

PLAN OF MANAGEMENT

The Langston Markets

17 August 2022

**Jointly prepared by
Bespoke Markets &
Reactivate Consulting Pty Ltd**

1.0 INTRODUCTION

This Plan of Management has been prepared in support of the Development Application for the operation of The Langston Markets. The Langston Markets will be a recurring Sunday fortnightly market within the shared way of Chambers Court adjoining The Langston residential towers.

The Langston Markets are an initiative by Cbus Property to foster community, incentivise use of the new open space, create a space for community organisations to connect with their community, assist in creating a walkable Epping town centre, activate the wider Langston precinct, and to provide an alternative to large format grocery shopping.

In an effort to complement, rather than compete, market operators invite local businesses to participate in the market and extend their presence within the Epping area.

The market is considered to have a low to minimal impact on the amenity and character of the area. All event infrastructure is temporary in nature and there are no works or permanent structures proposed as a part of this development application.

It should be noted that the wider precinct is managed by a facilities management team, located on site, and three strata bodies. This document is supplementary in nature and does not conflict with the approved site management practices currently in place.

Whilst The Langston Markets are not undertaken within public space, it is proposed that some of Council owned land is used for road closure infrastructure. This plan of management considers, where relevant, the relevant City of Parramatta policies.

2.0 MARKET DELIVERY TEAM & KEY PERSONNEL

The Langston Markets are a collaborative operation made up of the following stakeholders:

Stakeholder	Role / Responsibility	Contact
Bespoke Markets	Event Owner / Market Manager – event delivery and market operation.	Andrew Chesterton – chestertona@gmail.com
Reactivate Consulting	Precinct Activation Management – Community engagement, governance, local government liaison.	Andrew Coward – andy@reactivateconsulting.com.au Nicole Dennis nicole@reactivateconsulting.com.au Morgan Hannan morgan@reactivateconsulting.com.au
Polymer Studios	Marketing & Communications Agency	Andrew Coward – andy@polymerstudios.com.au
Cbus Property	Landowner	Kristian Stavropoulos - KStavropoulos@cbusproperty.com.au Kyra Donoso KDonoso@cbusproperty.com.au
Strata	Strata Bodies 1. Tower 1: SP103043 2. Tower 2: SP103042 3. Tower 3: SP103041	Shayne Skevington (Senior Strata Manager) Shayne.Skevington@netstrata.com.au
CBRE	Facilities Management	Madeleine Tancred - madeleine.tancred@cbre.com

3.0 EVENT PLAN OVERVIEW

3.1 EVENT NAME

The Langston Markets

3.2 EVENT LOCATION

Chambers Court, Epping, Lot 4 DP1272951.

3.3 EVENT DESCRIPTION

The Langston Market's operation is in keeping with the development of Epping as a local centre and transit hub. It builds on the local main street offering to create a vibrant public domain, and family friendly environment.

The market could be described as small or bespoke and typically hosts 35-50 stallholders per event. The Langston Markets are designed to attract local residents within walking distance and those from neighbouring communities along public transit lines.

Typically, The Langston Market's offer may include, but is not limited to fresh produce, food and drink, community and cultural organisation stalls, and craft goods.

3.4 EVENT PURPOSE

Principally, Langston Markets are an initiative to foster community, incentivise use of new open space, contribute to the community of Epping, activate the wider Langston precinct. In an effort to complement, rather than compete, market operators invite local businesses to participate in the market and extend their presence within the Epping area. The markets are supported by the future residents with 72% of residents identifying markets as a desired activity (the largest response by far, with the next highest being "health and exercise groups" at 52%).

3.5 KEY ACTIVITIES

The Langston Market of Epping is typically characterised by the following entertainment and activities:

- **Market vendors** – fresh produce, food and beverage
- **Live Music** – semi acoustic music from professional artists
- **Community Organisation Stalls** – Community engagement of local community groups

- **Children's activities** – Face painting, arts and crafts, educational workshops and pop up play areas located around the designated "family hang out zone"

3.6 EVENT TIMES AND DATES

The Langston Markets will operate fortnightly on a Sunday morning between 9am and 1pm as set out below. **Bump in will begin at 7:30am and bump out will finish at 2:30 pm.**

Monday	Closed
Tuesday	Closed
Wednesday	Closed
Thursday	Closed
Friday	Closed
Saturday	Closed
Sunday	9am–1pm

Market dates will be in accordance with approved conditions of consent provided by City of Parramatta.

