

**Preliminary Operational Management Plan**

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**Hotel and Short Stay Accommodation**

**44-46 Anderson Street, Port Hedland WA 6721**

**prepared by Centurion Accommodation (Australia) Pty Ltd  
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# 1 Introduction

## 1.1 Centurion

Centurion Corporation Limited (“Centurion” or the “Company” and together with its subsidiaries, the “Group”) owns, develops and manages quality, Purpose-Built Workers Accommodation assets in Singapore and Malaysia, and Purpose-Built Student Accommodation assets in Australia, South Korea, the United Kingdom (“UK”) and the United States (“US”).

### 1.1.1 Our Vision

To be one of the Global leading providers of quality accommodation and related professional management services.

### 1.1.2 Our Mission

To be an accommodation provider of choice through a holistic management approach, offering our guests quality and comfortable accommodation within a safe and active community.

 <p><b>Respect</b></p> <p>We treat every individual with consideration, dignity and respect at all times. We are sensitive and attentive to different needs arising from the diverse backgrounds, nationalities, religions, traditions and culture. We have in place consultation and grievance mechanisms for the well-being of our guests, customers and staff.</p>	 <p><b>Integrity</b></p> <p>We believe in upholding the highest standards of integrity and to confidently act with honesty at all times. We have the courage to do what is right and earn the trust of all our customers and stakeholders, dedicating our best knowledge and skills to obtain the best outcome.</p>	 <p><b>Creativity</b></p> <p>We explore innovative methods, processes and best practices to achieve higher efficiency and productivity to stay ahead. As a team, we encourage personal initiative, resourcefulness and a positive mindset to make a difference. This ensures that we embrace change while constantly improving ourselves to keep ahead of competition and enables us to continue pushing boundaries and expectations.</p>	 <p><b>Excellence</b></p> <p>We strive for excellence and persevere in everything we do to obtain the best outcome. Our focus and commitment to quality is embedded in every aspect of our business – not just physical infrastructure and products, but also our relationships, processes and services that go into creating a healthy and positive environment.</p>
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As at 31 December 2021, the Group’s portfolio of 36 operational accommodation assets comprises approximately 79,713 beds. Centurion’s established portfolio of workers accommodation assets are managed under the “Westlite Accommodation” brand and comprises nine workers accommodation assets in Singapore as well as eight workers accommodation assets in Malaysia.

The Group's student accommodation assets are managed under the "dwell" brand (the "Operator"), with 10 assets in the UK, two assets in Australia and one asset in South Korea.

## 1.2 dwell Living

Our global dwell collection stands at 19 student accommodation assets, totalling 6,057 beds, spread across the United Kingdom (UK), United States (US), Korea and Australia.

### 1.2.1 dwell Signature Resi-Life Programme

We strive to build a global vibrant community that learns, cares and shares experiences. Designed with students' needs in mind, we enhance their everyday lives by making student life simpler, straightforward and considerate.

### 1.2.2 Wellness Matters

We care for our guests' wellbeing, and regularly conduct events and activities to promote an overall wellbeing. Be it meditation guide to combat stress, or game competitions, our Resi-Life programme promotes an active and fulfilling lifestyle.

### 1.2.3 Safety & Peace of Mind

Safety, security and peace of mind is of our utmost priority. Our parent company is a dual-listed company in Singapore Stock Exchange and Hong Kong Stock Exchange, and we pride ourselves to have a strong, reliable and stable global management team that protects our interests. Our properties also place strong emphasis on ensuring the compounds are secured, so our guests can have a peace of mind during their stay with us.



