocated on-site carparking spaces and wayfinding arrangements to and from those spaces by distribution of the wayfinding map included in Annexure B.
- Full overview of Gym Rules and Regulations including penalties, should any rules not be adhered to.

Gym Rules:

In accordance with the Terms and Conditions of the membership contract, patrons must at all times abide by the “Club Rules” as specified under section 5.6 of the membership Contract. Anytime Fitness Macquarie Park will also set out their own gym rules and regulations. Should any member and/or staff member breach these rules, an immediate Membership Suspension or Termination may apply.

These rules and regulations include:

- Members and staff members must respect the amenity of nearby uses when entering and leaving the gym, especially during the early hours.
- Members and staff members must at all-times ensure that equipment is used in a correct and controlled manner so that no unnecessary noise is created e.g. unnecessary dropping of weights.
- The gymnasium shall adhere to a strict “No-weights-drop-policy” and staff is to monitor and implement the policy at all times.
- The use of free weights over 15kg are to be restricted to the Free Weights area only. Free weights under 15kg are to be restricted to the Free Weights and Functional Training Areas only.
- Ensuring that glass windows and doors are kept closed at all times (other than when patrons enter and exit the premises).
- Staff are to monitor behaviour of patrons within the subject premises and as patrons’ egress to ensure noise emission of patrons is kept to a minimum when entering and leaving the premises.
- Internal noise levels from music is to be kept under 75db at all times and noise levels within the gym should be kept to an appropriate level to enable speech intelligibility.
- All speakers are to be isolated from building services and structural components.
- Patrons shall be encouraged to park within the allocated basement carparking spaces and as close to the subject tenancy as possible.

Internal and external signage

Anytime Fitness Macquarie Park will invest in adequate signage both internally and externally for the attention of all members. The signage would reinforce the need for entering and exiting in a quiet and courteous way and appropriate use of the gym and its equipment.

This includes:

- Members shall be reminded not to make any excessive noise when arriving, using or departing the premises.
- The appropriate manner in which to use weights and equipment as to limit any potential noise generation.

- Weight training is to be restricted to areas allocated for such uses only (where appropriate impact absorbing rubber flooring has been installed).
- Members are to be made aware that the dropping of weights is strictly prohibited in all areas of the facility and members should refrain from performing any exercises that could potentially generate excessive noise.
- Way finding signage.

Complaint Resolution

Management will maintain a complaint register to record any complaint made by police, Council and/or surrounding business owners or residents and will endeavour to fully address any reasonable concerns expressed by such persons.

Management will endeavour to fully address all reasonable concerns of people in the surrounding area or other third parties without the involvement of Council or the New South Wales Police Service and will meet with any complaints and endeavour to completely address all reasonable concerns. Details of the owner will also be made available for complaints to be directed to.

Details which are to be recorded within the complaints and incident register as to include the following as a minimum:

- Complaint/Incident date and time
- Name, contact and address details of person(s) making the complaint
- Nature of the complaint
- Name of staff member that received and registered the complaint
- Action taken by the venue to resolve the complaint
- Follow up(s) procedure
- Outcome of the resolution

Following the receipt of a complaint of any kind, staff are to consult the remote CCTV monitoring system and access swiping data immediately upon receipt of the complaint as to identify any members and/or staff that may be in breach of club rules. Should a member and/or staff be found to be in breach of club rules, a formal written warning and in person discussion is to be actioned. Should any member and/or staff be found guilty of breaching the club rules on more than one occasion, an immediate suspension of their membership or employment must be processed. In the event of repeat offences, a membership or employment termination must be processed.

Maintenance, Cleaning and Waste Management

It is anticipated that the volume of waste generated by the gym will be minimal when compared to the tenancy's alternate use as a Retail Premises. Bins with disposable cleaning wipe stations will be provided for patrons within the premises. All waste will be properly stored in in the designated waste storage area of the building before being removed for disposal by appropriate private contractors.

Gym equipment will be maintained in good working order and serviced on a regular basis. Any equipment identified as faulty or requiring repair will be removed from use or clearly identified as 'Out of order'. Cleaning of the premises and equipment will be carried out on a daily basis including the cleaning of all cardio machines, weight machines, showers, toilets and general gym area. Signage will also be placed within the premise indicating to patrons that they must use personal towels and cleaning fluid to clean equipment after each use.