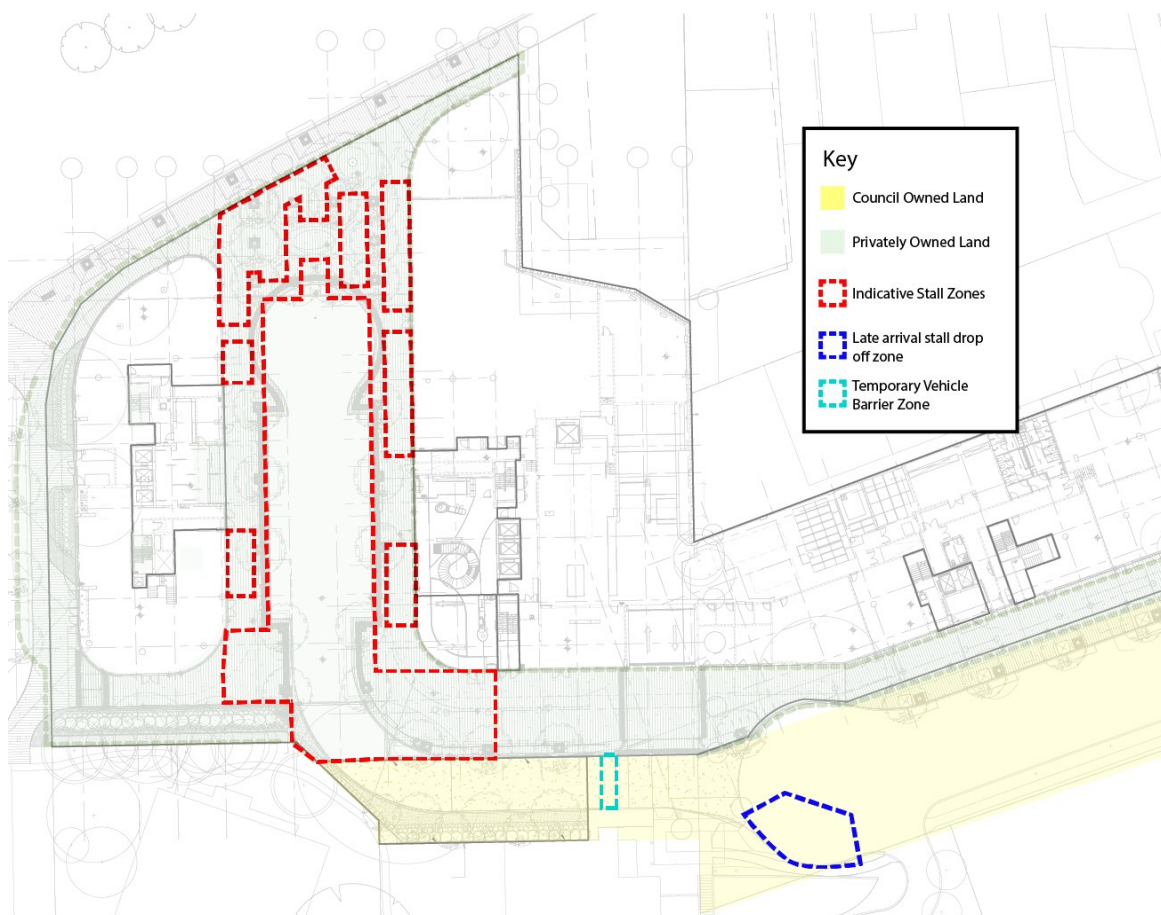
3.7 EVENT PROMOTION

A marketing and communications campaign led by Polymer Studios. This includes press releases, resident notification, phone and e-mail monitoring, social media promotion and communication through The Langston resident's app.

4.0 THE SITE

The described site area can be identified as Chambers Court, Epping NSW 2121 Lot 4 DP127295.1 The markets will operate within the footprint of The Langston, Epping.

The Market Manager ensures that all stallholders operate strictly within the marked boundaries of their pre-assigned stall site and market footprint. Note that an emergency vehicle access path will be accommodated within the stall zone as per the traffic management report. The Stall Zones may also be used for gamescapes and temporary furnishings to create the best atmosphere for the event.