*Image for illustrative purposes only*



## 2 Location

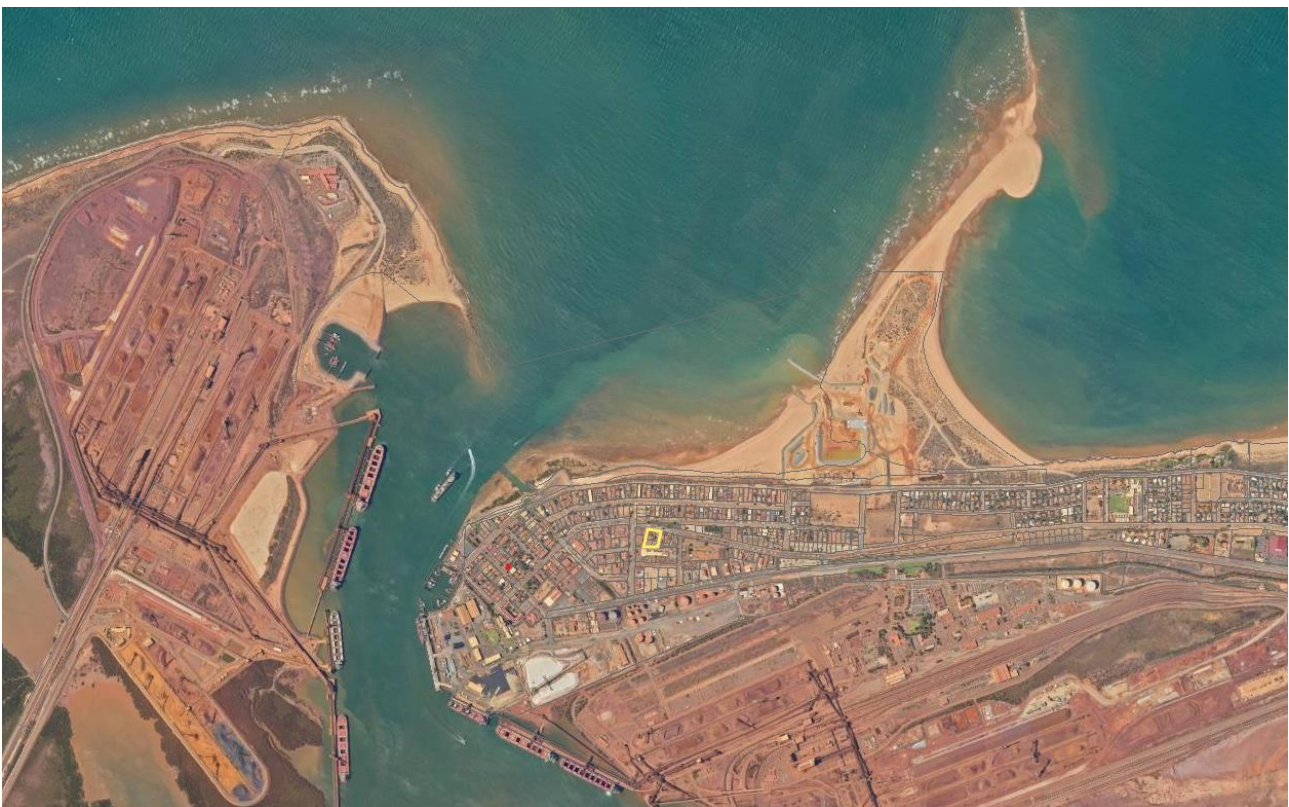
### 2.1 Area & Surroundings

Port Hedland is the second largest town in the Pilbara region of Western Australia, approximately 1300km north, north east of Perth. The town operates the largest tonnage port in the country, primarily servicing the large local iron ore mines. Additionally the town services large offshore natural gas extraction as well as local agricultural land uses.

Historically the region is known by the local indigenous population as Marapikurrinya (Place of good water) and was first settled in official records in the late 1800's as a town site.

### 2.2 Local Context

The subject site is located on Anderson Street in the Port Hedland suburb of West End. It is an area with mixed uses, featuring residential, light industrial, commercial and logistics in close proximity to the BHP Nelson Point facility.



*Figure 1: Location*

Anderson Street is the primary dual carriage access route through the town of Port Hedland and links indirectly into Wilson Street and Great Northern Hwy to the Airport approximately 13km south east of the subject site or via Walwork Road on to South Headland 17km away.

South Headland forms the preferred local residential site whilst Port Hedland forms the ideal location for short term visitors and local temporary mine accommodation or tourist accommodation.

The 870 bus route links the towns and runs within close proximity to Anderson Street along Kingsmill Street one residential block to the north.

## 2.3 The Site.

To the immediate east of the property are demountable residential dwellings, a warehouse facility to the south and a 2 commercial tenancies to the west. The street frontage is bordered by a local park on the opposite side of Anderson Street to the north.

Located on the border of the Business Park Precinct and the Maritime Precinct, the proposal sits comfortably within a commercial context and interfaces with the tourism areas.