Conclusion

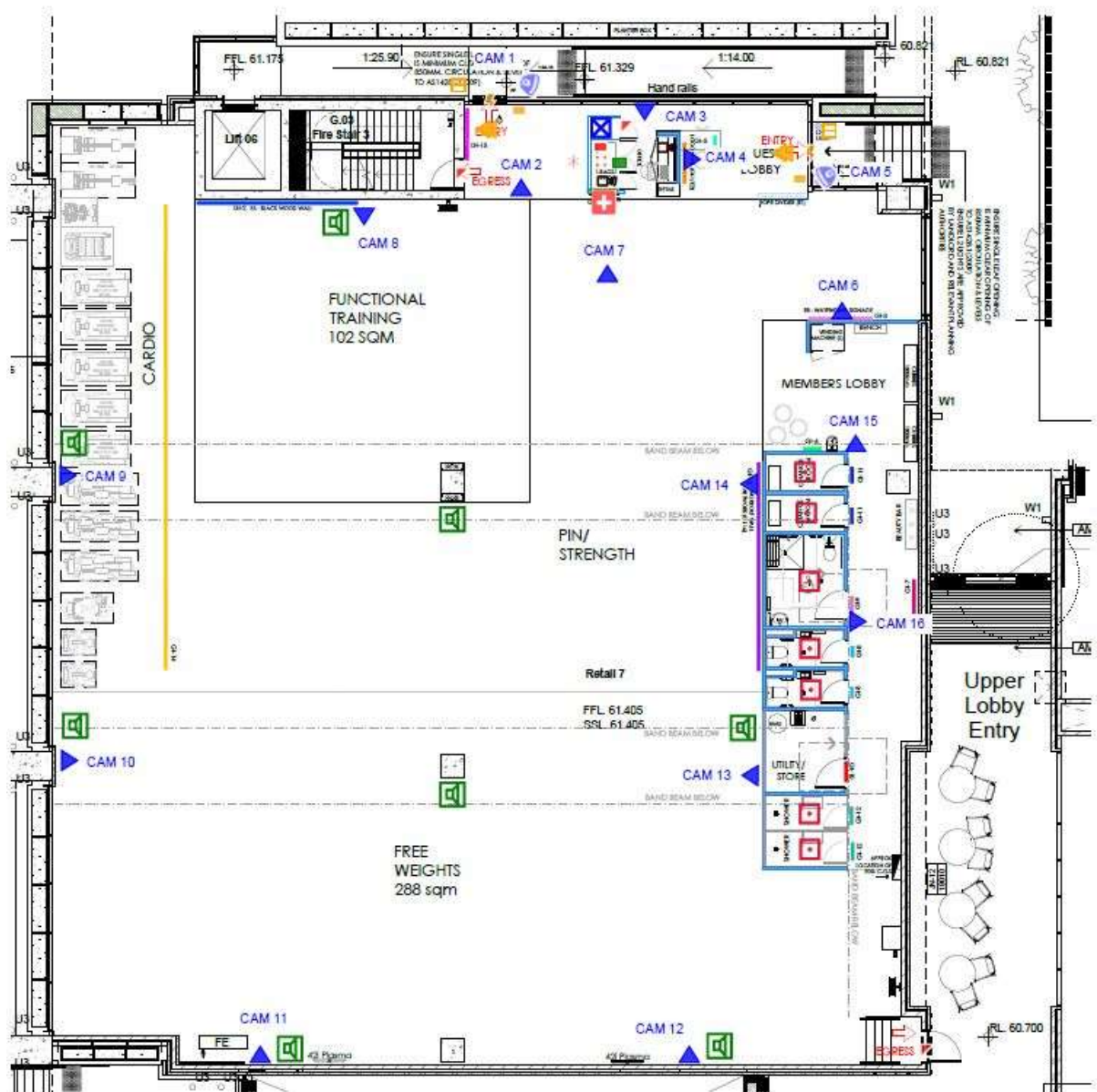
In order to satisfy Council that the facility can operate on a 24-hour basis, the mitigation measures discussed in this report are to be undertaken on a daily basis as to ensure that the proposed development would not adversely affect the surrounding premises in the locality:

These measures include:

- Access, Safety and Security
 - Personal Access Cards
 - Closed Circuit Television Cameras
 - General Safety
- Noise
 - Operational
 - Member Orientation
 - Gym Rules
 - Internal and external signage
 - Complaint Resolution
- Maintenance, Cleaning and Waste Management

Through the implementation of the aforementioned mitigation measures, the facility would not create any adverse impacts for any neighbourhood or surrounding land uses.