4.1 ACCESSIBILITY

The current site is DDA compliant. There are no proposed changes or site works that would impact upon existing accessibility.

4.2 SUPERVISION / RESTRICTED ACCESS

The market is to be restricted to the areas as displayed in the site plan.

Other privately owned areas may be cordoned off by landowner and marked prior to starting time of market. Temporary signage would indicate the areas that are out of bounds. These restricted areas will be monitored and enforced throughout the day by market staff.

The Langston Markets will, under no circumstance, prevent or impede regular pedestrian and cyclist access through or within the precinct.

5.0 EVENT MANAGEMENT

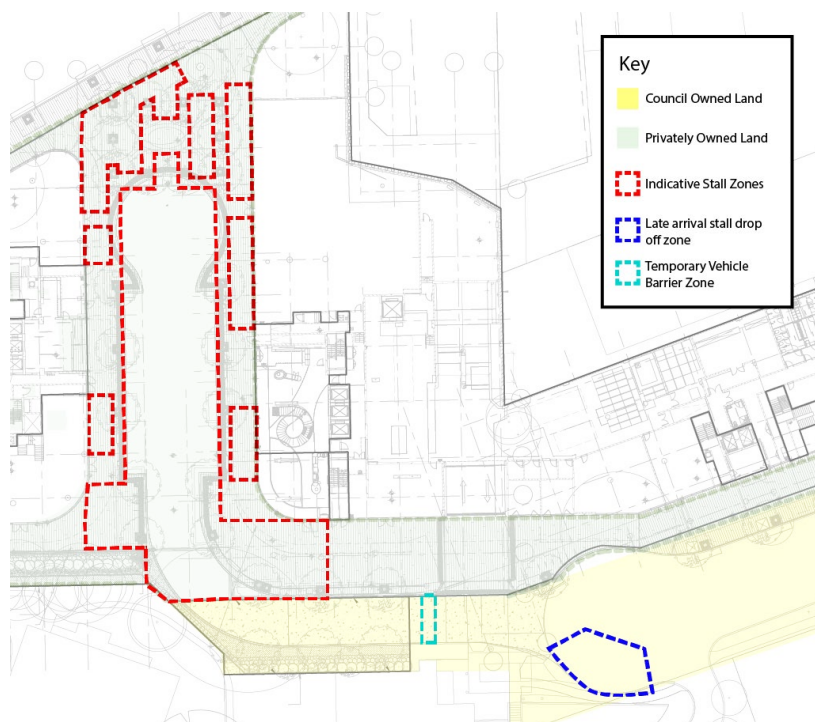
5.1 BUMP IN / BUMP OUT

Stallholders must set up, close down, load and unload strictly within the specified times as specified by The Langston Markets and as agreed by council. Stallholders must comply with any directions given to them by the Market Manager. Stallholders must not move or remove traffic barriers set down for safe vendor set up, and all cars must leave the surrounding market area by 8.45am.

As vehicle parking within the Chambers Court area has a 15 minute limit signage will be set up in advance of bump in warning drivers of the bump in and pedestrianisation times. The Market Manager will be on site to ensure drivers coming into this space are aware, and to handle any issues that arise.

Event bump in (event infrastructure and vendors) occurs between 7:30am and 8:45am on market days. The stallholders will be required to arrive within the allotted time, to drive into Chambers Court, drop off equipment and goods, then park elsewhere. This is done so as to prevent any traffic blocking off the access to and from the residential drive.

The stall construction and set up for stalls set on Chambers Court may begin once all stall holders have arrived and dropped off required goods or at 8:30. Stallholders who do not arrive by 8:30 will be able to drop off their materials in the location marked in the site layout plan as "late arrivals drop off" and transport the material to their stall location by hand or trolley.



Event bump out (event infrastructure and vendors) occurs between 1:00pm and 2:30pm on market days. Stallholders to commence packing up at 1:05pm and to follow traffic officers to comply with the packing up stages outlined in the site plan. Consideration to other Stallholders is paramount.