Figure 2: Site



### 3 Facility Design

The development is designed by architects, DMG Architecture (DMG). DMG has significant hotel and short stay accommodation experience in Perth as well as regional areas across Western Australia.

The building is an 8 Storey Hotel development arranged in a U-shape around a central landscaped pool courtyard that sits above the parking facilities.

The lower floors are devoted mainly to parking and common facilities including restaurant and administration facilities on the ground floor with larger conference and dining facilities on level 1 as well as a gym.

The upper floors are devoted mainly to guest rooms with a roof top bar and function room utilising the expansive views from the highest level.

#### 3.1 Exterior

The street elevation splits the front façade into 2 wings with a curved flowing frontage. The central glazed column through the spine both captures long range vistas for the guests as they exit the lifts and equally assists breaking the building mass into two forms and operates as a subliminal wayfinding gesture for the front entry.

The building podium is skirted by an open steel framed canopy with rich bronzed colour palette reflecting the earthy tones of the landscape, reinforced by the screening of the central glazed core. This is further reinforced on the roof top deck through a stone clad façade.

The main hotel layers are simple, elegant neutral concrete greys with the rooms defined by full perimeter structure identifying the individual room break up and providing privacy.



Figure 3.



### 3.2 Interior

The aesthetic concept is for a 'sophisticated residential' feel, with the emphasis on elegant neutrals and Pilbara inspired earth tones.

Internal finishes will be selected with consideration for the environmental aims of the project and will contribute to the indoor environment quality, carbon footprint and local reference opportunities of the project.

The principal entrance to the building has been designed with a large reception area with concierge front desk supported by an adjacent administration staff offices to create a distinct and welcoming 'sense of arrival'. This will allow visible on-duty staff to monitor and control the flow of both guests and visitors in and out of the building.



*Image for illustrative purposes only*

### 3.3 Landscape

External spaces have been designed as a coordinated and choreographed series of differing outdoor places for guest's staff, and visitors to the hotel. The deep earth zones occur at the front and rear of the site allowing for a welcoming landscaped experience and a softening of the street level interface. The primary landscaped zone is the central pool courtyard that gives inward facing rooms an aspect.

## 3.4 Schedule of Accommodation

### 3.4.1 Accommodation

The accommodation design has been guided by the following principles:

- » Provide a mix of Executive, Hotel Premium and Hotel Standard rooms
- » DDA Rooms
- » All rooms to have some aspect.
- » Executive rooms with external focus and possible views.
- » Premium Rooms zoned with Executive rooms
- » Standard Rooms (primarily to accommodate shutdown requirements in separate wing)
- » Common areas located primarily on the ground, Level 1 and the roof top.
- » Pool deck on Level 2.

Accommodation features and inclusions:

#### 3.4.1.1 Standard

Approximately 15-16m<sup>2</sup> to accommodate 1 x occupant in a room.

- » Bathroom pod with shower, toilet, and basin
- » 1 x Queen bed
- » Chair / Study Desk
- » Bed side table or bedhead
- » Wardrobe
- » Air conditioning

#### 3.4.1.2 Premium

Approximately 24m<sup>2</sup> to accommodate 1 x occupant in a room

- » Bathroom pod with shower, toilet, and basin
- » Kitchenette with small fridge
- » 1 x King Bed
- » Storage
- » Chair / Study desk
- » Sofa
- » Bed side table or bedhead
- » Wardrobe
- » Air conditioning

#### 3.4.1.3 Executive

Approximately 28m<sup>2</sup> to accommodate 1 x occupant in a room

- » Bathroom pod with shower, toilet, and basin
- » Kitchenette with small fridge, microwave.
- » 1 x King Bed
- » Storage
- » Chair / Study desk
- » Sofa / Chair
- » Bed side table or bedhead
- » Wardrobe
- » Air conditioning

### 3.4.2 Common areas

The design philosophy for common areas is to create environments that provide great living and recreational amenity.

Common areas are spread throughout the building to provide a diversity of spaces, grouped and zoned into precincts to aid wayfinding and benefit from adjacencies.