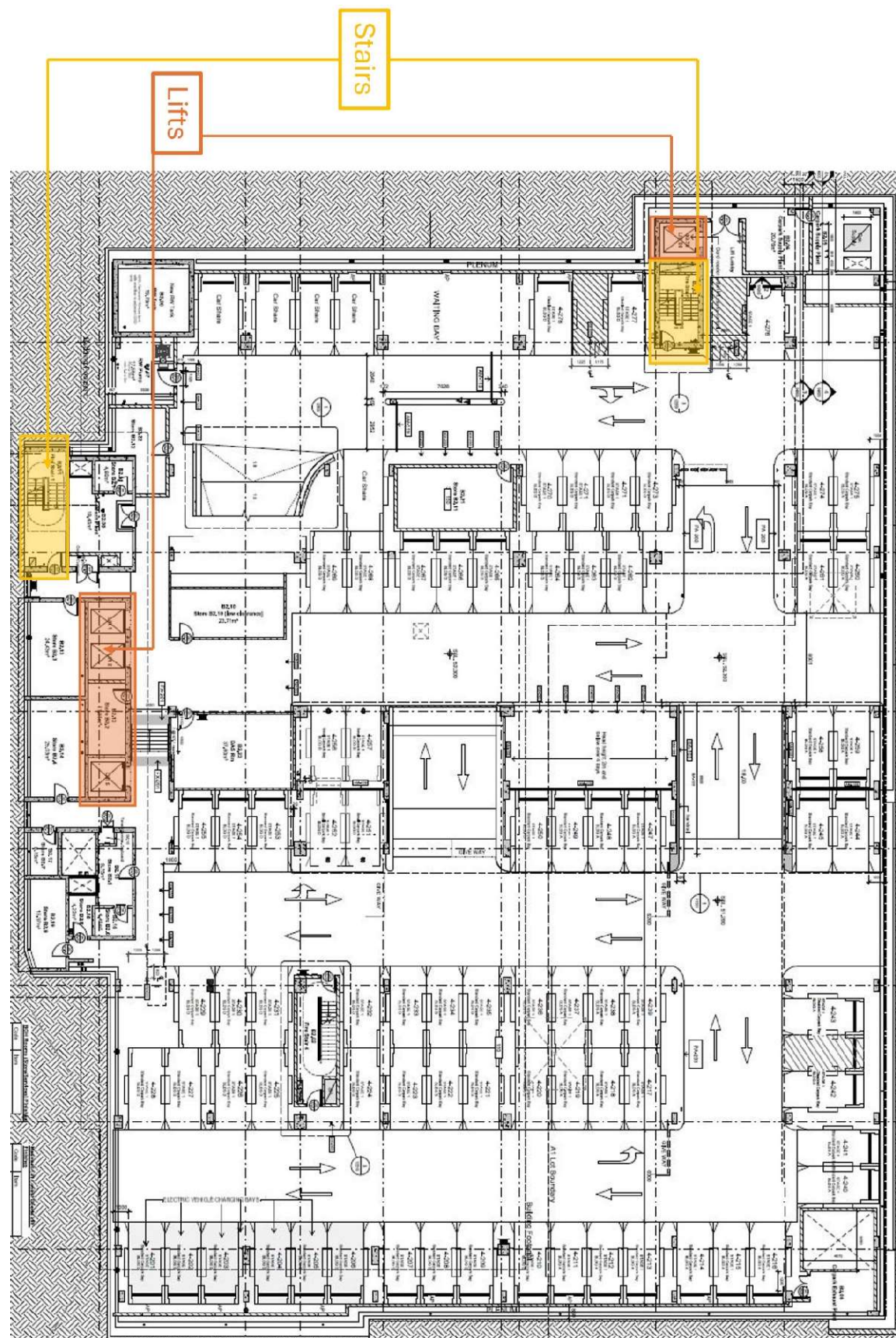
Annexure A – Internal Security Arrangements



Security	
IP Dome Camera	2 EA
IP 180 Degree Camera	14 EA
Data Rack	1 EA
Ceiling Mounted Tailgate	2 EA
Card Reader	2 EA
Electric Strike	2 EA
Door Controller	2 EA
Safety Board	1 EA
Emergency Button	7 EA
Alarm Panel	1 EA
Wireless Receiver	1 EA
Reed Switch	3 EA
Keypad	1 EA
PIR Detector	2 EA
Sound System	
Wall mounted speaker	8 EA
Amplifier	1 EA

Annexure B – Wayfinding Maps

Basement Level 3



Basement Level 2