Before vacating their stall site, Stallholders must remove all rubbish and do all other things that may be reasonably necessary to leave the stall site in the same condition that it was in before they set up their stall for the day. This obligation is to remove and take away all rubbish and this includes removing any rubbish that may be left by customers or which may have blown onto their stall site from elsewhere in the markets. Any damage must be rectified to the satisfaction of the Market Manager.

5.2 TRAFFIC + PEDESTRIAN MANAGEMENT

Stallholders must appreciate that the entrance to The Langston Markets is residential. When setting up, closing down, loading and unloading in this area, they must exercise the same degree of care for their own safety and consideration for the safety of others that they should exercise on a public road.

All market-goers must comply with the following:

- The Market Manager management plan, the City of Parramatta's traffic and parking regulations, keep a proper lookout for their own safety; and keep a proper lookout for the safety of their customers and other members of the public.
- Vehicles used in delivery or collection of goods shall not wait or queue upon the public roads. Vehicles should not travel any faster than 5km an hour and should have their hazard lights flashing when on the market site. Particular care, courtesy and consideration are expected of each stallholder while setting up and packing down as described in this Plan of Management.



5.3 ENTERTAINMENT AND NOISE MANAGEMENT

The Market Manager is responsible for noise management. It is important to minimise disruption to local and surrounding residents and businesses by monitoring the level of noise created by the event.

The Market Manager is to ensure that sound levels of market or semi acoustic performance do not exceed LAeq 15 minute ≤ 65 dB(A) when measured at the nearest affected receiver (resident or business).

Noisy activities should be located within the venue in an area that is least likely to affect nearby residents. Sound amplifiers should be pointed in a direction that minimises noise for nearby residents.

5.4 COMMUNITY + STAKEHOLDER NOTIFICATION

The applicant, market operator, and landowner will adhere to the notification conditions associated with an approved DA.

5.5 WASTE MANAGEMENT AND CLEANING

Stallholders will be responsible for leaving their allocated market spot as they found it. Any waste generated by the stallholder throughout the day will be taken with them during the packing up stage at 1pm. The stallholder is responsible for cleaning any spills made by the stall throughout the event or bump in/bump out.

Bespoke Markets will provide general waste and recycling bins for attendees. These bins will be transported to the bin collection area within Tower 2 for collection in accordance with the waste management approved under DA468/2016, and collected by a waste disposal group (organised by Bespoke Markets) the following morning. Stallholders must dispose of their own rubbish accordingly and under no circumstances are allowed to dispose their own rubbish on site.

Several aluminium bins will be provided in the general market space by market management and set up prior to 9am by market staff. All bins are to be emptied into the large collection bins. Market staff will be responsible to monitor the waste levels in the aluminium bins throughout the day and empty them as they become full.

Once stallholders have packed up and left, market staff will then be responsible to ensure the general market space is clean, without debris and with all waste removed. The Market Manager will be responsible to inspect all areas, including the toilets, to ensure they are cleaned to expectation including the cleaning of any spills. If the precinct does not have available waste collection bins, the Market Manager will ensure that waste is removed from site and disposed of off-site accordingly.

5.6 SECURITY & CROWD CONTROL

The Market Manager is responsible for security and crowd control. The size and scale of the event is not considered large enough to require external security support.

The Langston Markets will comply with any conditions Council may specify in determining the need for additional security.

5.7 OTHER APPROVALS

The Market Manager will comply with Council's conditions that may require the Markets to obtain approval other consent authorities of licencing bodies. NSW Police, NSW Ambulance Services, NSW RFS, The Transport Management Centre / Transport for NSW, and RMS will be notified about The Langston Markets.

6.0 SITE INFRASTRUCTURE

6.1 PROVISION OF EVENT INFRASTRUCTURE

The market operators own and set up the core event infrastructure on market days. This includes 3x3m marquees, umbrellas, trestle tables, cables, cable ramps and PA equipment. Vendors may opt to bring their own pre/approved marquee or table or use the event infrastructure provided.

The presentation of stalls must be of a professional standard that is satisfactory to the Landowner, strata body, and general public.

6.2 SIGNAGE

Traffic management signage is proposed for this event. The specific requirements for this signage are stipulated in the traffic management report. Other signage may be provided directing attendees to the toilets available within The Langston. Potential future signs and banners would be kept within the stall confinements and not infringe on the defined public space and communal areas.