#### 3.4.2.1 Ground Floor

- » Secure covered outdoor entry space
- » Primary secure entry lobby, waiting & reception
- » Terraced seating / study area leading up to
- » Administration Offices and back of house area
- » Bar / Restaurant and BOH Kitchen
- » Loading dock and car parking.
- » Laundry

#### 3.4.2.2 Level 1

- » Conference
- » Dining
- » Gym
- » Amenities

#### 3.4.2.3 Level 2

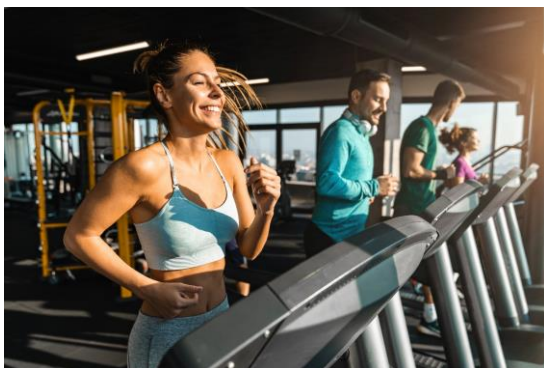
- » Pool Deck and Landscaped outdoor area
- » 9 Executive Rooms
- » 21 Premium Rooms
- » 30 Standard Rooms
- » Services

#### 3.4.2.4 Typical levels 3 - 6

- » 9 Executive Rooms
- » 21 Premium Rooms
- » 30 Standard Rooms
- » Services

#### 3.4.2.5 Roof Deck

- » Multi-function Room / Bar
- » Amenities
- » Services Deck



*Image for illustrative purposes only*

## 4 Facility Management

### 4.1 On-site Management

The facility will be staffed on-site 24hrs/day, 7 days/week every day, including public holidays. Duty shifts to facilitate this presence are:

- » 7am – 3pm;
- » 3pm – 11pm; and
- » 11pm – 7am.

Indicative staffing resources anticipated to be place during normal operating conditions are:

Position	No. off	Responsibilities	Hours
<b>Hotel and Accommodation Manager</b>	1	<ul style="list-style-type: none"> <li>▪ Operational performance</li> <li>▪ People management</li> <li>▪ Legal compliance</li> <li>▪ Sales and marketing</li> <li>▪ Workplace health and safety</li> <li>▪ Financial performance; and</li> <li>▪ Customer services</li> </ul>	Mon-Fri  9am – 5pm  (contactable 24/7)
<b>Assistant Hotel and Accommodation Manager</b>	1	<ul style="list-style-type: none"> <li>▪ Operational performance</li> <li>▪ People management</li> <li>▪ Legal compliance</li> <li>▪ Workplace health and safety</li> <li>▪ Financial performance; and</li> <li>▪ Customer services</li> <li>▪ Facility Management</li> </ul>	Mon-Fri  1pm – 9pm  (contactable 24/7)
<b>Evening Duty Manager</b>	1	<ul style="list-style-type: none"> <li>▪ Operational Performance Support to the AM</li> <li>▪ Guest welfare</li> <li>▪ Guest behaviour management</li> </ul>	Overnight  Tues-Sat
<b>Customer Service Officers (full time and casual)</b>	2-3	<ul style="list-style-type: none"> <li>▪ Guest customer service administration processes               <ul style="list-style-type: none"> <li>- Enquiries and reservations</li> <li>- Room allocations</li> <li>- Guest account queries; and</li> <li>- Receipt payments</li> </ul> </li> </ul>	Mon-Sun  8am – 6pm



Position	No. off	Responsibilities	Hours
<b>Maintenance Manager</b>	1	<ul style="list-style-type: none"> <li>▪ Oversees repairs and maintenance throughout the property, including:               <ul style="list-style-type: none"> <li>- Ensuring common areas are clean and tidy</li> <li>- Upkeep of landscaped areas and property street frontages</li> <li>- Maintaining housekeeping standards</li> <li>- Garbage collections and waste management; and</li> <li>- Liaison with external contractors</li> <li>- Building risk mitigation</li> </ul> </li> </ul>	Mon-Fri  9am – 5pm
<b>Residential Customer Advisors (RCA)</b>	8-12	<ul style="list-style-type: none"> <li>▪ After hours assistance</li> <li>▪ Customer service</li> <li>▪ Customer event planning and delivery</li> <li>▪ Property promotions; and</li> <li>▪ Guest communications</li> </ul>	Casual out of hours as required
<b>Security</b>	1	<ul style="list-style-type: none"> <li>▪ After hours assistance</li> <li>▪ Security</li> </ul>	Casual out of hours as required  Overnight

There will be no guest or “live-in” manager accommodated on-site. The Staff on duty will be the first point of contact for guests, available 24 hours, every day.

Contact with the Staff on duty will be available via mobile telephone at any time. Signage will be displayed throughout the facility in common areas:



In addition, contact details will be included in guest welcome packages, ensuring that all guests are able to contact the staff / Manager on duty as necessary.

The staff rosters will be designed in a way that will allow for core and ancillary staff to move throughout the building to provide a discrete, but effective level of security, support and supervision within the building at all times.

Staff will act to maintain a good quality living environment within all communal areas of the building, including the common areas and lifts. All building common areas will be inspected and cleaned regularly by retained external cleaning staff. This also provides a further useful method for discretely monitoring activity.

## 4.2 Management support

The proposed staffing structure offers the appropriate level of management for the successful operation of the facility to support and manage the guest and guest community.

The on-site management team will be well supported by *Centurion's* global team in functions such as finance, communications, human resources and the like. These supporting roles may be located within the company's head office, or at one of its existing sites.

A comprehensive recruitment, training and performance management program is used to recruit and retain quality staff that demonstrate the operational management values. Staff will be recruited based on their ability to demonstrate suitability with the values, culture, behavioural competencies and technical requirements of the role.

All management team and management support staff will be trained in cultural awareness to ensure international guests feel safe, welcome and comfortable approaching any member of the on-site management with potential issues, general wellbeing and ensuring day to day enjoyment of the facility.

The management team will be further supported by third party contracted specialists, where required, such as housekeeping, maintenance and security under the supervision and direction of the Maintenance Manager.

The Accommodation Manager and senior staff will also complete a comprehensive induction programme, living training and working in a functional property.

## 4.3 Management hours

Members of the management team will be on duty between the hours of 9am – 9:00pm Monday to Friday and weekends.

Out of hours building management may be supported by external security staff where appropriate. The provision of night-time security will be allocated and managed by the management team.

## 4.4 Hours of Operation

The facility will operate 24/7, every day. Guests will have the ability to enter and exit the facility at any time using controlled access (eg. fob, swipe card, PIN code etc).

Lifts will operate at all times, other than in an emergency situation as prescribed by the Emergency Management Plan. Access control restrictions will be applicable to all lifts.

Common areas will have usage restrictions in place so as to mitigate noise emission.

Common Area	Operating times
External – Courtyards / Pool	7am – 10pm
External – Rooftop common area	7am – 10pm
Internal common areas – gym, fitness room	7am – 11pm
Kitchen/dining area	7am – 11pm
Internal entertainment areas	7am – 11pm
Internal common areas (excl. above)	unrestricted

Restrictions will be in place for use of loudspeakers by management and visitors (including the gym) during normal operating hours to discourage anti-social noise transmission to surrounding areas. No loud music or speaker announcements are permitted outside of normal operating hours specified in the table above. These restrictions are communicated by the management staff and will be placed on signage.

#### 4.5 Staff parking

Staff parking will be available on site. There may be some staff living in the local area that do not use personal vehicles or some from South Hedland that utilise public transport, however the facility will be able to adequately accommodate for staff to park on site as required.

#### 4.6 Guest and visitor parking

Guest parking will be provided at a reduced rate given the short term stay requirements and the likelihood that in shut-down mode the facility will be accommodating staff that do not normally have access to personal vehicles in Port Hedland.

Visitor parking spaces will be available on-site in limited numbers as it is not expected that there will be a requirement for visitor parking.

Access to visitor spaces will be controlled via the building access control system. On arrival visitors will contact reception/staff via an intercom located at the main vehicle entry to the basement area. Visitors will be admitted to the basement by staff via remote operation of the basement door/boom gate subject to confirmation of an existing booking being in place.

#### 4.7 Bicycle / Scooter storage

Secure on-site bicycle / scooter storage will be available for staff and common use bicycles/scooters for guests catering for up to 20 guests. Guest access to the storage area will be controlled by the access control system allowing the Operator to monitor the number of private bicycles/scooters on site and assist guests with use of facility loan bicycles/scooters.