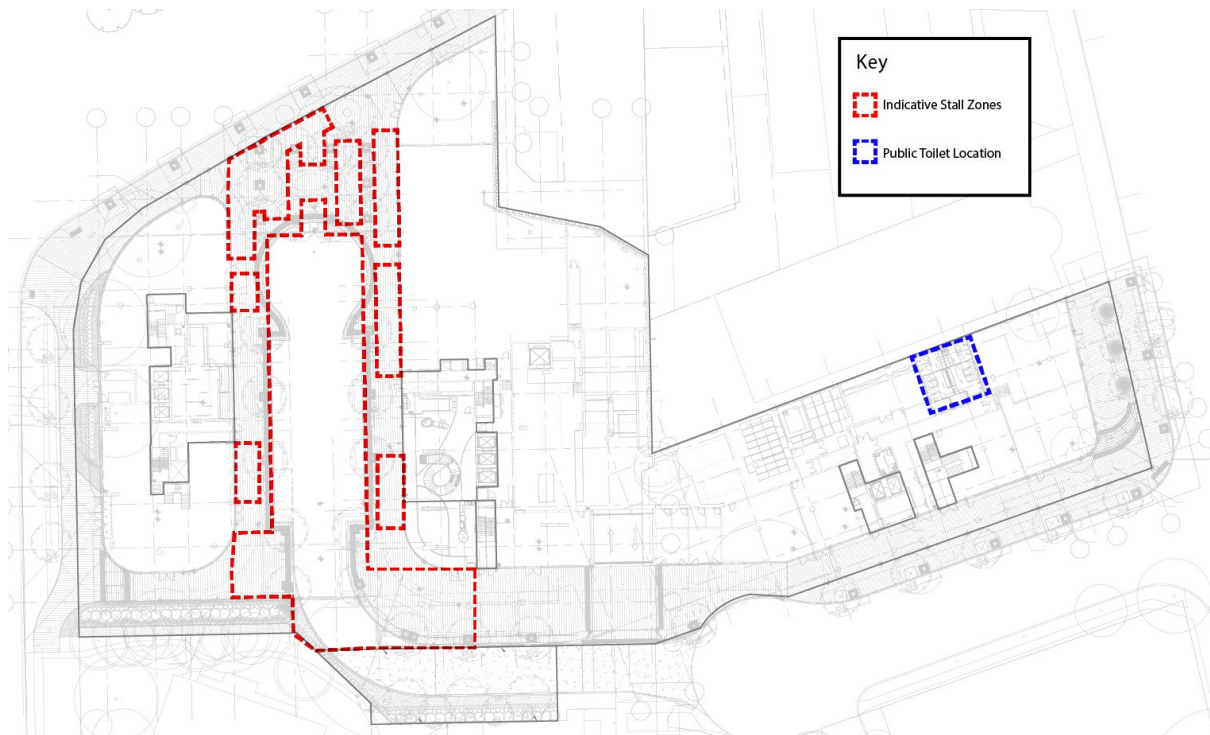
6.3 ELECTRICITY SUPPLY

The Langston Market will offer a limited number of powered sites for providers requiring refrigeration. The Market Manager will coordinate with the appointed management team of The Langston to access the building and draw power.

Refer to 9.8 for further detail on hazard management around accessing the electricity supply.

6.4 TOILETS

The Market Manager and Landowner have ensured that adequate toilet facilities (7 stalls, 2 urinals) are available for all participants, including accessible facilities (identified in the below plan). They are accessed at ground level from the Chambers Court footpath. Toilets are cleaned and maintained by facilities management team and Market event staff.



7.0 Trading and Stallholders

7.1 EXCLUSIVE TRADING RIGHTS

With the intention to avoid conflicting with other stallholders, exhibitors at the Stallholders at The Langston Markets Epping are only allowed to display and sell goods as specified in their stallholder's application approved by the Market Manager.

The Langston Market Epping will operate on the basis of fair trading and competition. The Market Manager will not generally grant to any stallholder the exclusive right to sell any particular goods or services.

7.2 POLITICAL CAMPAIGNING AND RELIGIOUS PROSELYTISING

Stall sites will not be hired and The Langston Market may not otherwise be used for political campaigning or for religious proselytising.

7.3 FOOD HANDLING

At Council's request, the Market Operator can provide certification and details for all temporary food businesses proposed as part of the event.