#### 4.8 Deliveries & collections

Given the nature of the facility, deliveries are expected to be limited to food, laundry services, maintenance, mail & parcels (as above) etc. Large-scale movement of furniture / whitegoods and the like is not anticipated.

Small delivery vehicles will be admitted to the loading area controlled by the operator. Deliveries will be made to the loading area and transferred to reception or to individual specific facilities related to the nature of the delivery.

Mail and or parcels will be managed by the on-site management team and be accessible to guests for collection if required. Access will be provided to Australia Post and or courier services for mail/parcel delivery. Staff on-site will control access into the building for.

## 5 Safety & Security

Guest safety and security of guests and staff is a key principle of the facility's design. In addition to a 24-hour on-site staff presence at the building, *Centurion* will also put in place the following security measures to ensure the safety and security of guests, as outlined below:

- » Access Control System: controlled access card entry systems will be used at secure access points throughout the building. The access control system technology can track if a guest has not opened their door for a described period of time and send an alert to staff.
- » CCTV: Installed internally and externally throughout the building to cover all points of access in and out of the building and in strategic high traffic areas. The system is monitored by staff in the management suite.
- » Reception: The principal entrance to the facility has been designed with a large reception area with concierge front desk supported by staff. This allows visible on-duty staff to monitor and control the flow of both guests and guests in and out of the building.

### 5.1 Building Access Control System

Entry to and from the facility, all common areas (including lifts) and rooms will be controlled by an advanced electronic key-access security system. Guests will be issued with personal access cards when they first arrive at the facility. These are all individually registered and strictly controlled. As detailed, entrance from the section foyer to the guest area of the facility is controlled through security gates, accessed via a key card system or similar, allocated to guests on check in.

The proposed card access system will cover the following locations:

- » Lifts
- » Stair cores at all publicly accessible points
- » Front entrance door to all rooms
- » Internal common areas
- » Bicycle store
- » Management office.

The on-site operational management team will be able to precisely control the extent of access around the building of all occupants. In the event of a key being lost or stolen, the original key will be cancelled on the system immediately and a new one issued to the guest.

### 5.2 CCTV

The building will have a comprehensive internal and external perimeter CCTV installation with full night vision capability, which is a major deterrent in the unlikely event of potential anti-social behaviour.

The CCTV system will be installed both internally and externally at strategic locations with the monitoring system located in the management office, capable of being viewed from management office and reception.



CCTV cameras will be located in the following areas:

- » Externally to all entry and egress points including fire exits
- » Reception area monitoring security gates and entrance and management office
- » Lift lobbies covering lifts doors and exit
- » General Lower ground and ground floor amenity areas
- » Basement parking and bicycle store including entry/exit points
- » Internal common areas
- » External common areas.

The Manager/staff on duty will remotely monitor and store securely off-site recorded video data of all activity in and around the building for permanent access should it be required. CCTV will supplement the on-site staff presence but is not considered to be a replacement of physical staff.

### **5.3 Passive Security**

To provide the safest possible environment for guests, ground floor windows and doors will have an appropriate level of defence against unauthorised entry or privacy invasion.

In addition to the CCTV, as described, additional design measures, shall include, but not be limited to, the following measures:

- » Lockable windows and doors
- » External lighting.

### **5.4 Vehicular and Pedestrian Access Security**

Access to the basement is via secure intercom/card access/keypad system to ensure that unauthorised public access is prevented, to be operated as follows:

- » Automatic Roller shutter doors at the main basement access point with CCTV surveillance
- » Intercom call system and key pin pad entry at the car waiting bay point directly linked to reception permitting authorised vehicular entry (including waste management collection vehicles) to the basement during office hours
- » Staff and maintenance vehicles will be issued with card access for permitted entry 24 hours 7 days a week
- » Lift access will permit access to the basement but will be restricted via access card/keypad system preventing unauthorised access to the student residence at lower ground floor by visitors. 24-hour CCTV cameras will monitor lifts and car parking
- » Bicycles are not permitted within or be brought through the property other than to be stored in the secure bicycle store provided at basement level accessed via a dedicated entry point. Guests travelling to and returning from the bicycle store will use internal lift with card access system for access/egress to and from basement. Access to the bicycle storeroom is via card access system preventing unauthorised persons from accessing the store.

## 6 Guest Health and Wellbeing

### 6.1 Health and Wellbeing Policy

The Operator aims to promote the following to improve the guest's wellbeing experience:

- » To support positive communities and cultures that promote wellbeing
- » Normalise mental health and wellbeing issues to provide easy access to support
- » Develop a stronger focus on protective factors and promoting social and community networks
- » Ensure that a range of accommodation is available at different price points to reduce financial stress, while ensuring that there is provision of the community approach throughout
- » Eliminate discriminatory behaviour
- » Design environments to promote healthier lifestyles including access to local amenities and green space
- » Communal spaces are particularly important that support social interaction
- » Use behavioural and attitudinal as well as socio-economic data to promote better understanding of diversity; and
- » Make existing services easier to engage with guests with physical, logistical, cultural and linguistic barriers.

Beyond the basic features of the rooms, the quality of accommodation design has a significant role to play in the health and wellbeing of guests. Careful consideration has been given to design factors, alongside the quality of services provided, and how well the development of the whole facility serves the wellbeing of its occupants.

Guests seeking help for any issues regarding wellbeing, health, safety and security will be assisted by the management team, 24/7. In addition, the management team will regularly re-enforce all aspects of support services available to guests through regular communication by email and notices placed in common areas throughout the building.

### 6.2 Disabled Access and Inclusion Policy

The Operator's objective is to ensure that safe, dignified and equitable access is met for all users of the building and to eliminate discrimination against people on the grounds of disability, placing high significance on compliance of the design with many accessible features included.

Access for people with disabilities will be provided, but not limited to, the following:

- » Main entrance/reception
- » All common areas on an accessible path of travel
- » Lifts
- » To the front door of all Accessible rooms
- » Communal sanitary facilities
- » Parking drop-off zones.

Access is to be provided to all levels of the building and all facilities and services such that it does not impose an unjustifiable hardship for a person with disability or a health and safety risk for guests.

Provision of accommodation is provided for guests with mobility issues while also providing rooms for users with vision, hearing, and intellectual disabilities. Rooms are available for the three key identified disability groups as follows:

- » Mobility impairment and for people with multiple disabilities
- » For people with hearing and speech impairment
- » For people with vision impairment.

## 7 Processes & Procedures

*Centurion* has developed management procedures and processes to ensure clarity and consistency in the way the facility will operate, ensuring that its guests have a positive and safe experience during their stay.

To assist the day to day running of the facility, the Operator will utilise its own tailored online management system to meet the requirements of its guests. This system utilises online sales data, customer booking/account details, maintenance scheduling and offers customer communication options. This system is designed to improve the guests' experience on arrival, as well as providing a platform for emergency management.

### 7.1 Critical Incident Management and Emergency Evacuation Procedures

In the event of an emergency, dial 000. Critical incident management and emergency evacuation procedures are contained in the Emergency Management Plan.

### 7.2 Management Over Holiday Periods

The facility is staffed on site twenty-four hours, seven days per week, every day of the year including weekends and public holidays. 24-hour contact with the on-site Manager/staff on duty will be available via the nominated mobile telephone contact details provided.

### 7.3 Fire Indicator Panel

The fire protection services and EWIS are monitored and managed at the Fire Indicator Panel located on Ground level near Reception.

### 7.4 Maintenance Requests

Maintenance requests can be made by guests by logging onto the guest portal.

### 7.5 Management of Health & Safety Issues

*Centurion* is extremely vigilant in its approach to all Health and Safety issues and legislation and will employ the services of an external specialist Health and Safety consultancy to undertake risk assessments of all relevant legislative areas. As part of the building commissioning phase, a comprehensive critical incident plan and detailed emergency management and evacuation procedures will be developed for the facility.

Training for these plans and procedures will be addressed in both the employee induction process and then on an ongoing basis. In addition, scenario planning will be used to test and train on these critical building plans.

Comprehensive reports are commissioned annually if required by law and all site safety issues will be managed in-house. The initial assessments will be undertaken towards the end of the construction phase and will enable all required safety measures to be put in place prior to the first student move-in period.

The Operator will detail all site risk assessments, safety compliance issues, site specific task management, and will ensure that it maintains accurate safety data and compliance with legislation as governed by the Health and Safety Executive.