The Market Manager understands and will ensure all stallholders comply with the Food Safety laws in New South Wales including the Food Act 2003, the Food Regulation 2015 and the Food Standards Code which incorporates the Food Safety Standards.

Refer to section 9.11 for further risk management and requirements for stallholders which will include food handling.

The Langston Markets has a plastic free policy for an eco-friendly event.

7.4 ALCOHOL

The sale, supply, or consumption of alcohol is strictly prohibited at The Langston Market. Incidences of alcohol consumption will be reported to NSW Police and the Local Area Command (LAC).

7.5 DRINKING WATER

The Langston Markets offer free drinking water in accordance with their risk assessment statement. This will be delivered through mobile refill stations or supplied water and biodegradable cups.

8.0 INSURANCE

The Market Manager (Bespoke Markets) will have their own insurance including:

- a) Cover for public liability claims arising from personal injury for up to \$20,000,000.00;
- b) Cover for public liability claims arising from property damage for up to \$20,000,000.00;

All stallholders will have their own insurance including:

- a) Cover for public liability claims arising from personal injury for up to \$20,000,000.00;
- b) Cover for public liability claims arising from property damage for up to \$20,000,000.00;

The landowner (Cbus Property) have their own insurance listing City of Parramatta as an interested party. Their insurance includes

- c) Cover for public liability claims arising from personal injury for up to \$20,000,000.00;
- d) Cover for public liability claims arising from property damage for up to \$20,000,000.00;

The abovementioned certificates outline the name of the insurer, the limit of the indemnity and currency of the policy at the time of the event. These certificates are also readily available on market days if requested by Council or any other consent authority for inspection.

Additionally, all stallholders will at all times have available, for inspection by the Market Manager or Council, all food compliance certification, licenses and permissions that are required by issued consent, and any other practicing certificates or qualifications that are required to sell their products

9.0 HAZARDS AND SAFETY MANAGEMENT

9.1 RISK MANAGEMENT AND ACCIDENT PREVENTION

Any direction given by the Market Manager regarding risk management or accident prevention must be complied with strictly and immediately. Market staff will also be advised on monitoring potential risk/accident events and provide instruction on preventative measures.

9.2 REPORTING OF ACCIDENTS AND HAZARDS

Stallholders must, at all times, be conscious of risk management and accident prevention issues and play an active role by reporting promptly to the Market Manager any accidents or the presence of any hazards that might cause an accident. Unless the circumstances make it unreasonable to do so, this report should be made in writing to assist the Market Manager to keep a register of such problems.

9.3 COMPLAINTS MANAGEMENT

A formal complaints register will be kept with the Market Manager. Complaints will be directly forward to the landowner or the Precinct activation manager. All complaints will be considered and responded to/ addressed promptly and where possible.

9.4 EMERGENCY / EVACUATION MANAGEMENT PLAN

In the case of an emergency stall holders and guests will be directed by megaphone to the nearest exit. All megaphones kept by Market Management must be checked fortnightly and stored in central, easily accessible locations throughout the market space.

Market operators also make it known to staff and attendees to the nearby approved permanent evacuation maps and signage displayed within the precinct in surrounding buildings.

The Market Manager is responsible for briefing all stallholders and event staff on the emergency management procedures. Their emergency procedures are documented in a logbook kept on site that clearly defines the processes to be followed in the event of an emergency situation occurring at the markets.

As their plan is considered an evolving “living document” it outlines the following:

- The potential emergencies that may arise;
- The written procedures developed in response to the potential emergencies;
- The staff members responsible for particular actions in an emergency situation;
- Maximum crowd capacity for event site, plan crowd safety including safe entry and exit for maximum capacity crowds;
- Make note of or plan large crowd egress/exit routes and emergency assembly points;
- Develop and document evacuation and emergency plans;
- Any recommendations from the NSW Police and other emergency service agencies.

The Market Manager is responsible for notifying the local Emergency Services (Police, Ambulance, Fire Brigade, and SES) of the proposed event and provide any information that they request. Adequate hand held fire extinguishers must be readily available at all times during the event.