To safeguard staff safety and compliance, all on-site staff at the building will undertake training in general Health and Safety issues as appropriate for their area of responsibility. All employees required to work during the night will be eligible for night worker health assessments as required under the Work Health & Safety Act 2011.

## 7.6 Cleaning

The building will be cleaned to a standard cleaning specification. Communal areas such as the lounges, study areas, kitchen, dining, gym, games and laundry areas plus lift lobbies and stairwells are cleaned regularly.

Cleaning within each room is a tenant responsibility, regular inspections of each room ensure acceptable standards are being maintained. At the end of each tenancy period, tenants are again expected to leave the property in a reasonable condition, but a full deep clean including carpet, curtains, windows, cooking appliances, kitchens and bathrooms is carried out before occupation by the next tenant.

## 7.7 Waste and Recycling Management

Waste and recycling are managed to minimise litter and odours and to enable the student guests to efficiently dispose their own waste generated in their rooms and within common parts of the building. The Operator encourages students to consider recycling where appropriate.

The following measures are incorporated into the design of the building to manage waste and recycling:

- a. Waste and recycling bins provided in each room and in communal areas
- b. General rubbish and recycling bin chutes from each residential floor to waste disposal bins in the basement. Guests will be responsible for emptying their waste and recycling bins into the respective chutes on each level of the building
- c. Large waste rooms in the basement for storage of general and recycling bins
- d. Additional bulky goods waste storage room
- e. Access for waste disposal vehicles to directly access to the basement waste disposal and bulky goods waste room

Waste disposal storage and collection is managed by the operational and maintenance team. Inspection of waste bins capacity will be carried out on a daily basis. Regular cleaning of the waste disposal areas will be carried out to minimise debris, stains and odours.

Waste collection is arranged on a regular basis with the maintenance manager being responsible for full bins under waste chute being moved to waste storage room and replaced with empty bins as necessary.

Refer to the Waste Management Plan prepared by Waste Audit for details of waste collection and disposal.



## 8 Community

### 8.1 Community Liaison

The Operator and the on-site management team prides itself on proactively working with and developing a constructive relationship with its close guests, businesses and representatives of the local community, critical to ensuring that as far as possible, the broad range of local interest groups can co-exist harmoniously.

#### 8.1.1 Local Contact and Liaison

It is important that local guests and businesses have a clear point of contact with the site to raise any concerns or specific problems that the on-site management team can then quickly respond to. Full contact details for the management office and key staff members - including the management suit opening hours - will be circulated to all nearby guests and business occupiers by post prior to the opening of the building.

In the very rare circumstances where one-off group events for guests may be held at the property giving rise to the potential for increased evening activity and/or noise outside the building, the on-site management team will give local guests written notice in advance.

#### 8.1.2 Community Liaison Group

Six months prior to opening the completed building, the Operational management team will begin the process of forming, administering and chairing an ongoing community liaison group comprising representatives from a range of the following local interest groups and public bodies, which will include:

- » Members of the on-site management team
- » Guest or management representatives of any adjoining/nearby public or private housing schemes
- » Occupiers of significant adjoining/nearby commercial properties
- » Police community liaison officers.

It is envisaged that this group should comprise approximately 10 representatives drawn from these identified sources. The Operator will identify and actively approach a range of suitable individuals to become members of the group and request their participation as appropriate.

The clearly stated purpose and function of the community liaison group will be to provide a forum to hear and discuss any issues or concerns raised by representatives in connection with the management of the building and potential impact the activities and behaviour of its guests may have from time-to-time on the local community. Wherever possible the group will work to determine workable solutions to any identified problems, with the Operator subsequently taking overall responsibility for ensuring appropriate action is taken by relevant group members.

Group meetings will be held, with the first to occur no later than two months prior to first occupation of the building. The meetings will be administered and chaired by the on-site management team who will also be responsible for producing and circulating appropriate agendas and subsequent minutes to all group members. During every fourth quarterly meeting, the agenda shall include an annual review process where members can discuss how effective the group is and propose adjustments to its working practices where appropriate. Timings and frequency of meetings will be regularly reviewed in each community liaison group session.

### 8.2 Community and Tourist Services Information

The facility has a dedicated team member whose role it is to provide community and tourist services information. In addition, all staff are responsible for providing community and tourist services information at all times.