9.5 FIRST AID

The Market Manager is First aid certified, has a First Aid plan and procedure in place, and can administer first aid. The number of first aid personnel and posts/stations required will depend on the size of the event. First Aid personnel should be trained. First aid personnel and facilities must be easily identified by patrons and adequately equipped.

The Market Manager is responsible for the supply and maintenance of all required First Aid equipment.

9.6 FIRE SAFETY

To assist the Market Manager with implementing an effective fire safety plan, Stallholders must comply strictly with the following requirements:

- Food Stallholders must only operate in the designated section of the market;
- Stallholders using electricity or using candle must have their own fire blanket and fire extinguishers that are suitable for both electrical and non-electrical fires and must have the training to use them. This includes Handcraft stalls exhibiting lighted scented candles;

- Stallholders must not have any chemicals or flammable material in their stall site;
- Stallholders must, at all times, ensure that there is clear access for fire engines, ambulances and the police; Entrance for emergency vehicles is via Chambers Court as outlined in the Traffic Management Plan.
- Stallholders must comply with any guidelines prepared by any fire safety expert that the Market Manager may engage; and
- Stallholders must comply with any fire drills that may be arranged by the Market Manager.

9.7 WORK HEALTH AND SAFETY

The market operator understands and acknowledges their duty of care to provide a safe environment in which staff, volunteers, performers and contractors can work. Duty of care responsibilities are consistent with the SafeWork NSW website (<http://www.safework.nsw.gov.au/>).

9.8 ELECTRICAL HAZARDS

The Market Manager is responsible for ensuring that any portable generators that may be used are certified for use, in safe working order and are available for inspection by any time by an electrical safety expert that the Market Manager may engage when required.

The Market Manager must ensure that all electrical cables are:

- Regularly inspected by a licensed electrician to ensure that they are in a safe condition including, but not limited to, ensuring that they have not perished;
- Kept well away from water;
- And kept well away from pedestrian areas;
- No more than 2000W of power may be used from any one power point.

Stall holder's electrical equipment must be inspected and tagged by the Market Manager or their appointed representative before use. Record of testing and tagging must be maintained and supplied to Reactivate Consulting upon request.

9.9 SLIPPING ACCIDENTS

To reduce the risk of slipping accidents, the Market Manager manage ensures that all stakeholders are consistent in implementing the following:

- Ensuring that there are no discharges from their stall site of any material that might cause slipping accidents including, but not limited to, oil, powder, water or other liquids, ice, paper, metal fragments or broken glass.

- Keeping their stall site and the immediate vicinity clean and free of such material; and reporting promptly to the Market Manager any slipping accidents or any hazards that might cause slipping accidents.

9.10 TRIPPING ACCIDENTS

To reduce the risk of tripping accidents, Stallholders must keep their stall site and the immediate vicinity clear of anything that might obstruct pedestrian traffic and cause tripping accidents.

To reduce the risk of customers tripping, Stallholders must ensure that there are no protruding objects sticking out from their assigned stall areas. Mirrors must be laminated or contain only safety glass.

9.11 ADDITIONAL RISK MANAGEMENT REQUIREMENTS FOR FOOD VENDING STALLHOLDERS

Food Vending Stallholders must rely on their own public liability insurance that must include cover for claims arising from the sale of food or from food contamination.

In the storage, preparation, and service of food, Food Stallholders must comply strictly with all legal requirements and/or the recognised best practice standards including, but not limited to:

- Holding all licenses or permits that are required by the NSW Health Department or other relevant state government department or authority and by City of Parramatta Council as the relevant local government authority;
- Complying with all directions and/or recommendations that may be given by those food regulatory authorities;
- Complying with the standards required by any relevant Australian Standard where it is a legal requirement to do so; and
- Complying with the standards recommended by any relevant Australian Standard where that recommendation reflects accepted best practice.

A record of insurances and food safety certificates must be maintained by the Market Manager and available upon request.

9.12 SMOKING

Smoking is banned in all enclosed public places and certain outdoor public areas, under the Smoke-free Environment Act 2000 and the Smoke-Free Environment Regulation 2016. T

The Market operator understands that these bans protect people from harmful second-hand tobacco smoke. There is no safe level of exposure to second-hand smoke.

Smoking is not permitted in the market or within 30 metres of the market area. immediately adjoining precinct.

The Market Manager understands that free signage can be ordered from NSW Health.

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